



## Request for Proposals

### **Naperville CUSD 203**

Cisco Voice System Upgrade, Support and  
Maintenance

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## Naperville CUSD 203

### Cisco Voice System Upgrade, Support and Maintenance

#### 1. Background

- 1.1. Naperville Community Unit School District 203 is currently accepting proposals for the upgrade, support, and maintenance of its Cisco voice system.
- 1.2. Naperville Community Unit School District 203 is widely recognized as one of the top school districts in the state of Illinois. Consisting of 1 early childhood center, 14 elementary schools, 5 middle schools, and 2 high schools, and 3 service buildings, including the Public Schools Administrative Complex. District 203 is one of the most respected and highest-performing school districts in the state of Illinois.
- 1.3. The District currently has a robust investment in Cisco products throughout the network and telecommunications environment. This investment includes telecommunications systems, InformaCast, Emergency Responder, Data Network Switches, wireless environment, and other applications.
- 1.4. With this in-mind, the District assumes that Cisco dealers will consider this level of commitment to Cisco by the District and extend any additional discounts and incentives in their proposals in order to retain the District as a Cisco customer.
- 1.5. Because there are several vendors who provide the type of support that Naperville Community Unit School District 203 requires, it is their desire to meet their voice system support needs through this competitive selection process. The requirements noted in this RFP are designed to assist in the selection of the vendor that best meets Naperville CUSD 203's needs.
- 1.6. Naperville CUSD has a Cisco Unified Communications System, version 10.5 and plans to upgrade the core components to the most current, most stable version (preferably 12.X), requiring both software upgrades and hardware replacement. The existing Cisco UC220-M3S servers run VMware vSphere EXi and host the virtual machines for Communications Manager as well Emergency Responder, Unity Messaging, Contact Center Express, and InformaCast applications. At this time, the District would also like to expand from a single instance of UCCX to a second instance in order to provide resiliency for this application.
- 1.7. As separate initiatives, Naperville CUSD 203 plans to replace their existing 1218 7XXX series telephone sets and to expand telephone set coverage to include all classrooms throughout the District. The expansion will include up to approximately 1500 additional endpoints for a total of approximately 2800 telephone sets District-wide. Timing for these projects has not been specifically defined, but is anticipated within the next 6-30 months. *Core System Hardware to support the increased capacity (up to 2800 telephone sets) should be provided with the upgrade. However, the extra software and licensing for the additional endpoints, and the endpoints themselves, will be added as needed.*

## 2. Objective

- 2.1. This document contains the system specifications and the requested format for vendor proposals. If additional equipment, software, or hardware are believed to be appropriate for the system operations, please include them in the quote and include supporting justification and cost detail.
- 2.2. The Naperville CUSD 203 Board of Education reserves the right to reject any and all bids, to waive any technicalities in the bidding, and to award each item to different bidders or all items to a single bidder unless otherwise noted on bid request, and to determine whether in the opinion of the Board of Education: (1) an equal or alternate is a satisfactory substitute, (2) an early delivery date is entitled to more consideration than price, (3) an earlier delivery date is to be disregarded because of the reputation of the bidder for not meeting delivery dates, (4) a bidder is not a responsible bidder and should be disregarded, and (5) what exceptions or deviations from written specifications will be accepted. The Board of Education will authorize the release of purchase orders upon acceptance of bids. In the event of pricing errors, the unit count(s) listed will prevail and be considered accurate.

## 3. Process and Schedule

- 3.1. During the selection process, Naperville CUSD 203 will review the submitted proposals and solutions. With the possibility of using any combination of subsequent interviews and reference checks, the District will then pick a final preferred vendor. Naperville CUSD 203 will negotiate final pricing and terms and conditions with the preferred vendor. The following is the current estimated schedule, as defined by the District and can be changed at its discretion:

**Table 1 - Estimated Selection Schedule**

Estimated Selection Process Step	Date(s)
Release and Issuance of the <i>Request for Proposals</i> (RFP)	October 11, 2018
Final Date for Vendors to Submit Questions	October 25, 2018
Date for Publishing Answers to Vendors' Questions	October 31, 2018
Proposals Due	November 8, 2018
Final Vendor Selection	November 2018

## 4. Current IT Infrastructure and Cisco System Specifications

- 4.1. Naperville CUSD 203 has a Cisco Unified Communications system with multiple network elements. Those elements include two Cisco Unified Computing System rack-mount UCS-220-M3S servers running VMware vSphere EXi supporting Cisco Unified Communications applications on seven virtual machines. In addition to Communications Manager, applications include Unity Connection messaging, Emergency Responder, Contact Center Express, and InformaCast.
- 4.2. Naperville CUSD 23 has established a VmWare vSphere ESXi virtual server environment for Unified Communications and associated applications and has a separate virtual server environment for other District systems and applications.

