



METROPOLITAN SCHOOL DISTRICT
LAWRENCE TOWNSHIP

Dr. Shawn A. Smith
Superintendent

Lawrence Education & Community Center
6501 Sunnyside Road
Indianapolis, IN 46236
(317) 423-8200

March 30, 2018

RE: Request for Proposals (RFP) for Phone Service

Dear Sir or Madam,

The Metropolitan School District of Lawrence Township (MSDLT, the District) desires to gather information and subsequently procure telephone services.

I cordially invite you to respond to MSDLT's attached Request for Proposals (RFP) for telephone service.

Sincerely,

Michael S Bottorff
Chief Technology Officer
Metropolitan School District of Lawrence Township



METROPOLITAN SCHOOL DISTRICT OF LAWRENCE TOWNSHIP RFP FOR TELEPHONE SERVICE

REQUESTING: **Proposal** (1 original and one electronic; delivered as described in sections 1.4 and 4.2)

Issue Date: March 30, 2018

Bid opening: April 30, 2018 at 12:00 pm local time (EST)

Procurement Time Frame: Request for Proposals Issued: March 30, 2018
Request for Proposals Response Date: April 30, 2018
Award and Contract Execution: May 14, 2018 (tentative)

Requested Services: A – Internet-Based Local and Long Distance Telephone Service
B – Local Plain Old Telephone Service (POTS)

Enclosures: 1.0 Purpose and Background
2.0 Scope of Procurement
3.0 Evaluation Criteria and Vendor Selection
4.0 Proposal Format and Content

Response Documents: Mailing Label
Response Cover Page
Vendor Response Forms
Detailed Pricing Forms
Reference Form
Product Invoice/Order Form
Proposed Agreement
Additional Documentation

QUESTIONS: Vendors may submit any questions concerning this solicitation in writing up to eleven (11) business days prior to the scheduled response date. Vendors should send inquiries via email to Mike Bottorff, MSDLT Chief Technology Officer. The District will post written answers to questions, in the form of amendments to the RFP, on the official web site for this solicitation. Contact with anyone other than the Chief Technology Officer for matters pertaining to this solicitation during the solicitation process is prohibited. The bidder is responsible for reviewing all amendments and related documents.

Official site for all RFP documents: <http://www.ltschools.org/services/technology-services/procurement>.

Contact for this request:
Mike Bottorff
Chief Technology Officer
317-423-8340
michaelbottorff@msdl.t.k12.in.us

1.0 PURPOSE AND BACKGROUND

1.1 Purpose of this Request for Proposals (RFP)

Metropolitan School District of Lawrence Township (MSDLT, the District) seeks Proposals from qualified and experienced vendors to provide Internet-based local and long distance telephone service and/or local plain old telephone service (POTS). In addition, for purposes of reliability and survivability, MSDLT may consider segregating emergency/e911 service from basic phone service. The purpose of this RFP is to solicit sealed proposals and establish a contract through fair and competitive negotiations.

MSDLT invites prospective vendors to submit responses in full or partial fulfillment of services described in this RFP. This RFP represents a statement of desired services and will assist MSDLT in gathering information regarding services available, whether or not the District is currently aware of this availability, and to identify vendors capable of delivering these services.

This document does not commit MSDLT to award a contract, to pay any costs incurred in the preparation of a response to this RFP, or to make any agreements in relation to the services and/or goods described in this RFP. Metropolitan School District of Lawrence Township reserves the right to request clarification, conduct discussions with vendors and/or request additional information.

1.2 General Background

The ninth largest and fastest growing school district in the state, Metropolitan School District of Lawrence Township serves approximately 16,000 students across four Early Learning Centers, eleven Elementary Schools, two Middle Schools, two High Schools, a Center for Innovation and Technology, and an alternative setting high school. MSDLT strives to be the district of destination, a reputation built over the years based on the district's award-winning staff, accomplished administrators, high-achieving students, supportive community, and innovative educational programs. Visit our website at www.LTschools.org.

1.3 Procurement Objectives

MSDLT seeks vendor Proposals for Internet-based local and long distance service as well as local plain old telephone service (POTS). Although the District favors a smaller number of vendors/contracts, the best fit solution for MSDLT's desired services may require two vendors. As such, this RFP divides the scope of services as indicated below:

A. Internet-Based Local and Long Distance Telephone Service

B. Local Plain Old Telephone Service (POTS)

MSDLT will accept and consider proposals for one or both services. Section 2 of this document details the District's desired service specifications. Vendor proposals must meet MSDLT's requirements as described in this RFP.

The District will evaluate vendor proposals for each desired service independently. For example, a Vendor that submits a proposal for both services will receive two separate evaluation scores and may only earn the highest score for one. MSDLT reserves the right to select a single vendor for both services or a separate vendor for each service depending on what best serves the District's interest (i.e., provides significant financial and/or operational benefits). Section 3 describes the evaluation criteria and process in further detail.

