



FLINT COMMUNITY SCHOOLS

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FLINT COMMUNITY SCHOOLS

REQUEST FOR PROPOSALS

TELEPHONE SERVICE

Issue Date:
April 18, 2019

Optional Pre-Bid Meeting and Walk-through

April 25, 2019 - 1:00 p.m. EST

Administration Building

923 E Kearsley St.

Flint, MI 48503

Proposal Due Date:

May 13, 2019 - 5:00 p.m. EST

Submit Proposals to:

Jamie Cowan: Executive Director of Finance

Flint Community Schools

Telephone Service Proposal

923 E. Kearsley St.

Flint, MI 48503

Phone: 810.760.1272

Late Proposals Will Not Be Accepted or Considered

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1. GENERAL TERMS AND CONDITIONS

1.1 RFP Intent

Flint Community Schools is requesting bids to support their existing telephone system with a hosted VoIP Voice Communications Solution.

It is required that bidders propose their best solution to meet the Owner's telecommunications needs as defined in this RFP. Throughout this RFP, the "Owner" will be used to refer to Flint Community Schools and respondents submitting proposals will be referred to as "Bidders" or "Contractors".

1.2 Definitions

As used in this RFP, the following terms will have the meanings set forth:

Agreement or Contract- Refers to a contract executed by the District and Service Provider for all or part of the Services covered by this RFP.

Company- Refers to a company or contractor that is selected to provide services to the District as outlined in this RFP.

District- For purposes of this RFP, the word "District" will be used to represent Flint Community Schools.

District Buildings- Refers to all buildings currently managed by the District.

District Representative- Refers to a specified District employee or designee representing the best interests of the District for this Project. This person will serve as the point of contact between the District and the Company once a contract has been awarded.

Emergency Repair- Refers to repairs that must be made to continue the uninterrupted operation of the facilities during Regular Business Hours.

Evaluation Committee- Refers to a committee, as appointed by the District, responsible for determining the best Service Provider for the Services described in this RFP.

Pricing Sheet- Refers to the document made available to all Service Providers to be used for submission of bids in response to this RFP.

Proposal- Refers to the Proposal submitted by a Service Provider for the Services as outlined in this RFP.

Regular Business Hours- In general, this refers to 8:00AM until 5:00PM Monday through Friday.

RFP- Refers to this Request For Proposals.

Service- Refers to the Telephone Service as outlined in this RFP.

Service Provider- Refers to a company or contractor that is a bidder for providing services to the District as outlined in this RFP. NOTE: The words "Bidder" or "Contractor" may be used many times in place of Service Provider.

Sub-contractor- Refers to a company that has contracted with the Service Provider for specific services.

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1.3 Submission Deadline and Requirements

The following chart illustrates the schedule of events to prepare the Service Provider's Proposal. The key events and deadlines for this process are as follows, some of which are set forth in more detail in the Sections that follow:

| Date | Event | Details |
|--------------------------|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Thursday, April 18, 2019 | Issuance of RFP | The District will issue Request for Proposal on the District Website www.flintschools.org |
| Thursday, April 25, 2019 | OPTIONAL site tour 1:00 pm - 4:00 pm | All suppliers interested in bidding can attend site tours to inspect and gather all the information they need to accurately bid on the RFP. |
| Tuesday, April 30, 2019 | Deadline for submission of written questions by service providers | All questions must be e-mailed to Kendra Dean at kdean@flintschools.org Questions are due by 5:00 pm EST on this day. Questions will not be accepted by phone. |
| Monday, May 6, 2019 | All answers posted as addenda to the RFP | All answers to questions provided by one/more Service Providers will be posted to the District's Website (www.flintschools.org) |
| Monday, May 13, 2019 | Deadline for RFP proposal submission | Proposals are due by 5:00 pm EST on this day at the following address: Amanda Senko, Deputy Chief Financial Officer Flint Community Schools 923 E. Kearsley Flint, Michigan 48503 |
| Monday, May 20, 2019 | Service Provider Interviews | Interviews may be conducted with selected Service Providers on this date. Service Providers selected for interviews will be notified by the District. |
| Monday, May 27, 2019 | Final selection | Bid awards will be announced on this date. PLEASE NOTE: Submitted bids will not be opened in a public meeting as this is not required when the bid is for a service and not a commodity. |
| July 2019 | Expected date for beginning services | This is an expected date when the selected Service Provider will start providing services to the District. |

1.4 Opening of Proposals

Properly identified Bids received on time will be opened the next business day. Submitted bids will not be opened in a public meeting.

1.5 Purpose

The Flint Community Schools (District) is accepting firm, sealed proposals to provide Telephone Service for the District buildings in accordance with the specifications, terms and conditions stated herein.

The objective of this RFP is to solicit Proposals that will enable the District to determine which Service Providers and service model will be most cost-efficient for the District. The District will award the contract based upon the best interest of the District. Although price will be an important factor, the District will not make award decisions based on price alone but will review the entire proposal to understand how the best interests of the District can be served. The District is currently identifying Service Providers with advantaged cost structures to meet or exceed the service levels outlined in this RFP.

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1.6 Proprietary Information

The information provided in this RFP is intended solely for internal use by the Service Provider in response preparation. All information contained herein is proprietary to the District and shall not be distributed to any third party, except as required by law. It is the responsibility of the Service Provider to indicate what information, if any, included in their proposal is proprietary.

1.7 Optional Pre-Proposal Meeting

An optional pre-proposal meeting/walk-through is scheduled for Thursday, April 25, 2019 from 1:00 PM - 4:00 PM EST. All suppliers interested in bidding can attend site tours to inspect and gather all the information they need to accurately bid on the RFP. The tour will begin at the Administration Building: 923 E Kearsley St., Flint, MI 48503 and includes visits to the locations outlined below in Section 1.18 (Flint Community Schools Profile).

1.8 Additional Requests for Clarification

Service Providers must request interpretations or clarifications from the District through email to Kendra Dean at kdean@flintschools.org. Questions regarding the Proposal must be submitted no later than 5:00 pm EST on or before the date specified above in Section 1.2 (Submission Deadline and Requirements). When submitting questions, please reference the RFP page and section numbers.

1.9 Restrictions on Communication

All communication regarding this RFP between Service Providers and the District shall be with the RFP Coordinator(s), Kendra Dean at kdean@flintschools.org. Any other communication will be considered unofficial and non-binding on the District. Service Providers are to rely on written statements issued by Kendra Dean. Communication directed to parties other than the RFP Coordinator(s) may result in disqualification.

1.10 Addenda to RFP

Any addendums relating to this RFP will be available on the District's website at <https://www.flintschools.org/> on or before the date specified above in Section 1.2 (Submission Deadline and Requirements).

1.11 RFP/Proposal Information Controlling

The District assumes no responsibility for conclusions or interpretations derived from the information presented in this RFP, or otherwise distributed or made available during this procurement process. In addition, the District will not be bound by or be responsible for any explanation, interpretation or conclusions of this RFP or any documents provided by the District other than those provided by the District through the issuance of addenda. In no event may a Service Provider rely on any oral statement by the District or its agents, advisors or consultants.

Should a Service Provider find discrepancies or omissions in this RFP or any other documents provided by the District, the Service Provider should immediately notify the District of such potential discrepancy through email to the District (Email to Kendra Dean, kdean@flintschools.org) and a written addendum will be made available through the District Website (www.flintschools.org), regardless of whether a clarification is necessary. All Service Providers will be required to submit Addenda Receipt Confirmation Form (Section 5.2)

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1.12 Finality of Decision

Proposals will be assessed to determine the most comprehensive, competitive and best value solution for the District based on, but not limited to, the criteria below. As mentioned earlier, the District desires to reduce cost through competitively bidding a large amount of work at once and expects to gain significant savings and determine the best approach. The District will use the following criteria to determine bid awards. NOTE: The District reserves the right to modify the evaluation criteria or waive portions thereof.

Proposals will be evaluated on the following factors:

Qualifications, Experience and Approach

Service Providers will be evaluated based upon their understanding, experience and qualifications in performing the same or substantially similar Services, as reflected by its experience in performing such Services. The information provided by the Service Provider through answers to questions in Section 5.5 (Company Information) will be the primary basis for understanding the qualifications, experience and approach of the Service Provider and how it serves the interest of the District.

Financial Qualifications

This criterion includes an evaluation of the financial qualifications of the Service Provider. The evaluation will take into account the financial strength of the Service Provider and its ability to meet the long-term financial requirements of the Contract.