- 4.3. The two Cisco 3945 Voice Gateways serving the data centers at the Public School Administrative Complex (PSAC) and Naperville North High School (NNHS) were installed in June 2015. A Cisco 3925 Voice Gateway was installed at Naperville Central High School (NCHS) in June 2015. All other District locations are served by Cisco 4321 Voice Gateways which were installed in June 2017.
- 4.4. The District utilizes Windows Active Directory on a Windows Server 2008 R2 with a variety of operating systems. The Cisco systems synchronize with Active Directory.
- 4.5. Naperville CUSD 203 is currently running Office 365 for email services. The email system is heavily integrated with the Cisco system.
- 4.6. Naperville CUSD 203 uses Juniper Layer 3 switches and provides IEEE 802.3af POE to all staff workstations.
- 4.7. The District's cable infrastructure is a combination of CAT5e and CAT6 cable throughout the various locations. If it is determined that the District must re-cable some drop locations to address the specific location within the room or to address the cable itself, the District will handle any modifications recommended by the vendor outside of the scope of this proposal.
- 4.8. The District uses VLANs to identify zones for emergency responder.
- 4.9. Network configuration
  - 4.9.1. Naperville CUSD 203 uses a switched ethernet network to connect the 25 locations. The primary network is provided by AT&T with a secondary switched ethernet network provided by Comcast.
  - 4.9.2. The District uses Palo Alto firewall appliances.
  - 4.9.3. SIP trunking is provided by AT&T and terminated at the two data center locations, PSAC, and NNHS. 75 call paths are provided at each location.
- 4.10. Cisco System Specifications
  - 4.10.1. Current Hardware Elements
    - 4.10.1.1. UCS-220-M3S Servers x 2 (Located in PSAC and NNHS data centers)
    - 4.10.1.2. 3945 Voice Gateways x 2 (Located in PSAC and NNHS data centers)
    - 4.10.1.3. 3925 Voice Gateway x 1 (Located at NCHS)
    - 4.10.1.4. 4321 Voice Gateways x 20 (all other locations)
    - 4.10.1.5. InformaCast server hosts (Business Edition 6000M Server M3 and HP DL 120 G7 Server)
  - 4.10.2. Current Software Elements
    - 4.10.2.1. Cisco Call Manager Version 10.5.2 (Publisher / 2 Subscribers)
    - 4.10.2.2. Cisco Unity Connection Version 10.5.2 (Primary / Secondary)
    - 4.10.2.3. Cisco Emergency Responder Version 10.5.1 (Primary / Secondary)
    - 4.10.2.4. Cisco Unified Call Center Express Version 10.6.1 (Primary)
    - 4.10.2.5. InformaCast 12.1.1.21630
  - 4.10.3. Existing Endpoints (1236 total)

- 4.10.3.1. Cisco 7975 – 5 each
- 4.10.3.2. Cisco 7961 – 207 each
- 4.10.3.3. Cisco 7941 – 865 each
- 4.10.3.4. Cisco 7921 – 27 each
- 4.10.3.5. Cisco 7911 – 112 each
- 4.10.3.6. Cisco 8861 – 14 each
- 4.10.3.7. Cisco 8841 – 4 each
- 4.10.4. Current Licensing Information
  - 4.10.4.1. Dashboard

**Overview**

Product Instances: 3  
 Last License Update: 2016-Mar-14 19:37:38  
 Last Synchronization: 2018-Aug-27 00:33:44  
 Previous Successful Login: 2018-Mar-16 09:51:04

**License Usage**

Type	Required
User (10.x) - Emergency Responder	1215
CUWL Standard (10.x) - Unified CM	0
Enhanced (10.x) - Unified CM	1309
Basic (10.x) - Unified CM	0
Essential (10.x) - Unified CM	0
CUWL Standard Messaging (10.x) - Unity Connection	0
Basic Messaging (10.x) - Unity Connection	2020
SpeechConnect Port (10.x) - Unity Connection	0

### 4.10.4.2. License Usage

Last Synchronized: 2018-Aug-27 00:33:44 [Synchronize Now](#)

**Table View** Chart View History

License Usage						
Type	Product Type ▲	Required	Installed	Available	Status	
User (10.x)	Emergency Responder	1215	1330	115	In Compliance	
CUWL Standard (10.x)	Unified CM	0	344	301	In Compliance	
Enhanced (10.x)	Unified CM	1309	1266	0	In Compliance	
Basic (10.x)	Unified CM	0	1	1	In Compliance	
Essential (10.x)	Unified CM	0	11	11	In Compliance	
CUWL Standard Messaging (10.x)	Unity Connection	0	344	344	In Compliance	
Basic Messaging (10.x)	Unity Connection	2020	2310	290	In Compliance	
SpeechConnect Port (10.x)	Unity Connection	0	48	48	In Compliance	

[Update Usage Details](#) Usage Details Last Updated: 2018-08-27 11:01:22

#### License Requirements by Type

License Type	Current Usage	Report
CUWL Standard	0	<a href="#">Users( 0 )</a>   <a href="#">Unassigned Devices( 0 )</a>
Enhanced Plus	0	<a href="#">Users( 0 )</a>
Enhanced	1309	<a href="#">Users( 9 )</a>   <a href="#">Unassigned Devices( 1300 )</a>
Basic	0	<a href="#">Users( 0 )</a>   <a href="#">Unassigned Devices( 0 )</a>
Essential	0	<a href="#">Users( 0 )</a>   <a href="#">Unassigned Devices( 0 )</a>
TelePresence Room	0	<a href="#">Users( 0 )</a>   <a href="#">Unassigned Devices( 0 )</a>

#### Users and Unassigned devices

Users	9	<a href="#">View Usage Report</a>
Unassigned Devices	1300	<a href="#">View Usage Report</a>

#### Cisco Prime License Manager

The licenses for this system are managed by a Cisco Prime License Manager server.

