



Spooner Area School District

Request for Information

VoIP Phone System, Public Address and Paging system

March 1, 2019

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Spooner Area School District

All communications, questions and responses shall be directed to:

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General Information

This RFI is for a replacement of the entire voice telephone and paging systems at Spooner Area School District.

- Voice over IP is the desired technology for phone system
- Paging system/Public Address system must integrate with voice system
- Options or features to expand unified messaging capabilities during safety or crisis situations strongly desired
- Proposals for this project must include the installation, configuration and training costs. A turn-key solution is desired

Specific Information

Phone System:

Spooner Area School District (SASD) is seeking to implement an on-premise VoIP system to replace existing VOIP system. SASD has approximately 220 phone extensions across 3 schools and the district's Alternative High School. All buildings are connected via dedicated 10 gigabit fiber to the main district location at Spooner High School (SHS). All district Main Distribution Frames (MDFs) and Intermediate Distribution Frames (IDFs) are connected via CISCO switching.

SASD will supply 10/100/1000 PoE+ switched data ports (approximately 220) in multiple closets of the high, middle and elementary school buildings along with voice Vlan configuration.

Any proposed on premise VoIP telephone system that at a minimum, maintains capabilities of our existing system:

1. Phones:

- a. All Phones:
 - i. Must be 1GB pass-thru capable
 - ii. Wall mount option
 - iii. Voicemail indication light
 - iv. Feature Keys: Transfer, conference, hold, redial, voicemail, directory look up, call history
 - v. Ability to add Panic
- b. Anticipated Quantities:
 - i. Executive (Quantity 24)
 - ii. Intermediate (Quantity 15)
 - iii. Classroom (Quantity 164)
 - iv. Specialized (Quantity 10)

2. Voicemail Boxes:

- a. Users should have voicemail box whether they are assigned to a phone or not
- b. Users assigned to a phone should have voicemail indicator on the phone
- c. System should, at a minimum, forward voicemail notification messages to the Districts email provider, Google Apps (GMAIL). Ideally, system would provide audio link to listen to voicemail directly from email

- 3. User and Non-User Phone Types:**
 - a. Office phone shall be assigned to a user and should have DID option
 - b. Ability to configure classroom phones to have a user assigned or no user assigned to them and are not DID
 - c. Conference rooms may use office phone with no user assigned or specialized conference phone
 - d. Phones should be placed into groups with the system for assigning similar option and function sets
 - e. System should provide advance operator software for controlling phone from local computer
- 4. Mobility Options:**
 - a. Optional wireless phone solutions for staff
 - b. Bluetooth headset compatibility
 - c. Options or ability to integrate with or forward to 3rd party mobile phones and devices
- 5. Directory Structure:**
 - a. Directory should contain local users, extensions, and main listings per local site
 - b. Outside caller should be able to look up and connect to local user by name or extension, based on site called
 - c. A global directory should be available internally that contains all local site directories
- 6. Auto Attendant:**
 - a. Global Auto Attendant message should be configurable for district wide messages like school closings
 - b. Each site should have a multi-level Auto Attendant specific to that site's needs
 - c. Role-based management of auto attendant should be limited per site and level of attendant
 - d. Authorized users should be able to change Auto Attendant messages off site
- 7. Fax Service:**
 - a. Support for standard fax machine should be maintained
 - b. Incoming faxes should be able to be stored on a server or emailed to designated user
 - c. Users should be able to send faxes from computer using print option
 - d. Ideally existing Toshiba copier should be able to use the system's fax service over the network without a physical fax line
- 8. Safety and Survivability:**
 - a. Ability to add panic buttons in offices with options for fire / intruder / tornado or other natural disaster
 - b. The system must provide basic function of local phones in the event of all outside network access disconnected
 - c. Direct dialing within the build should continue to work
 - d. System must support local to POTS/Centrex lines for continual access to emergency service like 911 dialing
 - e. Phone should be able to be rebooted or powered on after network disconnect and provide above functionality
- 9. Dialing:**
 - a. Internal call within a site should support four-digit extension dialing
 - b. Outside calling should support ten-digit dialing based on phone group restrictions
 - c. Restrictions on 900 and international calls should be set per phone group
 - d. Each site should have a DID that allows for multiple incoming calls
 - e. Some users should have DID mapped to their extensions

