



**Bloomington
School District 13**
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To: Board of Education
Dr. Jon Bartelt, Superintendent

From: Mr. John T. Reiniche, CSBO
Mr. Greg Leyden
Mr. Richard McCall

A handwritten signature in blue ink, likely belonging to John T. Reiniche, written over the 'From:' field.

Re: Approval of Phone System

Date: May 20, 2021

Background:

At the February Board of Education meeting, Mr. Leyden presented the District's summer capital projects, which were approved by the Board of Education at the March meeting. A new phone system was part of Mr. Leyden's summer capital projects presentation. The District's phone system is approximately 9 years old. A proper operating phone system is essential to the operations and safety of the District. In addition, a new system will allow the District to have more flexibility for teachers should they have to teach remotely. The District will utilize funds from the savings of DuJardin's roof project, which reside in the Capital Projects Fund.

Situation:

On March 19, 2021, the District released a request for proposal (RFP), for a new phone system. The RFP was sent to 22 different telecommunications systems projects servicing in the Chicago area. Based upon the review of the responses, Mr. Leyden, Mr. McCall and I believe that Telecom Innovations Group (TIG) were the lowest and most qualified responder. It is important to note two items: First, TIG has been the District provider for the past nine years. Second, the proposal presented from TIG is under the budgeted amount. For your convenience, we have provided a copy of the RFP.

Recommendation:

That the Board of Education approve Telecom Innovations Group (TIG), to implement a new phone system in an amount not to exceed \$105,000.00 (One Hundred Thousand dollars).



**Bloomington School District 13
Telecommunications System**

Request for Proposals

RFP Release Date – March 19, 2021

RFP Due Date – April 9, 2021

CLIENTFIRST
TECHNOLOGY CONSULTING

March 19, 2021

REQUEST FOR PROPOSALS for a Telecommunications System

Dear Vendors:

Bloomington School District 13 is currently accepting proposals for a new Telecommunications System.

Bloomington School District 13
164 Euclid Avenue
Bloomington, IL 60108

Proposal instructions are contained in the *Request for Proposals* (RFP) document. Please provide the requested information in the prescribed written format. Failure to comply with the prescribed format may result in disqualification.

- **Questions:** All pre-submittal questions must be sent to Richard McCall at rmccall@sd13.org and Tom Weiman, ClientFirst Consultant at twyman@clientfirstcg.com and must be received by **4:00 p.m. CST, March 23, 2021**. Questions received after this deadline will not be accepted.

Any contact or attempt to contact any other employees of the District that could be interpreted as being made for the purpose of securing privileged information or advantages in the bid process will result in the immediate disqualification of the Respondent.

- **Proposals Due:** One (1) original and one (1) electronic copy on CD/Memory Stick of your proposal must be received no later than **3:00 p.m. CST, April 9, 2021 in a SEALED OPAQUE ENVELOPE/BOX CLEARLY MARKED: TELECOMMUNICATION SYSTEM.**

Proposals shall be addressed to:

**John Reiniche
Chief School Business Official
164 Euclid Avenue
Bloomington, IL 60108.**

Thank you for your participation. We look forward to reviewing your proposal.

Sincerely,

Bloomington School District 13

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1. Objectives and Process Schedule

Purpose

This information was developed in a format to facilitate the preparation of responses to this Request for Proposals (RFP) and the subsequent evaluation of those responses.

Because there are several vendors who provide the type of systems the District needs, it is the District's desire to meet our future telecommunications 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 the District's needs.

Bloomington School District 13 currently uses older Mitel 3300 telecommunications systems in each of 3 buildings. The systems use 5320 and 5330 Mitel VoIP telephones and analog ports. The voice systems are networked together and work as 1 large telecommunications system for the District.

The District has determined that the existing systems will require significant upgrade to the software, hardware and telephone equipment to become current. To address this issue, the District has decided to obtain proposals from qualified telecommunications system dealers to provide proposals for new systems.

The District is open to upgrades, new premise-based systems and cloud-based solutions.

Vendors can propose an upgrade/update to the existing Mitel systems if there are reasonable upgrade approaches. Vendors proposing an upgrade that assumes the use of any existing Mitel hardware, software or phones must provide detailed information regarding the specific equipment that will be reused/retained.

This RFP document describes the requirements of Bloomington School District 13 for an IP-based telecommunication system. All features/functions discussed in this RFP shall be provided in the proposed solution unless specifically noted. The proposed IP telecommunications system shall support all the required call processing, voice, and unified messaging, system services, management, and administrative feature requirements stated in the RFP.

This RFP is intended to provide a standard base from which to evaluate alternatives for the telecommunications system and to allow the Respondent flexibility in proposing the most appropriate and cost-effective system.

It is the responsibility of the Respondents to address all aspects of this RFP.

This document contains the system specifications and the requested format for vendor proposals. If additional features or equipment are believed to be appropriate for the District's operations, please quote them as options and include supporting justification and cost detail.

Objective

The objective of Bloomington School District 13 is to acquire a new or upgraded telecommunications system to serve the staff and administrative operations of the District. The District is seeking a state-of-the-art telecommunications system to serve our facilities.

This document contains the system specifications and the requested format for vendor proposals. If additional features or equipment are believed to be appropriate for the District's operations, please quote them as options and include supporting justification and cost detail.

The District reserves the right to the following:

- Accept the proposal that is, in its sole judgment, the best and most favorable to the interests of the District;
- To reject the low price proposal;
- To accept any item of any proposal;
- To reject any and all proposals;
- To waive irregularities and informalities in any Proposal submitted or in the Request for Proposals process.

General Process and Schedule

During the selection process, the District will review the submitted proposals and systems. Using subsequent interviews, demonstrations, reference checks, and site visits, the District will then pick a final preferred vendor. The District 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:

| Estimated Selection Process Step | Date(s) |
|--|----------------------------|
| Release and Issuance of the <i>Request for Proposals</i> (RFP) | March 19, 2021 |
| Final Date for Vendors to Submit Questions | 4:00 p.m. – March 23, 2021 |
| Date for Publishing Answers to Vendors’ Questions | March 26, 2021 |
| Proposals Due | 3:00 p.m. - April 9, 2021 |
| Vendor Demonstration Meetings (if applicable) | April 2021 |
| Final Vendor Selection | May 2021 |
| Estimated Approval | May 2021 |
| Implementation Start (May through August) | May 2021 |

Table 1 – Estimated Selection Schedule

Project Background

The District currently has 3 buildings connected with a combination of 200mbps and 500mbps Wide Area Network carrier connections. It is the District’s intent to obtain a new telecommunications system that will continue to allow direct connectivity and enhanced communications.

The District would like a new telecommunications system that uses VoIP technology. The District intends to use best practices approach to the deployment of VoIP and continue to integrate voice and data onto the same data network.

Any proposal for a new telecommunications system must use survivable remote technology for the telecommunications system. In the event of a loss of the WAN connection, the VoIP telecommunications system shall allow ALL system users to access local analog Plain Old Telephone Service (POTS) lines that will be available in each District site.

2. Evaluation Criteria

Evaluation Criteria

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

- Complied with format complete proposal and letter of introduction
- Overall system design and adherence to RFP
- Installation procedures and personnel installation timeframe system testing/turn-up
- System training after sale support – warranty, maintenance, upgrades
- Similar projects – references – company experience
- Pricing

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

Project Cost will be evaluated based on initial purchase and installation price and total cost of ownership over five years.

3. Proposal Instructions

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.

General Proposal Instructions and Due Dates

Questions: All questions should be directed to Richard McCall at rmccall@sd13.org and Tom Weiman, Consultant at tweiman@clientfirstcg.com, using email. Questions must be received no later than **4:00 p.m. CST, March 23, 2021**. Questions received after this deadline will not be accepted.

Answers to submitted questions will be published via email on **March 26, 2021** will be provided to all vendors that have confirmed their intent to propose.

Printed Proposals Due: One (1) original and one (1) electronic version on a CD/Memory Stick in Word or PDF format must be received no later than **3:00 p.m. CST, April 9, 2021** addressed to:

**John Reiniche
Chief School Business Official
Bloomington School District 13
164 Euclid Avenue
Bloomington, IL 60108**

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

Proposal Format

Proposals should follow the *Request for Proposals* format provided.

Please include a Table of Contents at the beginning of the proposal clearly outlining the contents of each section.

Please provide the following sections, at a minimum:

- Understanding of Project Objectives
- Response to Telecom System Specifications
- Disclosures and Contractual Requirements
- Appendices
- All proposals must be signed by a duly authorized official representing the vendor

Only written communication from the District 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 the District.

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

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

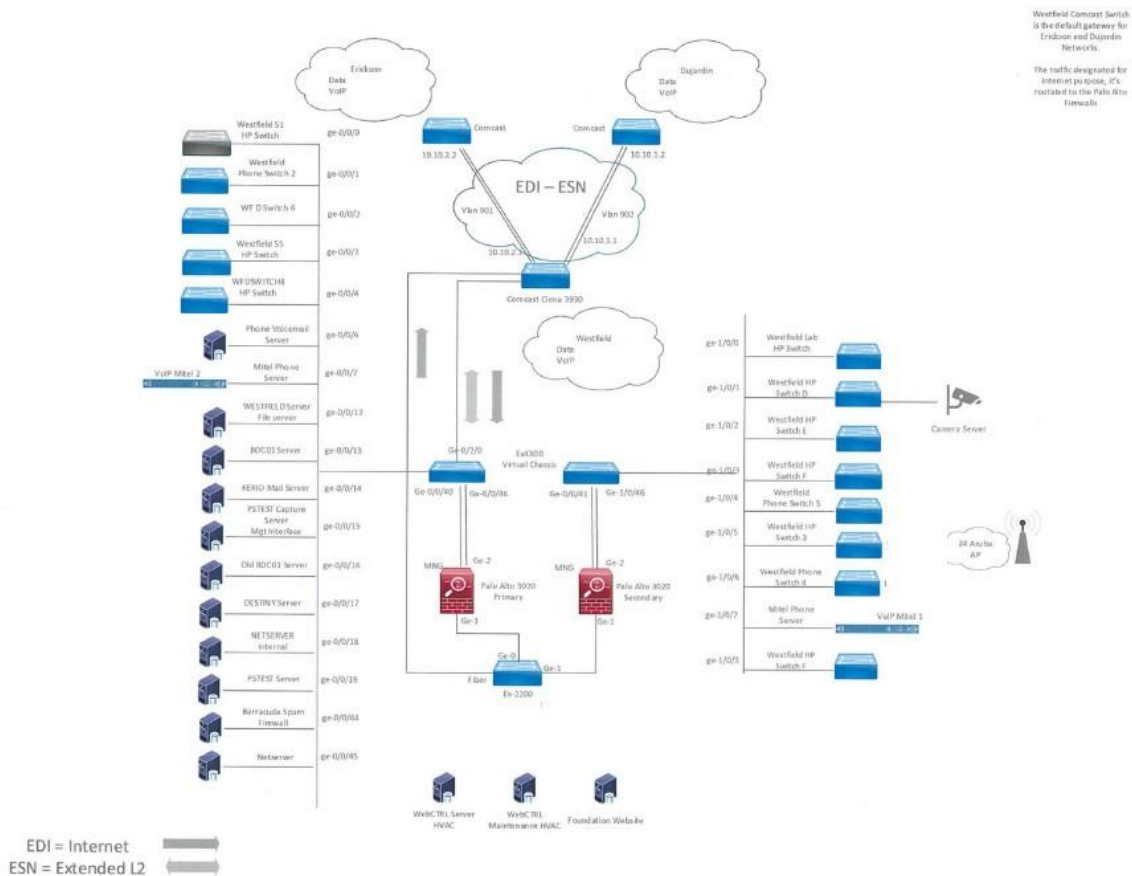
Vendors should provide copies of all sample contracts for application software and software support. Please note that all contracts are subject to negotiation.

Bloomington School District 13 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, equipment, and software.

4. Data Network Requirements

4.1. Requirements

- 4.1.1. The District wishes to implement a VoIP system.
- 4.1.2. Following is a drawing of the current IP network for the District.