Server Hostname / IP Address: [PSCM01.sd203.org](#)

Last Successful Synchronization: 2018-08-27 00:33:44

## 5. Evaluation Criteria

5.1. All proposals will be evaluated using the following general evaluation Criteria:

**Table 2 - Evaluation Criteria**

Criteria
Affordability
References & Experience
Technical and Managed Services Delivery Capabilities
Provider Implementation Plan
Additional Criteria to be determined

5.2. The evaluation process will consist of review and evaluation of proposals received by a team consisting of District personnel and outside consultants.

5.3. Support for all applications is a critical component of the solution. Significant experience supporting Unity, CCX, CER, and InformaCast implementations will be a necessity.

## 6. Submittal Instructions

6.1. This section outlines the information that must be included in the proposal. Vendors should review this list to ensure that their proposals include all requested information prior to submission.

6.2. Proposals:

6.2.1. Printed Proposals Due: One (1) printed copy and/or one (1) electronic version must be received no later than 4:00 pm CT on November 8, 2018, addressed to:

**Tracey Laflamme  
Naperville CUSD 203  
203 Hillside Road  
Naperville IL 60540  
tlaflamme@naperville203.org**

6.2.2. Please provide the requested information in the prescribed written format. Failure to comply with the prescribed format may result in disqualification.

6.2.3. Requests for extension of the submission date will not be granted unless deemed in the best interests of Naperville CUSD 203. Vendors submitting proposals should allow for normal mail or delivery time to ensure timely receipt of their proposal.

6.3. Proposal Format

6.3.1. Please include a table of contents at the beginning of the proposal clearly outlining the contents of each section.

6.3.2. Please provide the following sections, at a minimum:

6.3.2.1. Understanding of Project Objectives

6.3.2.2. Proposal Response

6.3.2.3. Disclosures and Contractual Requirements

6.3.2.4. Appendices



6.3.2.5. All proposals must be signed by a duly authorized official representing the vendor

6.4. Questions

6.4.1. Direct all questions to

**Marcia Struwing**  
**ClientFirst Technology Consulting**  
**mstruwing@clientfirstcgc.com**

6.4.2. Questions must be received no later than **4:00 pm CT on October 25, 2018**. Questions received after this deadline will not be accepted.

6.4.3. Answers to submitted questions will be provided as an RFP addendum via email on October 30, 2018 to all vendors that have confirmed their intent to propose.

6.5. Only written communication from Naperville CUSD 203 may be considered binding. The District reserves the right to terminate the selection process at any time and to reject any or all proposals. The contract will be awarded to the vendor whose overall proposal best meets the requirements of Naperville CUSD 203.

6.6. The District shall not be liable for any pre-contract costs incurred by interested vendors participating in the selection process.

6.7. The contents of each vendor's proposal to Naperville CUSD 203, including technical specifications for software and software maintenance fees, shall remain valid for a minimum of 90 calendar days from the proposal due date.

6.8. Pricing quotes for the additional telephone sets outlined in the pricing section should be valid for 30 months.

6.9. Vendors should provide copies of all sample contracts for application software and software support. Please note that all contracts are subject to negotiation.

6.10. Naperville CUSD 203 will require the vendor selected to agree to include the contents of this Request for Proposals and all representations, warranties, and commitments in the proposal and related correspondences as contractual obligations when developing final written contracts for services and software.

6.11. General Instructions

6.11.1. Bids must be delivered on or before the time scheduled for the bid opening.

6.11.2. All bids shall be made on proper form.

6.11.3. Unsigned or late bids will not be considered.

6.11.4. Naperville Community Unit School District 203 is not subject to Federal Excise Tax or Illinois Retailers Occupational Tax.

6.11.5. Prices quoted shall include all charges for packing, transportation, and delivery to the locations designated on the bid.

6.11.6. Correspondence shall be addressed to the Purchasing Agent.

6.11.7. Bids are available for inspection in the business office by appointment after the award of orders.

6.11.8. Oral, telephone, or facsimile transmitted bids will not be accepted.

6.11.9. All items bid shall be new unless otherwise specified.

6.12. Errors And Omissions

- 6.12.1. All proposals shall be submitted with each space properly completed. The special attention of bidders is directed to the policy that no claim for relief due to errors or omissions in the bidding will be considered, and bidders will be held strictly to the proposals as submitted. Should bidders find any discrepancies or omissions from any of the documents, or be in doubt as to their meanings, they shall advise the purchasing agent who will issue the necessary clarifications to all prospective bidders by means of addenda.

6.13. Firm Bid

- 6.13.1. All bids will be considered to be firm for a period of ninety (90) days from the date established for the opening of bids.

6.14. Withdrawal of Bids

- 6.14.1. Bids may be withdrawn by letter, facsimile, or in person within 48 hours prior to the time and date established for the opening of bids.

6.15. Investigation of Bidders

- 6.15.1. The bidder shall furnish such information as may be requested to determine the ability of the bidder to fulfill bid requirements and shall be prepared to show completed installations of equipment and types of service or supplies similar to those included in the bid.
- 6.15.2. The Board of Education reserves the right to reject any bid if it is determined that the bidder is not properly qualified to carry out the obligations of the contract.

