

REQUEST FOR PROPOSALS: PBX Solution



Publication Date: Tuesday 9/3/2019

Bid Timeframe: Tuesday 9/3/2019 - Friday 11/8/2019

Intent to Bid Due: Tuesday 9/17/2019 at 5:00 PM to TechBids@kipponyc.org.

Those providers submitting Intent to Bid will be provided with additional details to support the solution design process by 9/25/2019.

Mandatory Informational/Q&A Conference Call: 10/2/2019 from 2 PM to 3 PM.

Meeting details will be provided for vendors submitting Intent to Bid by 9/17/2019 at 5 PM.

Bids Due: Friday 11/8/2019 by 5:00PM

Bid Presentations for Top Three Competitive Bidders: November 13-20, 2019

Anticipated Bid Award Date: Approximately Friday 1/17/2020 (for some, part, or all of the work, TBD; date subject to delay pending internal processes)

Anticipated Implementation Timeframe:

- February 2020 - Planning Phase
- March 2020 - Install/Testing Phase
- April 6, 2020 - April 8, 2020 - Cutover & testing for phones/phone system only, as our schools are closed for Spring Break while our co-location schools are open.
- April 2020 through December 2020 - installation & commissioning of intercom & emergency paging systems (as needed)

Required Bid Format: Final bid responses must be supplied in complete in PDF with line-item level detail. (As referenced above, work may be awarded in part or in full.) Please also include **all pricing in Excel Spreadsheets**. All Intent to Bid and Response emails must arrive via email to TechBids@kipponyc.org. It is fine to send response documents via email if the attachments are less than 25 Mbps. If the attachments exceed 25 MB, please use a file sharing utility such as Google Documents, Drop Box, or Box, then provide the access link via email such that KIPP NYC can download the responses.

About Us: In school year 2019-20, KIPP NYC Schools will include 15 schools in the Bronx, Brooklyn, and Manhattan and 1 central administrative Shared Services Team office with offices in midtown Manhattan. KIPP NYC plans to open four more schools by August 2022. All KIPP NYC schools are chartered as public schools with New York Charter authorizers. More information can be found here: www.kipponyc.org.

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OPPORTUNITY DESCRIPTION/REQUIREMENTS/NOTES

KIPP NYC Schools is seeking bids for a PBX Solution, either cloud-based, hybrid, or on-prem at [redacted], to support hard phones, softphones, 911 calling, ext-to-ext dialing, and with the capacity to support as needed the integration of IP-based intercom/emergency paging/bell equipment at all of its remote sites. We are seeking to acquire the services of a qualified vendor who will design, procure, install, and provide ongoing support for an IP-based telecommunication and switching solution that will meet our functionality, scalability, reliability, and manageability requirements, and include a robust disaster recovery capability. All of our remote sites are interconnected through an existing ELAN/WAN. The phone system will tie into dedicated PRIs at each site as well as dedicated POTS lines for emergency backup in the event of PRI failure; IP-based is desired on the inside, with the preference being for endpoint devices that connect using CAT6 and can integrate well into Cisco route/switch environment.

Vendors MUST bid on all parts of the service.

Current Environment:

- Cisco CUCM – Version: 8.6.2.21900-5
- Cisco 2911-K9 Voice Routers each location
- At least 2 POTS and 2 PRI at each location
 - POTS - For 911 calls
 - PRI - Primary channel for incoming/outgoing calls at each location
- Cisco Phones – various models
- SIP Trunking
- Approximately 300 phones
- Supports the ability to accept and email voicemail messages
- Has previously supported intercom/bell equipment via integration with Singlewire software
- SRST
- Currently hosts the automated attendant (IVR) for 15 schools and 2 support programs
 - Each school/program has a custom greeting that was recorded by an employee of the school that directs callers to through the following menu items:
 - Get transferred to a school office employee -or- a Line Group containing multiple office employees (as either top-down, circular, longest idle or broadcast)
 - Pre-recorded location and contact information
 - Pre-recorded enrollment information (which changes 2-3 times a year with updated information)
- Currently supports Polycom Trio system for Zoom teleconferencing rooms

Primary goal:

Replace our existing PBX VoIP (PRI) solution with a design to meet existing and future growth needs.

1. A solution that will support the communication needs of staff working within the schools, offices and remote.

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2. Provide options to support an intercom and emergency communication system within each school. 2-way from classrooms/offices and 1-way in halls/stairwells
3. Reasoning for selecting the solution being cloud, hybrid, or on-premise.
4. A solution that will be scalable to support an increase of 100% in users and the addition of new schools planned for the future.
5. A migration plan / timeline to the new platform must be submitted and agreed upon.
6. Support structure will be clearly defined, with training and resources available to support basic and advanced system administration by IT, and basic end user training for staff.
7. Reliability – designing a solution to ensure maximum system uptime. Provide detailed information to address how to handle a hardware failure.