4.2. Description of Current Technology:

- 4.2.1. Bloomington 13 implemented the existing Mitel telecommunications systems a few years ago. The system supports 172 stations across 3 District locations. The data network uses HP Procurve data network routers and switches. The District has centralized voicemail and all of the Mitel systems are networked together to allow 4 digit dialing between all phones on the system(s). The District has a total of 2 PRI's installed. The District intends to install the new VoIP telephone system in each building using the existing PRI circuits.
- 4.2.2. The system configuration will use PRI services as shown.
- 4.2.3. AT&T and Intrado (West) provide all E-911 location services for Bloomington 13.
- 4.2.4. The District's data network, cable infrastructure and UPS equipment has been reviewed and will support the installation of a VoIP Telephone System including PoE and QoS features and capabilities. The District has also prepared the network to provide the needed IP addressing and subnet approach.
- 4.2.5. Vendors should assume the District's data network will provide the needed POE and QOS capabilities for VoIP Deployment.

4.3. Network Description

- 4.3.1. All of the buildings are connected with carrier services, providing the needed data network connections.
- 4.3.2. Selected Vendor will review the District's current network configuration, and provide suggested configurations for the following devices:
 - 4.3.2.1. Routing updates to incorporate new VLANs
 - 4.3.2.2. Network Closet Switching
 - 4.3.2.3. Data Center Switching
 - 4.3.2.4. QOS (if anything needed to prioritize VoIP switches, routers, gateways or servers)
- 4.3.3. In conjunction with the District Project Manager and Key Stakeholders, the selected vendor's Professional Services team will participate in the development an overall installation schedule, which will incorporate the following:
 - 4.3.3.1. Configurations provided by the vendor
 - 4.3.3.2. Installation and implementation, provided by the District
 - 4.3.3.3. Vendor review and testing of completed configurations for proper functionality
 - 4.3.3.4. District revisions after vendor review
 - 4.3.3.5. Final testing by the vendor for proper functionality

4.4. Design and Discovery Phase - Vendor Responsibilities

Under this scope, selected vendor shall perform the following tasks.

- 4.4.1. VoIP Telecommunications System Project Overview
 - 4.4.1.1. Kickoff
 - 4.4.1.1.1. Resource Scheduling
 - 4.4.1.1.2. Project Management Introduction
 - 4.4.1.1.3. Engineering Introduction
 - 4.4.1.1.4. Presales Design handoff to Deployment Engineering
 - 4.4.1.1.5. Project Review
 - 4.4.1.1.6. Planning Workshop
 - 4.4.1.1.7. Holistic Project Review
 - 4.4.1.1.8. Project Goals
 - 4.4.1.1.9. Projected Timelines
 - 4.4.1.1.10. Project Risk Discussion
- 4.4.2. Network Design Review Workshop/Discussion

- 4.4.2.1. Discuss expected business-level and technical outcomes across all technologies to be implemented.
- 4.4.2.2. Collaborate closely on District-provided design documentation and direction with the District and its Consultant.
Review and validate purchased hardware and licensing for District Bill of Materials.
- 4.4.2.3. Provide configuration recommendations for best practices, especially in regards to VoIP implementations (including QoS, prioritization, and other factors)
 - 4.4.2.3.1. Provide review of Routing, QoS, and VLAN design and configuration with the District and its Consultant.
 - 4.4.2.3.2. Recommend VoIP-related VLAN and QoS configurations on existing and replacement equipment, with input from the District and its Consultant.
- 4.4.3. Review and discuss Network Routing and Switching Plan from the District and provide recommendations as needed.
 - 4.4.3.1. Recommend configuration objectives, which may include the following:
 - 4.4.3.1.1. VLAN design
 - 4.4.3.1.2. Configuration of IP address on management VLAN
 - 4.4.3.1.3. Utilization of 802.1Q to transfer VLAN between Layer 2 devices
 - 4.4.3.1.4. QoS configuration requirements
 - 4.4.3.1.5. Implementation of SNMPv3 strings to communicate with the network management station.
 - 4.4.3.1.6. Adoption and/or refinement of existing passwords and switch security, including SSH, DHCP protection, ARP, and SNMP
- 4.4.4. Review existing UPS installation in relation to VoIP functionality.
- 4.4.5. Plan for Datacenter Telecommunications System VoIP Core Switching
 - 4.4.5.1. Create detailed design elements related to the VoIP telecommunications system core components to be installed in the District Data Center based on design concepts and direction for the District
 - 4.4.5.2. The District will deploy and configure the equipment for the data network, but the vendor will recommend and discuss all Core equipment capabilities and features:
 - 4.4.5.2.1. Call home
 - 4.4.5.2.2. Online Diagnostics
 - 4.4.5.2.3. Embedded events
 - 4.4.5.2.4. Role Based Access Control

- 4.4.5.2.5. L3 IP routing
- 4.4.5.2.6. L2 switching
- 4.4.5.2.7. Quality of Service
- 4.4.6. Develop VoIP Telecommunications System Cutover schedule by site. Allow time for the following:
 - 4.4.6.1. It is the intention of the District to cut over to the new VoIP phone system by July 16, 2021.
 - 4.4.6.2. Configuration modifications recommended by the vendor; configured by District.
 - 4.4.6.3. Network Equipment installation and implementation, provided by the District.
 - 4.4.6.4. Vendor review and testing of completed VoIP configurations for proper functionality.
 - 4.4.6.5. Vendor to discuss network functionality with District IT staff. Vendor to recommend network configuration changes to resolve any network issues.
 - 4.4.6.6. District to perform network configuration changes, if needed.
 - 4.4.6.7. Vendor to perform VoIP equipment configuration changes, if needed.
 - 4.4.6.8. Additional testing by the vendor (if required) for proper VoIP functionality.
 - 4.4.6.9. Additional testing by District (if required) for proper network functionality.
 - 4.4.6.10. Additional configuration changes by vendor (VoIP equipment) and District (network equipment), if required.
- 4.4.7. Selected Vendor will Perform Facilities Survey of all site MDF and IDF closets to verify the following parameters (this section is for the installation of **VoIP equipment - phone gateways, servers and related equipment**. District to install all other network equipment):
 - 4.4.7.1. Evaluation of rack space availability
 - 4.4.7.2. Advise District on how to include VoIP equipment.
 - 4.4.7.3. District to calculate patch cable lengths, dressing issues, or cable management improvements. Vendor to provide input related to this item.
 - 4.4.7.4. Identify and remove existing obsolete telephone equipment for district disposal.
 - 4.4.7.5. Determine VoIP installation labor effort.
 - 4.4.7.6. Review District plan for UPS equipment and select UPS connection to VoIP equipment.
 - 4.4.7.6.1. Select Wall, Floor, or Rack, with a preference for Rack mounting.

- 4.4.7.6.2. Determine available power outlets and existing PDU plugs.
- 4.4.7.6.3. Connection of VoIP equipment (only) to UPS units. District plans to have other router, switch and data center switch equipment connected to UPS units already.
- 4.4.7.7. Propose adjustments to the Bill of Materials for SFPs, cabling, or other needs based on assessment of actual conditions, pending review and approval by the District as Change Order(s) – only if needed.
- 4.4.8. Provide Configuration information for best practices security and management.

4.5. Network Design - District Responsibilities

- 4.5.1. Provide overall design goals and objectives for the project
- 4.5.2. Provide the following design assets:
 - 4.5.2.1. Standard switch configuration requirements per site
 - 4.5.2.2. IP address and Subnet information
 - 4.5.2.3. Data Center and remote site VLAN definition and priorities
 - 4.5.2.4. Network Diagrams
 - 4.5.2.5. Port Mapping guidelines (existing to new)
- 4.5.3. Provide VLAN & subnet information for all network components and segments
- 4.5.4. Provide detailed design documentation:
 - 4.5.4.1. All tele/data closet configurations
 - 4.5.4.2. Create, with selected vendor, the design documentation for the Data Center switching components and answer any questions related to the overall design.
- 4.5.5. Signoff and approve all network design changes/recommendations
- 4.5.6. If needed - Install routers, switches, data center switches and UPS units.
- 4.5.7. Provide new, appropriately-sized patch cables, with exceptions to this term reviewed and agreed to by all parties
- 4.5.8. Recommend sufficient Power and Power Outlets for all VoIP equipment. District electrician to perform the electrical work. District to coordinate between District electrician and vendor regarding installation schedule
 - 4.5.8.1. Vendor to notify District of required electrical work.
- 4.5.9. Provide HVAC for all equipment
- 4.5.10. Confirm that purchased equipment meets 110V or 208V power, based on availability

4.6. Switch Implementation - Vendor Responsibilities

- 4.6.1. The District will configure and rack mount any new POE data switches
- 4.6.2. The District will review and dispose of any old data switch equipment.

5. Telecom System Specifications

Telecommunications System RFP Specifications and Proposal Requirements

This section of the RFP contains the specifications and details regarding the District's Telecommunications system requirements.

5.1. General Instructions

- 5.1.1. Written proposals are required by the District for a state-of-the-art telecommunications system as described in the sections below.
 - 5.1.1.1. The proposal, estimated to be awarded in April-May 2021, will be confirmed by a purchase order issued to the successful vendor.
 - 5.1.1.2. The proposal will be awarded based on the overall proposal and in the best interests of the District. Prices should be shown for each line item.
 - 5.1.1.3. The District reserves the right to accept the proposal that is, in its judgment, the best and most favorable to the interests of the District, 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 Request for Proposals process.
 - 5.1.1.4. Equipment must be new and fully eligible for manufacturer's warranty. F.O.B. inside delivery. Vendor must provide inside delivery of equipment to the physical address where the equipment will be placed into service, as defined in this RFP. Equipment delivery must be coordinated with District.
 - 5.1.1.5. Freight should be included in the unit price. Inside delivery to the District. **Pallets must be broken down. The District will dispose of Pallets and Boxes.**
 - 5.1.1.6. The District cannot represent or guarantee that any information submitted in response to the RFP will be confidential. If the District receives a request for any document submitted in response to the RFP, the District's sole responsibility will be to notify respondent of a request for such document to allow the respondent to seek protection from disclosure in a court of competent jurisdiction. No documentation will be provided under FOIA until the contract has been awarded.

- 5.1.1.7. The proposal shall constitute a binding offer to sell the above-noted product(s) to the District and may not be withdrawn once the District has awarded the contract to the successful vendor.

5.2. Instructions to Proposer

- 5.2.1. General – Bloomington School District 13 is seeking a state-of-the-art, highly reliable telecommunications system that will provide enhanced features and provide the District with superior service at a reasonable cost.
- 5.2.2. Any proposal for a new telecommunications system must use survivable remote technology for all locations.
- 5.2.3. System Proposals - Under this procurement, the District will accept proposals for replacement equipment for the locations mentioned in this document.
 - 5.2.3.1. The District is interested in evaluating upgrades, new premise-based solutions or Hosted/Cloud Solutions.
- 5.2.4. Please list each location separately in your proposal showing proposed equipment and costs.
- 5.2.5. The system shall provide the following high-level features and applications:
 - 5.2.5.1. Capable of supporting PRI services for inbound and outbound Public Switched Telephone Network (PSTN) services.
 - 5.2.5.2. Capable of supporting SIP services for inbound or outbound Public Switched Telephone Network (PSTN) Services if the District decides to replace the PRI.
 - 5.2.5.3. Capable of supporting analog PSTN services.
 - 5.2.5.4. Capable of providing a single centralized voice mail system accessible to serve all users.
 - 5.2.5.5. The intended operation is that the system provides redundant CPU and Power supplies for the hardware in each site. All of the systems must function as if they were one.
 - 5.2.5.6. Capable of providing shared access to local inbound and outbound and long distance inbound and outbound services provided by carriers selected by the District.
 - 5.2.5.7. Some of the District's IT Operations are currently virtualized using VMWare. The District is open to both virtualized and non-virtualized solutions using vendor provided appliances.

- 5.2.5.8. As part of the base proposal, please propose the system with all of the needed server hardware. Vendors can choose to propose the system using appliances or building their own dedicated VMWare virtual deployment dedicated to the operation of the telephone system and voicemail.
- 5.2.5.9. The VMWare deployment approach should not assume the use of the District's VMWare environment.
- 5.2.5.10. In the future, the District may decide to integrate the VoIP application into the Internal District VMWare environment. Please provide detailed information for the proposed system regarding potential future plans to operate in a virtual environment using VMWare.
- 5.2.5.11. The existing network equipment includes HP Procurve data switches. These switches are fully operational and provide the needed network throughout for the existing telecommunications system. The District anticipates retaining these same data switches.
- 5.2.5.12. **Unified Messaging:** The proposed system should provide the ability for the District to integrate voicemail and email Gmail features and services. It is the responsibility of the Respondent to define their offering, and to provide a solution that addresses the convergence of voicemail, email, fax, and other messaging systems. Systems to be addressed will include those provided under this RFP, and messaging systems maintained by the District.
- 5.2.5.13. **Telephone System Paging Function:** The proposed system should also provide the ability for users with the appropriate rights to perform paging through the speakers on the telephones. The System shall include the feature and ability for a user to dial a code and page through all phone speakers or a zoned subset of speakers on the phones installed in the specific location.