Cost Effectiveness and Value

Under this criterion, proposals will be compared in terms of the most reasonable, and/or most effective pricing option. The Evaluation Committee will also take into consideration any indirect costs associated with the Services.

Acceptance of the Terms of the Contract

The District will evaluate the Proposals for compliance with the terms, conditions, requirements, and specifications stated in this RFP. Regardless of exceptions taken, Service Providers will provide pricing based on the requirements and terms set forth in this RFP.

1.13 Reservation of Rights

The District reserves the following rights, which may be exercised at the District's sole discretion:

- To supplement, amend, substitute or otherwise modify this RFP at any time
- To cancel this RFP with or without the substitution of another RFP
- To take any action subject to this RFP that would be in the best interests of the District
- To issue additional requests for information
- To require one or more Service Providers to supplement, clarify or provide additional information in order for the District to evaluate the Proposals submitted
- To conduct investigations with respect to the qualifications and experience of each Service Provider
- To waive any defect or irregularity in any Proposal received
- To reject any or all Proposals

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- To award all, none, or any part of the Services that is in the best interest of the District, with one or more of the Service Providers responding, which may be done with or without re-solicitation
- To discuss and negotiate with selected Service Provider(s) any terms and conditions in the Proposals including but not limited to financial terms

1.14 Release of Claims

Each Service Provider by its submission of its Proposal releases the Flint Community Schools from any claims arising out of, and related to, the RFP process and selection of a Contractor.

1.15 Proposal Costs

The District accepts no liability for the costs and expenses incurred by the Service Providers in responding to this RFP, in preparing responses for clarification, in attendance at interviews, participating in contract development sessions, or in meetings and presentations required for the contract approval process. Each Service Provider that enters into the procurement process will prepare the required materials and submittals at its own expense and with the express understanding that the Service Provider cannot make any claims whatsoever for reimbursement from the District for the costs and expenses associated with the procurement process.

1.16 Irrevocability of Bidding

Service Providers may change or withdraw their Proposals at any time prior to Proposal opening; however, no oral modifications will be allowed. Only letters, or other formal written requests for modifications or corrections of a previously submitted Proposal, which is addressed in the same manner as the Proposal, and received by the District prior to the scheduled closing time for receipt of Proposals, will be accepted. The Proposal, when opened, will then be corrected in accordance with such written request(s), provided that the written request is contained in a sealed envelope, which is plainly marked "Modifications to Proposal."

The signed Proposal will be considered a firm offer on the part of the Service Provider. However, the District reserves the right to negotiate price and services. All Proposal responses (including all statements, claims, declarations, prices and specifications in the Proposals) will be considered firm and irrevocable for purposes of future contract negotiations unless specifically waived in writing by the District. The Service Provider chosen for award should be prepared to have its Proposal and any relevant correspondence incorporated into the Contract, either in part or in its entirety, at the District's election. Any false or misleading statements found in the Proposal will be grounds for disqualification.

Each Proposal will contain a statement to the effect that the Proposal is a firm offer for one- hundred-eighty (180) calendar day period from the date of the opening. This statement must be signed by an individual authorized to bind the Service Provider and include their name, title, address, and telephone number. On the part of the Service Provider, all prices quoted will be firm and fixed for the full Contract Period. The District reserves the right to ask for another offer before the bid award is finalized.

1.17 Collusive Bidding

By responding to this RFP, the Service Provider will be deemed to have represented and warranted that the Proposal is not made in connection with any competing Service Provider submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud.

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1.18 Flint Community Schools Profile

Flint Community Schools provide public education to students in Kindergarten through twelfth grades. Additional services include programs for children aged 0-3 years, preschool programs for 3-4 year old children, and community education programs for adult enrichment. The District operates the thirteen facilities as follows:

| Building Name | Address | Line Type and Count |
|---------------------------------------|-------------------------------|---------------------|
| Administration Building | 923 E. Kearsley St., Flint | VOIP: 117 |
| Accelerated Learning Academy (7-12) | G-2138 W. Carpenter Rd, Flint | VOIP: 106 |
| Brownell STEM Academy (K-2) | 6302 Oxley Dr, Flint | VOIP: 15 |
| Doyle Ryder Elementary (K-6) | 1040 N. Saginaw St, Flint | VOIP: 21 |
| Durant-Tuuri-Mott Elementary (K-6) | 1518 University Ave, Flint | VOIP: 35 |
| Eisenhower Elementary (K-6) | 1235 Pershing St, Flint | VOIP: 14 |
| Freeman Elementary (K-6) | 4001 Ogema St, Flint | VOIP: 14 |
| Holmes STEM Academy (3-8) | 6603 Oxley Dr, Flint | VOIP: 69 |
| Neithercut Elementary (K-6) | 2010 Crestbrook Ln, Flint | VOIP: 14 |
| Pierce Elementary (K-6) | 1101 W. Vernon Dr, Flint | VOIP: 27 |
| Potter Elementary (K-7) | 2500 N. Averill Ave, Flint | VOIP: 31 |
| Scott School (7-8) | 1602 S. Averill Ave, Flint | VOIP: 31 |
| Southwestern Classical Academy (7-12) | 1420 W. 12th St., Flint | VOIP: 69 |
| Off-Site Locations | | VOIP: 136 |
| | | VOIP TOTAL: 699 - |

Capacity requirements are the best estimates currently available. The District reserves the right to modify (additions and deductions) quantity, location and configuration requirements. The Contractor agrees to sell/credit the District the revised service at the unit price (bill of material) as stated in the RFP regardless of quantity changes.

1.19 Contract

The Board of Education has directed the Superintendent of Schools to contract for previously mentioned Services. The Superintendent through the CFO will notify the successful bidder and negotiate the contract with that bidder.

This RFP does not constitute an offer by the District. No binding contract, obligation to negotiate, or any other obligation will be created on the part of the District unless the District and the Service Provider execute a Contract. No recommendations or conclusions from this RFP process concerning the Service Provider will constitute a right (property or otherwise) under the Constitution of the United States, case law, or statutory law of Michigan.

Contract Modifications

The Contract may be amended only by written amendment duly executed by both the District and Seller. However, minor modifications may be made by the District to take advantage of unforeseen opportunities that: (a) do not change the intent of the Contract or the scope of Seller's performance; (b) do not increase Seller's total compensation or method of payment; and (c) either improve the overall quality of the product or service to the District without increasing the cost, or reduce the total cost of the product or service without reducing the quantity or quality. All such minor modifications to the Contract must be recorded in writing and signed by both the District and Seller, and placed on file with the Contract. No price adjustments will be made unless the procedure has been included in the Contract and a maximum allowable amount stipulated.

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Conflict of Interest

Seller represents and warrants that no member of the District or any of its employees or officers who may obtain a direct benefit, personal gain or advantage for themselves or a relative or associate as a result of the Contract, subcontract or other agreement related to the Contract is in a position to influence or has attempted to influence the making of the Contract, has been involved in making the Contract, or will be involved in administering the Contract. Seller shall cause this paragraph to be included in all Contracts, subcontracts and other agreements related to the Contract.

Gratuities to the District

The right of Seller to proceed may be terminated by written notice if the District determines that Seller, its agent or another representative offered or gave a gratuity to an official or employee of the District in violation of policies of the District.

Kickbacks to Seller

Seller shall not permit any kickbacks or gratuities to be provided, directly or indirectly, to itself, its employees, subcontractors or subcontractor employees for the purpose of improperly obtaining or rewarding favorable treatment in connection with a District Contract or in connection with a subcontract relating to a District Contract. When Seller has grounds to believe that a violation of this clause may have occurred, Seller shall promptly report to the District in writing the possible violation.

Monitoring and Evaluation

Seller shall cooperate with the District, or with any other person or agency as directed by the District, in monitoring, inspecting, auditing or investigating activities related to the Contract. Seller shall permit the District to evaluate all activities conducted under the Contract. The District has the right at its sole discretion to require that Seller remove any employee of Seller from District property and from performing services under the Contract following provision of notice to Seller of the reasons for the District's dissatisfaction with the services of Seller's employee.

Financial Responsibility

Seller is financially solvent and able to perform under the Contract. If requested by the District, Seller agrees to provide a copy of its latest audited annual financial statements or other financial statements as deemed acceptable by the District's Finance Officer. In the event of any proceedings, voluntary or involuntary, in bankruptcy or insolvency by or against Seller, the inability of Seller to meet its debts as they become due or in the event of the appointment, with or without Seller's consent, of an assignee for the benefit of creditors or of a receiver, then the District shall be entitled, at its sole option, to cancel any unfilled part of the Contract without any liability whatsoever.

