



Board of Education

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INSTALLATION OF UNIFIED COMMUNICATIONS & VoIP Phone System

RFP# 17-910

Request for Proposal Issued: February 14, 2017

Deadline for Submittal of Proposals: March 23, 2017

Before 3:00 P.M. (PST)

**Attention: Technology Services
Roseville City School District
1050 Main Street
Roseville, CA 95678**

SUMMARY

The Roseville City School District ('RCS D' or 'District') is requesting proposals for the installation of a new and sustainable Unified Communications Solution and replacement of our existing VoIP telephone system by building a next generation converged communications platform and required infrastructure. The primary goal of the Request for Proposal (RFP) is to improve user productivity, and to enhance business processes as related to communications, collaboration, and business workflows.

The proposed solution must:

- Enable RCS D sites to fully operate a communications platform seamlessly integrating into a single identity presence-detecting solution for voice, email, instant messaging, multimedia conferencing, and voicemail.
- Provide collaboration functions ranging from basic communications to advanced multimedia, content delivery.
- Reduce operating costs and provide a simplified administration of communications through unified network and platform infrastructure.
- Be engineered to provide minimal to no service disruption thereby enabling staff to remain productive.
- Extend enterprise-based communication services to mobile staff anytime, anywhere.
- Provide consistent services and features regardless of physical location.
- Support a range of popular mobile devices (cellular and Wi-Fi) for mobile service extension.
- Provide access to services beyond physical handsets, i.e, clientless-browser-based mobile device (smartphone or PC)
- The implementation will be a turnkey deployment for all District locations. Proposals must address an approach that includes the replacement of existing equipment.

A successful proposal will meet and/or exceed the requirements as outlined in the RFP. The District is open to learning about alternative solutions and options that aren't laid out in this document, but still meet the technical and general use requirements as outlined in this document.

Appendix A – Pricing Worksheet has been provided in Excel format for your convenience.

Appendix B – References

Appendix C – Questions

CURRENT SYSTEM DESCRIPTION

This solution will replace existing voice telephone systems deployed across fifteen (15) Elementary Schools, and four (4) Middle Schools. RCS D is currently operating on an aged, end of life 3COM NBX telephone system. This system serves over **1,000** phones across the District.

PROJECT

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal to supply VoIP/Unified Communications to the Roseville City School District replacing our current phone system, support, and building the infrastructure that simplifies and integrates all forms of communications to better serve our staff. The RFP provides vendors with the relevant operational, performance, service, and architectural requirements of the solution.

This RFP considers:

- IP-based Voice capabilities and Intelligent Network Infrastructure
- Reliability
- Voice Quality
- Experience and Vision
- Support for Open System Standards
- Voice Messaging
- System Administration
- Support/Service Capabilities
- Scalability
- System longevity
- Simplicity of Installation
- Training and Usage
- Cost and Length of Contract

Proposed Solution MUST include the following:

- Integrate with all existing third party systems
- Address enterprise voicemail solution
- Provide Automatic Call Distribution (ACD) solution
- Emergency services integrations
 - Ability to send a notification that 911 has been called (Email, SMS)
 - Ability to allow local site to listen into 911 calls so they can begin a local response
 - Recording of and sending 911 calls via email/sms once call is completed
 - Ability to send a notification that a certain paging sequence has been sent for things like 'Lockdown' (Email,SMS)
 - Ability for the system to sense that a fire alarm has been pulled and send a notification (Email, SMS). Maybe a dry contact notification
 - 911 Call Location
- Front Desk phone treats incoming PRI/SIP call as a 'Line' allowing office staff to pass amongst each other and select phones as a 'Line 1' or 'Line 2' call.
- Role based administration
- Integrate with Active Directory (AD) and/or Google (G-Suite) for Advanced Directory Services
- Provide wall mounting for every classroom
- Paging services

Proposed Solution MUST include the following (continued):

- Support analog devices and IP
- Meet Federal and State regulations in all areas
- Offer ADA compliant hardware and software features
- Wireless IP Phones capability
- Audio conferencing functionality
- Detailed explanation of system performance
- Performance redundancy and reliability
- Implementation plan, including removal of all legacy equipment
- Detailed documentation to support the proposed solution
- Support, Warranty and Maintenance plan
- Provide current road map and software update schedule
- Business continuity plan
- Monitoring and management tools
- Pricing must reflect equipment, installation and implementation costs, internal staffing, vendor staffing, service and user training, warranty and support, value adds/additional features, optional features, professional services both present and future, and any trade in on present equipment.