5.2.5.14. **External Paging System Access:** The District has existing external paging systems in each of the buildings. The System shall include the feature and ability for a user to dial a code, access the external paging system and page through all speakers or a zoned subset of speakers. Following is a summary of the available details regarding the existing paging systems:

| Paging Systems | | | |
|-------------------------|-----------|--------|---|
| Location | System | Vendor | Integrated with the existing Mitel Telephone System |
| Erikson Elementary | Telecor 2 | | Yes |
| Westfield Middle School | Valcom | | Yes |
| | | | |
| | | | |

5.2.5.15. **System Administration:** A single point of management from any point on the network for all components including the IP-PBX, voicemail, auto attendant, unified messaging system, and other ancillary systems is preferred. The management interface shall provide the capability and flexibility for rapid, efficient, and cost-effective configuration changes to user profiles and IP telephone equipment through a standard browser-based interface. System "Self Diagnostics" and trouble reporting shall also be described.

5.2.5.16. Capable of providing unified messaging services.

5.2.5.17. Capable of providing analog telephone station, fax, modem, and overhead voice paging connectivity.

5.2.5.18. Capable of providing auto-attendant and dial-directory functionality for all locations.

5.2.5.19. Capable of providing the hardware and software tools necessary to allow effective management of all communications systems from one location.

5.2.5.20. The District is also seeking maintenance and ongoing enhancement and other support services from the selected provider; however, the District wishes to manage the day-to-day adds, moves, and changes internally. The District may wish to manage the system remotely, please describe how this application would work and how you would address security.

5.2.6. Configuration

5.2.6.1. This specification section provides further sizing, component, feature and function specifications necessary for the proposer to develop system pricing that must be detailed. However, all proposers should note the following:

5.2.6.1.1. The component quantities detailed are not necessarily the final quantities the District will purchase. Exact quantities may increase or decrease subsequent to the release of this document.

5.2.6.1.2. While the pricing information provided in response will be used to evaluate the various proposals received, the District will not enter into a contract for those quantities upon contract award, however the detailed component pricing must be valid for 90 days from date of the proposal. Component price decreases are acceptable, but price increases will not be allowed.

5.2.6.2. After the contract is awarded by the District to the successful vendor, the selected vendor must conduct a thorough and complete on-site station review. This station review process, performed by the selected vendor, will identify the following:

5.2.6.2.1. The type and quantity of all telephone stations, by District location, to be installed for District users during the implementation process.

5.2.6.2.2. The telephone station programming, by user, including, but not limited to, telephone numbering, programmed features, call flow, recordings, detailed automated attendant operation, and voice mail capability.

5.2.6.2.3. Detailed voice system security plan that addresses the liabilities of the proposed system. Each system may require different protection measures; it is our expectation that the selected vendor will provide recommendations regarding protection of this system in the District's environment.

5.2.6.2.4. The PSTN network interface information by customer location to provide for local, long distance, E911, and intra-organization calling.

5.2.6.2.5. The information developed through the station review process will be provided to the District both electronically and in hard copy. The selected vendor will detail the design to the District and gain the District's acceptance before proceeding. Phased implementation will follow.

5.2.6.2.6. The Selected vendor is required to provide complete system documentation regarding the installed equipment. This information shall include system programming binders, password listings, one-line drawing of system connectivity with the data network and WAN, etc.

5.2.6.2.7. The District will not be responsible for any equipment order placed by the vendor prior to the completion and acceptance of the station review process.

5.2.7. Intent of Request-for-Proposal

The primary intent of this document is to provide the vendor with a reference point to design a complete telecommunications system that will satisfy the objectives of the District. The specifications provided herein are intended to facilitate the communications of the requirements of the District and are to be considered as the minimum requirements. These system details do not relieve the vendor of any responsibility for providing a technically and operationally workable system.

5.2.8. Format of Response

5.2.8.1. The proposal should follow the same outline as this Section of the RFP. Thus, each numbered section starting at the beginning should have an appropriate response such as "**read and understood and included**" or the pertinent information requested.

5.2.8.2. The proposer should address each point listed in the document directly below the numbered point. In this way, the District will be able to discuss the specific information requested and review the specific response without a cumbersome matching process. This includes all sections and points in this RFP.

5.2.9. Vendor Company Information

5.2.9.1. Please provide a description of your company background to include the following:

5.2.9.1.1. Company financial statements

5.2.9.1.2. Age of company

- 5.2.9.1.3. Length of time in the telecom industry
- 5.2.9.1.4. Company ownership
- 5.2.9.1.5. Relationship with the proposed system’s manufacturer
- 5.2.9.1.6. Number of employees
- 5.2.9.1.7. Number of office locations
- 5.2.9.1.8. Address of the nearest location to the District
- 5.2.9.1.9. Address of your local office responding to the RFP
- 5.2.9.1.10. Specific company representative assigned to be our contact, including name, address, phone, fax and email
- 5.2.9.1.11. Has your company experienced a workforce reduction in the past 5 years?

5.3. Voice Requirements

- 5.3.1. **System Locations – Overview** - The District is replacing its existing telephone systems at the locations detailed in the Table below.
- 5.3.2. Under this procurement the District will accept proposals for a VoIP solution from any manufacturer capable of meeting both the voice and data communications requirements detailed in this proposal.

| Location | Street Address | WAN Connection | Survivable |
|--------------------------------------|-----------------------|----------------|------------|
| Ericson Elementary | 277 Springfield Drive | 200mbps | Yes |
| DuJardin Elementary | 166 S. Euclid Ave. | 200mbps | Yes |
| Westfield Middle School | 149 Fairfield Way | 500mbps | Yes |
| District Office (in DuJardin) | 164 Euclid Ave. | N/A | N/A |
| | | | |

5.3.3. **System Configuration** – Voice communications services today for the facilities are primarily provided through PRI and Centrex service. There are currently two PRI’s installed at Westfield Middle School.

5.3.4. System Configuration – Quantities for Purposes of the RFP

5.3.4.1. The proposed system must be configured to provide the quantities detailed in Table below:

| | Station - Type 1 | Station - Type 2 | Station - Type 3 | Station - Type 4 | Paging Access | PRI | Analog CTX |
|--|------------------------|------------------------|------------------------|------------------------|------------------|----------|---------------|
| Ericson Elementary | 5 | 43 | 5 | 2 | 1 | | 4 |
| DuJardin Elementary | 5 | 45 | 14 | 2 | | | 3 |
| Westfield Middle School | 7 | 58 | 7 | 2 | 1 | 2 | 4 |
| District Office (included in DuJardin) | | | | | | | 1 |
| | | | | | | | |
| Total | 17 | 148 | 26 | 6 | 2 | 2 | 12 |

5.3.5. Telephone station requirements

5.3.5.1. Type 1 – Single-line analog station ports.

5.3.5.1.1. These Ports will terminate in existing, conference room telephones, modems, fax machines, postage machines.

5.3.5.2. Type 2 – Classroom Telephone Set - A minimum 6-line telephone with a multi-line display plus 8 programmable features plus fixed or flexible feature keys for conference, transfer, forward and hold capabilities with a speakerphone.

5.3.5.3. Type 2a – Option – As an option and in addition to the Type 2 Classroom Telephone Set, please provide the add/delete cost to provide softphone software to be loaded onto the teacher’s PC or Smart Phone.

5.3.5.3.1. The quote for the soft phones should also include the needed labor to show the District IT Staff the process for the installation of the software on each PC or Smartphone device.

5.3.5.3.2. Please provide a description of the operation of the softphone

5.3.5.4. Type 3 – Administrative Telephone Set - A minimum of 30-lines and display plus 8 programmable features, plus fixed or flexible feature keys for message retrieval, conference, forward, transfer and hold capabilities,

message waiting notification, headset connectivity, a multi-line display, and a speakerphone.

- 5.3.5.5. Type 4 – Side Cars – Provide Busy Lamp Field (BLF) and Direct Station Selector (DSS) functionality. Button functionality 24 Button capacity desired, please provide a description of the capacity.
- 5.3.5.6. Conference Room Stations. The District currently has analog Polycom speakerphones that they are planning to reuse with the new proposed system. These telephones are currently connected to the existing system using analog station port.
- 5.3.5.7. The District plans to configure the new system in a similar manner using analog station ports. The Analog station ports are included in the Type 1 totals above.
- 5.3.5.8. Telephone sets must be provided with a minimum of a 10/100/1000 switch port except as noted.
- 5.3.5.9. The pricing section will require pricing on all models of currently available station equipment.
- 5.3.5.10. Please provide detailed description of the digital displays included with the proposed station hardware. Specifically, we are interested in station sets that provide easily viewable displays with contrasting shades or colors for easy viewing.
- 5.3.5.11. Wireless Headset Tools – Please provide the operational details and cost for a wireless headset solution to potentially be deployed in various departments in the District. Please describe the headset’s functionality as it relates to providing the ability to answer calls, place callers on hold, and transfer calls using controls on the headset itself.

5.3.6. PSTN Trunking Requirements

- 5.3.6.1. The proposed system must allow both PRI circuits and future use of SIP to terminate directly into proposed equipment.
- 5.3.6.2. The intent is to utilize the existing PRI circuits/DID Services and potentially move to SIP services in the future. There is no time-line to migrate to SIP at this time.
- 5.3.6.3. The systems must be configured to provide analog trunking, as detailed by location in the Table above. The analog trunks will provide back-up connectivity in the event of a SIP or WAN failure. The analog trunks,

regardless of their location, must be able to work interactively with the SIP services such that the analog facilities are part of the normal inbound/outbound traffic pattern.

- 5.3.6.4. The systems must be configured to provide analog trunking, as detailed by location in the Table above. These lines may also be used to provide local address information to the PSAP in the event 911 is dialed. The proposed server or gateway for each location must be able to use these local lines for this 911 location identification function.
- 5.3.6.5. Each location as indicated in the Table above will have additional analog facilities to provide PSTN access in the event of a PRI, SIP, WAN, call processor, router, or any other hardware or software failure of the system. The District is only interested in systems that can provide survivability using these lines.
- 5.3.7. Required Features – The following features are required.
 - 5.3.7.1. The District requires the proposed system to provide the following required features. **For each feature listed, indicate if the feature is “standard” or “optional”.** In a table, please provide a separate, detailed itemization of any feature listed as “optional” and the price to provide the feature.
 - 5.3.7.2. **Also, include any feature indicated as “optional” in the itemized pricing.** The feature descriptions are intentionally generic. If the proposed system is incapable of providing a specific functionality as described, provide a detailed explanation on any alternatives available in the proposed system to provide similar functionality.
 - 5.3.7.3. Automatic on hold Recall – Describe the options available to the District.
 - 5.3.7.4. Automatic Hold - On a multi-line telephone, when a called party on an active line answers a second line, the first call is put automatically put on hold without the called party depressing a hold button.
 - 5.3.7.5. Automatic Route Selection (ARS)
 - 5.3.7.6. **OPTIONAL - Call Accounting System and Call Detail Reporting** – Please provide a proposal for a call accounting system. Please itemize the cost of the system in the Optional Equipment table later in the RFP. Please provide the following information regarding the proposed Call Accounting System:

- 5.3.7.6.1. Describe the specific relationship with the manufacturer.
- 5.3.7.6.2. Reports for the proposed call accounting system should provide the ability for the District to obtain reports providing calling activities for all stations, allocate calling expenses to various departments, length of calls, frequency of calls to a specific number, internal station to station calling, etc. Please describe the functions of both the proposed system(s).
- 5.3.7.6.3. The proposed telecommunications system and Call Accounting System should provide the ability for the District to obtain call accounting information for both outgoing and incoming calls. Please provide a description regarding how the system can provide this function.
- 5.3.7.6.4. The District would also like to be able to gather information regarding internal station-to-station calling. Please describe the proposed system's capabilities to provide this capability.
- 5.3.7.6.5. Your description should also include any monthly costs. Please provide details.
- 5.3.7.7. Call Coverage
- 5.3.7.8. Call Forward-Busy
- 5.3.7.9. Call Forward-No Answer
- 5.3.7.10. Call Forward-Variable
- 5.3.7.11. Call Forward-External Telephone Number - How is this feature activated? Can a remote user deactivate the feature? Can a remote user invoke the feature? Can a remote user program a new external target? Can the system detect a busy/do not answer condition at the external target, and then route to a different, pre-defined, internal or external target?
- 5.3.7.12. Call Forward-All Calls
- 5.3.7.13. Call Hold
- 5.3.7.14. Outbound Caller ID – Please describe the proposed system's capabilities to allow the District to define the telephone number provided when individuals place calls outside the system.

