



IRVINE UNIFIED SCHOOL DISTRICT

Telecommunications Project

Professional Services Request for Information:

Design, Procurement and Project Management

Response Deadline: 12/20/2017, 2:00 pm

Contact: Michelle Bennett, Contracts Analyst

Irvine Unified School District

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IUSD is seeking information from qualified Providers to support a comprehensive Telecommunications System upgrade or replacement project. Interested Providers must respond briefly to the enclosed questions and email responses to the contact listed above no later than the deadline. Select providers may be invited to interview with District staff to discuss the upcoming project and the Provider's professional services offerings. The District reserves the right to reject any and all submissions, to negotiate with any or all responsible submitters, and to waive any deficiencies, irregularities or informalities in any proposal or during the evaluation process.

Purpose

This Request for Information (RFI) is intended to gather information from prospective Providers to support the District's upcoming Telecommunications Project. The District is seeking an experienced Professional Services Provider to assist with solution design, procurement and project management for the upgrade or replacement of IUSD's current Telecommunications System.

Overview/Scope of Professional Services

IUSD has approved a project to fully upgrade and/or replace its current phone system. The District will enter a professional services agreement to increase expertise and capacity to execute the project. IUSD technical and procurement staff will also be assigned to support the project. The selected Provider will be responsible for:

- Project management,
- Assessing and documenting IUSD's current telecommunications infrastructure and needs,
- Identifying potential telecommunications solutions, and reviewing features and limitations with IUSD staff,
- Developing technical requirements and evaluation criteria,
- Leading the selection and procurement process for the upgrade/replacement of the current system,
- Developing and executing an implementation plan for the new system that addresses transition, integrations, training and ongoing support needs, and
- Other activities related to the delivery of a comprehensive telecommunications upgrade or replacement.

Current Environment

The Irvine Unified School District is comprised of a total of 43 sites: 2 administrative offices, 1 early childhood learning center, 23 elementary schools, 3 K-8 schools, 6 middle schools, 6 high schools, 1 special needs school, and 1 continuation school.

Telecommunications: The combined total phones lines within IUSD is as follows: 1,359 analog lines (excluding fax lines), 106 analog fax lines, 554 digital lines, 1,387 Voice Over IP lines, and 104 PFT lines (for contact with emergency personnel in the event that power does not function). IUSD's current telecommunication provider is Mitel (controller version 6.0 SP3). District office and high schools are equipped with consuls that filter calls. AT&T (data/WAN) and Cox Communications (Analog, PFT) are IUSD's current carriers.

Network Infrastructure: IUSD recently invested in district-wide technology infrastructure upgrades. By summer 2018, all IUSD sites will have new/upgraded data cabling, including dedicated voice data drops. The current cabling standard is CAT 6A, with a few sites using CAT 6. IUSD uses Cisco switches and Aruba wireless.

Dependencies/Integrations: IUSD currently uses Xiox for reporting associated with the Mitel system. We expect identifying and procuring an equivalent or improved reporting system would be included in the scope of this project. The solution selected and implementation must preserve integrations with the IUSD's school/classroom communications system (clock bell loudspeaker/paging system with AtlasIED components) and offer voice-to-text options for voicemail (e.g., sending via email). In addition, IUSD requires various adaptations to ensure accessibility of phone system features. IUSD uses Microsoft



Telecommunications Project: Professional Services RFI

Active Directory, Office 365 for Education and Rapid Identity for managing user accounts, other communication tools (instant message and email) and storing user directory information.

Submission and Evaluation

Providers should respond to all questions in the Request for Information (RFI) section of this document. Responses, along with any supporting materials, must be submitted via email to the contact on the title page of this document no later than the specified submission deadline. The District will conduct a fair and impartial evaluation of the submissions. In conducting this evaluation, the District may obtain and use information, in addition to that contained in the proposals, from any source desired. District staff may request additional information from Providers throughout the selection process. Selected Providers may be invited to interview with and/or present to District staff. The District shall make its evaluation in its sole discretion and its decision shall be final. Following the evaluation process, the District will prepare and negotiate its own Professional Services agreement with the selected Provider.

Request for Information (RFI)

1. Contact Information

Organization Name		Address	
Primary Contact (PC) Name		PC Email	
PC Title		PC Phone	

2. Company Background and Experience

- a. Provide an overview of your organization. Include how long you have been in business, core services, and any other distinguishing characteristics relevant to this project.
- b. List telecommunication solutions you have experience with. Please also address your organization's depth of experience with both hosted and on-premise voice solutions. Please specifically note whether you have experience supporting (or migrating from) Mitel solutions.
- c. Please provide an overview of your experience with projects similar in scope to the IUSD proposed project. Include experience with technical design, procurement (authoring RFP/Bid requirements), and project management.
- d. Identify any direct partnerships you have with telecomm solution providers (including certifications, preferred status, or contractual partnerships).
- e. Describe your company's organizational structure. Identify the number of staff dedicated to voice projects.
- f. Provide the names and professional resumes of proposed project team members, minimally including the proposed project manager and technical design lead.

3. References and Recent Projects

- a. Please provide the following information for at least five recently completed projects. To the extent possible, please select projects similar in scope and size to the proposed IUSD project.
 - i. Customer name
 - ii. Size of customer (number of employees, phones, remote sites)
 - iii. Type of customer organization (K-12, government, etc.)
 - iv. Comparability of the project to IUSD's proposed project (provide a brief statement addressing similarities and differences in projects)
 - v. Total cost of the project
 - vi. Description of customer's telecommunications system before and after the project (include solution provider, infrastructure, and key features)
 - vii. Description of the implementation strategy/project approach
 - viii. Customer contact information (name, title, email, and phone)
 - ix. Provider-assigned project manager

4. Proposed Project Approach

- a. Provide an overview of your organization's proposed project approach to meet IUSD's needs. Include:

- i. Proposed project team structure, including expectations of Provider and IUSD staff
- ii. Review and selection of telecommunications solutions
- iii. Recommended procurement strategy (e.g., Request for Proposals, Bid, leveraging existing contracts/piggyback agreements)
- iv. Implementation approach (phased or forklift upgrade/replacement)
- v. Project estimated timeline
- vi. Plan for existing IUSD equipment (reuse or replace)
- vii. Approach to integrations (reporting, maintenance systems – clock/bell, irrigation, emergency communications, and identity automation systems)
- viii. Proposed training approach for IUSD staff (in person training/manuals)
- ix. Anticipated obstacles and/or concerns based on prior implementations
- x. Estimated costs
 1. Professional services contract with provider
 2. Preliminary overall project estimates (range)

5. Additional Information/Questions

- a. Describe key features and/or implementation concerns IUSD should consider in selecting a Telecommunications Solution Provider.
- b. Please list any additional questions you have or information you would need to finalize a proposal for IUSD.