Proposed Solution should include the following:

- Ability for all outside calls, by specific extensions(s), to go straight to voicemail (Classroom Phones)
- Ability for internal calls to go straight to intercom while outside calls will ring the phone (Classroom Phones)
- Ability for a user to logon to a phone at a different site
- Voicemail messages delivered to your email inbox.
- Optional soft client/softphone functionality
- Mobile client anytime, anywhere connectivity
- Presence services to allow individuals to see the status of other people and resources
- Seamless integration between voice, data, and video communications
- Single pane management
- Unified messaging over all platforms/webui interface
- Hunt group linear, circular, or calling group.
- Call tracking capabilities (to help investigate incidents such as false bomb threat calls)
- Network OUT option, turn phone into data option

SCOPE OF WORK

Staff should be able to log in anywhere on or off the District's network (home phone or cell phone) and automatically receive calls without administrative intervention. Also, any system proposed should have a failover option to Plain Old Telephone Service (POTS) lines should the PRI/SIP Service experience an interruption, and Public Switched Telephone Network (PSTN) failover capabilities should the Wide Area Network (WAN) experience an interruption.

SCOPE OF WORK (continued)

The District requires that any system have the capability to service remote locations with the same features and functionality as the District Office should the need arise. Each location should be able to maintain independent survivability during an individual or District Office interruption of service. System directories, class of service for telephony capabilities, trunk group access, should apply to sites during this outage unless otherwise noted.

Proposed Submission Requirements

The following information is to be addressed and clearly labeled in the Vendor's Proposal. Each bidder must provide the following information:

- Proposed system(s) and functionality.
- Item pricing, to include any shipping, licensing, installation, or other charges that may apply.
- All charges are to be listed separately. Include incremental costs for service upgrades.
- Provide three existing customer references serviced by the same proposed office (preferably K12 and/or institutions of higher education, County or City governments and/or institutions with similar business requirements) where your company has provided a similar service. Please include name, title, telephone number and email address of primary customer contact(s).
- Service Level Guarantees/Service Level Agreement (SLA) - Provide documentation on the Service Level Guarantee/Service Level Agreement for the proposed solution.
- Provide level of local technical support the District can expect, escalation procedures, number of local technicians, and remote service level monitoring included.
- Discuss local availability of inventory for replacement and repair parts for the system.
- Provide information on compensation to the District for missing SLA targets.
- Vendor must provide current Annual Report and audited financial statements for the last three years.

Proposed Submission Architectural Requirements

This section is designed for the Vendor to provide a summary of proposed solution. The design of the solution must include the appropriate, availability, scalability, features, and security for the District. State all components (hardware, software, licenses, etc.) required to complete the proposed turnkey solution. Any components provided through third party partnership must be identified as such. Any proposed proprietary system components must interoperate with the existing District infrastructure. Any changes required to implement or integrate with existing systems (i.e. changes to routing and switching) must be stated.

Please provide as much detail as possible regarding the design, components and services proposed. Include application, call flow, architecture diagrams where appropriate in Visio and PDF format. Include model designations and version numbers of the relevant components.

Proposed Submission Architectural Requirements (continued)

Describe how the proposed solution is architected to provide highly available communications services to staff. The District bases availability and uptime figures upon 24 hours per day, 365 days per year. For purposes of conducting business and providing services including student safety; the central components of the system must be architected to provide 99.5% availability. Vendors can assume the District takes on day-to-day responsibility of the underlying network. Identify all components, capacities, and mechanisms of the proposed solution that provide system high availability. Recovery timeframes for component failures must be detailed. All features provided by the proposed solution must have high availability built in (i.e., voicemail, interface, call processing, and routing). Identify any special considerations, concerns, dependencies required by the proposed system.

Proposed Submission Security

The proposed solution must provide details of the system security, addressing topics of availability, integrity, confidentiality. Describe how the proposed solution mitigates such sample risks as eavesdropping, unauthorized access, server worms, viruses, spyware, and Denial of Services. The proposed solution must provide system logs of all administrative access, system changes both on the proposed solution and to a SYSLOG server designated by the District. Role based administration and delegated permission features must be detailed in the solution. Integration with LDAP authentication for administrative access is required.