- 5.3.7.15. Incoming Caller ID – Please define the proposed system’s capabilities to provide incoming caller ID.
- 5.3.7.16. Call Log List – List of incoming and outgoing calls for each station.
- 5.3.7.17. Call Park
- 5.3.7.18. Call Pickup (Directed and Group) - Please describe any limitations regarding the number of telephones that can be included in a single pick up group. Please describe any limitations on the number of pick up groups the system can provide.
- 5.3.7.19. Call Routing - Describe in detail the programming sequence for routing busy and unanswered calls. How many destinations or targets (i.e., if A is busy go to B, if B is busy go to C, if C is busy go to D, etc.) can be programmed for external calls? For internal calls? Can the routing be different for external and internal calls? Can different routing sequences be employed dependent on time-of-day? Day-of-week? Can a routing sequence have first an external target, and if that target is busy or does not answer, then look to an internal target?
 - 5.3.7.19.1. Can routing to voicemail greetings be different for internal and external calls?
- 5.3.7.20. Call Transfer (Screened and Unscreened) - Specify any limitations on the retention of caller ID, trunk group ID, or DNIS ID information in transferring. That is, will there ever be a loss of caller identification because of multiple transfers of a single call? If so, specify the information that will be lost and after how many transfers will the loss occur.
- 5.3.7.21. Call Waiting Indication (Visual and Audible)
- 5.3.7.22. Camp-On (from Other Extensions)
- 5.3.7.23. Class of Service (COS) - The system should allow a system manager to set access privileges for each extension.
- 5.3.7.24. Standard Conferencing - What is the total number of callers that can participate in a conference call? How many internal callers? How many external callers? Is there a limit on the number of conferences occurring simultaneously in the proposed system? If so, what is the limit?
- 5.3.7.25. Conference Bridge – Please provide a proposal for a Conference Bridge including the needed equipment and operational software to provide a conference

bridge to allow 8 to 10 conference participants. Please itemize the cost of the system in the Optional Equipment table later in the RFP.

- 5.3.7.26. DNIS Compatibility
- 5.3.7.27. Distinctive Ringing – Is there a different ring tone for internal vs. external call?
- 5.3.7.28. Directory - Describe the capability of the proposed digital / IP station sets to provide a name database look-up through the display. Is there a single key depression dialing of a name appearing in the display? Is this functionality transparent between systems?
- 5.3.7.29. Do Not Disturb
- 5.3.7.30. Executive Busy Override
- 5.3.7.31. Incoming Line Identification
- 5.3.7.32. Hot Desk Operation – Allow system users to log in and log out of telephones throughout the system.
 - 5.3.7.32.1. Initially, the District anticipates the possibility that 40 users throughout the District will use this feature. These users could be logging into the system at all locations.
- 5.3.7.33. Paging and Intercom Operation – The system should provide the ability for the District to define specific stations to be included in an intercom.
 - 5.3.7.33.1. This system should also provide the ability for the District to perform pages throughout the system. The page groups would be defined for each location. Please explain the limitations (if any), additional software needed to enable this function and proposed system capabilities.
 - 5.3.7.33.2. The District would also prefer to have the system paging feature integrate with the existing paging systems and work together providing the capability to have a single page be heard from the external paging system speakers as well as the speakers on the telephones.
- 5.3.7.34. Last Number Redial
- 5.3.7.35. Line Privacy - When active, this feature should prevent all other parties from breaking into a call.

- 5.3.7.36. Music on Hold - Music-on-hold must be applied on station selective basis. System must support .wav, .mp3, .wmv, .m4a files as the music source.
- 5.3.7.37. Mute key
- 5.3.7.38. Night Answer Mode
- 5.3.7.39. Outbound Caller ID – Ability to assign outgoing caller ID individually by station. For example, the customer service group may need to send out the main list number, while the accounting and finance groups may choose to send out their own DID number on outgoing calls.
- 5.3.7.40. Paging Access
- 5.3.7.41. Priority Queuing
- 5.3.7.42. Remote Call Forwarding – Ability to invoke or change call forward target from a remote location. That location may be either another phone on the system or at a location not on the system.
- 5.3.7.43. Remote Diagnostics/Remote Maintenance
- 5.3.7.44. Save/Repeat Dialing
- 5.3.7.45. Speed Dialing (System, Group, and Station – specify quantities)
- 5.3.7.46. Station-to-Station Intercom - Capability to depress a specific key, dial a two-digit code, activate a line associated with a specific key on another station, and on answer establish a talk-path.
- 5.3.7.47. Station-to-Station Paging – Please describe the options and limitations regarding the proposed system’s ability to provide paging functionality through the speakers on the proposed phones.
- 5.3.7.48. Hands Free Answer Back – **Optional Feature** - Please describe the proposed systems ability to provide this feature. When a page or intercom call is placed to a specific room or phone, the calling person’s voice is heard through the speaker on the phone that was called. Please advise if the system can allow the called party to respond to the page or intercom call by just talking back to the phone, without lifting the receiver or pushing a button on the phone.
- 5.3.7.49. Station Hunting – Circular - Busy station has a specific station to which calls are routed and hunting sequence is identical each time a call occurs. That is, station A hunts to B, which hunts to C, which hunts to D.

- 5.3.7.50. Station Hunting – Distributed - Busy station hunts to a group of stations, and the hunting sequence are random. That is, A hunts to B, C, or D based on random selection.
- 5.3.7.51. Traffic Measurement/Traffic Reports - The proposed system should provide basic traffic information and make this information available through the System Management device provided. This information should be sufficiently detailed so that the proposed administration system can produce traffic reports.
 - 5.3.7.51.1. Blockage per trunk
 - 5.3.7.51.2. Blockage per trunk group
 - 5.3.7.51.3. Specific hunt group information
 - 5.3.7.51.4. Feature utilization
 - 5.3.7.51.5. Internal station to station calling
 - 5.3.7.51.6. For the traffic measurement information listed above, please answer the following questions:
 - 5.3.7.51.6.1. How is this information made available?
 - 5.3.7.51.6.2. Can the District develop customized reports? How long can the system store the information before customer retrieval?
 - 5.3.7.51.6.3. If data storage is limited can the data be moved to another media type and archived?
 - 5.3.7.51.6.4. Please describe the recommended solution to address this need.
 - 5.3.7.51.6.5. What database or software tool format is used for this data?
- 5.3.7.52. Transfer Call back to Attendant
- 5.3.7.53. Twinning – Please include the ability for the system to provide twinning to interact with the District’s mobile devices. The operation should allow District system users, while on a cell phone call, to be able to arrive back at the office, dial a code on the cell (or desk phone) and move the call to/from the desk phone.
 - 5.3.7.53.1. Please quote the cost for 15 optional twinning licenses. These will be used within various District locations.
 - 5.3.7.53.2. If the proposed system includes this feature for all users, please provide a confirmation statement here.

- 5.3.7.54. Unassigned Numbers - What happens when an internal caller dials an unassigned telephone number? What happens when an external caller dials an unassigned DID number? Please detail all options.
- 5.3.7.55. Variable Ring-tones on Telephone Stations - How many ring-tones are available on the proposed digital and/or IP telephones? Can the user change the ring-tones? The system must be able to add custom ring tones by user.
- 5.3.7.56. Voice Announce Intercom – Ability to dial a one or two digit number and automatically connect to another phone in a hands free mode.
- 5.3.7.57. Ad Hoc - Call Recording – Ideally, the District would like the system to allow internal or external calls to stations be recorded On Demand from any station on the system and allows easy access to retrieving these recordings. Please describe any options for the proposed system to provide various levels of recording dynamically vs. recording all calls.

- 5.3.7.57.1. Please include the **OPTIONAL** costs for recording.

- 5.3.7.57.2. Please describe how the proposed system stores the recording, how they are indexed and how the District would retrieve various call recordings.

- 5.3.7.57.3. Please describe the retention capabilities of the recording system. Can recordings be set to be retained for X number of days and automatically purged?

5.3.8. Disaster Recovery Issues

5.3.8.1. System Outages

- 5.3.8.1.1. When software maintenance is performed on the system, is a restart required?

- 5.3.8.1.2. Typically, what will the duration of a system restart be for a system of this size?

- 5.3.8.1.3. What, if any manual intervention is required for a restart?

- 5.3.8.1.4. In the event of a primary processor failure, is the system configured with a backup processor? If so, describe the processor failover procedure.

5.3.8.2. Disaster Back-up Service

5.3.8.2.1. Please indicate what resources are available to restore service promptly if the equipment is damaged by a disaster such as fire, flood, etc., or after a total system failure.

5.3.8.3. Software Back-up and Restoration

5.3.8.3.1. Describe the process for downloading the system software to a back-up media. What is the recommended media? Do you provide the media? Is the back-up process manual or automatic? Do you provide a remote back up for the telephony programming? The voice mail? Both? Can they be backed-up simultaneously? On the same media? As part of a maintenance contract will your personnel perform the back up and keep off-site spare?

5.3.8.3.2. The District would like the proposed system to update the back-up anytime a change is made to the system. Please describe the operation of the back-up process and how the system can address this requirement.

5.3.9. 911 Compatibility

5.3.9.1. Describe how the proposed system will provide street address information to the local Public Safety Answering Point (PSAP). Include any costs - software, equipment and/or telephone utility – required to accomplish this notification. It will be the responsibility of the selected vendor to provide for this capability and demonstrate to the customer, through live testing, this capability is operative prior to system cutover.

5.3.9.2. Currently the District uses Intrado/West services and provides detailed information to the first responders for each District Site. This information includes building, room, cube and device specific address information.

5.3.10. 911 Compatibility

5.3.10.1. Describe how the proposed system will provide street address information to the local Public Safety Answering Point (PSAP). Include any costs - software, equipment and/or telephone utility – required to accomplish this notification. It will be the responsibility of the selected vendor to provide for this capability and

demonstrate to the customer, through live testing, this capability is operative prior to system cutover.

Please provide a quote for each of the 911 approaches below:

5.3.10.2. **911 Type 1** – this will provide building and address specific information to the PSAP.

5.3.10.2.1. Will provide on-network notification (to any endpoint on the District data network)

5.3.10.2.2. Will provide notification to District-owned smartphone mobile devices

5.3.10.3. **911 Type 2** – this will provide building and zone specific address information to the PSAP.

5.3.10.3.1. Will provide on-network notification (to any endpoint on the District data network)

5.3.10.3.2. Will provide notification to District-owned smartphone mobile devices.

5.3.10.4. **911 Type 3** – this will provide building, room, cube, and device specific address information to the PSAP.

5.3.10.4.1. Will provide on-network notification (to any endpoint on the District data network)

5.3.10.4.2. Will provide notification to District-owned smartphone mobile devices

5.3.10.5. Provide specific documentation indicating your proposed system complies with all 911 regulations of the FCC, the State of Illinois. How can the proposed system provide for 911-location notification by station number? As an option, provide the necessary hardware and software to provide this feature. Please include all relevant telephone utility costs.

5.3.11. **System Management** - The following System Administration features and capabilities, or functional equivalents, must be provided as part of the proposed system. These features must be available at all locations.

5.3.11.1. Multiple Users - The system must interface to the Local Area Network (LAN) and allow for access and change capability for multiple, simultaneous users.