6.16. Reservation of Rights By The Institution

- 6.16.1. The Board of Education reserves the right to reject any or all bids, to waive irregularities, and to accept that bid which is considered to be in the best interest of the institution. Any such decision shall be considered final.

6.17. Compliance With Legislation

- 6.17.1. It shall be mandatory upon the contractor(s) to whom the contract is awarded and upon any subcontractor thereof to pay all laborers, workmen, and mechanics employed by them not less than the general prevailing rate of wages in the locality for each craft, type of workman, or mechanic needed to perform such work and the general prevailing rate for legal holiday and overtime work, as ascertained by the Illinois Department of Labor. Bidders are required to increase wages as necessary during the term of this contract so as to keep current with prevailing wage rates. No changes will be allowed in the amount of this contract as additional compensation for such changes.

6.18. Signature Constitutes Acceptance

- 6.18.1. The signing of these bid forms shall be construed as acceptance of all provisions contained herein.

6.19. Contracts

- 6.19.1. The successful bidder will be required to enter into a contract incorporating the terms and conditions of this bid.

6.20. Equal Employment Opportunity

- 6.20.1. The contractor will not discriminate against any employee or applicant for employment for any unlawful reason, including age, race, creed, color, sex, national origin, or unfavorable discharge from military and will take affirmative action to ensure that employees are treated equally during employment. Such action shall 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. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided, setting forth the provisions of this nondiscrimination clause.
- 6.20.2. The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contract of, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, sex, nation of origin, unfavorable discharge from the military, or any other unlawful reason.
- 6.20.3. The contractor will furnish all information and reports required Executive Order No. 11246 of September 24, 1965, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto and will permit access to his/her books, records and account by the contracting agency and the Secretary of Labor for purposes of investigation, to ascertain compliance with such rules, regulations, and orders.
- 6.20.4. In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further government contracts or federally-assisted construction contract, in accordance with the procedures authorized in Executive Order of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order No. 11246 of September 24, 1965, by rule, regulation, or order of the Secretary of Labor or as otherwise provided by Law.
- 6.20.5. The contractor shall include the provisions of paragraphs **a** through **b** in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to Sec. 204 of Executive Order No. 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor shall take such action with respect to any subcontractor or purchase order as the contracting agency may direct as a means of enforcing such provisions, including sanctions for non-compliance, provided, however, that in the event the contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the contracting agency, the contractor may request the United States to enter into such litigation to protect the interest of the United States.

#### 6.21. Bonding

- 6.21.1. Within ten days of the date of the Notice of Award, the successful contractor shall sign a formal contract with Naperville CUSD 203 and shall provide a Performance Bond in the full amount of the contract. The bond shall be in accordance with A.I.A. Document A311. The contractor shall pay the cost of premiums for said bond. The bond shall be signed and sealed by an authorized representative of the bonding company and authorized officer or

representative of the contractor, and a certificate of the authority of those signing the bond, if not officers, shall be attached thereto.

- 6.21.2. The Performance Bond shall guarantee the performance of the duties placed on the contractor by the Prevailing Wage Act, as well as all other duties undertaken pursuant to the contract with Naperville CUSD 203, and shall indemnify Naperville CUSD 203 from any liability or loss resulting to Naperville CUSD 203 from any failure of the contractor fully to perform each or all of said duties.

#### 6.22. Insurance Requirements

- 6.22.1. The contractor shall provide and maintain insurance in the amounts outlined below with companies acceptable to the institution.

- 6.22.2. Worker's Compensation Insurance

- 6.22.2.1. Coverage A – Illinois Statutory Limits

- 6.22.2.2. Coverage B – Employer's Liability \$500,000 Limit

- 6.22.3. Automobile Liability Insurance: \$1,000,000 combined single limit per occurrence for bodily injury and property damage and include coverage for all owned, non-owned, and hired automobiles.

- 6.22.4. Comprehensive General Liability Insurance Provide the following limits:

- 6.22.4.1. Bodily Injury/Property Damage

- 6.22.4.1.1. \$1,000,000 each occurrence

- 6.22.4.1.2. \$1,000,000 in the aggregate

- 6.22.4.2. The policy shall include the following coverage

- 6.22.4.2.1. Premises/Operations

- 6.22.4.2.2. Independent Contractors

- 6.22.4.2.3. Products/Completed Operations

- 6.22.4.2.4. Contractual Liability Blanket

- 6.22.4.2.5. Broad Form Property Damage

- 6.22.4.2.6. Personal Injury-Offenses A,B,C, -exclusion C deleted

- 6.22.4.3. Contractual Liability coverage, including the "indemnification of Institution and Architect" (hold harmless agreement), must be fully insured under this policy for the liability limits set forth above. In addition, care, custody, and control and XCU exclusions shall be removed from all policies under this contract and suitable coverage provided subject to the approval of the school institution's insurance counselor.

- 6.22.4.4. The contractor is responsible for all claims arising out of sales of products on the premises and injury and/or death caused by the vendor's delivery vehicles on and immediately adjacent to the premises.

6.22.4.5. Umbrella Liability Insurance

6.22.4.5.1. It is required that an umbrella policy be written for minimum of \$2,000,000 for bodily injury and property damage. This umbrella policy would be in excess of the limits of the primary policy outlined above.

6.22.5. All such insurance shall not be cancelable without thirty (30) days prior written notice being given to the institution.