Proposed Submission Service Quality Assurance

The proposed solution must provide details of the system quality management and assurance, addressing topics of availability, performance and diagnostics. Describe how the proposed solution guarantees consistent, high quality service delivery in addition to supporting diagnostic efforts for addressing service issues.

Proposed Submission Protocol Implementation

All systems must support IPv4, with provisions to support future IPv6 implementation. Documentation must note compliance with open standards (i.e. RFC, ISO). Any proprietary protocols used must detail functional differences from open standards. All administrative functions must utilize industry standard encrypted communication channels; response must provide details regarding implementation. Any integration with centralized authentication databases or privileged system access must also utilize encrypted communication. The proposed solution must provide details of all protocols implemented to facilitate system operation.

Proposed Submission SIP Trunking

All proposed systems must have the ability to support industry standard SIP trunking. SIP trunks should be able to handle inbound direct inward dialing (DID) with Caller ID and outbound local and Long Distance calling. The ability to address the following must be detailed in the response:

Proposed Submission SIP Trunking (continued)

- List capabilities of your solutions implementation of SIP
- Outline any third party equipment included in the proposed solution related to SIP
- List any requirements needed to integrate with SIP trunking from a service provider

Proposed Submission Scalability

Describe how the proposed solution will/will not scale to meet the District's requirements. The proposed solution will initially support base of over 1000 handsets and voicemails. Please describe how the system is expected to scale expansion to additional facilities without degradation in performance.

APPLICATIONS & FEATURE REQUESTS

Training

Describe the proposed training plan for Staff and IT System Administrators. Include initial training and continued education as it relates to upgrades and feature enhancements. Also include training opportunities for Train-the-Trainer roles. Training curriculum should be broken down into three roles:

- IT System Administrators
- Site Administrator
- Staff/Teacher

VoiceMail

The proposed voicemail solution must be able to support interactive retrieval of messages via handsets, as well as electronic access i.e. web-based, email integration. Voicemail could be used to broadcast messages from District leadership; as such the proposed solution needs to be able to support concurrent retrieval of messages under bursting conditions without performance degradation. Response must detail the system ability to handle high capacity, and any specific concerns or considerations regarding message retrieval and capacity limitations. The ability to address the following must be detailed in the response:

- Capacity to support/scale up to 150 voicemails per mailbox.
- Standalone voicemail service or integration with Active Directory (AD) and/or Google Integration.
- Feature support for either service option and supported forms of unified messaging.
- Capability to execute centralized remote backup and restore to external storage devices
- Capability of implementing mailbox retention policy, centralized preferred.
- Address database integrity, record restoration pertaining to backup/restoration
- Time of day routing
- Centralized and individual distribution lists
- Management of distribution lists via GUI utility
- Multiple forms of message notification, including but not limited to message waiting indicators, and email notification
- Secure remote management for all features and functions of the system

Routing

Please describe the call routing functionality in the proposed solution including load balancing, virtual queuing, and business directed routing. The ability to address the following must be detailed in the response:

- Route calls to specific staff
- Deliver calls to multiple physical locations
- After a predetermined amount of time provide callers the option to leave a voicemail or stay in the queue, while retaining their place in the queue
- Schedule routing changes for future or specific periods time.

Reporting & Monitoring

Proposed solution must provide a description and samples of out of the box reports. Include information on any variable parameters. The following are also desired aspects of any reporting functionality:

- Ability to assign role based security within the application. This must include both creation and execution of reports.
- Ability to create custom reports. Describe method and necessary skill level to build custom reports. Include database type and confirm availability to read and query data.
- Ability to export standard and custom reports to common formats such as .xls, csv, etc.
- Ability to email standard and custom reports on an ad-hoc and scheduled basis.
- Ability to push standard and custom reports to a web page
- Ability to view Historical reports in varied time segments

Miscellaneous Features

The proposed solution must address the following features and/or functionality:

- Hold music or pre-recorded announcement via an AUX port, or imported digital files
- Ability to modify holiday dates/times and customize messages
- Ability to initiate a call from contacts or email.
- Ability for IT System Administrators to log into staff phones remotely
- Call recording

Emergency Services

The proposed solution must provide details of how the system addresses issues of emergency response and life safety. Intelligent services including but not limited to the following must be addressed:

- Location-based emergency services
- Client location tracking
- Location based emergency dispatch coordination
- E911 regulatory compliance and management
- Notification of emergency calls to District designated safety/security dispatch team