5.3.11.2. Printing Faceplates – The requirement to print face plates will disqualify the proposed vendor and system.

- 5.3.11.3. Inventory Information - The system must provide inventory information on the number and type of telephone stations.
- 5.3.11.4. Trunking Information – the system must provide access to the information required.
- 5.3.11.5. Alarm Notification – System must provide for an alarm system that notifies both the remote maintenance center and the client, if certain client-programmed system performance thresholds are exceeded.
- 5.3.11.6. Recent and Past Change History - The proposed system must provide documentation on both recent changes to an element of the system (station, trunks, etc.) and all past changes to an element of the system.

5.3.12. Training

- 5.3.12.1. Include in your proposal a detailed explanation of the training you will provide for station users, as well as the management and system administrators. Please indicate on which functions the system administrator will be trained.

5.3.12.2. The system pricing detailed must include:

- 5.3.12.2.1. Classroom training, on working telephones, led by vendor provided instructors, for all users, on-site at the District.
- 5.3.12.2.2. System programming, reporting, management, and configuration training, led by vendor provided instructors, for four management personnel.
- 5.3.12.2.3. Please describe additional system administration and technical training that is available. Please include the projected costs for the training classes, where they are held, who provides them and if and what certifications would be provided if the District's staff completes various levels.
- 5.3.12.2.4. Provide digital training resources in the form of quick reference cards (customized for the District) and video training. Please provide examples of these training resources in the RFP response.

- 5.3.13. **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. Final payment of 25% (including change orders) will be withheld, and the warranty period will not begin, until system acceptance.

5.3.14. **Financial Information** - Detailed pricing information is needed on the system. Provide the following financial data:

5.3.14.1. The response **MUST INCLUDE** an itemized schedule of all equipment and software for the proposed system. The pricing quoted must include all activities necessary for a complete, turn-key system, including, but not limited to:

5.3.14.1.1. Complete installation of all system components and software.

5.3.14.1.2. Complete programming of all system components and software.

5.3.14.1.3. Complete testing of all system components and software prior to system cutover, including QOS testing.

5.3.14.1.4. PSTN coordination including:

5.3.14.1.4.1. Coordination of PRI and/or SIP trunk installation with the PSTN service provider selected by the District.

5.3.14.1.4.2. Coordination of calling plan to allow for four-digit dialing between stations.

5.3.14.1.5. On-site station reviews and determination of user requirements.

5.3.14.1.6. Full system configuration documentation provided to the District to include all station features and function, complete trunking configuration information, and complete call flow information by station.

5.3.14.2. Cost detail for any non-standard features and optional items as detailed in the system specifications.

5.3.14.3. Any additional charges which apply for shipping and handling. Please specify dollar amounts.

5.3.14.4. A recommended payment schedule must be included. The customer will not consider any proposal with a final payment, due on acceptance of the system, of less than 25%.

5.3.14.5. Add/delete cost schedule for all system components, software, and station equipment - details on addition

or deletion of all network components must be included. Include both pre-cut and post-cut prices. Indicate how long the post-cut prices will remain in effect. Pre-cut component pricing must remain in effect through system acceptance.

- 5.3.14.6. Maintenance costs for the system for Year 1 and for Year 2, as configured. Please show each year separately. Please describe any Parts Labor Warranty included in the proposal. Clearly specify the warranty period for all hardware and software components. Maintenance costs should be itemized by component. A specific maintenance cost must be clearly itemized for business day service on all proposed equipment and software.
- 5.3.14.7. Equipment Lease/purchase Options – Provide the interest rate and monthly lease rate factor for three-, five-, and seven-year lease/purchase options. The District is not interested in FMV buy out options. The District prefers options that include \$1 buy out at the end of the lease purchase contract.
- 5.3.15. **Estimated Implementation Plan** – Please provide an estimated implementation plan with various milestones assuming the contract would be awarded April-May 2021, the cutover will be completed by July 16, 2021.
- 5.3.16. References
 - 5.3.16.1. Provide at least (3) three references of similar installed systems in the area, using the tables provided below – expanding them as necessary to include all relevant information. The references must be for VoIP Enabled or VoIP system installations, multi-locations customers, with a minimum of 150 telephone stations, and a centralized voice mail system.
 - 5.3.16.2. While you are free to provide any references, ideally, the District would like to talk with other local school districts.
 - 5.3.16.3. Please provide contact information for (2) two customers who stopped using your company for services or replaced your system with another product.
 - 5.3.16.4. The District may wish to conduct site visits with one or more of the references provided below.
 - 5.3.16.5. Be advised, references are a major element of the customer’s selection criteria.

Bloomington SD13 Telecommunications System RFP

| Reference #1 | |
|---|--|
| Customer Name | |
| Contact Name | |
| Contact Address | |
| Contact Telephone Number | |
| Contact E-mail | |
| Installation Date of Comparative System | |
| Description of Comparative System – please be specific and detailed on number of locations and phones | |

| Reference #2 | |
|---|--|
| Customer Name | |
| Contact Name | |
| Contact Address | |
| Contact Telephone Number | |
| Contact E-mail | |
| Installation Date of Comparative System | |
| Description of Comparative System – please be specific and detailed on number of locations and phones | |

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

| Reference #3 | |
|--|--|
| Reference #4 | |
| Customer Name | |
| Contact Name | |
| Contact Address | |
| Contact Telephone Number | |
| Contact E-mail | |
| Installation Date of Comparative System | |
| Description of Comparative System – please be specific and detailed on # of locations and phones | |
| Reference #5 | |
| Customer Name | |
| Contact Name | |
| Contact Address | |
| Contact Telephone Number | |
| Contact E-mail | |
| Installation Date of Comparative System | |
| Description of Comparative System – please be specific and detailed on # of locations and phones | |

5.4. Voice Mail System

The District requires voice mail functionality as part of this procurement. The proposed voice mail system must be compatible and integrate with the system being proposed. The vendor is required to gather configuration information and provide a turn-key installation.

The proposed system should allow the District to define a call coverage forwarding path depending upon if the call to the station is an internal or external call. It should allow the District to define by Station how the user would like his or her telephone to forward to the coverage point or voicemail. A coverage point is defined as any other phone on the system or the voicemail system. Please explain how the proposed system could deal with this circumstance.

5.4.1. System Configuration

5.4.1.1. The District estimates a requirement for 200 initial users of the voice system.

5.4.1.2. Clearly indicate the number of simultaneous calls the system will support as configured and the overall storage capacity, in hours, as the system is configured.

5.4.1.3. The District provides Voicemail Boxes for users throughout the District operation that do not have specific phones. Please describe the operation of the voicemail system in this environment.

5.4.1.4. The District prefers a non-blocking system.

5.4.2. Specify the maximum capacity the proposed system provides.

5.4.3. Features - Specifically, the proposed system must have the following features:

5.4.3.1. Announcement Boxes

5.4.3.2. Immediately light a message-waiting lamp on the appropriate telephone when a message has been taken. This message waiting indication must be noticeable.

5.4.3.3. Automatically turn the message-waiting lamp off when all the messages have been heard and/or delivered.

5.4.3.4. Provide for automatically forwarding calls from a busy, unanswered, or call forward telephone to the appropriate mailbox without requiring the caller to dial a mailbox number or any additional codes.

5.4.3.5. If the caller does not wish to leave a message, the proposed system must allow the caller to escape from the voice mail system to a pre-programmed extension number. The system must allow for multiple targets for these "escape" calls. Does the proposed system have any limitation on the number of targets per

- system? Can the target be a telephone number outside the proposed system?
- 5.4.3.6. Allow an external caller to finish a message by simply hanging up. Systems that require the caller to touch a key on the telephone pad to save a message will not be considered.
 - 5.4.3.7. Archive Messages - Describe the options for archiving stored messages and the process to accomplish this function. Clearly define the tasks of both station users and system administrators in the archiving function.
 - 5.4.3.8. Check Receipt of Delivered Messages
 - 5.4.3.9. Does the proposed voicemail system capture caller ID allowing the user to optionally hear the calling number?
 - 5.4.3.10. Forms – The District has interest in potentially using Forms functions in voicemail to direct callers who leave a message to leave specific information.
 - 5.4.3.11. Changeable Passwords
 - 5.4.3.11.1. Can the user change passwords?
 - 5.4.3.11.2. Can the user be forced to change passwords?
 - 5.4.3.11.3. If so, can the administrator establish the frequency of the change?
 - 5.4.3.11.4. If so, by system or by station?
 - 5.4.3.11.5. What is the minimum password length? Maximum?
 - 5.4.3.11.6. Will the system provide a “lock-out” after input of invalid passwords?
 - 5.4.3.11.7. If so, is the number of invalid entries programmable by the user? Or is it system controlled?
 - 5.4.3.11.8. Can the voice mail password be the same as the user’s network password?
 - 5.4.3.12. Forward and Backward while Listening to a Message - Does the proposed system provide the capability to allow a user, when listening to a message, to skip ahead to a later part of the message, or backward to a past part of the message? Please be specific.
 - 5.4.3.13. Guest Mailboxes
 - 5.4.3.14. Group Mailboxes

- 5.4.3.15. Message Save
- 5.4.3.16. Message Delete
- 5.4.3.17. Message Pause
- 5.4.3.18. Message Privacy
- 5.4.3.19. Message Replay – explain the options available
- 5.4.3.20. Message Redirect and Comment
- 5.4.3.21. Message Respond
- 5.4.3.22. Message Retrieval Greeting - Explain the available options for the system greeting the caller hears upon retrieving messages. For instance, does the system indicate the number of messages not yet heard?
- 5.4.3.23. Message Rewind
- 5.4.3.24. Message Speed - Does the proposed system provide the user the capability to speed up or slow down the replay of the message?
- 5.4.3.25. Message Undelete
- 5.4.3.26. Outbound Notification of Messages - This feature must include notification to a radio paging device, cellular telephone, email, or other telephony equipment.
- 5.4.3.27. Priority Notification of messages - This feature must allow a caller to select a priority or urgent status for message notification, and then provide for an alternative notification capability. For instance, a normal message may light a message-waiting lamp, while a priority message will out-call to a radio pager.
- 5.4.3.28. Priority Queuing of Messages
- 5.4.3.29. Recent and Past Change History - Describe the capabilities of the proposed system to provide documentation on both recent changes to an element of the system (mailbox, port, etc.) and all past changes to an element of the system.
- 5.4.3.30. Skip Forward Through Messages
- 5.4.3.31. Personalized Greetings – Multiple – Provide (at a minimum) the system users with the ability to have a greeting when there is no answer at their phone and another different greeting when they are on the phone, and explain any other options available.
- 5.4.3.32. Specifically, the District uses Temporary Absence Greetings throughout the operation. Please describe the proposed system’s capabilities regarding this specific feature.

- 5.4.3.33. Personalized Greetings – Menu - Will the system provide a menu of options in an individual user’s greeting? For instance, “If your call is about A, press 1. If your call is personal matter, press 2.” If the caller selects 1, the message is recorded simultaneously in two pre-selected mailboxes, or routed to a different mailbox than if the caller selects 2.
- 5.4.3.34. Scheduled Delivery of Message
- 5.4.3.35. Speech Recognition - Can the proposed system provide command access through user speech? If so, clearly describe the functionality, features, limitations, and as an option provide pricing for all required system hardware and software components to implement this feature.
- 5.4.3.36. Voice to Text Conversion – Can the proposed system provide the ability for voicemail messages to be converted to text email? Please provide an
- 5.4.3.37. Message Distribution Lists - Please provide a detailed explanation of the procedure for creating and broadcasting a voice mail message to voice mail users in a distribution list. Clearly define any limitations on the number of distribution lists per user and the number of users per distribution list. Can distribution list be “chained” to effectively increase the number of users per list? Is there a system-wide broadcast capability? If so, how is it controlled and managed for sending and receiving?
- 5.4.3.38. Remote Access - The system must allow users to access their mailbox from outside of the system without the assistance of an operator.
- 5.4.3.39. System Administrator Reports - Please indicate what types of management reports are available with the proposed equipment. Also, indicate if additional hardware/software is required to generate the management reports.
- 5.4.3.40. The District requires these reports to be able to be obtained in both printed and electronic format. Please indicate if this is included and what the electronic format used. If the reports are in a proprietary form, please describe any conversion process.
- 5.4.3.41. Please indicate whether the proposed voicemail system will provide District with the ability to review voicemail box activity and when each box was accessed. This feature may provide a valuable tool to determine if voicemail boxes are being checked and managed.