- f. SIP Trunks should be centrally located and shared with all sites
- g. Outgoing calls should have Caller ID set to District main DID
- h. System should allow for custom Caller ID setting for select users and fax lines

10. Robo Calling (mass notification system):

- a. System should provide group messaging service for notification through multiple formats. (voice, text, or email message)
- b. Group contact list should be able to support users within the system and outside of the phone system
- c. Authorized users should be able to initiate the notification remotely for urgent and emergency messages

11. Licensing & Support: On-site controller with licensing for approximately 220 phones. Please include licensing and support fees for 3 years and per year costs after that if applicable

12. Integration:

- a. Connect/integrate new system to proposed paging system (Call if need more details)
- b. G-Suite Integration: Ideally, proposed system would integrate with, and/or take advantage of the feature-sets within Google G-Suite for Education, which is the division's email, remote meeting, intranet and document management system

Paging System:

1. Zones: System should support paging to multiple zones (minimum of 15) within three sites (buildings)

2. Speakers:

- a. Shall be of sufficient quality and quantity to be clearly heard from all areas, on all floors (i.e. hallways, restrooms, conference rooms, suites, offices)
- b. Options for both IP and analog speakers along with documented reasoning for the recommended/preferred selection
- c. Existing speakers may be considered for reuse in this project. Vendor will need to verify and guarantee compatibility with proposed system
- d. Speakers for all cafeterias, gymnasiums and outside areas should include protective wire cages for areas that could be susceptible to vandalism or damage during athletic events or physical education classes
- e. Speakers for all cafeterias, gymnasiums and auditorium should have capability to provide visual notification of messages

3. Amplifiers: Adequate to support proposed speakers or a mix of existing and proposed speakers

4. Audio:

- a. Ability to use tones or sound files for bells or prerecorded messages
- b. Automatic gain control on intercom speech to assure constant talkback speech level
- c. Provide pre-alert tone to classroom for intercom calls and general announcements

5. Programming:

- a. Ability to program and control the built-in bell scheduler with unlimited events and unlimited time schedules with multiple audio groups
- b. Programmable via Ethernet connection and provide off-site programming and diagnostics of the system

6. **Scheduling:** Calendar based scheduling up to one year in advance
7. **Paging:**
 - a. Multiple options for paging zones including but not limited to all zones, inside/outside, individual buildings, assembly areas, etc
 - b. Direct dialed communication to any zone from any VoIP phone in the district with proper access codes
 - c. Two-way speaker options for classrooms and locker rooms indicated on maps with ceiling speakers rather than phones
8. **Distribution:**
 - a. Of emergency announcements from any VoIP with proper access code to all loudspeaker zones and classroom VoIP phones simultaneously. Emergency announcements shall have the highest priority
 - b. Of general announcements from any VoIP phone with proper access code. The system shall be capable of providing all-call, group call, multiple group call, or dial-on-the-fly page groups
9. **Numbering Plan:** Provide a minimum of a 4-digit numbering plan, thus allowing the classroom speaker and the classroom telephone to be the same architectural number
10. **Testing Accommodations:**
 - a. Any classroom/area loudspeaker must have the flexibility to be programmed as a testing room. A testing room shall be excluded from receiving general announcements, class change tones, and group announcements. The testing room must receive emergency tones and announcements.
 - b. The testing rooms may be reactivated to normal operation at any time by the administration staff as needed
 - c. As an option, testing rooms shall feature the ability to automatically reset to normal operation before start of class the next day

Expectations and Timelines

- RFI posted March 1, 2019 through March 15, 2019
- The District requests vendor responses no later than March 15, 2019.
- The District reserves the right to accept or reject all proposals
- During posting time of RFI, vendors are encouraged too, and may request a site visit with walk through of SASD facilities provided by a member of our District Technology staff
- SASD will review proposals and may elect to schedule a presentation of proposed solutions between March 18, 2019 and March 26, 2019
- After review of proposed solutions, SASD will recommend a proposed solution to the Board of Education at SASD committee of the whole and regular board meetings during the month of April, 2019
- We expect and respect your professional expertise in recommending the best affordable solution
- Expected install date for this project will be June, 2019