Emergency Services (continued)

- Call recording and archiving
- Malicious call tracing, and integration with call recording
- Emergency call group setup and coordination
- Alerts to site level designated groups via email, and SMS
- Future integration points with public safety radio based communications

ADA Compliance

Because the District provides services to a diverse user base, ADA compliance is a required consideration. The proposed solution must detail areas of support for auxiliary aids and services. Please detail how the proposed solution addresses areas including but not limited to:

- Text telephones (TTYs)
- Computer aided real-time transcription
- Telephone handset amplifiers
- Speech synthesizers
- Voice to Text
- Ability to answer calls via voice or external switch

Telephone Set Paging

The District requires the system to have the ability to page over handsets; this functionality must support zones and one to one pages with no handset intervention. Describe the paging functionality in the proposed solution.

Analog Device Support

The District has varying analog devices deployed at all sites that will continue to be operated in the future. As the physical deployment varies per location, each device must be supported in multiple locations within each site. We require the proposed system integrate a minimum of 4 analog lines. Detail the integration and support required for the following sample systems.

- Analog telephones (FXO)
- Analog connections to PSTN for off-net communications (FXO)
- Integration into existing District services; HVAC, Lighting, Paging, etc (FXS)

Audio Conferencing

Provide a detailed description of features and system functionality for the proposed system conference bridge capabilities. All audio conferencing features must be accessible on any proposed communications end user interface. Describe how system could integrate with Google Hangouts for presence.

System Performance Requirements

The vendor must provide a description of required communications infrastructure capacity required to support the proposed solution. Responses must document all dependencies including the following considerations for overhead/associated/overall bandwidth required for the proposed solution for the following:

- Call setup/teardown/maintenance
- Call bearer traffic
- System management
- System failover
- Database replication
- Special signaling for associated alerts i.e., Message Waiting Indication
- Conference call
- Call quality trace/tracking/logging
- Network throughput/forwarding
- Quality of Service
- Environmental considerations (power, cooling)
- Converged Infrastructure components (handsets, system components, switch ports)

Redundancy

Redundancy is required of all major components in the service, including the voice and data network interfaces. Redundant service components must be enabled automatically upon failure of the primary component or service. Administrator notification must be automatic upon failure of any component or service in the proposed solution. After a service component failure, the transactions that were in progress at the time of the failure continue processing without any intervention (such as a server reboot) necessary by the administrator.

Warranty

All hardware, software and installation must include a minimum of a 1 year replacement warranty including onsite labor, if needed. The cost of this warranty/maintenance should be included on Appendix A, where indicated.

Maintenance charges for years 2-5 should include all data equipment quoted within the solution total price. 1st year warranty for data equipment should be bundled into the equipment price within Appendix A.

EVALUATION

The District intends to select the proposed services and terms that are most advantageous to RCSD. The District will review proposals submitted by the deadline. After reviewing the proposals, RCSD may choose to interview the top vendors, and may request a working Proof-of-Concept (POC), as well as may include a site visit with a current K-12 customer utilizing the proposed solution for over one-year.

The criteria used to evaluate the proposals will include:

- RFP Compliance and Responsiveness: A complete response to the RFP that complies with the RFP requirements with a minimum of exceptions. A concise response that draws exact parallels to RCSD's needs with a minimum use of boilerplate marketing material or overly technical language.
- Reliability: A system that has a proven track record of reliability as well as an architecture that is inherently fault tolerant.
- Functionality: The ability for the system to improve how RCSD conducts business. The efficiency and effectiveness of all staff at RCSD is critical to its long-term success.
- Cost Effectiveness: A cost effective solution in the initial purchase, as well as the ongoing maintenance and servicing of the system.
- Manufacturer Vision and Stability: Provider's commitment to excellence in telecommunications equipment, financial stability, market share, and technological vision for the future.
- Vendor Experience: Evaluation of the vendor's experience in the design and implementation of similar telecommunications systems and technologies, and vendor reputation. Evaluation of Vendor's ability to provide a structured, organized implementation that meets RCSD's requirements.
- Warranty/Maintenance/Training Support: Ability to provide timely support during the installation, warranty period, and ongoing maintenance.
- Prior history, implementation, and/or relationship with Roseville City School District.

VENDOR DEMONSTRATIONS

RCSD has set aside the dates noted in the Schedule of Events for Vendor Demonstrations with the Vendors that make the shortlist. Demonstrations will be scheduled at 9AM or 1PM of the days noted.