5.4.3.42. Variable Settings for Maximum Message Length

5.4.3.43. Time-of-Day Stamp

5.4.4. Training

5.4.4.1. Include in the proposal a detailed explanation of the training you will provide for voice mail users, as well as the system administrators. Please indicate on which functions the system administrator will be trained. At a minimum these must include station programming and system back-ups.

5.4.4.2. The system pricing detailed must include:

5.4.4.2.1. Classroom training, on working telephones, led by vendor provided instructors, for all users.

5.4.4.2.2. System programming, reporting, management and configuration training, led by vendor provided instructors, for four management personnel.

5.4.4.2.3. Please describe additional system administration and technical training that is available. Please include the projected costs for the training classes, where they are held, who provides them and what certifications would be provided if the District's staff completes various levels.

5.4.5. **Automated Attendant Function** – The District will use various Automated Attendant functions for departments throughout the District to handle various types of incoming calls. Direct Inward Dialing will be used in conjunction with this function. The automated attendant should provide functions for the following:

5.4.5.1. After Hours Announcement and options.

5.4.5.2. Preprogrammed Alternative for Holidays.

5.4.5.3. Custom greetings for special events.

5.4.5.3.1. The District's personnel want the ability to prerecord messages and/or greetings for holidays, office closings, etc. and to change from one greeting to another from a remote location, not on the system. Please explain in detail how this would be accomplished.

5.4.5.4. Provide various exits from the Automated Attendant.

5.4.5.5. The system must allow the caller to dial his or her choice at any time during the message.

- 5.4.5.6. Does the proposed system require callers to end all commands using the # sign? Please describe what the operation is and if there are options regarding this item.
- 5.4.5.7. The District also uses the Automated Attendant at each location as over-flow coverage in the event that local District Administrative support is busy on another telephone call, the Automated Attendant for that specific location answers the incoming call and offers the standard choices defined by that location.
 - 5.4.5.7.1. This is a required feature. Please describe the function and how the proposed system provides this feature.
- 5.4.6. Message Integration
 - 5.4.6.1. Describe the proposed system's capability to provide for "unified messaging". The District utilizes Gmail messaging system. Pricing for unified messaging for all voice mail users must be included.
 - 5.4.6.2. Does the proposed unified messaging software integrate directly with Gmail? Does it provide direct dialing from the Contact list? If so, please describe how the products integrate.
 - 5.4.6.3. Does the proposed unified messaging software integrate directly with Gmail? If so, please describe how the products integrate and what mail protocol options are available.
 - 5.4.6.4. Which electronic mail protocol(s) does the Unified Messaging system support?
 - 5.4.6.4.1. IMAP, POP3, SMTP, others?
 - 5.4.6.4.2. Please discuss the pros and cons of each in a Unified Messaging environment with Gmail.
 - 5.4.6.5. When a voice message is received in a Unified Messaging environment, will the entire voice message be transmitted to Gmail in addition to header information? If not, what will the user see in Gmail when they have received a voice message?
 - 5.4.6.6. Please describe where the voicemail messages will be stored and whether the messages will be stored on a voicemail appliance or the Gmail Environment.
 - 5.4.6.7. Will the user be able to listen to voice messages through Gmail?

- 5.4.6.8. In the experience of the vendor, on average, how much disk space does an average message consume within Gmail? Are any compression algorithms available to reduce disk utilization?
- 5.4.6.9. Click to Dial Operation – Optional - Please describe how the system can provide click to dial operation from various sources including Gmail contacts and other sources.

5.5. Redundancy and Disaster Recovery Issues

- 5.5.1. **Redundant Operation** – The District plans to reuse the existing PRI circuits and services for the new system.
- 5.5.2. The system should be configured to provide redundant power supplies, CPUs, and Disk/Drive Operation for the telephone and voicemail system.
 - 5.5.2.1. The Proposed system should also have both back up power supplies, CPU technology and Disk Drives.
 - 5.5.2.2. System Outages
 - 5.5.2.2.1. When software maintenance is performed on the system, is a restart required?
 - 5.5.2.2.2. Typically, what will the duration of a system restart be for a system of this size?
 - 5.5.2.2.3. What, if any manual intervention is required for a restart?
 - 5.5.2.2.4. In the event of a primary processor failure, is the system configured with a backup processor? If so, describe the processor failover procedure.
 - 5.5.2.3. Disaster Back-up Service - Please indicate what resources are available to restore service promptly if the equipment is damaged by a disaster such as fire, flood, etc., or after a total system failure.
 - 5.5.2.4. Software Back-Up & Restoration - Describe the process for downloading the system software to a backup media.
 - 5.5.2.4.1. What is the recommended media? Do you provide the media?
 - 5.5.2.4.2. Is the back-up process manual or automatic?
 - 5.5.2.4.3. Do you provide a remote back up for the telephony programming? The voice mail? Both? Can they

be backed-up simultaneously?
On the same media?

5.5.2.4.4. As part of a maintenance contract will your personnel perform the backup and keep the off-site spare?

5.6. Financial Information - Please provide the following financial data:

- 5.6.1. The response to MUST INCLUDE an itemized schedule of all equipment and software for the proposed system. The pricing quoted must include:
 - 5.6.1.1. The response to MUST INCLUDE an itemized schedule of all equipment and software for the proposed system. The pricing quoted must include:
 - 5.6.1.2. Complete installation of all system components and software
 - 5.6.1.3. Complete programming of all system components and software
 - 5.6.1.4. Complete testing of all system components and software prior to system cutover, including QoS testing.
 - 5.6.1.5. On-site station reviews and determination of user requirements
 - 5.6.1.6. Complete User Classroom type and Administrative Training. We recognize that training may need to be done using alternative approaches and remote video tools, however, we will work with the selected vendor to determine the best approach. For the purposes of this proposal, please include the needed time and staffing to perform on-site training.
 - 5.6.1.7. Full system configuration documentation provided to the District to include all user features and function and complete call flow information by station.
 - 5.6.1.8. Any additional charges which apply for shipping and handling. Please specify dollar amount.
 - 5.6.1.9. A recommended payment schedule must be included. The customer will not consider any proposal with a final payment, due on acceptance of the system, of less than 25%.
 - 5.6.1.10. Add/delete cost schedule for all system components and software. Include both pre-cut and post-cut prices. Indicate how long the post-cut prices will

remain in effect. Pre-cut component pricing must remain in effect through system acceptance.

- 5.6.1.11. Maintenance cost for the system, as configured, after the warranty period. Clearly specify the warranty period for all hardware and software components.

5.7. Maintenance and Warranty

- 5.7.1. **Warranty** - Provide a copy of the warranty on the proposed system or a narrative description of the provisions of the warranty.
- 5.7.2. **Factory-Trained Personnel** - Indicate the number of service personnel in the Chicagoland area factory-trained to maintain the proposed system, including the street address of the service location.
- 5.7.3. **Qualified Personnel** - Indicate the number of service personnel in the area qualified to maintain the proposed system, 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.
- 5.7.4. **Service Centers** - Provide the locations and hours of operation of the service centers to be utilized.
- 5.7.5. **Site Visit** - The District may wish to conduct a site visit to the contractors' Service Center.
- 5.7.6. **Spare Parts** - Provide a general listing of the spare parts available from each of these service centers.
- 5.7.7. **Maintenance Plans** - Provide details on maintenance service arrangements for the proposed system and the cost for any alternative available including maintenance contracts and per-call maintenance. Provide the monthly maintenance contract price based on the initial equipped configuration including details on how this price is computed. The District is capable of performing some basic maintenance routines. Please provide information on any charges associated with customer provided maintenance.
- 5.7.8. **Hourly Service Rates** - Indicate the hourly rate the District can expect for service not covered by warranty or service contract for each of the proposed systems.
- 5.7.9. **Maintenance Cost Escalation** - Provide the rate at which the maintenance contract costs are escalated including any contractual limits in escalation of costs.
- 5.7.10. **Modification Lead-Time** - Specify the amount of lead-time required for moves, changes, additions, and deletions.

- 5.7.11. **Repair Response Times** - Describe the expected and guaranteed response time for “regular” and “emergency” services. Indicate what you define to be “regular” and “emergency” service. Guaranteed response times of greater than 4-hours for emergency services, and next business day for regular services, will not be acceptable.
- 5.7.12. **Service Alternatives** - Indicate the provisions for service and spare parts if your business terminates, is subjected to a strike, or shutdown for any reason.
- 5.7.13. **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.
- 5.7.14. **Performance of Maintenance** - Clearly identify if the proposer or a third party will provide maintenance services. The District 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.
- 5.7.15. **Remote Maintenance –**
 - 5.7.15.1. Provide information on the capabilities of the system to interact with the Remote Maintenance Center (RMC) of the proposer.
 - 5.7.15.2. How does the system notify the RMC of a trouble?
 - 5.7.15.3. What diagnostic capabilities does the RMC have?
 - 5.7.15.4. Can the customer communicate directly with RMC personnel?
 - 5.7.15.5. How frequent is the proposed system polled by the RMC for routine maintenance?

5.8. Pricing

5.8.1. **Pricing** - Expand the following tables as required to provide itemized, component pricing for the proposed system 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.

5.8.1.1. Telecommunications system as defined.
Include all required components.

| Facility | Qty | Price | Install | Total |
|--|-----|-------|---------|-------|
| (List all component parts of the system) | | | | |
| Ericson Elementary | | | | |
| DuJardin Elementary | | | | |
| Westfield Middle School | | | | |
| District Office (included in DuJardin) | | | | |
| | | | | |
| | | | | |
| Voicemail System | | | | |
| | | | | |
| Unified Messaging | | | | |
| | | | | |
| | | | | |
| Sub-total – Hardware / Software | | | | |
| Shipping | | | | |
| General Install and Training | | | | |
| Tax Exempt | | | | |
| Total Purchase Price | | | | |
| | | | | |

5.8.1.2. E-911 Station Locator Capability

| Solution | Component - Name | Qty | Discounted Price | Install | Total |
|---------------|---|-----|------------------|---------|-------|
| Type 1 | (List all component parts of the system) | | | | |
| | Total Purchase Price | | | | |
| | Migration Type 1 to Type 2 | | | | |
| | Migration Type 1 to Type 3 | | | | |
| Type 2 | (List all component parts of the system) Shipping | | | | |
| | Total Purchase Price | | | | |
| | Migration Type 2 to Type 3 | | | | |
| Type 3 | (List all component parts of the system) | | | | |
| | Total Purchase Price | | | | |

5.8.1.3. Optional Equipment

| | Qty | Total Price | Install | Total |
|--|-----|-------------|---------|-------|
| (List all component parts of the system) | | | | |
| Call Accounting System | | | | |
| Conference Bridge | | | | |
| DECT HeadSet | | | | |
| Wireless Bluetooth headset | | | | |
| Voice to Text Conversion | | | | |

5.8.1.4. Additional/Alternative Telephone Station Pricing

| Station Type | Qty | Total Price | Install | Total |
|--------------|-----|-------------|---------|-------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

5.8.1.5. **Maintenance Pricing** – Using the following table, please provide a detailed description and a maintenance quote that includes the following:

- 5.8.1.5.1. Software Upgrade Costs
- 5.8.1.5.2. Software Update Costs
- 5.8.1.5.3. Software Assurance
- 5.8.1.5.4. Installation labor

5.8.1.6. Alternative Maintenance Options -If there are options that can provide the District with a reduction in maintenance costs by pre-paying for multiple years, please propose those alternatives as options.

5.8.1.7. Maintenance Pricing

| Location Name | Qty | First Year Maintenance Costs | Total Annual Second Year Maintenance Cost |
|-------------------------|-----|------------------------------|---|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Total Maintenance Price | | | |

5.9. Delivery and Installation

The District anticipates working with the selected vendor to plan the implementation to fit into the timing of the District summer operations. The District will require the selected vendor to work with the District regarding the placement of telephones in the school buildings to coincide with normal maintenance, update and repair activities.

The District anticipates cutover of all locations to be completed by July 16, 2021. Please indicate whether you accept this schedule and identify the tasks, including site preparation that the District and the vendor will perform and/or be responsible for in order to accomplish delivery and installation of the system in this time frame. It will be assumed that any task not specifically stated to be our responsibility would be that of the vendor.

5.9.1. Implementation Plan - Within five days of contract award, the vendor must provide a tentative implementation plan with dates necessary to place the system into service. This plan must clearly identify the tasks and resource requirements of the District during the implementation process.