6.22.6. With respect to the insurance required herein, the contractor shall provide such insurance naming the institution, the Board of Education, and its members individually, and its employees and agents as “additional named insured.” The contractor shall also purchase and maintain such insurance as will protect the institution from and against all claims, damages, loss, and expenses, including attorney’s fees arising out of or resulting from the performance of the work, provided that any such claim, damage, loss or expense, (1) is attributable to bodily injury to or destruction of tangible property (other than the work itself), including the loss of use resulting therefrom, and (2) is caused in whole or in part by a negligent act or omission of the contractor, subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts they may be liable, regardless of whether or not it is caused in part by a party to whom insurance is afforded pursuant to this paragraph.

6.22.7. It is MANDATORY within ten (10) days after the bid award that the Certificate(s) of Insurance shall be submitted to the insurance agent for the institution.

6.23. Hold Harmless And Indemnification

6.23.1. The contractor shall assume all liability for, and shall protect, defend, indemnify and hold harmless, the Board of Education and its members individually, their officers, employees, servants and agents, from and against all claims, actions suits, judgments, costs, losses, expenses and liabilities of whatsoever kind or nature including reasonable legal fees incurred by owner arising out of:

6.23.1.1. Any infringement (actual or claimed) of any patents, copyrights or trade names by reason of any work performed or to be performed by the contractor under this contract or by reason of anything to be supplied by the contractor pursuant to this contract.

6.23.1.2. Bodily injury, including death, to any person or persons (including contractor’s officers, employees, agents and servants) or damage to or destruction of any property, including the loss of use thereof:

6.23.1.2.1. Caused in whole or in part by an act, error or omissions by the contractor or any subcontractor or anyone directly or indirectly employed by any of them regardless of whether or not it is caused in part by a party to be indemnified hereunder.

6.23.1.2.2. Arising directly or indirectly out of the presence of any person in or about any part of the project site or the streets, sidewalks and property adjacent thereto.

- 6.23.1.2.3. Arising directly or indirectly out of the use, misuse or failure of any machinery or equipment used directly or indirectly in the performance of this contract.

6.24. Late Bids

- 6.24.1. Bids received after the time specified in the Invitation to Bid may not be considered. The method of transmittal of the bid proposal is at the bidder's risk of untimely receipt by the institution. The use of institution equipment for transmission of bids is prohibited.

6.25. Child Sex Offender And Murderer Community Notification Act

- 6.25.1. Any vendor or contractor is prohibited from bringing to any school building or school property any employee or agent who is a child sex offender or murderer as defined in the child sex offender and murderer community notification law. At least quarterly, the contractor shall contact the local law enforcement authority where each employee or agent resides to determine if the employee is on the list of registered felons who have committed child sex offenses or murder. The contractor shall also provide the district with the name and address of each employee who will perform work on school property and require that the employee submit to a criminal history background investigation.
- 6.25.2. Any person hired by the District, as well as any person who is an employee of a person or firm holding a contract with the District and who works in a school building or on school property, shall submit to a criminal history background investigation according to state law and District Policy 5:30, hiring process, and criteria.

6.26. Affidavits to be signed and submitted with bid are on the following two pages.

**NON-COLLUSION AFFIDAVIT** (must be signed, notarized and submitted with bid.)

STATE OF ILLINOIS

SS:

\_\_\_\_\_ COUNTY

(Name of county)

The undersigned bidder or agent, being duly sworn, on oath says that he/she has not, nor has any other member, representative, nor agent of the firm, company, corporation or partnership represented by him/her, entered into any combination, collusion or agreement with any person relative to the price to be bid by anyone at such letting, nor to prevent any person from bidding nor to induce anyone to refrain from bidding, and that this bid is made without reference to any other bid and without any agreement, understanding or combination with any other person in reference to such bidding.

He further says that no person or persons, firms or corporation has, have or will receive directly or indirectly, any rebate, fee, gift, commission or thing of value on account of such sale.

\_\_\_\_\_  
Bidder or Agent

FOR \_\_\_\_\_  
Firm or Corporation

Subscribed and sworn to before me this \_\_\_\_ day of \_\_\_\_\_, 200\_\_

My commission expires: \_\_\_\_\_  
Notary Public

**CERTIFICATION** (must be signed and submitted with bid.)

The bidder hereby certifies that the bidder is not barred from bidding on this contract as a result of a violation of either the bid-rigging or bid-rotating provisions of Article 33E of the Criminal Code of 1961, as amended.

\_\_\_\_\_  
Signature

**SEXUAL HARASSMENT CLAUSE** (must be signed and submitted with bid.)

Each bidder must certify that it has complied with the requirement of section 2-105 of the Illinois Human Rights Act (Public Act 87-1257) effective July 1, 1993, with respect to sexual harassment policies. The terms of that law, as applicable, are hereby incorporated into this contract. The Board of Education states that it is in compliance with said law.

\_\_\_\_\_  
Signature

**CERTIFICATE OF COMPLIANCE WITH ILLINOIS DRUG-FREE WORKPLACE ACT** (must be signed and submitted with bid.)

The undersigned bidder or agent, having 25 or more employees, does hereby certify pursuant to section 3 of the Illinois Drug-Free Workplace Act (III. Rev. Stat., ch. 127, par. 132.313) that (he, she, it) shall provide a drug-free workplace for all employees engaged in the performance of work under the contract by complying with the requirements of the Illinois Drug-Free Workplace Act and, further certifies that, (he, she, it) is not ineligible for award of this contract by reason of debarment for a violation of the Illinois Drug-Free Workplace Act.