Confidential Information

Student Information: If, during the course of Seller's performance of the Contract, Seller should obtain any information pertaining to the students' official records, Seller agrees to keep any such information confidential and to not disclose or permit it to be disclosed, directly or indirectly, to any person or entity. The Contract shall not be construed by either party to constitute a waiver of or to in any manner diminish the provisions for confidentiality of students' records. Additionally, it is unlawful for a person who enters into a contract with a local board of education to sell personally identifiable information that is obtained from a student as a result of that person's performance under the Contract.

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Employee Personnel Information: If, during the course of Seller's performance of the Contract, Seller should obtain any information pertaining to employees of the District's personnel records, Seller agrees to keep any such information confidential and to not disclose or permit it to be disclosed, directly or indirectly, to any person or entity. **Other Confidential Information:** (a) Seller shall exercise the same degree of care to prevent disclosure of any Information to others as it takes to preserve and safeguard its own proprietary information, but in any event, no less than a reasonable degree of care. Seller shall not, without the prior written consent of the District, reproduce any Information; nor disclose Information to any party; nor use any Information for any purpose other than performance for the benefit of Seller hereunder.

Intellectual Property

Seller agrees, at its own expense, to indemnify, defend and save the District harmless from all liability, loss or expense, including costs of settlement and attorney's fees, resulting from any claim that the District's use, possession or sale of the Goods or Services infringes any copyright, patent or trademark or is a misappropriation of any trade secret.

No Pre-Judgment or Post-Judgment Interest

In the event of any action by Seller for breach of contract in connection with the Contract, any amount awarded shall not bear interest either before or after any judgment, and Seller specifically waives any claim for interest.

No Third Party Benefits

The Contract shall not be considered by Seller to create any benefits on behalf of any third party. Seller shall include in all contracts, subcontracts or other agreements relating to the Contract an acknowledgment by the contracting parties that the Contract creates no third party benefits.

Ownership of Documents

All documents created pursuant to the Contract shall, unless expressly provided otherwise in writing, be owned by the District. Upon the termination or expiration of the Contract, any and all finished or unfinished documents and other materials produced by Seller pursuant to the Contract shall, at the request of the District, be turned over to the District. Any technical knowledge or information of Seller which Seller shall have disclosed or may hereafter disclose to the District shall not, unless otherwise specifically agreed upon in writing by the District, be deemed to be confidential or proprietary information and shall be acquired by the District free from any restrictions as part of the consideration of the Contract.

Advertisement

The Contract will not be used in connection with any advertising by Seller without prior written approval by the District.

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Acceptance

Seller's acknowledgment of the terms of this RFP, without timely express written objection, or Seller's performance of any part of this RFP, constitutes an agreement to (i) all terms and conditions set forth or referenced herein and on the face of this RFP, (ii) on any attachments hereto, (iii) any applicable solicitation documentation related to this RFP (including without limitation any request for proposals or invitation for bids or Seller's response thereto) that deal with the same subject matter as this RFP, and (iv) any other terms and conditions of a written agreement signed by Seller and the District that deals with the same subject matter as this RFP (collectively, the "Contract Documents"). The terms and provisions set forth in the Contract Documents shall constitute the entire agreement between Seller and the District with respect to the purchase by the District of the (i) goods ("Goods") and/or (ii) services provided or work performed ("Services") as described in the Contract Documents. The agreements set forth in the Contract Documents are sometimes referred to herein as the "Contract." In the event of any conflict between any terms and conditions of the Contract Documents, the terms and conditions most favorable to the District shall control. This RFP constitutes an offer by the District and expressly limits acceptance to the terms and conditions stated herein. No additional or supplemental provision or provisions in variance herewith that may appear in Seller's quotation, acknowledgment, invoice, or in any other communication from Seller to the District shall be deemed accepted by or binding on the District. The District hereby expressly rejects all such provisions which supplement, modify or otherwise vary from the terms of the Contract Documents, and such provisions are superseded by the terms and conditions stated in the Contract Documents, unless and until the District's authorized representatives expressly assent, in writing, to such provisions. Stenographic and clerical errors and omissions by the District are subject to correction.

1.20 Term of Contract

The minimum length of contracts with successful Contractors will be one (1) year, with the possibility of extension up to one (1) additional year. Option to be selected by the District.

1.21 Employees

Seller agrees that it has, or will secure at its own expense, all personnel required to perform the services set forth in the Contract.

Seller shall not substitute for key personnel (defined as those individuals identified by name or title in the Contract Documents or in written communication from Seller) assigned to the performance of the Contract without prior written approval from the District.

At the request of the District's Project Coordinator, Seller (if an individual) or any individual employees of Seller shall submit to the District criminal background check and drug testing procedures.

The Contractor acknowledges that the District's Policy prohibits anyone registered or required to register as a sex offender from being present on any District Property for any reason, whether before, during or after school hours, or on or off of District Property. The Contractor expressly agrees that it, and any of its employees, will comply with this policy and acknowledges that any individuals that violate this policy are subject to removal from District Property by the District and/or law enforcement officials and may also be subject to criminal prosecution. "District Property" includes all property owned or operated by the District, including school campuses and buildings, athletic fields, playgrounds, parking lots, bus stops, vehicles, school buses, activity buses and any other properties owned or controlled by the District.

If The Contractor, any of Contractor's employees, or any of the Contractor's subcontractors or employees of subcontractors will have any direct interaction with students, then the Contractor or the subcontractor must (i) on an annual basis conduct a check of the MI Sex Offender and Public Protection Registration Program, the MI Sexually Violent Predator Registration Program and the National Sex Offender Registry for all such employees; and (ii) prohibit individuals listed on such registries from being on District Property.

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1.22 Legal Interpretation Provision

If any provision or provisions of this RFP and resulting contract shall be held to be invalid, illegal, unenforceable, or in conflict with the law of any jurisdiction, the validity, legality, and enforceability of the remaining provisions shall not, in anyway, be affected or impaired thereby.

1.23 Federal & State Law Compliance and District Policies / AR's

Service Provider warrants that all performance hereunder shall be in accordance with all applicable federal, state and local laws, regulations and orders. Service Provider, including its employees and agents, shall be responsible for knowing the Flint Community Schools policies concerning appropriate behavior of persons in schools and on its Properties, including for example, the prohibitions of sexual harassment and smoking, and shall comply with such policies.

1.24 Governing Law

Any Contract awarded as a result of this RFP will be in full conformance with all statutory requirements of Michigan and all statutory requirements of the Federal Government, to the extent applicable.

If a dispute arises out of, or relates to, the Contract (or the breach of the Contract) and if the dispute cannot be settled through negotiation, the parties agree to try in good faith to settle the dispute through mediation. In the event that the parties cannot reach an agreement through medication, the parties agree to binding arbitration. All arbitration proceedings will take place in Flint, Michigan, or at a place mutually agreed upon by both parties. Each party will agree to propose the names of three arbitrators and attempt to agree on one of the six names provided. In the event that the parties cannot agree upon an arbitrator, the parties will request the Genesee County Circuit Court to select an arbitrator.

1.25 Taxes

Service Provider is responsible for sales taxes and any other applicable taxes related to the goods and services provided under the contract.

1.26 Repair of Property Damage

Any damage to Flint Community Schools facilities caused by Service Provider, its agent, or employees, shall be repaired so that facilities are in as good condition as found. All repairs shall be completed at no cost to the Flint Community Schools.

1.27 MIOSHA and OSHA Compliance

All goods or services to be furnished by the Seller, and the Seller's working conditions and employment practices, shall comply with all applicable state and federal requirements, including the Occupational Safety and Health Act.