Vendors will be required to perform two additional performance tasks **a)** Provide a two-hour presentation which consists of the solution that was proposed including a product portfolio, benefits of the proposal and a working demonstration of their equipment. This presentation might include staff that may or may not be key decision makers in the RFP solution nor employed by the District. **b)** Provide a fully functional and working evaluation system for 2 weeks that the District can use to build a Proof-of-Concept (POC) of the proposed solution at a school site. Provide access during the POC, on-site for the first day, to a systems engineer to ease setup, answer questions and assist with adjustments. Quantities of the equipment needed and additional information are based on the solutions proposed.

RFP SCHEDULE

RFP Posting:	February 14, 2017
End of Questions:	March 9, 2017, 4:00 PM
Closing:	March 23, 2017, 3:00 PM
Vendor Demonstration	April 4th - 7th, 9:00 AM or 3:00 PM
Award of RFP:	May 4, 2017, Contingent upon Board Approval
Contract Start Date:	May 5, 2017

**RFP 17-910 - APPENDIX A
PRICING WORKSHEET
FISCAL YEAR 2016-2017**

Vendor Name: _____

Contact Name: _____

Contact Title: _____

Contact Phone: _____

Please provide the above information, and complete the available Appendix A (attached).

**RFP 17-910 - APPENDIX B
REFERENCES
FISCAL YEAR 2016-2017**

Provide contact information for a minimum of three local references, preferably in K-12 Education, using similar make and model equipment to the proposed solution.

Company name and location	
Contact name, position and phone number	
Products Installed	
Number and Size of systems; number of handsets	
How long installed	

Company name and location	
Contact name, position and phone number	
Products Installed	
Number and Size of systems; number of handsets	
How long installed	

Company name and location	
Contact name, position and phone number	
Products Installed	
Number and Size of systems; number of handsets	
How long installed	

**RFP 17-910 - APPENDIX C
REFERENCES
FISCAL YEAR 2016-2017**

1. Please provide your response to the **Proposed Submission Requirements** described on Page 4.

Response:

2. Please provide your response to the **Proposed Submission Architectural Requirements** beginning on Page 4, including network diagram(s) of the proposed solution:

Response:

3. Please provide your response to the **Proposed Submission Security** described on Page 5.

Response:

4. Please provide your response to the **Proposed Submission Service Quality Assurance** described on Page 5.

Response:

5. Please provide your response to the **Proposed Submission Protocol Implementation** described on Page 5.

Response:

6. Please provide your response to the **Proposed Submission SIP Trunking** described on Page 5.

Response:

**RFP 17-910 - APPENDIX C
REFERENCES
FISCAL YEAR 2016-2017**

7. Please provide your response to the **Proposed Submission Scalability** described on Page 5.

Response:

8. Please provide your response to the **Training** components outlined on Page 6.

Response:

9. Please provide your response to the **Voicemail** components outlined on Page 6.

Response:

10. Please provide your response to the **Routing** components outlined on Page 6.

Response:

11. Please provide your response to the **Reporting & Monitoring** components outlined on Page 7.

Response:

12. Please provide your response to the **Miscellaneous Features** outlined on Page 7.

Response:

13. Please provide your response to the **Emergency Services** outlined on Page 7.

Response:

**RFP 17-910 - APPENDIX C
REFERENCES
FISCAL YEAR 2016-2017**

14. Please provide your response to **ADA Compliance** components outlined on Page 8.

Response:

15. Please provide your response to **Telephone Set Paging** outlined on Page 8.

Response:

16. Please provide your response to **Analog Device Support** outlined on Page 8.

Response:

17. Please provide your response to **Audio Conferencing** outlined on Page 8.

Response:

18. Please provide your response to **System Performance Requirements** beginning on Page 8.

Response:

19. Please provide your response to the **Redundancy** components outlined on Page 9.

Response:

20. Please provide your response to the **Warranty** components described on Page 9.

Response:

VENDOR REQUIREMENTS, ADDITIONAL INSTRUCTIONS & INFORMATION TO PROPOSERS

All submitted proposals must provide at a minimum, all requested information in this RFP. Each response will be reviewed to determine if it is complete prior to actual evaluation. The information should be organized as indicated in the RFP requirements.