- 5.9.2. Risk of Loss - Please state when the customer assumes risk of loss or damage.
- 5.9.3. System Physical Requirements - Please indicate the requirements for each location, for:
 - 5.9.3.1. Floor Spacing
 - 5.9.3.2. Floor Loading
 - 5.9.3.3. Wall Space
 - 5.9.3.4. Environmental factors such as air condition and ventilation
 - 5.9.3.5. Minimum size door opening required for equipment movement
 - 5.9.3.6. Specify the electrical and grounding requirements for the proposed system. Indicate what modifications will be needed, if any, at the site to meet those requirements. Unless otherwise stated, the vendor will be responsible for any necessary modifications.
- 5.9.4. **Equipment Reduction** - Explain any penalty or liability charge for reducing equipment or telephone instrument prior to and after installation of the proposed system.
- 5.9.5. **Equipment Delivery** - The vendor will be responsible for making necessary arrangements with the management of the building for delivery of equipment to the premises. The vendor must comply with all building regulations regarding hours, any delivery rigging and method and location of equipment delivery.
- 5.9.6. **Manuals and Brochures** - Please provide hard copies and electronic versions the following as part of the proposal:
 - 5.9.6.1. Station user's manual
 - 5.9.6.2. Voice mail user's manual
 - 5.9.6.3. Any other pertinent reference information
 - 5.9.6.4. The District expects the selected vendor to produce a short version of the user guide to be provided to each system user. This guide should be customized to provide steps to use the features specific to the District's system design and selected feature group.
- 5.9.7. **Manufacturer Relationship** - Please describe your precise relationship with the manufacturer of the proposed system (i.e., dealer, distributor, branch, common parent, etc.) Proposers who do not hold primary full dealership status with the proposed manufacturer and who are dependent on secondary distributor arrangements to obtain product and direct access to manufacturer level engineers are not acceptable.

- 5.9.8. **Manufacturer's Commitment** - The vendor shall make a written commitment to make available maintenance spares, trained personnel, and software support to fully maintain the system for a period of ten years from the date of cutover. **If the vendor is other than the manufacturer, then a letter of similar commitment from the manufacturer must be included in the proposal.**
- 5.9.9. **Warranty** - The Proposer must guarantee all of the installation work to be performed and materials to be furnished under this contract against defects in materials and workmanship for a minimum period of one (1) year from the date of final acceptance of the completed work. The Proposer shall, at their own expense and without cost to the District and within a reasonable time after receiving a written notice thereof, make good any defect in materials and/or workmanship of the installation which may develop during the guarantee period. Any associated damage to other items and/or finished surfaces caused by the defect shall also be corrected by the Proposer to the satisfaction of the District and at no additional cost.
- 5.9.10. **Software Assurance** – Maintenance and support quotes should include software assurance protection for the District. Please itemize this cost.
- 5.9.11. **Software Updates** – Please describe the following regarding available software upgrades:
- 5.9.11.1. How is the District notified of new software upgrades and tools available for **ALL** the systems proposed?
 - 5.9.11.2. Does your company require software updates at these intervals or are they included/or optional?
 - 5.9.11.3. Are software updates included in the maintenance contract?
 - 5.9.11.4. In the case of VoIP solutions, do you provide recommended/required software updates for all network hardware in addition to the proposed system?
 - 5.9.11.5. Please provide typical frequency of software updates on an annual basis.
- 5.9.12. **Test Plan** - The Proposer will develop and execute a test plan and final walk through with the owner's project manager in attendance. The test plan and walk through will include:
- 5.9.12.1. Testing of all connectivity between switches.
 - 5.9.12.2. Random testing of port connectivity.
 - 5.9.12.3. Verification of each VLAN.
 - 5.9.12.4. Verification of Internet access.

- 5.9.12.5. Integration between Voicemail and Gmail– Unified Communications
- 5.9.12.6. Printed copies of all equipment configurations for the District’s project manager review.
- 5.9.12.7. Conducting a final walk-through inspection of the installation with the District’s project manager and the preparation of a punch list of items that need attention prior to final acceptance.
- 5.9.12.8. Completion of the punch list items and the request for a final acceptance walk through with the District’s project manager.
- 5.9.12.9. Final acceptance of the installation.

6. Disclosures and Contractual Requirements

Please note that any exceptions to the following requirements, as well as other sections, should be addressed in a separate section of the Vendor's Proposal.

Bulletins and Addenda

Any bulletins or addenda to the RFP specifications issued during the period between issuance of the RFP and receipt of RFP addenda are to be considered covered in the RFP and they will become a part of the awarding contract. Receipt of bulletins or addenda shall be acknowledged by the vendor in their RFP Proposal cover letter.

Vendor RFP Response as Addendum of Contract

This RFP (inclusive of all exhibits) shall be attached as an addendum to the successful vendor's standard contract form and shall be part of the contract between the Board of Education and the successful vendor. The vendor's standard contract form, this Addendum/RFP and the purchase order, if any, shall constitute the "contract" between the Board of Education and the successful vendor. If, and to the extent that, any provisions of this Addendum/RFP conflict, contradict or are inconsistent, in whole or in part, with the terms of the standard contract form and/or the purchase order, if any, this Addendum shall take precedence, govern and control.

Rejection of Proposal

Proposals that are not prepared in accordance with these instructions to vendors may be rejected or disqualified. If not rejected, Bloomington School District 13 may require the correction of any deficiency and accept the corrected Proposal.

Acceptance of Proposals

Bloomington School District 13 reserves the right to accept the Proposal that is, in its sole judgment, the best and most favorable to the interests of the District, 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 Request for Proposals process.

Taxes

The District is not subject to Federal Excise Tax, any federal transportation tax, Illinois Use Tax or Illinois Retailer's Occupation Tax, and thus, no taxes shall be included in the Bid price.

Compliance with Applicable Laws

Contractor agrees to comply with all applicable laws, regulations, and rules promulgated by any Federal, State, County, Municipal and/or other governmental unit or regulatory body now in effect or which may be in effect during the performance of the work. Included within the scope of the laws, regulations, and rules referred to in this paragraph, but in no way to operate as a limitation, are all forms of traffic regulations, public utility and Interstate and Interstate Commerce Commission regulations, Workers' Compensation Laws, Prevailing Wage Laws, the Social Security Act of the Federal government and any of its titles, the Illinois Department of Human Rights, Human Rights Commission, or EEOC statutory provisions and rules and regulations.

1. The successful Bidder and any subcontractor thereof shall pay all laborers, workmen and mechanics employed by them not less than the general prevailing rate of wages in the locality for each craft or type of workman or mechanic needed to perform such work and the general prevailing rate for legal holiday and overtime work, in accordance with the *Prevailing Wage Act* (820 ILCS § 130/1 *et seq.*).
2. 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.
3. It shall be mandatory that the Bidder at all times observe and comply with all applicable laws, rules, ordinances, regulations, and Board policies (available on the District website) including, but not limited to the *Illinois Prevailing Wage Act* (820 ILCS 130/1 *et seq.*), the Illinois Human Rights Act (775 ILCS 5/1-101 *et seq.*), the Equal Employment Opportunity Act (42 U.S.C. § 2000e), and the *Illinois Criminal Code* (720 ILCS 5/1 *et seq.*) in performing under the Contract. The rules and regulations of all authorities having jurisdiction over any aspect of the herein described project shall apply to the Contract throughout, and will be deemed to be included in the Contract the same as though herein written in full. The failure of the successful Bidder to comply with this Section III.H(3) may result in the Contract being cancelled, terminated, or suspended in whole or in part.
4. Contractor acknowledges that, under Illinois law, the presence of child sex offenders is prohibited on Board property except in limited circumstances with notice to and approval of the Board. All employees of the Contractor or subcontractors performing Work under the Contract who have direct, daily contact with pupils of any school in the District must submit, at the Contractor's or subcontractor's expense, to a criminal background investigation in accordance with 105 ILCS 5/10-21.9. Any employee of the Contractor or subcontractor found to have been convicted of any prohibited offense under said section or 105 ILCS § 5/21B-80 shall be promptly removed by the Contractor and replaced. Additionally, the Board reserves the right to request the removal from

the project of any person, including, but not limited to, employees of the Contractor any subcontractors, who engage in conduct in violation of the law or the Board's policies or conduct otherwise disruptive to the educational process or detrimental to students in the area. The costs related to such removal and substitution of personnel shall be borne solely by the Contractor or subcontractor. Contractor represents and warrants to the Board that none of its employees, or those of any subcontractor, have been convicted of any sexual offense or other criminal offense that would prohibit such employee from being present on school property.

Indemnification

To the fullest extent permitted by law, the Contractor agrees to indemnify, defend and hold harmless the Board, its individual members, officers, employees, agents, volunteers, successors, and assigns ("Indemnitees") against any and all liabilities, damages, losses, expenses, demands, claims, suits or judgments, including reasonable attorneys' fees, court costs and expenses, including, but not limited to, claims for the death of or bodily injury to any person and for the loss of, damage to or destruction of any property in any manner arising out of, in connection with, or related to (1) any act or omission of the Contractor, its agents, employees, or subcontractors; (2) any breach by the Contractor of the Bid Documents; and (3) any personal injury suffered by Contractor's employees on the Board's property. Additionally, the Contractor waives any and all rights against the Board it may have under any Worker's Compensation Act or interpretations of such laws, including, but not limited to those rights under the judicial decision in *Kotecki v. Cyclops Welding Corporation*. Contractor shall ensure that the Indemnification provision in this Section V is inserted in every contract between Contractor and its subcontractors. If such provision is not contained within a subcontractor contract, or if a subcontractor's insurance does not cover or is insufficient to pay such claims, Contractor shall assume all subcontractor liability for such indemnification of or contribution to the Board. Further, without limiting the above, to the extent the District incurs any fees, costs or expenses of any kind whatsoever arising from, related to or connected with any business activities of the Contractor, such as the District's compliance with Citations to Discover Assets, Mechanic Liens claims or any other claims or requests, the Contractor shall be responsible for all fees, costs and expenses incurred by the District related thereto,

Insurance

If the Proposal is accepted, vendors shall acquire and maintain Workers' Compensation, employer's liability, commercial general liability, owned and non-owned and hired automobile liability, and professional liability insurance coverage relating to Vendor's services to be performed hereunder covering District's risks in form subject to the approval of the District. The minimum amounts of coverage

corresponding to the aforesaid categories of insurance per insurable event, shall be as follows:

Insurance Category and Minimum Limits

The Contractor shall provide and maintain insurance in the amounts outlined below with companies acceptable to the School District:

- A. *Worker's Compensation Insurance:*
Coverage A — Illinois Statutory Limits
Coverage B — Employer's Liability Limits of not less than \$1,000,000 each accident for bodily injury by accident and not less than \$1,000,000 each employee for bodily injury by disease.
- B. *Business Automobile Liability Insurance:* \$1,000,000 per occurrence and in the aggregate for bodily injury and property damage and include coverage for all owned, non-owned, and hired automobiles.
- C. *Commercial General Liability Insurance.* Contractor shall maintain during the term of this Contract, Commercial General Liability Insurance, on an occurrence basis, with policy limits of not less than one million dollars (\$1,000,000) for each occurrence and three million dollars (\$3,000,000) in the aggregate for bodily injury and property damage.
- D. *Professional Liability.* Contractor shall also maintain during the term of this Contract, Professional Liability Insurance with policy limits of not less than one million dollars (\$1,000,000) for each occurrence and two million dollars (\$2,000,000) in the aggregate.
- E. *Umbrella Liability Insurance.* It is required that an umbrella policy be written for a 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. The Contractor shall provide and maintain insurance in the amounts outlined below with companies acceptable to the Board:
- F. *Additional Insureds, Priority of Insurance and Subrogation.* Contractor shall name, by endorsement if necessary, the Board, its individual members, officers, employees, agents, volunteers, successors, and assigns ("Indemnitees") as additional insureds on the Excess and Commercial General Liability Insurance policies. All insurance required of the Contractor under this Agreement shall be primary insurance and any insurance maintained by the Contractor that is applicable to any loss arising out of, related to or connected with the Agreement shall be on an excess basis. To the fullest extent permitted by the insurance policies required under this Section IV, Contractor waives any and all rights of subrogation it and its insurers may have against the Indemnitees.
- G. *Evidence of Insurance.* Within five (5) business days after the Bid is awarded by the Board, the Contractor must promptly tender a current

insurance certificate(s) evidencing the insurance required under this Section IV. Upon request of the Board, Contractor shall furnish a copy of the insurance policies, with all endorsements thereto.

