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Michael Wilkes
Director of Technology
Geneva School District 304

To: Dr. Kent Mutchler
From: Michael Wilkes
Date: May 22, 2017
Re: Telecommunications RFP Summary & Recommendation for Award

On March 1, 2017, the Telecommunications Request for Proposals (RFP) was published and on March 8, 2017 a pre-proposal meeting was held for prospective respondents. March 29, 2017 was the due date for proposals to be submitted and responses were subsequently opened, reviewed, and evaluated.

The RFP specifications were sent to over 20 prospective vendors. Eight vendors, representing five different phone system manufacturers, submitted proposals (shown below):

Vendor (Service Provider)	Manufacturer (Platform)
TeleTech TSG	Avaya
ATI	ShoreTel
Mindsight	Cisco
Midco	Mitel
Call One	ShoreTel
Pentegra	ShoreTel
TIG	Mitel
Sound Inc	NEC

Proposals were reviewed and scored based on evaluation criteria which included price, cost over 5 years, vendor references, and system complexity/capabilities. After the initial scoring process, two lead platforms emerged: ShoreTel and Mitel. The highest ranked service provider for each platform was asked to demonstrate their respective systems and describe the implementation and training processes to a group of District staff, including members of the Technology Task Force. The demonstrations included a review of the phone hardware and software, as well as, emergency notifications and other system functionality.

Call One emerged as the lead service provider through the initial evaluation and demonstration. They have performed many successful implementations of the ShoreTel phone system and have done so in many industry verticals, including Education. As part of the evaluation, customer references were checked. The customers included three school districts and a municipality and each spoke highly of Call One's implementation and ShoreTel's capability and reliability. In addition, for the past several years, Call One has successfully provided the District's voice carrier services.

For these reasons, it is my recommendation to award the project to Call One. Please refer to the table below for information regarding the project's first year costs and projected five-year cost. A multi-year maintenance and

support agreement will result in a cost savings over an annual agreement. The amounts shown below reflect the total anticipated costs for the phone system over the next five years.

Item	Associated Cost
Purchase / Implementation Cost	\$254,355
5 Year Pre-Paid Maintenance and Support	\$110,290
Total Project Cost	\$364,645

If you have questions, please contact me at your convenience.

Thank you