1. GENERAL TERMS AND CONDITIONS

1.28 Insurance Requirements

Vendors providing goods and services to Flint Public Schools must provide a current proof of insurance naming Flint Public Schools as an “additional insured” for the following coverage and limits. Coverage must be placed with an “admitted” carrier whose A.M. Best rating is A VIII or higher. The certificate must contain a “direct primary and non-contributory” clause.

| Coverage | Limits |
|--------------------------------------|-----------|
| Commercial General Liability: | |
| Per Occurrence | 1,000,000 |
| Annual Aggregate | 3,000,000 |
| Products and Completed Operations | 1,000,000 |
| Advertising Injury | 1,000,000 |
| Personal Injury | 1,000,000 |
| Medical Payments | 10,000 |
| Commercial Auto: | |
| Bodily Injury - Per Person | 1,000,000 |
| Bodily Injury - Per Occurrence | 3,000,000 |
| PIP | Statutory |
| PPI | Statutory |
| Uninsured and Underinsured Motorists | 1,000,000 |
| Worker’s Compensation: | |
| Employers Liability | Statutory |
| Each Accident | 1,000,000 |
| Disease - Policy | 1,000,000 |
| Disease - Each Employee | 1,000,000 |
| Commercial Umbrella | 5,000,000 |

1.29 Hold Harmless / General Indemnification

Seller shall indemnify and hold harmless the District, its officers, agents, employees and assigns from and against all claims, losses, costs, damages, expenses, attorneys' fees and liability that any of them may sustain (a) arising out of Seller's failure to comply with any applicable law, ordinance, regulation, or industry standard or (b) arising directly or indirectly out of Seller's performance or lack of performance of the terms and conditions of the Contract. In the event that any Goods or Services sold and delivered or sold and performed under the Contract Documents shall be defective in any respect whatsoever, Seller shall indemnify and save harmless the District, its officers, agents, employees and assigns from all loss or the payment of all sums of money by reason of all accidents, injuries or damages to persons or property that shall happen or occur in connection with the use or sale of such Goods or Services and are contributed to by said condition. In the event Seller, its employees, agents, subcontractors and or lower-tier subcontractors enter premises occupied by or under the control of the District in the performance of the Contract Documents, Seller agrees that it will indemnify and hold harmless the District, its officers, agents, employees and assigns, from any loss, costs, damage, expense or liability by reason of property damage or personal injury of whatsoever nature or kind arising out of, as a result of, or in connection with such entry.

1.30 Force Majeure

If the District is unable to perform its obligations or to accept the services or goods because of Force Majeure (as hereinafter defined), the time for such performance by the District or acceptance of services will be equitably adjusted by allowing additional time for performance or acceptance of services equal to any periods of Force Majeure. “Force Majeure” shall mean any delays caused by acts of God, riot, war, terrorism, inclement weather, labor strikes, material shortages and other causes beyond the reasonable control of the District.

1. GENERAL TERMS AND CONDITIONS

1.31 Contract Assignment or Sub-Contract

In the event of a subcontracting relationship, the Service Provider will remain the prime contractor and will assume all responsibility for the performance of the Services that are supplied by its subcontractor. Additionally, the District must be named as a third party beneficiary in all subcontracts.

Seller shall not assign, subcontract or otherwise transfer any interest in the Contract without the prior written approval of the District.

1.32 Contractor Management

District Representatives reserve the right to be directly involved in the interviewing and selection of on-site managers. Service Provider is an independent contractor and not an employee of the District. The conduct and control of the work will lie solely with Service Provider. The Contract shall not be construed as establishing a joint venture, partnership or any principal-agent relationship for any purpose between Seller and the District. Employees of Seller shall remain subject to the exclusive control and supervision of Seller, which is solely responsible for their compensation.

1.33 Covenant Against Contingent Fees

The Service Provider warrants that no person or agency has been employed or retained to solicit or obtain this Contract upon an agreement or understanding for a contingent fee, except a bona fide employee or agency. For breach or violation of this warranty, the District shall have the right to annul this Contract without liability or, in its discretion, to deduct from the Contract price or consideration, or otherwise recover, the full amount of the contingent fee.

1.34 Non-Discrimination of Employment

The District is committed to promoting equal opportunities for all and to eliminating prohibited discrimination in all forms. For purposes of this section, Prohibited Discrimination means discrimination in the solicitation, selection, and/or treatment of any subcontractor, vendor, supplier or commercial customer on the basis of race, ethnicity, gender, age, religion, national origin, disability or other unlawful form of discrimination. Without limiting the foregoing, Prohibited Discrimination also includes retaliating against any person, business or other entity for reporting any incident of Prohibited Discrimination. It is understood and agreed that not only is Prohibited Discrimination improper for legal and moral reasons, Prohibited Discrimination is also an anti-competitive practice that tends to increase the cost of goods and services to the District and others. As a condition of entering into any Agreement, the Service Provider will represent, warrant and agree that it does not and will not engage in or condone Prohibited Discrimination. Without limiting any rights the District may have at law or under any other provision of any Agreement, it is understood and agreed that a violation of this provision constitutes grounds for the District to terminate any such Agreement.

During the performance of the Contract, Seller shall not discriminate against or deny the Contract's benefits to any person on the basis of sexual orientation, national origin, race, ethnic background, color, religion, gender, age or disability.

1.35 Payments

Invoices shall be sent to District's accounts payable department. Payment terms are Net 30 days after receipt of correct invoice or acceptance of Services, whichever is later.

Seller shall assume all risks attendant to any improper expenditure of funds under the Contract. Seller shall refund to the District any payment made pursuant to the Contract if it is subsequently determined by audit that such payment was improper under any applicable law, regulation or procedure. Seller shall make such refunds within 30 days after the District notifies Seller in writing that a payment has been determined to be improper.

1. GENERAL TERMS AND CONDITIONS

1.36 Performance Dispute Resolution

All Services rendered shall be subject to the District's inspection. Services that are defective in workmanship or material or otherwise not in conformity with the requirements of the Contract Documents may be rejected. The District may require Seller to promptly replace or correct any rejected Services and, if Seller fails to do so, the District may contract with a third party to replace such Goods and Services and charge Seller the additional cost.

The alternative dispute resolution procedure of this section is the exclusive procedure for any and all disputes, controversies, or claims arising out of or in connection with or relating to this Agreement or any breach or alleged breach thereof, and any claim that the District or the Contractor violated any state or federal statute, Michigan common law doctrine, or committed any tort with respect to this Agreement.

Any dispute, controversy, or claim shall be made in writing and mailed to the District or Contractor, within a reasonable time from the date the party should reasonably have been aware of the circumstances giving rise to the dispute, controversy or claim. The District and Contractor agree to meet and make reasonable effort to resolve any such disputes, controversies, or claims informally. Such efforts must include mediation before either party may demand arbitration.

If, despite reasonable effort by the parties, the District and Contractor are unable to resolve the disputes, controversies, or claims, upon the request of the party involved, they may be submitted to and settled by arbitration as defined in this section.

The parties hereto specifically agree to arbitrate with the other party in a joint proceeding with regard to all common issues and disputes. This Agreement to arbitrate shall be specifically enforceable under the prevailing arbitration law. Notice of the demand for arbitration shall be filed, in writing, with the other party to this Agreement. The demand for arbitration shall be made no later than 180 days after the claim, dispute, or other matter in question arose where the party asserting the claim should reasonably have been aware of the same, but in no event later than the applicable Michigan statute of limitations.

The parties shall have the right to mutually select a neutral arbitrator who is licensed to practice law in the State of Michigan. If the parties cannot reach an agreement, or upon the request of either party, an arbitrator will be selected by the Genesee County Circuit Court. The arbitration hearing shall be conducted in accordance with the rules established by the arbitrator selected by the parties. The arbitration hearing shall take place in or near Flint, Michigan.

The arbitrator shall have no power to add to, subtract from, or alter the terms of this Agreement, and shall render a written decision setting forth findings and conclusions only as to the claims or disputes at issue. The expenses of any arbitration shall be born equally by the parties to such arbitration, provided, that each party shall pay for and bear the costs of its own experts, evidence and counsel's fees. Any award by the arbitrator shall be final and conclusive upon the parties, and a judgment thereon may be entered in the highest court for the forum, state or federal, having jurisdiction.

1.37 Contractor's Representations

The Contractor shall perform all of the services described in Section 3.2 (Scope of Daily Services/Frequency) and make any arrangements that may not be described but that are necessary to perform these services.

The District has an equal opportunity purchasing policy. The District seeks to ensure that all segments of the business community have access to supplying the goods and services needed by District programs. The District provides equal opportunity for all businesses and does not discriminate against any Service Providers regardless of race, color, religion, age, sex, and national origin or disability.

1. GENERAL TERMS AND CONDITIONS

No advertising, sales promotion or other materials of the Service Provider or its agents or representatives may identify or reference the District in any manner absent the prior written consent of the District.

1.38 Change of Law

District and Contractor agree that any agreed upon prices contained in any future Agreements do not reflect equipment or personnel requirements which may be imposed at some future date under state or federal law. In the event of a change in controlling law, the parties will negotiate in good faith to determine the most effective way to meet the new requirements.

1.39 Severability

The terms and provisions of the RFP are severable and in the event any of them shall be held to be invalid, the Agreement shall be interpreted as if such invalid term or provision were not part of the Agreement.