1.4 Request Timeline and Important Dates

The anticipated timeline for this RFP is as follows:

Issue Date	March 30, 2018
Deadline for Written Questions	April 9, 2018
Vendor Pre-response Conference	April 11, 2018 1:30 pm local time (EST)
Vendor Response Deadline	April 30, 2018 12:00 pm local time (EST)
Vendor Selection and Contract Award (tentative)	May 14, 2018

Vendors must submit any written questions concerning this Request for Proposals to Mike Bottorff, Chief Technology Officer, by email at michaelbottorff@msdlt.k12.in.us no later than 5:00 pm EST on April 9, 2018.

MSDLT will conduct a pre-response conference for vendors on April 11, 2018 at 1:30 pm EST at the Lawrence Education and Community Center (LECC), 6501 Sunnyside Road, Indianapolis, IN 46236. To register, contact Mike Bottorff via email at michaelbottorff@msdlt.k12.in.us no later than 5:00pm EST on April 10, 2018. Vendors may participate in person or online.

The District will provide answers to the written questions as well as a summary of key information from the pre-proposal conference in the form of an Addendum. **It is the responsibility of all potential vendors to check the official web site for any Addenda and to ensure signed Addenda are included in their formal response to this solicitation.**

2.0 SCOPE OF PROCUREMENT

Metropolitan School District of Lawrence Township seeks to procure new Internet-based local and long distance telephone services as well as local plain old telephone service (POTS). This section describes MSDLT's requirements.

2.1 Length of Contract

MSDLT desires to execute a long term contract (e.g., 3 to 5 years) at a competitive business rate for telephone services. The successful vendor(s) must implement new telephone service, including transition of existing direct inward dial (DID) numbers, on or before July 1, 2018. This coincides with expiration of the District's current phone services agreement.

2.2 Location

MSDLT's current telephone service connects to the District's wide area network (WAN) in a private cage at Lifeline Data Centers, LLC, 401 North Shadeland Avenue, Indianapolis, IN 46219 (Eastgate). MSDLT houses network and server equipment at this location.

2.3 Services Overview

This section summarizes MSDLT's telephone service requirements.

2.3.1 Internet-Based Local and Long Distance Telephone Service

MSDLT currently maintains roughly two thousand, nine hundred and twenty-six (2,926) direct inward dial (DID) telephone numbers (TNs). This includes at least twenty-five (25) full blocks of one hundred (100) numbers each. Please refer to Attachment B for a list of verified TNs.

The District utilizes the equivalent of five (5) primary rate interface (PRI) connections (i.e., 115 concurrent input/output lines) to support all twenty-two (22) of MSDLT's buildings. These PRI connections interface with the District's network at Eastgate.

MSDLT does not have a formal preference between IP SIP lines/SIP trunks and T-1/PRI service for outside lines. However, in the experience of MSDLT's technology department staff, T-1/PRI service provides greater simplicity and reliability, even when connecting to a local VoIP system. The District may ask vendors proposing a SIP solution to demonstrate a proof of concept test and/or provide references with the proposed solution in production.

2.3.2 Plain Old Telephone Service (POTS)

For alarms, emergency lines and elevators, MSDLT utilizes thirty-three (33) local POTS lines. The District maintains ninety-three (93) fax lines, which utilize analog telephone adapters (ATAs) to translate Voice over Internet Protocol (VoIP) signals into an analog tone for fax transmission. MSDLT's current telephone service vendor

provides these ATAs as part of the existing service. Vendors may propose continued use of ATAs or replacement with traditional POTS lines. Lastly, MSDLT also utilizes forty-six (46) fax-to-email lines. The District does not have equipment to receive these fax transmissions, so vendors must propose a fax to email solution or equivalent.

Vendors may propose alternative telephone services to those described above if the alternative services offer equivalent functionality and reliability. MSDLT reserves the right to adjust quantities before executing a services agreement to meet the needs of the corporation. **The District retains the right to select all, none or any selected portion of the proposed services.**

3.0 EVALUATION CRITERIA AND VENDOR SELECTION

3.1 Evaluation Criteria and Process

The District’s selection team will identify a preferred vendor and solution based on a two-phase scoring process. The table below presents the evaluation criteria.

Criteria

Phase	Weight	Criterion
1: Administrative Screening	Pass/Fail	Minimum Requirements
2: Response Evaluation	700	Cost
	200	Ease of Transition
	100	Vendor Qualifications
	1,000	Total Points

MSDLT’s evaluation team will assign vendors a score for each criterion. The District will then combine these component scores into a total score to identify a preferred vendor.

3.2 Administrative Screening

Prior to evaluation, MSDLT’s selection team will review proposals for completeness, adherence to the required response format as described in Section 4.0 of this RFP, and compliance with minimum requirements as listed in Form 2: Minimum Requirements of the Vendor Response Forms (Part 4). The District may reject proposals that fail this administrative screening

3.3 Response Evaluation

The District will evaluate all responsive proposals using the criteria described below.

