

Rockford Public Schools

November 16, 2023

To: All Interested Parties

From: Rockford Public Schools, Project Owner

Cc: Communications by Design, Project Technology Consultants

Re: Request for Quotation

Rockford Public Schools is requesting proposals regarding the implementation of new SIP trunks to replace current SIP trunks, which provide inbound and outbound local and long distance phone service across the district. The following provides additional information regarding details of this project. Rockford Public Schools invites all interested parties to submit their response to this Request for Quotation (RFQ).

This RFQ is being sought for the purposes of gaining knowledge of services available with corresponding costs, and should not be construed as intent, commitment or promise to acquire equipment, services, supplies or solutions offered. Upon completion of the RFQ process, Rockford Public Schools may, or may not elect to proceed expeditiously with the purchase of a solution based on proposals submitted.

Information provided in response to this RFQ will become the property of the Rockford Public Schools.

Rockford Public Schools will not be responsible in any way for payment for information herein requested, nor shall the District become liable for any cost incurred by the vendor in their voluntary response to this request or subsequent clarification activities.

All RFQ responses must be submitted via email by 5:00pm (ET) on November 29, 2023.

Communications by Design
Attention: Mrs. Rebecca Szilagyi
rszilagy@cbdconsulting.com

We appreciate and look forward to your response to this request.

Rockford Public Schools

1.01 DESCRIPTION OF PROJECT

- A. Rockford Public Schools is requesting quotations regarding the implementation of new SIP trunks to replace current SIP trunk services, which provide inbound and outbound local and long-distance phone service across the district. The Owner has an existing Mitel phone system.

1.02 PROJECT REQUIREMENTS

- A. Bidders responding to the RFQ must have a minimum of two (2) years of experience with the current quoted solution.
- B. Assigned Contractor Representative must have at least 3 years of project experience with similar scope of work.
- C. Sixty Eight (68) SIP channels (trunks) shall be provided.
- D. SIP Service Contract Duration
 - 1. Bidders shall provide SIP service contract pricing for a period of 36 months for Owner consideration. Other contract durations may also be submitted as voluntary alternates.
- E. SIP Service Delivery Facility
 - 1. SIP service shall be delivered to Owner's premise "over the top" of Owner's existing ISP network service currently provided by Everstream.

1.03 SCOPE OF WORK

- A. The contractor shall present a quotation that includes detailed information about the implementation and cut over testing tasks, milestones and conversation steps.
- B. PROVISION AND TERMINATE CIRCUITS
 - 1. The selected Contractor shall provision and test all new SIP trunks. Contractor shall coordinate termination of all existing SIP circuits on Owner's behalf as part of their scope of work.
 - 2. The Owner will issue a letter of agency as may be required for the Contractor to complete this work.
- C. TEST CIRCUITS
 - 1. The selected Contractor shall test all new circuits in coordination with the Owner. Contractor will be responsible for testing and verifying redundancy, load balancing and burstable bandwidth and shared trunk functionality. Specific testing shall include but not be limited to:

- a. Inbound call connection (2-way audio)
- b. Verify receiving 10-digit caller ID
- c. Outbound call connection (2-way audio) to local, long distance and 911 numbers
- d. Verify proper caller ID
- e. Verify e911 calls and location
- f. Call forward no answer to voicemail (ensure voicemail greetings can be heard and messages retrieved from internal and external sources)
- g. Call forward to internal extension
- h. Call forward to local number
- i. Verify connection calls can be placed on hold, parked, transferred and retrieved
- j. Verify connected calls can perform ad-hoc conference
- k. Verify desired codecs are negotiated with inbound and outbound calls
- l. Inbound and Outbound faxing

D. PORT DID NUMBERS

- 1. The Contractor shall port all relevant Owner existing DID numbers to newly provisioned SIP service.

E. IMPLEMENTATION APPROACH

- 1. The selected Contractor will work with the Owner/Designer on a regular basis, in person or by phone, to plan, prioritize, design and implement the system.
- 2. As part of this RFQ, the Contractor shall submit a project plan that includes:
 - a. The estimated timeline to deliver the solution should include performance milestones.
 - b. The names and roles of professional staff that will be assigned to the project.
 - c. Any specific requirements the selected Contractor has of Owner resources.
 - d. Overview of e911 functionality and limitations of proposed services.
 - e. Explain in detail post-implementation support.