Roseville City Elementary School District reserves the right to eliminate from further consideration any response, which is deemed to be substantially or materially unresponsive to the request for information, contained in this section.

1. **PROPOSALS:** Each proposal shall be submitted on forms supplied by the DISTRICT. Each proposal shall conform and be responsive to DISTRICT specifications. **Any portion not included, without prior district approval, could be cause of elimination from the RFP process.** Proposer shall furnish complete specifications and rates for all services requested. Additional pricing schedules detailing items listed on the proposal shall be attached to the proposal form. Any portions of the submitted RFP, which are to be treated by Roseville City Elementary School District as proprietary and confidential information, must be clearly marked as such.
2. **REFERENCES:** Vendor shall supply a list of all school districts in the state of California for whom the Vendor is currently providing Unified Communications and VOIP services during the past five (5) years (2012-17)
3. **CHANGES/CORRECTIONS/ADDENDUMS:** Changes or corrections may be made in the RFP documents after they have been issued and before the due date for receipt of proposals. In such case, a written addendum describing the change or correction will be issued by the District to all Vendors of record. Such addendum shall take precedence of that portion of the documents concerned, and shall become part of the RFP documents. Except in unusual cases, addenda will be issued to reach the Vendors at least three (3) days prior to the established date for receipt of proposals.
4. **TYPEWRITTEN/WRITTEN IN INK:** All prices or notations must be typed or written in ink. Proposals written in pencil will not be accepted.
5. **ERASURES:** The proposal submitted must not contain erasures, interlineations, or other corrections unless each such correction is suitably authenticated by affixing in the margin immediately opposite the correction the surname or surnames of the person or person signing the proposal.
6. **ALL COSTS INCLUDED:** All costs must be included in the bidder's proposal. The bidder shall deliver, install, and provide training for use of the student management system. These specifications are meant to outline the District's functional requirements and are not meant to be an exhaustive list of services required to accomplish these requirements.

7. **TAXES AND INSURANCE:** All insurance that may be required shall be included in all bid response quotations. The District is not exempt from California State sales and use taxes. The District is exempt from paying Federal Excise Taxes. California sales tax shall be included in the bid response quotations as a separate line item.
8. **SIGNATURE:** The proposal must be signed in the name of the bidder and must bear the signature in longhand of the person or persons duly authorized to sign the proposal. In case a proposal is submitted by a corporation, it must be signed in the name of said corporation by a duly authorized officer or agent thereof.
9. **MODIFICATIONS:** Changes in or additions to the proposal form, alternative proposals, or any modifications of the proposal form which is not specifically called for in the contract documents may result in the District's rejection of the proposal as not being responsive to the invitation to proposal. No oral or telephonic (facsimile machine, FAX, inclusive) modifications of any proposal submitted will be considered.
10. **EXAMINATION OF CONTRACT DOCUMENTS:** Bidders shall thoroughly examine and be familiar with Specifications. The failure or omission of any bidder to receive or examine any contract documents, forms, instruments, addenda or other documents or to visit the site and acquaint himself with conditions there existing shall in no way relieve any bidder from obligations with respect to his proposal or the contract. The submission of a proposal shall be taken as "Prime Facie" evidence of compliance with this section.
11. **ERROR IN PROPOSAL:** Any claim by bidder of error in his proposal must be made before proposals are opened, or the claim shall be deemed waived. Any bidder may withdraw his proposal at any time before the time at which proposals are due and the Request for Proposals is closed and, having done so, no bidder will be permitted to resubmit a proposal.
12. **AWARD OF CONTRACT LIMITATION:** No proposal will be accepted from or contract awarded to any party or firm in arrears to the District, or who is a defaulter as surety, contractor or otherwise.
13. **EVIDENCE OF RESPONSIBILITY:** Upon the request of the District, a bidder whose proposal is under consideration for the award of the Contract shall submit promptly to the District satisfactory evidence showing the bidder's financial resources, his experience and organization available for the performance of the contract.
14. **ACCEPTANCE OR REJECTION OF PROPOSALS:** The Board of Education reserves the right to reject any and all proposal, or any or all items of any proposal, or waive any irregularity of any proposal. No proposal may be withdrawn for a period of ninety (90) days without written approval of the District.