1.40 Termination

In addition to all of the other rights which the District may have to cancel this agreement, The District shall have the further right, without assigning any reason therefore, to terminate any work under the Contract Documents, in whole or in part, at any time at its complete discretion by providing 10 days' notice in writing from the District to Seller. If the Contract is terminated by the District in accordance with this paragraph, Seller will be paid in an amount which bears the same ratio to the total compensation as does the Goods or Services actually delivered or performed to the total originally contemplated in the Contract.

The District may terminate the Contract, in whole or in part, immediately and without prior notice upon breach of the Contract by Seller. In addition to any other remedies available to the District law or equity, the District may procure upon such terms as the District shall deem appropriate, Goods or Services substantially similar to those so terminated, in which case Seller shall be liable to the District for any excess costs for such similar supplies or services and any expenses incurred in connection therewith.

2. PROPOSAL REQUIREMENTS

2.1 Proposal Format

Submit the Bid, along with any other documents required to be submitted with the Bid, to the District, and deliver to the address below on or before the day and hour set for receipt of the Bids.

Mailing address for the Proposal:
Jamie Cowan, Executive Director of Finance
Flint Community Schools
923 E. Kearsley Flint, MI 48503

1. Enclose each Bid in a sealed opaque envelope bearing the title of the work “Flint Community Schools - Telephone Service”, the name of the Bidder, and the date and hour of the Bid opening, with the notation “SEALED BID ENCLOSED”.
2. Do not change the wording of the Bid Form, and do not add words to, or delete words from the Bid Form.
3. Unauthorized conditions, limitations, or provisions attached to the Bid will be cause for rejection of the Bid.
4. Submit 3 duplicate signed copies of the Bid. Clearly distinguish the original bid from the duplicated copies of the bid.
5. It is the sole responsibility of the Bidder to see that his bid is received on time.
6. Telephonic, telegraphic, facsimile (fax), or e-mail Bids or modification of a Bid will not be considered.
7. Bids received after the time fixed for receiving them will not be considered and will be returned to the Bidder unopened.

All Proposals must be submitted by mail or hand delivered on or before the date specified above and must include the following parts:

- a. Signed cover letter
- b. Proposal Submission Form (Section 5.1)
- c. Addenda receipt confirmation (Section 5.2)
- d. Certification of Compliance with American Disabilities Act (Section 5.3)
- e. Certification of Compliance with Non-discrimination of Employment (Section 5.4)
- f. Company Information (Section 5.5)
- g. Familial Disclosure (Section 5.6)
- h. Pricing Sheet (Section 4.1)
- i. Bid Security (Section 1.11)
- j. Certificate of Insurance executed by bidder’s insurance agent or carrier

Along with the bid response, each bidder shall supply product specification sheets for their proposed system and installation components.

Bids shall be prepared simply and economically, providing a concise delineation of the capabilities bid to satisfy the requirements of the RFP. Completeness and clarity of content should be emphasized. Unnecessarily elaborate bindings, brochures, descriptions, or other presentations are not required.

2. PROPOSAL REQUIREMENTS

2.2 Proof of Qualifications

The District will ensure compliance with the above by checking references listed in the Proposals and conducting on-site visitation as deemed necessary by the district, as well as other sources.

Bidders must provide names, addresses and telephone contact information for at least three (3) of its customers who receive services proposed in this RFP.

1. Each bidder must be a paying customer external to the Bidder's organization.
2. The Bidder must have installed and/or supported the referenced system.
3. Equipment must be at least of similar line and trunk quantities and features.

Service Providers will be prepared to present additional evidence of experience, qualifications, abilities, equipment, facilities, and financial standing. The District reserves the right to request such information at any time during the Proposal evaluation period for this RFP.

Bidder Background

It is preferred that the Contractor have experience installing and supporting a similar system in a K-12 education setting.

2.3 Oral Interview

The District will require qualified companies to participate in an oral interview and negotiation process to discuss their Proposal and to answer any questions the District may have regarding the RFP. In that case, the District will notify the qualified company contact name as listed in the Proposal. These presentations or written clarifications will provide an opportunity for the bidders to clarify but not modify their Bid.

2.4 Evaluation of Proposals

Proposals shall be evaluated based on the criteria outlined in Section 1.12 (Finality of Decision) as well as other methods. The District will select the Service Provider that it deems most qualified to serve the interests of the District to proceed to the negotiation process.

As part of the evaluation process, the District may engage in discussions with any Service Provider. Discussions might be held with individual Service Providers to determine in greater detail the Service Provider's qualifications, to explore with the Service Provider the scope and nature of the required contractual Services, to learn the Service Provider's proposed method of performance and the relative utility of alternative methods, and to facilitate arriving at a Contract that will be satisfactory to the District.

The District may in its discretion require one or more Service Providers to make presentations or appear before the District and/or its representatives for an interview. During such interview, the Service Provider may be required to orally and otherwise present its Proposal and to respond in detail to any questions. The District will notify the Service Providers in advance of such meetings and coordinate with the Service Provider for an interview date within a week. Additional meetings may be held to clarify issues or to address comments, as the District deems appropriate. Service Providers will be notified in advance of the time and format of such meetings.

The Service Provider's participation in this process might result in the District selecting the Service Provider to engage in further discussions. The commencement of such discussions, however, does not signify a commitment by the District to execute a Contract or to continue discussions. The District can terminate discussions at any time and for any reason.

2. PROPOSAL REQUIREMENTS

2.5 Required Proposal Signature Page

Service Providers or their authorized representatives are expected to fully inform themselves as to all conditions, requirements and specifications of this RFP before submitting Proposals. Failure to do so will be at the Service Provider's own risk.

Each Service Provider must perform its own evaluation and due diligence verification of all information and data provided by the District. The District makes no representations or warranties regarding any information or data provided by the District.

The District may at any time insist upon strict compliance with these terms and conditions notwithstanding any previous course of dealing or course of performance between the parties to the contrary.

In submitting a response to this RFP, each Service Provider certifies that neither it, any of its affiliates or subcontractors, nor any employees of any of the foregoing has bribed, or attempted to bribe, an officer or employee of the District in connection with the Contract.

Other than exceptions that are stated in compliance with this Section, each Proposal will be deemed to comply with all terms, conditions, specifications, and requirements of this RFP. An "exception" is defined as the Service Provider's inability or unwillingness to meet a term, condition, specification, or requirement in the manner specified in the RFP. All exceptions taken must be identified and explained in writing in your Proposal and must specifically reference the relevant section(s) of this RFP. If the Service Provider provides an alternate solution when taking an exception to a requirement, the benefits of this alternative solution and impact, if any, on any part of the remainder of the Service Provider's solution, must be described in detail. As indicated in the proposal format section, please provide a SEPARATE exhibit clearly outlining the exceptions.

By submission of a Proposal, the Service Provider certifies that in connection with this procurement:

- The prices have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with anyone.
- Unless otherwise required by law, the prices which have been quoted in its Proposal have not been knowingly disclosed by the Service Provider and will not knowingly be disclosed by the Service Provider prior to opening.
- No attempt has been made or will be made by the Service Provider to induce any other person or firm to submit or not to submit a Proposal for the purpose of restricting competition.

3. TELEPHONE SERVICE REQUIREMENTS

3.1 Scope of Services

Contractor must use the Bid Sheet provided in Section 4.1 (Overview) to quote the annual price for providing Telephone Service to District locations.

The District will provide Power over Ethernet (PoE) at all telephone locations via either a PoE switch or power injectors that are PoE compliant (IEEE std. 802.3af).

The Bidders are to assume that all buildings are wired for voice services, as well as an existing network that supports QoS and other network performance requirements for a typical VoIP voice deployment. This contractor is responsible for all network configurations to support the VCS.

District Service's for Bid include:

- The District's basic telephone service and tariff for all of their non-Centrex telephone lines.
- For the District to memorialize their existing phone service.
- The District's intralata and interlata long distance toll service.

The District's cellular phones service that includes direct connect service for units within the School District. The District's intent is to secure a plan similar to the existing one that supports 11 to 30

- Phones in a given year. The types of cellular phones included are Apple iPhone's, one HTC and one Kyocera Brio. The current plans for the existing cell phones are detailed below:

- . Business Data Share 20GB
- . Unlimited Calling
- . Unlimited Text
- . Shared Data pool of 20GB --with a possible increase to 70GB

- The District's T1 Service / ISDN / Dedicated Line Service for PRI numbers of circuits serving all District buildings.

The District may at any time modify the work requirements of the Service Provider. If such adjustments require additional personnel or resources the District may negotiate an equitable modification in the compensation to the Service Provider. No long-term modifications to the work requirements will be binding on either party if not amended to the final Contract in writing. The Service Provider should be flexible enough to comply with work modifications or one-time requests from the District on an as needed basis without the need for a Contract amendment or price adjustment.