\_\_\_\_\_  
Signature

**VENDOR DESIGNATION** (must be signed and submitted with bid)

In order to comply with subsection C of Section 10-20.40 of the Illinois School code [105 ILCS 5/10-20.40] added by P.A. 95-707, school districts are required to disclose vendors with whom we have entered a contract or purchased goods in the amount of equal to or greater than \$25,000.00. In addition, school districts are required to specify which of the vendors are owned by a person with disabilities, female, minority and/or locally owned.

Please indicate any of the following that apply to your business.

- Owned by a Person with Disabilities
- Female Owned
- Minority Owned
- Locally Owned (within School District 203 boundaries)
- None of the Above

\_\_\_\_\_  
Signature



## **7. Solution Specifications**

- 7.1. This section of the RFP contains the specifications and details regarding Naperville CUSD 203's Voice System Upgrade, Support, and Maintenance requirements. These specifications must be adhered to by all vendors responding to the RFP.
- 7.2. Written proposals are required by Naperville CUSD 203 for a telecommunications solution as described in the sections below.
- 7.3. The proposal will be confirmed by a purchase order issued to the successful vendor.
- 7.4. The proposal will be awarded based on the overall proposal and in the best interests of Naperville CUSD 203. The District reserves the right to accept the proposal that is, in its judgment, the best and most favorable to the interests of Naperville CUSD 203, to reject the low-price proposal, to accept any item of any proposal, to reject any and all proposals, and to waive irregularities and informalities in any proposal submitted or in the RFP process.
- 7.5. The proposal shall constitute a binding offer and may not be withdrawn once Naperville CUSD 203 has awarded the contract to the successful vendor.
- 7.6. Pricing for the core upgrade, ongoing maintenance and support with SmartNet, and additional station sets with licensing should be provided in the pricing tables included in Section 5.
- 7.7. Pricing requirements:
  - 7.7.1. All proposals should, at minimum, contain pricing options for 9 X 5 NBD and 24 X 7 support.
  - 7.7.2. All proposals should contain pricing options for the inclusion and exclusion of all desktop and conference phone set hardware support and replacement.
  - 7.7.3. SmartNet components should be itemized separately.
  - 7.7.4. Pre-paid telephone support

7.8. System Core Upgrade

7.8.1. Hardware, Software, Installation, and Support should be provided to support the following virtual machine configuration on two Cisco servers:

**Figure 1.1**

PSAC											
CUCM		CUCM		Informa-Cast	CUC		CER		UCCX		
Core 1	Core 2	Core 3	Core 4	Core 5	Core 6	Core 7	Core 8	Core 9	Core 10	Core 11	Core 12

  

NNHS											
CUCM		Informa-Cast	CUC		CER		UCCX				
Core 1	Core 2	Core 3	Core 4	Core 5	Core 6	Core 7	Core 8	Core 9	Core 10	Core 11	Core 12

7.8.2. Cisco Components to be provided should include all software, hardware, and SmartNet necessary to upgrade the core Unified Communications server infrastructure with two host servers supporting the District’s applications.

7.8.2.1. The servers must be configured to support up to 2800 endpoints.

7.8.2.2. Provide recommended server configuration specifications, including RAM, storage, power supplies, NIC cards, etc.

7.8.2.3. Licensing for a second instance of high availability CCX should be included.

7.8.3. The selected vendor will perform all tasks necessary to upgrade the core Unified Communications server infrastructure and applications to the most recent, stable versions released and supported by Cisco.

7.8.3.1. Core servers will be located in each of the two data centers: PSAC and NNHS.

7.8.3.2. VMs to support the District’s UC applications should be configured as represented in Figure 1.1.

7.8.4. Please confirm the compatibility of existing applications and versions. Indicate which, if any, of the following applications require or recommend an upgrade to the existing software.

7.8.4.1. Cisco Call Manager Version 10.5.2

7.8.4.2. Cisco Unity Connection Version 10.5.2

7.8.4.3. Cisco Emergency Responder Version 10.5.1

7.8.4.4. Cisco Unified Call Center Express Version 10.6.1

7.8.4.4.1. The system currently supports only a primary instance of CCX. The District wishes to expand to a secondary high availability instance of this application as well.