15. **THE CONTRACT:** The proposer to whom the award is made shall be required to enter into a written contract with the District. These RFP specifications and the proposer's submission will be attached to, and become a part of, the final contract documents. The District makes no commitment in or by virtue of this RFP to purchase anything from any supplier. The receipt of any supplier's quotation shall not place the District under any obligation to award the agreement to that supplier.
16. **COOPERATIVE CONTRACTS OR CURRENT PIGGYBACKABLE BID OR CONTRACT AWARDS:** The District is seeking best value for product and services. Access to current piggyback bids or contracts, government contracts or cooperative purchasing agreements is desirable.
17. **PREVAILING LAW:** In the event of any conflicts or ambiguities between these specifications and state or federal laws, regulations or rules, then the latter shall prevail.
18. **SAMPLES:** Where the Bidder quotes on a brand named as a standard of the quality and utility desired, a sample of the item will not be required unless specifically requested. If the bid submitted is on any other brand or make than that so named, a sample thereof must be furnished, if requested, or the bid on the item will not be considered. The sample submitted shall be the exact item the Bidder proposes to furnish. Samples of items, when requested, must be furnished free of expense to the District.
19. **FEDERAL OR STATE REGULATIONS:** The Bidder's proposal and any contract entered into are subject to all applicable statutes of the United States or of the State of California and all applicable regulations and orders of the Federal or State governments now in effect or which shall be in effect during the period of such contract.
20. **ASSIGNMENT PROHIBITED:** No contract awarded under this proposal shall be assigned without the approval of the Board of Education.
21. **PATENT RIGHTS, COPYRIGHTS, AND TRADEMARKS:** The Bidder shall save, keep, bear harmless, and fully indemnify the District and any of its officers or agents from all damages, or claims for damages, costs, or expenses in law or equity that may at any time arise or be set up for any infringement of the patent rights, copyrights, or trademarks of any person in consequence of the use by the District, or by any of its officers or agents of items to be supplied by the Bidder.

22. **DELIVERY:** All items shall be delivered in quantities specified in the contract F.O.B., at the points within the District as specified in the contract. Deliveries in advance of the time specified in the contract shall not be accepted unless the Bidder has obtained prior approval from the District. Unless otherwise specified, if an item is not delivered as specified in the contract or if the Bidder delivers an item which does not conform to the Specifications, the Board of Trustees may, at its option, annul and set aside the contract, either in whole or in part, and may enter into a new contract in accordance with law for furnishing such item. Any additional cost or expense incurred by the District in the making of such contract or any additional cost of supplying an item by reason of the failure of the Bidder, as described in this paragraph, shall be paid by the Bidder or his surety. this should move up or a sentence move down.
23. **INABILITY TO PERFORM:** In the event that Bidder is prevented from making delivery or otherwise performing on time as specified in the contract by fire, flood, earthquake, labor or transportation problems, war, acts of government, or any other similar cause commonly known as an act of God, which is not the fault of the Bidder, the Bidder shall not be required to deliver or perform, subject to the following requirements:
- a. The Bidder shall send written notice to the District of the Bidder's inability to perform in accordance with the contract. The notice shall contain all facts which show the condition which prevents performance. The Bidder shall send such notice as soon as possible but in no event later than the fifth (5th) day following the date of issuance of a purchase order by the District or no later than the date specified in the contract for delivery or other performance, whichever is applicable.
 - b. The District may cancel the contract or purchase order, entirely or in part.
 - c. The Bidder shall not make any delivery or otherwise attempt to perform under the contract except on the basis of issuance by the District of a new purchase order or other written instruction.
24. **EQUAL OPPORTUNITY EMPLOYMENT:** Bidder, in submitting his proposal certifies that he is an Equal Opportunity Employer, and certifies that he is in compliance with the Civil Rights Act of 1964, the State Fair Employment Practice Act, and all other applicable Federal and State laws and regulations relating to equal opportunity employment, including Executive Order No. 11246 of September 24, 1965.
25. **GOVERNING LAW AND VENUE:** In the event of litigation, the bid documents and related matters shall be governed by and construed in accordance with the laws of the State of California. Venue shall be with the appropriate state or federal court located in Placer County.
26. **CONTACT WITH DISTRICT REPRESENTATIVES:** No business entity, including any agent of such entity, shall directly or indirectly contact any district representative immediately before or during the bidding process of any project on which the business entity intends to or has submitted a bid. Any vendor violating this policy shall be deemed disqualified from bidding. Should such contact come to light after the bid is awarded and the entity was deemed the successful bidder, the Board reserves the right to cancel any contract awarded.