3. TELEPHONE SERVICE REQUIREMENTS

3.2 Contractor's Obligations

Contractor shall, during the term of the Contract, furnish all management, supervision, services, and necessary insurances required to provide all District Telephone Services in accordance with this RFP and as currently provided by the District, at least at the same or similar service level as currently provided by the District.

The successful Contractor must be the sole responsible party throughout the delivery, installation, training, warranty, and maintenance periods. Any subcontractor utilized by the Contractor must be identified in the proposal with the areas of responsibility clearly defined. A change of subcontractors throughout the installation, warranty or maintenance periods requires the prior written approval of the Owner. The successful Contractor will have ultimate responsibility for all subcontractors utilized. The selected Contractor must provide a project manager as a single point of contact for the Owner throughout the planning and implementation of the system.

The selected Bidder will be required to engineer, design, furnish, install, test and maintain the new system.

3.3 System Technical Specifications

This section specifies the performance requirements for the Hosted VCS system for the Owner. The technical specifications will acquaint the Bidders with the general function of the desired system and the specific requirements that the Owner deems mandatory. The Bidder must be prepared to support the Owner in all of these areas. The specifications that follow are the minimum requirements that the Owner deems mandatory for the System.

The Bidder's proposal must state in detail the extent to which the quoted system meets, exceeds, or fails to meet the following requirements.

You must provide detailed unit pricing to allow for the calculation for the addition of, or reduction to the number of users. This is to be provided for basic users, users with voice mail, and users with unified messaging.

Please identify if the Owner can provide their own Broadband/internet access and if so, the bandwidth required, as well as the associated cost reduction in the proposed services.

3. TELEPHONE SERVICE REQUIREMENTS

General System Requirements

The system will utilize VoIP technology and include unified messaging.

The system proposed, including all components and associated systems, must meet all North American transmission standards, and, as appropriate, be registered with the FCC for direct connection to the public switch network.

The System software proposed must satisfy the Owner's stated functional requirements and be capable of accommodating the capacity station and trunk quantities. The proposed software must be the current release offered by the manufacturer and be receiving the highest level of support from the manufacturer.

Voice Switch Architecture

The proposed system must be configured as non-blocking at the equipped capacity and remain non-blocking up to the Capacity requirements.

The System design must be based upon a flexible architecture allowing for growth across the District, as well as accommodating move, add, and changes without impacting day to day functionality of the system.

Voice System Redundancy

Due to the critical nature of the Owner operations, the proposed system must provide the highest degree of reliability available. Describe how the system, as configured, provides redundancy.

System Power

The System must be equipped with a regulated power supply which provides line filtering and prevents damage to the switching equipment from power line surges due to lightning or other transient voltage spikes and brown out conditions.

The System must be properly grounded to protect against the effects of ground loops, pick-up noise, and excessive ground current.

3. TELEPHONE SERVICE REQUIREMENTS

Voice System Diagnostics, Testing and Alarm

The System must include self-diagnosing software and hardware for detecting, logging and reporting system software and hardware component failures and degradation of service.

Diagnostic routines must be performed continuously and automatically, and as necessary, on demand. Testing must be non-disruptive and must not adversely affect normal call processing. Bidders will specify those diagnostic routines performed by the system on an automatic basis and those available to be performed on an on demand (manual) basis.

The system must provide alarms for any failure detected during automatic or on-demand diagnostic testing.

The system must provide major and minor visual alarms.

The System diagnostic routines must isolate trouble to a particular system component for ease of fault identification.

The System must record all alarm conditions and failures, as they occur, in a fault log.

The System diagnostics must be remotely accessible to allow the Contractor and/or the Owner to remotely monitor, control and correct faults in the system. All costs for remote diagnostics and maintenance access must be included in the proposed System price.

The System must be capable of immediately and automatically notify the Contractor and or/Owner of any and all major alarm conditions.

System administration must be able to be accomplished both locally and remotely. Access to the System must be password protected.

Voice System Traffic

Describe how the proposed hosted VCS is connected to the Owner's site.

Describe the capabilities to port existing numbers.

Describe all of the onsite hardware and software that will be installed.

The System must provide a minimum grade of services of at least P.01.

The System must return dial tone to the station user within one (1) seconds after the station goes off - hook at least 99.9 percent of the time.

Bidders must engineer the proposed System to be non-blocking at the equipped and wired for capacities. Non-blocking capabilities shall be maintained as the system grows to the capacity requirements.

3. TELEPHONE SERVICE REQUIREMENTS

Voice System Interfaces

The System shall function as a totally integrated network capable of switching and transmitting voice communications and an IP data network.

The System must be able to interface to the public telephone network through telephone company trunks and facilities that service the local area. It shall be capable of accepting any mix of trunks including Primary Rate Interface (PRI), local dial tone services (POTS and Centrex), and SIP trunking.

Describe how the system supports analog devices (e.g. Faxes, Telephone).

System Size Requirements

System and station equipment must be proposed in the quantities that will satisfy the configuration as described in this document. Analog trunk ports represent either analog business lines and/or Centrex lines. The proposed system must have the growth capacity. Describe the requirements of adding an additional telephone set.

Station Equipment

The System must support existing Owner equipment

- a. Cisco Unified IP Phone 7962G
- b. Cisco Unified IP Phone 6921

Voice Over IP (VoIP)

As the Owner is specifying a VoIP system, the Bidder will be required to troubleshoot and perform any modifications to the proposed Voice Communications System configuration necessary to provide quality voice services over the IP network.

3. TELEPHONE SERVICE REQUIREMENTS

Voice System Features

The VCS must digital switching and stored program control to carry out the communications function. Features offered by the proposed VCS must be implemented and controlled by software programs that can be changed locally by the Owners personnel and expanded as the needs of the Owner evolve.

The VCS proposed including all components and associated must meet all North American transmission standards, and, as appropriate, be registered with the FCC for direct connection to the public switch network.

The VCS software proposed must satisfy the Owner's stated functional requirements and be capable of accommodating the capacity station and trunk quantities. The proposed software must be a current offering of the manufacturer and be receiving the highest level of support from the manufacturer.

The VCS must consist of standard products or components whose performance, reliability, and maintainability can be demonstrated.

The Contractor shall provide an overview description, including diagram of the proposed VCS.

The Contractor shall provide a description of the proposed VCS's - architecture.

The Contractor shall state the maximum user capacity and detail the requirements for adding users.

The Contractor shall describe the maximum simultaneous conversations supported by the proposed VCS as well as whether the proposed VCS is non-blocking for voice calls.

The Contractor shall describe all supported gateway options for access to the PSTN, both digital and analog. The Contractor shall describe all gateway options to other legacy equipment (e.g. fax, paging).

The Contractor shall describe how the proposed VCS will provide for fault tolerance, identifying those capabilities that are included in the base bid and those that are optional. The Contractor shall describe the proposed VCS redundancy capabilities. The Contractor shall describe how a redundant switch over would occur and include any impact on the VCS operations or end users. Include failover options if all power is lost to the VCS.

3. TELEPHONE SERVICE REQUIREMENTS

The Contractor shall provide information on whether the proposed VCS will support E-911 and associated database (PS/ALI)? The Contractor shall provide these details as specific to this integration.

The Contractor shall provide detailed information regarding the proposed software, including a brief description on all features that are provided.

The Contractor shall provide information on how software upgrades will be provided and how often they are released. The Contractor shall provide information on whether there are options available to provide software upgrades for an extended period of time at no additional cost?

The Contractor shall provide information on what the impact on the VCS operations will be while a software upgrade is occurring.

The Contractor shall describe any call accounting functionality provided with the base VCS proposed.

The Contractor shall describe all unified messaging (voice, e-mail, fax) functionality provided with the base VCS and identify the third party systems they support. The Contractor shall describe the level of Integration with Microsoft Outlook 365.

Please state the conference capabilities of the base system.

Please describe any feature that allows for a “one touch” initiation of call recording to enable the tracking of prank or threatening telephone calls. Include all equipment requirements for such. Explain what other “tags” are provided in addition to the recorded call to trace the call origination.

Please describe any onsite 911 notification and provide a feature overview. Explain how it is sent (voice, email, text).

Please describe all “alert” messaging that can be sent to an IP telephone to address both administrative and emergency needs.

Please include details in regard to applications currently developed that utilize the telephone as the input device.

Please describe the capabilities of a mobile end user without a physical telephone, but with an assigned extension, and unified messaging.

