

Smith County School District
126 SCMS Lane
Carthage, TN 37030
615-735-9625

The Smith County School District invites you to respond to a **Request for Proposals** for local and long distance telephone service for all locations in the Smith County School District. This request includes local phone service for a total of 67 phone lines and long distance service for all locations (67 phone lines) in the Smith County School District. The number of phones per telephone exchange is listed below. It is most desirable that one vendor provides service to all locations; however, proposals will be accepted for only specified exchanges.

This shall be a multi-year contract. Quoted prices must be planned to be effective starting July 1, 2012 and extend through June 30, 2015, with an option to extend for 3 more years.

The successful vendor will be required to participate in the Universal Service Fund and will provide the appropriate discounts/reimbursements for applicable content to this project. BEAR reimbursement is the preferred option. If Smith County School District does not receive USF funding for this project, Smith County School District may chose not to purchase these services.

A. Format, Due Date

Proposals are **due no later than 10:00 a.m. CST, Friday, February 10, 2012**. Late proposals will not be considered. Submit responses to:

Jerry Wilson
Technology Coordinator
Smith County School District
126 Smith County Middle School Lane
Carthage, TN 37030
615-735-9625

All submitted proposals will be considered the property of the Smith County School District.

All aspects of this project must comply with the Federal Communication Commission's competitive bidding requirement for Universal Service Fund (USF) support and services. **Existing provider of these services to the locations in the Smith County School District may provide only a cost summary (current tariff/long distance rates) of the proposed services.** All other proposers must provide all requested information outlined below.

Two (2) copies of your completed proposal should be submitted.

B. Contract

The proposal should include a contract for proposed services. If the vendor does not wish to submit an actual contract with the proposal, a sample contract should be submitted with the proposal.

C. Services Requested and Proposal Requirements

Proposals should address each of the following requests for services and proposal requirements:

Basic Local and Long Distance Service

Local and Long Distance services are to conform to industry standards as to functionality, performance, availability, serviceability, and accessibility.

Billing

Sites are to be billed in one comprehensive bill with Local and Long Distance service clearly defined. Long Distance calls shall be clearly delineated by time, length, number and location called.

Long Distance Codes

Sites are to be given the option of utilizing codes for individuals such that caller can monitor Long Distance usage. If sites do not wish to utilize this option, it should still be made available at a later date.

911 Service, Directory Assistance, and Caller ID

911 service and Directory Assistance services will be provided as part of the local service to be billed as part of the local service. Caller ID and Hunting must be an option at all locations.

Methods of Delivery Description

- 1) Delivery of such services shall be in accordance with FCC regulations and Industry standards for telephony services as long as there is no interruption in service. Acceptable methods could be analog/digital fiber or copper wiring; wireless, PRI or networking technology.
- 2) Proposers must describe their solution for how the existing local numbers would be used or would have to be changed to support any change in service. Vendors must clearly state if existing numbers can be retained. If number portability is available, vendors must describe fully what is needed from the school systems in order to support implementation of their choice to keep existing numbers intact. If numbers must be changed, vendors must submit an implementation plan which addresses new number reservation procedures, recorded announcement intercept treatment for old numbers, and coordination of responsibility for changes in white, blue and yellow pages directory listings.
- 3) State whether the proposed service is a “reseller”, “facilities based business”, or both. If both, state the quantity based percentage of each service provided.
- 4) Describe the geographic location, manufacturer and model for any proposed switch.
- 5) Identify the type of transport, if applicable, used in each service area (i.e., fiber, coax, etc.)
- 6) Identify all types of local service offered. The list should include two-way trunks, one-way trunks, PRI, ESSX or Centrex stations, and hunting. The following items may be provided in a matrix to readily see the experience of the proposer, the capabilities of each type of local service, the limitations, and the geographic area covered. For each type of service, list the number of customers proposer has and the quantity of services. Identify any tariff references that are applicable.
- 7) Submit a geographic map or exchange listing that includes clear detail that defines the type of service available in each coverage area. Specify the coverage for each exchange. **The number of phone lines per exchange is: 735 (44), 683 (16), 774 (4) and 897 (3).**