7.8.4.5. Cisco InformaCast 10.0

- 7.8.5. All necessary steps to migrate the systems and applications, including backups, upgrades, and testing must be completed to insure a seamless transition.
- 7.8.6. Implementation Plan. Please provide step by step details of the anticipated migration plan for the project, including all core equipment and applications. **Please note that this is a key evaluation point.**
  - 7.8.6.1. The selected vendor must actively assist the District in acquiring the necessary licensing from Cisco, including online and telephone support throughout acquisition and activation process.
  - 7.8.6.2. The migration plan must include continuity testing for all applications, regardless of upgrade status, to insure functionality with the new core systems.
  - 7.8.6.3. Any disruptions in service to the District must be minimized during the implementation process.
    - 7.8.6.3.1. The vendor must clearly indicate which steps of the plan will be executed during normal business hours and which will be worked off hours.
    - 7.8.6.3.2. Off hours are considered after 6:00 PM Monday through Friday and weekends.
- 7.8.7. The vendor must provide a minimum of eight hours of post-cutover support.
- 7.8.8. The vendor must provide training / knowledge transfer relevant to this upgrade for the District's system administrator, including, but not limited to, basic moves, adds, and changes, backups, and management.
- 7.8.9. Additional Training Requirements – The District requires the vendor to provide a separate quote to provide the following training requirements:
  - 7.8.9.1. District User Training – Video with special focus on the District's system, configuration, and applications.
  - 7.8.9.2. Administrative Training for District IT Staff – To include, but not be limited to, training for performing Moves, Adds, and Changes (MAC), system performance information, call accounting reporting information, etc.
  - 7.8.9.3. Provide an 8.5 x 11 Informational Data Sheet for each telephone showing how to use typical features on the telephone system that can be placed with the telephones when deployed. The District will work with the selected vendor to determine the layout and features to be included.
- 7.9. Ongoing Maintenance and Support
  - 7.9.1. Naperville CUSD 203 will engage a Cisco Partner for ongoing service and support of their CUCM system and associated applications.
    - 7.9.1.1. Vendor responses should be based on the upgraded configuration and capacity, exclusive of the anticipated addition of 1300 handsets.
  - 7.9.2. The District will continue to execute minor move, add, and change requests inhouse, but will look to the selected vendor to provide trouble-shooting and ongoing maintenance and support of the system.

- 7.9.3. It is the District's intention to keep current on SmartNet for all system components. The District will continue to evaluate the value of maintaining SmartNet on telecommunications endpoints.
- 7.9.4. Cisco Relationship – Provide details regarding the proposer's relationship with Cisco. This should include the number of years as a Cisco partner and current Cisco partnership level, as well as the ability to engage and escalate Cisco support directly when needed.
- 7.9.5. Cisco Support Experience – Describe experience in supporting Cisco systems. Details should include experience in supporting Cisco Unified Communications, but also Unity, Emergency Responder, Contact Center Express, and InformaCast in an on-premise virtualized environment. Include experience upgrading systems to current software releases and the expansion, reduction, and redesign of existing Cisco systems.
- 7.9.6. Cisco Factory-Trained Personnel - Indicate the number of service personnel in the local area trained to maintain Cisco systems (including, but not limited to, CUCM, CUC, UCCX, CER, and InformaCast products), including the street address of the service location.
- 7.9.7. Qualified Personnel - Indicate the number of service personnel in the local area qualified to maintain Cisco systems (including, but not limited to, CUCM, CUC, UCCX, CER, and InformaCast products), including the street addresses of the service locations. This should include factory-trained personnel, personnel trained by the vendor, and all other individuals who can perform technical services on the system.
- 7.9.8. Account Team Consistency (Sales and Support) – The District has experienced high turnover of the Cisco and vendor account staff assigned to work with the District. This high turnover has caused the District to spend significant time and effort to track down and bring the appropriate personnel up to speed on the District's needs. Indicate in this proposal how you will be addressing the requirement for consistency in maintaining a consistent account manager and team for the District.
- 7.9.9. Service Centers - Provide the locations and hours of operation of the service centers to be utilized.
- 7.9.10. Spare Parts - Provide a general listing of the spare parts available from each of these service centers.
- 7.9.11. Maintenance Plans - Provide details on maintenance service arrangements for the Naperville CUSD 203 Cisco system and the cost for any alternative available, including maintenance contracts and per-call maintenance. The District is capable of performing some basic maintenance routines, including adding and removing users, voicemail, employees, and contact center agents, as well as basic troubleshooting, including manual synchronizations, reviewing event and alarm logs, and setting up and capturing trace data. Please provide information on any charges associated with customer provided maintenance.
- 7.9.12. The District is interested in pre-paid telephone support plans, such that the District is able to call for a set amount of vendor support time.
  - 7.9.12.1. What telephone support plans are available?

- 7.9.12.2. Is there a restriction on the type or level of support available under these plans?
- 7.9.12.3. Can the District purchase incremental amounts of additional support time once they use the pre-paid time?
- 7.9.13. Hourly Service Rates - Indicate the hourly rate Naperville CUSD 203 can expect for service not covered by warranty or service contract for its Cisco system. Include rates associated with the various levels of service or personnel type provided.
- 7.9.14. Maintenance Cost Escalation - Provide the rate at which the maintenance contract costs are escalated, including any contractual limits in escalation of costs.
- 7.9.15. Modification Lead-Time - Specify the amount of lead time required for moves, changes, additions, and deletions.
- 7.9.16. Default - State what recourse is available if the proposed system does not perform as quoted and the customer is faced with loss or interruption of service. Be advised that some form of liquidated damages for non-performance and/or system failure will be required in any final agreement.
- 7.9.17. Performance of Maintenance - Clearly identify if the proposer or a third party will provide maintenance services. Naperville CUSD 203 will require the right to reject any third parties or sub-contractors under this agreement and in any event, proposer will be responsible for all maintenance services.
- 7.9.18. Remote Maintenance
  - 7.9.18.1. Provide information on the capabilities of the system to interact with the Remote Maintenance Center (RMC) of the proposer
  - 7.9.18.2. How does the system notify the RMC of a trouble?
  - 7.9.18.3. What diagnostic capabilities does the RMC have?
  - 7.9.18.4. Can the customer communicate directly with RMC personnel?
  - 7.9.18.5. How frequent will Naperville CUSD's Cisco system be polled by the RMC for routine maintenance?
- 7.9.19. Acceptance - The District requires an acceptance period of at least 30 days subsequent to the completion of the Cutover. During this 30-day period, the system must perform without interruption of services and in compliance with all representations offered in the vendor's proposal. Should the system or other associated devices fail to perform satisfactorily, the 30-day time frame for acceptance will start over until such time as the system performance is satisfactory for a period of 30 consecutive days. The District will retain 25% of the purchase price of the system components and labor until the system operates satisfactorily for 30 days. Final payment (including change orders) will be withheld, and the warranty period will not begin until system acceptance.
- 7.9.20. District Site Access - District 203 uses a visitor management system to verify the identity of all school visitors. All staff deployed to a school by the provider must be ready to present acceptable identification before entering the building.