Describe the system’s ability to provide a “one number reach” functionality. This is described as providing one number for incoming calls that the system will route to either the end user’s standard telephone, cell phone, or both. Describe how calls will be able to be transferred between the cell phone and system telephone, as well as any other capabilities.

3. TELEPHONE SERVICE REQUIREMENTS

Unified Messaging

Full integration between the voice communication system and the unified messaging system must be via a digital/IP link with no digital/analog/digital conversion required. The unified messaging system shall interface to the voice communication system in such a way as to allow control signals to be passed to and from both systems.

State where the voice messages are stored, on the voice mail system or the email server? Is the unified messaging system capable of virtualization?

The unified messaging system must permit calls received by this system to be transferred to the attendant console or other designated stations for alternate handling if the caller does not wish to leave a voice message, or requires more information or assistance. Once the call is transferred back to the voice communication system, the link between the two systems must be released to allow its use for another call. Multiple links must not be required to transfer control back to the voice communication system.

The unified messaging system must permit the caller to transfer back to the voice communication system by dialing either the extension number or the party's name.

The unified messaging system must be able to be used as an automated attendant to allow answering of external calls and then prompt the caller for the directory number or name of the person they would like to connect to. If the caller does nothing, the call must time-out and be routed to the attendant or another designated station. This will ensure that callers using a rotary dial telephone can be assisted.

3. TELEPHONE SERVICE REQUIREMENTS

The unified messaging system must provide a menu feature for special applications of the Owner's. All incoming calls will be routed via automated attendant to a series of voices menus that direct the caller to the appropriate person or department. If the caller is looking to receive routine information, recorded bulletin boards will be created to provide recorded announcements, detailing a variety of the Owner's events and special activities to provide other commonly requested information without requiring human intervention.

Voice greetings, prompts, and announcements must be easily recorded from a standard telephone set.

All voice services (voice menus, announcements, routing) must be controlled based on time of day and day of the week.

State the storage available for messages left in the unified messaging system.

The unified messaging system must provide automatic activation / deactivation of a message waiting indication.

The unified messaging system must provide urgent message classification. A message can be tagged as urgent. When a recipient logs into the mailbox, the message description notifies the recipient which message(s) are urgent. The recipient can then go directly to the urgent message(s).

The unified messaging system must enable users to broadcast and transfer messages.

3. TELEPHONE SERVICE REQUIREMENTS

The unified messaging system must allow a user to prerecord and program a message to be delivered at a future user determined time.

The unified messaging system must provide custom transfer to allow the system administrator to assign each user a number to which their callers are transferred when the caller presses "0".

Unified messaging system must provide password protection of individual voice mail contents. Passwords must be user-changeable. The system must also provide a means for guarding against unauthorized attempts to enter a mailbox, either through notification to the user or system administrator of unauthorized access attempts, or through an automatic disconnect after a predetermined number of unsuccessful tries, or both.

The unified messaging system must automatically route the caller to the user's voice mailbox without requiring the caller to make any special entries in the station-busy answer situation.

The unified messaging system must allow the user to immediately provide an answer to a voice message from an inside station without the need to log-off or look up the caller's directory number.

The system must allow for the sending and receiving of e-mail, voice and fax messaging.

Messages must be accessible from workstations and telephones.

The ability for the user to interface with the system in order to play, rewind, pause, forward and other control functions.

Training

Proper training is essential to the successful installation of the new VCS System. The bidder shall provide training and adequate training aids to all users.

3.4 Supplies and Equipment

Contractor will be responsible for providing the supplies and equipment necessary to provide Telephone Service to the District.

3.5 Flint Community Schools - Contractor Communications

Emergencies in daily operations must be communicated to the District's designated representative in a timely manner. Contact information will be provided upon award of contract.

3.6 Personnel Requirements

The Service Provider will be responsible for all labor costs of all employees associated with work as well as provide the equipment necessary to complete all services covered by the contract.

3. TELEPHONE SERVICE REQUIREMENTS

3.7 Purchasing Protocol

All requests for purchases must be approved by the District's designated representative prior to items being ordered.

3.8 Contractor's Records and Reporting Requirements

Contractor shall report, in writing, any damage that occurs during the performance of Contractor's services or that is caused by one or more of the Contractor's employees. Contractor shall inform the District's designee of any acts of vandalism, attempts at forced entry, and any items that need maintenance or repair discovered during the performance of services.

3.9 Flint Community Schools Liaison

Contractor shall communicate directly to the District's Designated representative via one of the preferred methods of contact listed below.

(Contact information to be provided upon award of contract)

3.10 Identification Badges

Contractor's employees, men and women, performing services pursuant to this RFP and Contract are required to wear a clearly readable identification badge, approved by the District, on the front of their shirt (above the waist and preferably on a breast pocket). In the event that the Contractor fails, neglects or refuses to conform with the above requirements, the Contract may be subject to immediate termination by the District.

3.11 Keys/Cards/Fobs

Contractor shall be responsible for the security of the facilities and ensuring employee's secure and use keys/cards/fobs in an authorized manner.

3.12 Property Damage and Protection

Damage to any District facilities or properties caused by the Contractor, its agents or employees shall be repaired so that the facilities or properties are in as good condition as before entering into the Contract. All repairs shall be accomplished at no cost to the District.

4. COST PROPOSAL

4.1 Overview

Contractors shall quote the overall target price for meeting the Flint Community Schools' Telephone Service needs by delineating the target costs. This pricing shall contain all known and anticipated services set forth in the RFP, the Contract, and information provided by Flint Community Schools and on-site visits, and shall be quoted in a monthly and annual price format.

Contractors must use the Official Bid Form provided below to quote the overall target price. Proposals submitted in a format other than that provided below are subject to disqualification. Contractors can provide additional pages as necessary to provide additional information or explanation.

Price Quotations are to include the furnishing of all services, materials, equipment, maintenance and training manuals, tools, and the provision of all labor and services for support of the system.

Bid Response Requirements:

A. The Bid must be submitted containing the following five (5) selections:

- Section 1: Variances, Alternatives and Options
- Section 2: Pricing
- Section 3: Narratives, System Description, Information and Brochures
- Section 4: Bidder Qualifications, References
- Section 5: Bidder's Maintenance Contract

Section 1 - Variances

Any variance to the specific line items in the RFP or specifications must be included in Section 1 of the Proposal and fully explained. Specific information for the reason of variance must be provided in this Section and areas of partial compliance or agreement must be explained. Any alternative or suggested alternative, including financial implications of the alternative, must be detailed in this Section. Any suggested options, including financial implications of the option, must be detailed in this Section. The responses to variances, alternatives, and options must be limited to one page each and follow the numbering format of the RFP. Anything not listed as a variance is considered to be in complete compliance with the specifications

Section 2 - Pricing

Bidders must provide all pricing information as specified on the Official Bid Submission Form below.

Section 3 -Narratives, System Descriptions, Information and Brochures

Each Bidder must include narratives as called for in this specification, as well as documentation of the system being bid to assist the Owner in determining the Bidders' technical descriptions, system designs, feature information, brochures and other information the Bidder wishes to include.

Section 4 -Bidder Qualifications, Financial Information and References

This section of the Bid must include information required by Section 3.0 Bidder Qualifications of this RFP. Each Bidder must include qualifications and references to indicate their ability to successfully provide services.

Section 5 -Bidder Contract

Bidders must include a copy of their Maintenance Contracts in this Section of the Bid.

4. COST PROPOSAL

Official Bid Form

| Service Location | Address | Monthly Service Price | Annual Price |
|---------------------------------------|-------------------------------|-----------------------|--------------|
| Administration Building | 923 E. Kearsley St., Flint | \$ | \$ |
| Accelerated Learning Academy (7-12) | G-2138 W. Carpenter Rd, Flint | \$ | \$ |
| Brownell STEM Academy (K-2) | 6302 Oxley Dr, Flint | \$ | \$ |
| Doyle Ryder Elementary (K-6) | 1040 N. Saginaw St, Flint | \$ | \$ |
| Durant-Tuuri-Mott Elementary (K-6) | 1518 University Ave, Flint | \$ | \$ |
| Eisenhower Elementary (K-6) | 1235 Pershing St, Flint | \$ | \$ |
| Freeman Elementary (K-6) | 4001 Ogema St, Flint | \$ | \$ |
| Holmes STEM Academy (3-8) | 6603 Oxley Dr, Flint | \$ | \$ |
| Neithercut Elementary (K-6) | 2010 Crestbrook Ln, Flint | \$ | \$ |
| Pierce Elementary (K-6) | 1101 W. Vernon Dr, Flint | \$ | \$ |
| Potter Elementary (K-7) | 2500 N. Averill Ave, Flint | \$ | \$ |
| Scott School (7-8) | 1602 S. Averill Ave, Flint | \$ | \$ |
| Southwestern Classical Academy (7-12) | 1420 W. 12th St., Flint | \$ | \$ |
| Off-Site Locations | | \$ | \$ |
| Total Base Bid | | \$ | \$ |

Note: It is the goal of the Flint Community Schools that 99% of the costs of this Contract be anticipated and quoted as a target price. For non-target pricing, Contractors must quote unit costs such as staff cost per hour, etc.

| |
|---------------------------|
| Optional Alternate No. 1: |
| Describe: |
| Total Price: |

4.2 Non-Target Unit Cost(s)

Non-target pricing will be for “above and beyond” services not delineated in this RFP or the Contract or for work directly authorized by Flint Community Schools that is not anticipated or contemplated at this time. This may be special work required to clean the facilities during emergency situations.

| | | |
|-------------|----|---|
| Hourly Rate | \$ | - |
|-------------|----|---|

I hereby acknowledge that I have the authority to bind _____ (the Company) and sign this bidder sheet. I also acknowledge that I have read the RFP and understand the terms of the RFP and have attached any deviations to the RFP as part of our response.