- 8) List all optional features by geographic location, which are available with the type of local service (i.e., call forwarding, call conferencing, caller ID, etc.)
- 9) Identify all limitations that exist relative to the termination of local telephone service in any type of telecommunications equipment or communication device (i.e., fax machines, modems, specific PBX equipment, ACD equipment, etc.) Clearly define the geographic locations where the limitations are to be considered.
- 10) Identify any and all customer provided equipment that may be required to complete the termination of local telephone service.
- 11) Identify any requirements that may exist relative to defining where, on customer premise, the local telephone service line will terminate (point of demarcation). Will the proposer extend the demarcation point to existing MDF's? If so, identify the costs involved.
- 12) Identify your maintenance procedures on local telephone service. Define the process for reporting service problems on a 7 day x 24-hour basis. Define whether maintenance is provided on a 7 day x 24-hour basis. **Identify the primary location of maintenance personnel that will respond to service problems.** (Within the county and/or in an adjacent county is an important consideration)
- 13) If the proposer is a reseller of local telephone service, proposer will detail current and proposed procedures relative to the resolution of problems between them and the facilities based provider. The proposer will be responsible for problem resolution with the penalty of no payment for services while any and all problems are unresolved.
- 14) Proposers will provide information on schedules for installation of all local service offerings. Describe by service offering the timeframes required to complete the installation.
- 15) Proposers will submit a sample copy of a customer bill for local service. At a minimum, billing will be done on a per line basis providing the local service telephone number and the address at which it terminates (including zip code). It will also contain the customer name and customer code, a list of any individual numbers billed with the master number, all options listed individually and one-time charges listed individually, clearly detailing individual charges.
- 16) Billings will be available in hard copy. Vendor will provide a summary statement of services on a monthly basis. Billing must be able to be customized based on customer requirements and multiple cost centers. Billing must be able to be combined reflecting one bill for all services or aggregated by customer-specified units or divisions.
- 17) Detail your transition plan from an existing provider to your proposed solution.
- 18) Vendors will provide pricing elements for these services in a Cost section of your document. This listing of prices/rates should be a simple catalog that can be used by a school to determine what will be purchased. Include cost of replacement handsets if existing handsets cannot be used.
- 19) Some school and administrative offices have existing Centrex service and therefore have special needs. A) Provide explanation of how proposer's solution will interface to all types of premise equipment, including 1-A type switchboard, PBX and key systems of various manufacturers, standard telephone sets, uniform and automatic call distribution systems, voice mail, message/voice on-hold, fax and modems. B) Explain features, and detail cost of each feature in a cost matrix, including any mileage charges. C) Identify any limitations in configuring ESSX or Centrex stations as inward, outward and combination trunks in a PBX system or Key system, as well as stand-alone stations. D) Describe ratio of Network Access Registers to stations and links to support stations and whether there is any cost differential for various ratios. E) Describe any limitations when multiple Central Offices must serve system wide service.

D. Vendor Background

Company Information

List your company's legal name, address, and telephone number. Include parent company information if applicable.

References

Provide a minimum of 3 references for customers (preferably in the middle Tennessee area) with operations similar to ours that your company has worked with in the past two years. Include contact names and telephone numbers, and addresses.

Vendor Authorizations

Provide Company authorizations

Technical Support

Provide normal support hours. Provide technical certifications of all staff members.

Universal Service Participation

Vendor must participate in the Universal Service Fund program and provide the SPIN number.

E. Confidentiality

All material submitted by Smith County School District must be treated as confidential and cannot be used for any other purpose than the response to this RFP. Information submitted by any vendor will be considered confidential to Smith County School District and will not be used for any other purpose than evaluating vendor responses.

F. Selection Process

A number of factors will influence Smith County School District's decision in selecting the vendor. These factors include a technical evaluation based upon the vendor's ability to deliver these services in a timely manner. Equally important is vendor evaluations based upon vendor reputation, past performance with similar projects, service and support resources (and location of same), knowledge of USF policies and procedures and agreement to participate in the "E-Rate" program.

No other factor will receive more weight than cost; however, please note that Smith County School District will evaluate the cost-effectiveness based on features, functionality, support services and implementation difficulties; and is not obligated to select the lowest price bidder.

G. Disclaimer and Cancellation

The Smith County School District reserves the right and to waive any informality received where such acceptance, rejection, or waiver is considered to be in the best interest of the Smith County School District. Smith County School District also reserves the right to reject any proposal where evidence or information submitted by the Vendor does not satisfy the District that the Vendor is qualified to carry out the requirements of the contract documents.

This RFP does not commit Smith County School District to any specific course of action. Smith County School District reserves the right to not select any vendor or purchase any goods or services resulting from this RFP. Smith County School District may choose not to purchase these services if Smith County School District does not receive USF funding for this project.

Either party may cancel any contract signed under this RFP with 60 days written notice.