- Cost (800 Points)

MSDLT seeks the best value solution. The District will evaluate proposals based on the total cost for each distinct project scope (sections 1.3 and 2.3) and may select multiple vendors to provide the desired services. MSDLT will use information provided by vendors in Detailed Pricing Forms (Part 5) to assign a Cost score. See the example below.

EXAMPLE

Vendor A: \$840,000
Vendor B: \$720,000

The vendor with the lowest total cost will receive the total number of points allotted for Cost (800 points). Vendors with a higher total cost will receive a proportional percentage

of the total possible points for Cost, based on their deviation from the lowest total cost. See the example continued below.

EXAMPLE

Vendor A:

$$\frac{\$720,000 \text{ (lowest total cost)}}{\$840,000 \text{ (Vendor A's total cost)}} \times 700 \text{ (total possible points)} = \mathbf{600 \text{ points}}$$

Vendor B:

$$\frac{\$720,000 \text{ (lowest total cost)}}{\$720,000 \text{ (Vendor B's total cost)}} \times 700 \text{ (total possible points)} = \mathbf{700 \text{ points}}$$

- Ease of Transition (200 Points)

MSDLT prefers proposed solutions which require minimal implementation/installation support from the District's technology staff. MSDLT's selection team will use information provided in Form 5 of Part 4 Vendor Response Forms to assign scores for this criterion.

- Vendor Qualifications (100 Points)

The District seeks relationships with vendors that are viable, stable, and demonstrate a long-term commitment to the proposed line of service. MSDLT's selection team will evaluate the vendor's revenue and operating history, changes in ownership, level of resources allocated to telecommunications services, client base, terminations for default, current or recent experience with similar organizations and standard terms and conditions.

This District will also base a portion of this evaluation category's score on vendor references. MSDLT's selection team will consider the similarity of reference clients' demographics, size, scope of services and support history as well as overall client satisfaction. The District may conduct in-depth phone interviews to gather additional information. MSDLT prefers references from similarly situated clients (e.g., large scale, K-12 educational organizations).

MSDLT will use information provided in Form 3: Executive Summary, Form 4: Company Profile and Form 5: Service Approach of the Vendor Response Forms (Part 4), as well as completed Reference Forms (Part 6), to assign scores for this criterion.

3.4 Competitive Negotiation

Metropolitan School District of Lawrence Township reserves the right to request clarification, conduct discussions with vendors, to request revisions and/or waive minor informalities. The District also retains the right to negotiate the final contract terms and conditions with one or more of the most responsive vendors as solely determined by the District. Finally, MSDLT may discard all vendor responses if none meet the stated minimum requirements or if none are deemed in the best interests of the District.

3.5 Best and Final Offer

The District may issue a written request for Best and Final Offers (BAFO). The request shall set forth the date, time, and place for the submission of the BAFO. In this case, if vendors do not submit a notice of withdrawal or a BAFO, MSDLT will construe their immediate previous offer as the Best and Final Offer. The BAFO process may include an interview and/or a presentation to the District's evaluation team.

4.0 PROPOSAL FORMAT AND CONTENT

4.1 General Directions

This RFP contains all the information and forms necessary to complete and submit a formal proposal. All responses and accompanying documentation submitted will become the property of Metropolitan School District of Lawrence Township at the time responses are opened.

Vendors should account for the following parameters:

- Responses to this RFP do not bind the vendor or MSDLT to any agreement, implied or otherwise.
- All responses and accompanying documentation submitted will become the property of Metropolitan School District of Lawrence Township.
- Vendor responses may contain information of a proprietary nature. These materials are exempt from FOIA requests. Vendors should identify each individual page of their response containing proprietary information.
- MSDLT will make this RFP document and all related information available to vendors electronically via the District's web site. The official page for all RFP documentation is <http://www.ltschools.org/services/technology-services/procurement>

4.2 Required Response Format

Vendors must submit one original and one electronic copy of the proposal by the due date indicated on the cover page of this RFP. To assist in the evaluation process, all responses must follow the format outlined below. MSDLT may consider proposals in any other format non-responsive and may reject them.

4.2.1 Response Cover Page

A person authorized to make a binding offer for the vendor must complete and sign this form. The District may deem proposals that fail to include an originally signed Proposal Cover Page non-responsive and reject them.

4.2.2 Vendor Response Forms

Vendors must complete the vendor response forms in their entirety and submit them in their native electronic format (Microsoft Word). Instructions for completing these forms are included within the document.

4.2.3 Detailed Pricing Forms

Vendors must complete the detailed pricing proposal forms in their entirety and submit them in their native electronic format (Microsoft Excel). Instructions for completing these forms are included within the document.

4.2.4 Reference Form

Vendors must complete and submit reference form in its native electronic format (Microsoft Word). Vendors must provide references from at least three (3) organizations for which they have provided similar services. The District strongly encourages vendors to submit similarly situated references.

4.2.5 Product Invoice/Order Form

Vendors must submit a completed sample product invoice/order form.

4.2.6 Proposed Agreement

Vendors must provide a copy of their proposed service agreement. However, vendors do not need to submit a separate document if their product invoice/order form contains a complete list of relevant terms and conditions.