27. **ARBITRATION:** All claims of \$375,000 or less which arise between the bidder and the District shall be subject to the settlement and arbitration provisions set forth in the public Contract Code Sections 20104 through 20104.8, which provisions are incorporated hereby by this reference.
28. **RIGHT TO TERMINATE:** District reserves the right to terminate this Request for Proposal and all documents associated with the Request for Proposal, including but not limited to a Letter of Intent/Letter of Agreement, in its sole discretion at any time, with or without cause, upon written notice to the other party. In the event of termination, notice shall be deemed served on the date of mailing and shall be effective immediately. The District shall not be responsible for any costs to Bidder/Contractor prior to termination.
29. **BID PROTEST:** Any bid protest by any Bidder must be submitted in writing to the District before 2:00 p.m. of the third (3rd) business day following bid opening.
- a. The protest must contain a complete statement of any and all bases for the protest.
 - b. The protest must refer to the specific portions of all documents that form the bases for the protest.
 - c. The party filing the protest must have actually submitted a bid. A bidder may not rely on the bid protest submitted by another bidder, but must timely pursue his or her own protest.
 - d. The protest must include the name, address and telephone number of the person representing the protesting party.
 - e. The party filing the protest must concurrently transmit a copy of the protest and any attached documentation to all other parties with a direct financial interest that may be adversely affected by the outcome of the protest. Such parties shall include all other bidders or proposers who appear to have a reasonable prospect of receiving an award depending upon the outcome of the protest.
 - f. The bidder whose bid has been protested may submit a written response to the bid protest. Such response shall be submitted to the District no later than 2:00 p.m., no later than three (3) working days after the deadline for submission of the bid protest, as set forth above, and shall include all supporting documentation. Such response shall also be transmitted concurrently to the protesting bidder and to all other bidders who appear to have a reasonable prospect of receiving and award depending upon the outcome of the protest.
 - g. The procedure and time limits set forth in this paragraph are mandatory and are each bidder's sole and exclusive remedy in the event of bid protest. Failure to comply with these procedures shall constitute a waiver of any right to further pursue the bid protest, including filing a Government Code Claim or legal proceedings.
 - h. A "business day", for purposes of this section, means a weekday during which the District's office is open and conducting business.

NON-COLLUSION AFFIDAVIT TO BE EXECUTE

BY BIDDER AND SUBMITTED WITH BID

(Public Contract Code Section 7106)

_____ (Name) , being first duly sworn, deposes and says that he is
_____ (title) of the _____(Name)

the foregoing bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the bid is genuine and not collusive or sham; that the bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham bid, and has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham bid, or that anyone shall refrain from bidding; that the bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the bid price, or of that of any other bidder, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the bid are true; and, further, that the bidder has not, directly or indirectly, submitted his or her bid price of any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company, association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid.

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Signature: _____

Printed Name: _____

Company Name: _____

Address: _____

City, State, ZIP _____

Date: _____

EXECUTION OF OFFER

**ROSEVILLE CITY SCHOOL DISTRICT
RFP 17-910 - INSTALLATION OF UNIFIED COMMUNICATIONS & VoIP Phone System**

Bid Closing Date: March 23, 2017

Bid Closing Site: Roseville City School District, Warehouse Conference Room

To: Purchasing Supervisor

- 1) Pursuant to and in compliance with the Notice Inviting Proposals, Information for Bidders, General Conditions, Bid Form, Addenda, if any, and other documents relating thereto, the undersigned bidder having familiarized him/herself with the terms of the bid and the conditions affecting the performance of the bid, hereby proposed and agrees to perform, within the time stipulated everything required in this bid for the amount herein set forth.
- 2) This bid shall continue to remain in effect after the initial period indicated for as long as all parties remain in agreement for additional purchases.
- 3) Bidder shall complete and sign the provided Non-collusion Affidavit and include it with bid response.

Name of Firm

Address

_____, (name), the _____, (title),

of the bidder, hereby certify under penalty of perjury in accordance with the laws of the State of California, that all the information submitted by the bidder in connection with RFP 15-901 - RCSD Managed Print Services Solutions, Fleet Copier Lease and Maintenance Services, and all the representations herein made, are true and correct.

Executed this _____ day of _____, 20__ at _____ (county).

Signature _____

Telephone _____

Email address _____

END OF BID FORM, TERMS AND CONDITIONS