Signature

Date

5.1 Proposal Submission Form

TELEPHONE SERVICE - FLINT COMMUNITY SCHOOLS

This Proposal is submitted by: _____

Service Provider Name: _____

Representative (printed): _____

Representative (signed): _____

Address: _____

City/State/Zip: _____

Telephone: _____ (Area Code) Telephone Number

Facsimile: _____ (Area Code) Fax Number

It is understood by the Service Provider that the District reserves the right to reject any and all Proposals, to make awards on all items or on any items according to the best interest of the District, to waive formalities, technicalities, to recover and re-bid this RFP. Proposal is valid for one hundred and eighty (180) calendar days.

Service Provider

Date

Authorized Signature

Please type or print name

5.2 Addenda Receipt Confirmation

TELEPHONE SERVICE - FLINT COMMUNITY SCHOOLS

Please acknowledge receipt of each addendum posted to www.flintschools.org. This form, acknowledging all addenda, must be included with your Proposal.

| Addendum # | Date Addendum Posted |
|------------|----------------------|
| _____ | _____ |
| _____ | _____ |

I certify that this proposal complies with the General and Specific Specifications and conditions issued by the District except as clearly marked in the attached copy.

Service Provider Name: _____

Representative (printed): _____

Representative (signed): _____

Title: _____

Date: _____

5.3 Certificate of Compliance with Americans with Disabilities Act

I/we, being a licensed Contractor in Michigan, do hereby agree to comply with all applicable requirements of the Americans with Disabilities Act throughout the duration of this contract.

Service Provider Name: _____

Representative (printed): _____

Representative (signed): _____

Title: _____

Address: _____

City/State/Zip: _____

Telephone: _____ (Area Code) Telephone Number

Date _____

5.4 Certificate of Non-Discrimination in Employment

We, being a licensed Contractor in Michigan, do hereby certify that we will not discriminate against employee or applicant for employment because of race, color, religion, sex, or national origin. We will take affirmative action to ensure that applicants are employed, and that employees are treated equal during employment without regard to race, color, or religion, or handicap. Such action will include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. We will agree to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Local Public Agency setting forth the provisions of this non-discrimination clause.

Service Provider Name:

Representative (printed):

Representative (signed):

Title:

Address:

City/State/Zip:

Telephone:

(Area Code) Telephone Number

Date

5.5 Company Information

| | |
|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Service Provider Background | This section is designed to gather general information about your company. |
| 1.1 | Please provide your company's name and your parent company's name (if there is one). |
| 1.2 | Provide your company's primary contact name, title, phone number and email address for this RFP process. |
| 1.3 | Does your company currently provide services to local / District governments? If yes, please mention at least five such clients as reference. Also, provide a list of all your local/District government clients that you have provided services to and other commercial clients you have provided service to within the last one year. |
| 1.4 | Briefly describe the nature of your business operations (e.g. identify major business lines, major markets served, service history, etc.) that relate to the Services you are bidding for. |
| 2. Organizational Information | This section is designed to gather information relating to your company's operations, organization, and structure. |
| 2.1 | Is your company privately or publicly held? Describe the ownership structure including any significant controlling equity holders. |
| 2.2 | Please identify your top three competitors and why you consider these companies to be competition. |
| 2.3 | Please describe your competitive position relative to the competitors stated above. |
| 2.4 | Please describe your company's management structure and provide an organizational chart, specifically as it pertains to the Services. |
| 2.5 | Has your organization been the subject of a dispute or strike by organized labor within the last five (5) years? Describe the circumstances and the resolution of the dispute. |
| 2.6 | Would anyone from your company (i.e., management, key employees, and large shareholders) enter into any conflicts of interest by participating in this RFP or conducting business with Flint Community Schools? |
| 2.7 | Has your company or parent filed Chapter 11 or 13 bankruptcy in the past five (5) years? |
| 2.8 | Within the response field, briefly describe all lawsuits or judgments greater than \$500k within the last 24 months. |
| 2.9 | Please describe any significant financial changes in the company over the last two years and any expected significant changes for the next two years. |
| 2.10 | Please provide a copy of your company's workers' compensation modification factor. If the modification factor is above 1, provide a detailed explanation as to why the modification factor is above 1 and what the company's is doing to reduce the factor in the future. |
| 3. Service Quality | Flint Community Schools has various small to large facilities located across the District. Please describe your capabilities to service these locations. |
| 3.1 | How do you plan to service all the facilities that you have bid on? (If sub-contracting a particular service, please specify and describe in detail the service and estimated cost). |
| 3.2 | How would you ensure prompt timing for the provision of all services, including emergency calls? Do you provide a 24-hour emergency response number for the District to contact? Please describe in detail the contingency plans for service during bad weather or other reasons. |
| 3.3 | Describe the key individuals, along with their qualifications, professional certifications and experience that would comprise your organization's team for providing Services to the District. |
| 3.4 | Describe your organization's approach to total quality management, and describe your organization's total quality plan. |
| 3. Billing and Reporting Capabilities | Flint Community Schools wishes to better manage customer service and reporting of its Services. Please respond to the questions below. |
| 3.1 | Please provide a detailed explanation of your company's capability to provide item-level reporting on a regular time schedule. |
| 3.2 | Please describe your billing procedures and your capability to provide electronic billing on a monthly basis. |
| 3.3 | Please describe tools to support order requests or service calls by Flint Community Schools' end-users. |
| 4. Pricing | Flint Community Schools wishes to develop competitive and sustainable pricing schemes with preferred vendors. Please answer the questions below. |
| 4.1 | Does your company have in place a continuous cost improvement program to ensure that Flint Community Schools' rates benefit from cost improvements? Describe such programs. |
| 4.2 | What additional pricing components should Flint Community Schools be aware of? |

5.6 Familial Disclosure

FAMILIAL RELATIONSHIP DISCLOSURE

(MUST return completed and notarized with bid)

Pursuant to MCL 380.1267, a sworn and notarized statement disclosing any familial relationship that exists between the owner or any employee of the bidder and any member of Flint Community Schools' Board or Flint Community Schools' Superintendent must be accompanied with the bid. *Failure to return this notarized statement/signature with the bid will result in bid disqualification.* The members of Flint Community Schools' Board are: Diana Wright, Betty Ramsdell, Vera Perry, Carol McIntosh, Danielle Green, Lester Casey, and Blake Strozier, and Flint Community Schools' Superintendent is Derrick Lopez.

The following are the familial relationship(s):

| | Owner/Employee Name | Related to: | Relationship |
|----|---------------------|-------------|--------------|
| 1. | _____ | _____ | _____ |
| 2. | _____ | _____ | _____ |
| 3. | _____ | _____ | _____ |
| 4. | _____ | _____ | _____ |
| 5. | _____ | _____ | _____ |

Attach additional pages if necessary to disclose all familial relationships.

There is no familial relationship that exists between the owner or any employee of the bidder and any member of The School District of the City of Flint Board, or The School District of the City of Flint's Superintendent.

The undersigned, the owner or authorized representative of bidder (insert name) _____ does hereby Represent and warrant that the disclosure statements herein contained are true.

Print Name

Signature of Bidder

Title

STATE OF MICHIGAN)
)ss
COUNTY OF _____)

This instrument was acknowledged before me on the ____ day of _____, _____,

By _____.

Notary Public

_____ County, Michigan

My commission expires: ____/____/____

Acting in the County of: _____