Requirements:

1. Provide voice services for approximately 300-400 IP phones at 10-15 NYC locations.
2. Voice messaging with translation to text SMS / Email messaging.
3. Conferencing capability.
4. Follow-me Services - Mobility solution to enable seamless and automatic transfer of calls to another extension or staff cell phones when out of the office.
5. Ability to enable our schools (end-users) the ability to create/update/maintain their own schools automated attendants (IVR).
6. Support for an intercom (one to one, or one to many) and emergency solutions with the ability to provide coverage for multiple zones / school. Elaborate on the solution in detail.
7. Door Access - intercom ability to push a button to automatically dial specific extensions to talk to someone to allow entrance. Based on the call, while connected, have the ability to release/unlock the door(s) via a specific security code.
8. Integration with Polycom Conferencing systems to support existing Zoom conference rooms
9. Unified messaging solution to integrate with Microsoft Exchange / Outlook infrastructure.
10. Specification / requirements for hardware, software, phones, etc.
11. Specify features available per phone model with administrative and user programming capabilities.
12. Specify, with a brief overview, the types of reports (SMDR) that can be obtained from the system.
13. Specify cabling requirements for all endpoint types.

Please include in your RFP response line-item detail of costs including material costs (software and hardware) as defined for design, labor for installation, training and estimates costs for 5 years of system support. IT Cabling procurement will be handled separately for the initiative.

If the solution for the PBX and intercom / emergencies are not integrated into one concise solution please provide separate proposals and they will be considered individually.

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For the solution provided please provide references of customers / schools where this solution is installed.

Functionality Checklists:

Minimum Telephone Features Checklist

<i>Feature</i>	<i>Supported</i>	<i>Comment/Indication of limitations</i>
Alphanumeric Display		
Able to access voice mailbox		
Automatic Outside Line Answer/Hold		
Built-in full duplex capability speakerphone		
Call Forwarding		
Call Park		
Call Park/Swap		
Call Pick-up		
Call Transfer		
Caller ID		
Capable of monitoring multiple voice mailboxes for messages		
Capable of using a headset		
Check voicemail from an outside line.		
Delayed Ringing		
Distinctive Ringing		
Do Not Disturb capability		
Pre-recorded message capability with automatic time of day start/stop		
Ability to storage multiple pre-recorded messages		
Feature button display – hardware or software keys		
Automated attendant (IVR)		
Intercom capability with audible tone distinguishable from the regular ring		
Intercom capability with multiple zones/school - Voice Broadcasting		
Last number redial		
Message Indicator for voice messages		
Multiparty conferencing capability from the phone set		
Mute function		

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Paging accessible to all stations or group call		
Call Trace - mark call in system log requiring special attention		
Station and system speed dialing		
Device Inventory		
The ability for a single phone to monitor multiple extensions.		
User programmable keys		
Volume control		
Extension look-up/directory for internal staff - Integrated into Microsoft Outlook Address Book to dial contacts		
PBX Mobility Extension - "follow me" to extension or outside number.		
Predictive dialer - for marketing campaigns		
Restricted Extensions		
Skilled Based Routing - send a call to the right person based on skills		
SMS Server		
Softphone - for Web or PC application		
Call history		

9-1-1 Requirements

<i>Feature</i>	<i>Supported</i>	<i>Comment/Indication of limitations</i>
Direct Access to 9-1-1 (Kari's Law Compliance). In addition the ability to support the Ray Baum's Act to provide specific location within the facility.		
9-1-1 capability with automatic 911 Dynamic Location Routing notification.		
Ensure that a 911 call is routed to the appropriate PSAP area.		

ACD Reporting Checklist

<i>Feature</i>	<i>Supported</i>	<i>Comment/Indication of limitations</i>
Activity by queue		
Activity by school/department		
Call source		
School/department availability per day		
Average call duration by queue		
Calls missed (interflowed) by queue		

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Voicemail Checklist

<i>Feature</i>	<i>Supported</i>	<i>Comment/Indication of limitations</i>
Dial by Name Directory (Outlook)		
Change voicemail settings from an outside line		
Dial 0 to reach an operator		
Ability to retrieve deleted messages		
Voicemail forwarding		
Voicemail caller ID / Time of Message		
Transfer of emails to VM or vice versa		
Remote access to all VM boxes		
Ability to translate VM to text and send to user		

Intercom Checklist

<i>Feature</i>	<i>Supported</i>	<i>Comment/Indication of limitations</i>
Direct Intercom and multiple zones		
Number of zones		
Hands free speaker and bi-direction communication		
Backup solution in case of power loss - both base unit and remote clients		
Solution for a multi campus environment		
Solution services multiple schools		
Master control center with ability for designated KIPP NYC personnel to administer/receive training on		
Door intercom button to specific extensions to gain access. If no answer additional extensions should be tried to answer with multiple attempts/loops		
Ability to unlock/release the door remotely via the answered phone with a security code		
Two Way Communications into the classroom, Emergency Notification for Active Shooter, Severe Weather, Fire and Bell Schedule System.		
iPhone/Android integration		
Pre-recorded message capability		
Ability to storage multiple pre-recorded messages		
School Lockdown with mass notification from a desk phone, mobile phone, or panic button.		

NOTE: Please submit your intent to bid by 9/17/2019 at 5:00 PM to

TechBids@kipponyc.org.