- 7.9.21. References – Provide a minimum of three references, at least two of which include system upgrades and multiple UC applications. These references should come from customers engaging premise based virtual Cisco systems. Two of the references should be school districts.

Reference #1	
Customer Name	
Contact Name	
Contact Address	
Contact Telephone Number	
Contact E-mail	
Date of Upgrade of Comparative System	
Description of Comparative System – please be specific and detailed on # of locations & phones & applications supported	

Reference #2	
Customer Name	
Contact Name	
Contact Address	
Contact Telephone Number	
Contact E-mail	
Date of Upgrade of Comparative System	
Description of Comparative System – please be specific and detailed on # of locations & phones & applications supported	

Reference #3	
Customer Name	
Contact Name	
Contact Address	
Contact Telephone Number	
Contact E-mail	
Date of Upgrade of Comparative System	
Description of Comparative System – please be specific and detailed on # of locations & phones & applications supported	

## 8. Pricing

### 8.1. System Core Upgrade

- 8.1.1. Expand the following tables as required to provide itemized, component pricing for the proposed upgrade to meet the requirements. The component name should be clear and understandable, not a code or stock number. The Discounted Price must be the actual cost the District will pay for the component, not a list price with a summary discount at the end. Total Price equals the Quantity times the Discounted Price.

**Table 3**

Item	Description	Quantity	Unit Cost	Discounted Cost	Extended Cost
	(Itemize each Hardware and Software component required to support Core Upgrade)				
	(Itemize all SmartNet components)				
Labor	Vendor Services				
<b>Total Cost</b>					

### 8.2. CCX High Availability Upgrade

- 8.2.1. Expand the following table to provide itemized, component pricing for licensing and support for the High Availability instance of CCX.

**Table 4**

Item	Description	Quantity	Unit Cost	Discounted Cost	Extended Cost
Labor	Vendor Services				
<b>Total Cost</b>					



8.3. Recommended Components

8.3.1. Expand the following table to provide itemized, component pricing for any recommended software/hardware and software assurance components not included in Table 5.1 to successfully implement this upgrade.

**Table 5**

<i>Item</i>	<i>Description</i>	<i>Quantity</i>	<i>Unit Cost</i>	<i>Discounted Cost</i>	<i>Extended Cost</i>
Labor	Vendor Services				
<b>Total Cost</b>					

8.4. Endpoints

8.4.1. Expand the following table to provide itemized pricing for available Cisco telephone sets and licensing. Vendor should assume a total quantity of between 1300 and 2800 telephone sets. The District may decide to retain the services of the selected vendor to provide staffing and labor to deploy the telephones. The scope would include installation and configuration of the telephone sets, user license set up, placement, and testing of the new telephones. For the purposes of this RFP, please provide the labor for this service for all 1300 stations. ALL PRICES QUOTED MUST BE VALID FOR 30 MONTHS. If, during this contract, any of the telephone handset models is labeled end-of-sale, the vendor shall provide the manufacturer’s product substitution. That is acceptable.

**Table 6**

<i>Item</i>	<i>Description</i>	<i>Quantity</i>	<i>Unit Cost</i>	<i>Discounted Cost</i>
	Cisco IP Phone 8811			
	Cisco IP Phone 8841			
	Cisco UC Phone 8861			
	Cisco UC Phone 8831			
	Cisco UC Phone 8832			
	Cisco Unified Wireless IP Phone 8821			
	Basic User Connect license			
	Essential User Connect license			
	Enhanced User Connect license			
	SmartNet			
	Installation Labor (Program, Place, Test and Document)			

8.5. Ongoing Vendor Maintenance and Support (Not SmartNet)

8.5.1. Expand the following table to include any service alternatives available to the District for ongoing vendor support of the upgraded CUCM system and associated applications.

8.5.2. Include pre-paid multi-year telephone support options.

**Table 7 - Year 1 – Maintenance and Support**

Item	Description	24 X 7 X 4HR Cost	8 X 5 X NBD Cost

**Table 8 - Year 2 – Maintenance and Support**

Item	Description	24 X 7 X 4HR Cost	8 X 5 X NBD Cost

8.6. Labor and Professional Services

8.6.1. Expand the following table to include the hourly cost for ongoing services for various levels of support, such as design engineers, level one support, level two support, training professional (end-user training), on-site engineer, etc.

**Table 9**

Description	Hourly Rate	Discounted Cost