- H. *Insurance Company Qualifications.* All insurance shall be from a company authorized to do business in Illinois and with at least an "A XII" rating from A.M. Best Company.

Additional Insurance Provisions

All such insurance shall not be cancellable without thirty (30) days prior written notice being given to the School District. All insurance shall indicate that it is primary and any material change shall cause notice to District 13 thirty (30) days prior to the change.

With respect to the insurance required herein, the Contractor shall provide such insurance naming the School District, 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 School District 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 there from, 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.

Failure to Maintain Coverage. If Vendor fails to maintain any of these insurance coverages, then the District will have the option to declare Vendor in breach of the final contract, or may purchase replacement insurance or pay the premiums that are due on existing policies in order to maintain the required coverage. Vendor is responsible for any payments made by the District to obtain or maintain insurance and the District may collect these payments from Vendor or deduct the amount paid from any sums due Vendor under the final contract.

Primary Coverage. For any claims related to the final contract, the Vendor's insurance coverage shall be primary insurance with respect to Bloomington School District 13 its Council, officers, boards, commissions, employees, and agents, and any insurance or self-insurance maintained by District for itself, its Council, officers, boards, commissions, employees, or agents shall be in excess of Vendor's insurance and not contributory with it.

Reduction in Coverage/Material Changes. Vendor will notify the District in writing pursuant to the notice provisions of the final contract thirty (30) days prior to any reduction in any of the insurance coverage required pursuant to this RFP or any material changes to the respective insurance policies.

Waiver of Subrogation. The policies shall contain a waiver of subrogation for the benefit of the District.

Termination for Default

In the event of a breach of any of the terms of this Agreement including the Contractor's warranties, the District may, at its option and without prejudice to any of its other rights, cancel any undelivered work or material.

Professional Liability

In performing its professional services, the vendor will use the degree of care and skill ordinarily exercised, under similar circumstances, by reputable members of its profession practicing in the same or similar locality at the time the services are provided. The vendor covenants that it is protected by professional liability insurance in an amount not less than \$1,000,000 per occurrence and \$2,000,000 aggregate, and will provide certificates of insurance upon request.

Intention

The vendor shall, unless otherwise specified, supply all installation, conversion, training, transportation, and incidentals necessary for the entire proper implementation of the selected systems. In addition, the vendor shall be responsible for the implementation in a most professional manner of all items as shown in the Proposal, stated in the specifications, or reasonably implied, in accordance with the contract documents.

Rights to Submitted Materials

All Proposals, inquiries, or correspondences relating to or in reference to this RFP, and all reports, charts, displays and other documentation submitted by the vendor shall become the property of Bloomington School District 13 when received. The District reserves the right to use the material or any ideas submitted in the RFP.

Vendor Demonstrations

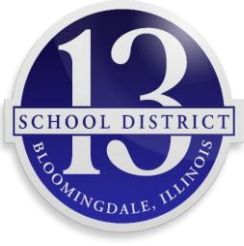
Select vendors will be requested, at no cost to Bloomington School District 13, to demonstrate the proposed software and hardware systems at a mutually agreeable date and site.

7. Required Forms

Please read all documents included in this packet. Execute the Required Forms in this section and include with the proposal. Questions regarding items for the Proposal may be directed to Rick McCall at Rmccall@sd13.org

ATTACHMENT A - BID FORM

CONTRACTOR CERTIFICATIONS



Bidders/contractors must satisfy themselves, upon examination of the specifications, as to the intent of the specifications. After the submission of the proposal, the District will entertain no complaint or claim that there was any misunderstanding in regard to items listed for bidding.

Upon acceptance of your proposal, contractor's certificates regarding bid-rigging and rotating, prevailing wages, criminal background checks, drug free and sexual harassment policies in the work place **MUST BE SIGNED AND NOTARIZED** or your proposal may be disqualified.

Bidders/contractors must comply with ACT 130- The Prevailing Wage Act as enacted by the State of Illinois. No less than the prevailing rate of wages as found by the Department of Labor shall be paid to all laborers, workers and mechanics performing work under a contract for this project. The latest prevailing rate of wages is attached to the specifications. Contractors will be notified of any revisions by the School District, and revised rates will apply.

As you know, under the Illinois Prevailing Wage Act (820 ILCS 130/5), all laborers, workers, and mechanics employed by or on behalf of a public body for public works projects must be paid a prevailing rate of wages and benefits as approved by the U.S. Department of Labor for the locality in which the work is being performed. Effective August 10, 2005, the Illinois Legislature amended the Prevailing Wage Act to reflect the following new requirements.

Each month, all contractors and subcontractors must submit certified payroll records to the School District showing each worker's (a) name, address, and telephone number; (b) social security number; (c) worker classification according to the attached Schedule A; (d) hourly wages paid in each period; (e) number of hours worked each day; and (f) starting and ending times of each work day. These records must be accompanied by a signed declaration of the contractor or subcontractor stating that

(1) all payroll records are true and accurate; (2) the hourly rate paid to each worker is at least the prevailing wage as defined by the Illinois Prevailing Wage Act; and (3) the contractor or subcontractor understands that filing a false statement, including knowingly relying on the false statements of another subcontractor, is a Class B misdemeanor. The prevailing wage for the School District is included in all District contract documents.

Contractors and subcontractors must maintain these payroll records for at least three years. Additionally, upon two business days' notice, contractors and subcontractors must make their payroll records and supporting documentation available for inspection

**Bloomington
School District 13**
164 Euclid Avenue
Bloomington, Illinois
60108-2604

John T. Reiniche
Director of Finance
630-671-5035

Jennifer McCall
Administrative
Assistant/Bookkeeper
630-671-5031

Geri Zanoni
Payroll
630-671-5032

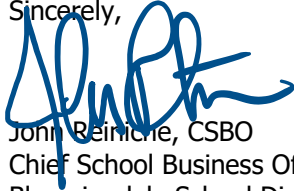
Fax
630-893-1818

E-mail
jreiniche@sd13.org

by Bloomington School District 13 or the Illinois Department of Labor.

In light of these new statutory requirements, please electronically submit all payroll records and certifications described above by the 15th of each month. Please email the documents as attachments, in either Microsoft Word format or Adobe Acrobat .pdf format, to jreiniche@sd13.org. In the event that a signed certification cannot be sent electronically, please fax that document to the attention of John Reiniche at (630) 893-9590. Thank you for your cooperation.

Sincerely,



John Reiniche, CSBO
Chief School Business Official
Bloomington School District 13

CONTRACTOR CERTIFICATIONS

1. BID-RIGGING AND BID-ROTATION

The undersigned bidder or contractor hereby certifies that he is not barred from bidding on this contract as a result of a violation or conviction of either the bid-rigging or bid-rotation provision of Article 33E of the Criminal Code of 1961 as amended.

2. NON-COLLUSION AFFIDAVIT

The undersigned bidder or agent states that he has not, nor has any other member, representative, or agent of the firm, company, corporation or partnership represented by him, 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 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.

3. SEXUAL HARASSMENT CLAUSE

The undersigned bidder is in full compliance with the requirements of section 2-105 of the Illinois Human Rights Act (Public Act 87-1257) effective July I, 1993, with respect to sexual harassment policies. The terms of that law, as applicable, are hereby incorporated into this contract.

4. EQUAL EMPLOYMENT OPPORTUNITY CLAUSE

The undersigned hereby certifies that the Bidder is in compliance with the Equal Employment Opportunity Clause and the Illinois Fair Employment Practices.

5. ILLINOIS DRUG FREE WORKPLACE ACT

The undersigned, having 25 or more employees, does hereby certify pursuant to section 3 of the Illinois Drug-Free Workplace Act (30 ILCS 580/3) that 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 it is not ineligible for award of this contract by reason of debarment for a violation of the Illinois Drug-Free Workplace Act.

6. NO SMOKING CLAUSE

Bidder agrees that he, his employees and sub-contractors, will abide by the Bloomington School District 13 NO Smoking policy on any Bloomington School District 13 School District property.

7. PREVAILING WAGE ACT

Bidders/contractors must comply with ACT 130- The Prevailing Wage Act as enacted by the State of Illinois. No less than the prevailing rate of wages as found by the Department of Labor shall be paid to all laborers, workers and mechanics performing work under a contract for this project.

By signing and notarizing this document, I state and declare that the Bidder/Contractor listed below and I are in compliance, and will comply, with all of the Certifications listed herein.

Signature

Date

Firm

Bidder/Contractor

Address

Phone

Address

NOTARY signature/date

NOTARY STAMP:

CONFIDENTIAL NON-DISCLOSURE AGREEMENT

This Agreement is made between **Bloomington SD13, 164 S. Euclid Ave., Bloomington IL**, referred to as the "School District," and _____ [COMPANY], and its employees, referred to as the "Contract Manager."

Contract Manager has previously entered into a _____ [Software License / Application Service] with the School District (referred to as the "Contract Agreement") which requires that Contract Manager have access to certain confidential information from the School District.

Contract Manager acknowledges by this Agreement that this information is confidential and that the School District has a duty to maintain the confidentiality of this information under the laws of the State of Illinois and the United States of America.

In consideration of the mutual promises of performance, the School District and Contract Manager agree as follows:

1. For purposes of this Agreement, Confidential Information is defined as any writing or other recorded information concerning students and employees by which students and/or employees may be individually identified, maintained by the School District or at its direction or by an employee of the School District, regardless of how or where the information is stored.
2. Access to the School District's Confidential Information is limited as defined in the Contract Agreement and incorporated by reference. This Agreement supersedes all confidentiality/privacy statements in other licensing or documentation.
3. The School District will provide access to Confidential Information to Contract Manager on an "as needed" basis only when access is necessary for the purposes specified in the License Agreement.
4. Contract Manager agrees not to use, copy or permit the use or copying of any Confidential Information or materials relating to the Confidential Information, by any person, firm, or corporation. Contract Manager will not disclose, sell, transfer, lease, license or otherwise disseminate the Confidential Information in any manner.
5. Contract Manager agrees that it will not intentionally access any Confidential Information that is not required in connection with the above-referenced purposes and that if it does accidentally access Confidential Information, it will immediately notify the School District of the access and take all appropriate and reasonable steps to protect and/or destroy the Confidential Information in its possession.
6. It is expressly understood and agreed that Contract Manager will defend, indemnify and hold the School District harmless from any loss, cost, expense, damage or liability resulting from any judicial action brought or threatened against the School District as a result of Contract Manager's misuse of the Confidential Information to which it will have access as a result of this Agreement.
7. The obligations of Contract Manager, its employees, subsidiaries, affiliates, subcontractors, and agents to protect Confidential Information are effective upon execution of this Agreement and will continue in perpetuity.
8. Contract Manager will insure that all Confidential Information is disclosed to only the

employees who need information incidental to their employment. The Contract Manager will take appropriate steps to insure the obligations set forth in this Agreement are fulfilled. Contract Manager agrees not to disclose the Confidential Information to any of its subsidiaries, affiliates, subcontractors, or agents unless it has the prior written approval of the School District and the person to whom the Confidential Information is disclosed agrees in writing to be bound to the terms of this Agreement.

9. The termination provisions of the Contract Agreement between the parties apply to this Agreement. On termination of this Agreement or the Contract Agreement or breach of any terms and conditions by Contract Manager, the School District may immediately discontinue access to Confidential Information. The School District, at its option, can finalize the contractual relationship and require the Contract Manager to immediately return the Confidential Information, in a non-proprietary, mutually agreed upon format, to the School District and the Contract Manager will delete all information from its operational systems and back-up systems.
10. Contract Manager agrees that any violation of the restrictions contained in this Agreement will constitute a material breach of this Agreement entitling the School District to immediate injunctive relief in addition to any other remedies the School District may have at law or equity.
11. This Agreement will be governed by Illinois law. The Circuit Court for the [TBD] Judicial Circuit (DuPage County, Illinois) shall have exclusive jurisdiction for disputes under this Agreement, and Contract Manager hereby submits to the jurisdiction of the same.

Signed on the _____ day of _____ 20__

Bloomington SD 13

Signature

Print Name

Print Title

Signed on the _____ day of _____ 20__

CONTRACT MANAGER

Signature

Print Name

Print Title