Unified Communications Platform Request for Proposal

Date of Issue: November 1, 2013

RETURN TO:
Kent Kingston
Executive Director of Technology
Millard Public Schools
13737 Industrial Rd
Omaha, NE 68005
402-715-6290

VENDOR’S CERTIFICATION

The undersigned, having carefully examined all of the documents pertaining to the subject project, including the project specifications, agreement, and Terms & Conditions, hereby proposes to furnish all required labor, materials equipment, tools and insurance to complete the work described in their proposal document in strict accordance with the project documents for the price set forth herein.  

Vendor must submit signed Vendor's Certification with proposal

Company Name _________________________________

Address _______________________________________

City______________ State____ Zip___________

Telephone No. ________________ Fax No. ________________

Contact Name ____________________ Title _________________

By _________________________________(Authorized Signature)

Email ________________________________
1 Introduction

1.1 Overview of MPS

Millard Public Schools District (MPS) is the third largest public school system in the State of Nebraska. It serves more than 22,000 students in its 35 school-buildings, ranging from pre-kindergarten through twelfth grade. MPS employs over 2,500 teachers, administrators and operations personnel, who are dedicated to the MPS mission “to guarantee that each student develops the character traits and masters the knowledge and skills necessary for personal excellence and responsible citizenship by developing a world-class educational system with diverse programs and effective practices designed to engage and challenge all students.”

1.2 Purpose of Solicitation

MPS is publishing this Request for Proposal (RFP), in order to solicit firm price quotations for a communications platform to replace the current phone system and build the infrastructure that simplifies and integrates all forms of communications to better serve students and staff.

1.3 Review of the Existing Architecture

1.3.1 WAN/LAN

MPS core network utilizes OSPF routing and consists of Extreme Networks x460 Layer 3 switches. The Layer 2 edge switches is Extreme Networks x460 and x440 switches. Cox Business Services provides MPS with IP-VPN service connectivity. Refer to the network diagram (Appendix A) for current bandwidth rates for each building. The WAN services host a number of vital services to include 2 separate email post offices, a fully redundant IP phone system, and IP surveillance. Currently MPS utilizes 2 E-LANs within the WAN to separate data and voice traffic. This service is being provided by Cox Business Services. MPS also has a WAN connection to ESU#3. ESU#3 provides MPS with Internet service via Windstream.

1.3.2 Telephony

In addition to data services, telephony services are a major component of District operations. While primarily providing business functionality, telephony services are a critical communication path for safety and incident
response. Details of MPS’s current telephony platform are as follows (see also Appendix B):

- Central call processing is provided via a redundant Nortel CS1000E running code release 5.5 located at Millard North High School (MNHS).
- Two additional CS1000E redundant call servers are deployed at Millard South High School (MSHS) and Millard West High School (MWHS).
- MNHS, MSHS, and MWHS systems currently provide TDM/PRI services for inbound and outbound calls for local and remote sites as well.
- Voicemail is provided via Nortel CallPilot with 400 user licenses, 16 voice port capacity, and 1,200 hours of storage.
- Thirty-four remote locations are serviced by Nortel SRG BCM 50/200/400. Don Stroh Administration Center (DSAC) SRG has a PRI for capacity and survivability.
- Beadle Middle School (BMS) has a CS1000E.
- MNHS, MSHS, and BMS also interfaces with the overhead paging and serves as the building intercom system.
- Remote Site call trunking is provided over the WAN. Trunking provides access to voicemail, inter-District 4-digit dialing and access to PRIs.
- Nortel IP handsets of various models are deployed District wide Nortel (i2002, i2004, i1220, i1230, i2033). The intercom handsets at MNHS, MSHS, and BMS are analog handsets. See Appendix C for current handset counts.
- Remote locations have 1FB POTS circuits servicing facsimile, elevator emergency phones security and fire systems, and local 911 access.
- Twelve port Audio Conference Bridge
- One MICA (Automated Attendant) service card which serves as the backup for Call Pilot

2 Proposal Information

2.1 Scope of Work

The current MPS telephony platform is approaching 10 years of product life where concerns including support, availability and reliability are growing. MPS is requesting proposals for the replacement of equipment and building and installing a next generation converged communications platform. The proposed solution must:
• Be a self-hosted system owned by MPS
• Enable District sites to fully operate a communications platform seamlessly integrating into a single identity presence-detecting solution for voice, email, instant messaging, multimedia conferencing, faxing, and voicemail.
• Provide collaboration functions ranging from basic communications to advanced multimedia, content delivery
• Reduce operating costs and provide a simplified administration of communications through unified network and platform infrastructure.
• Be engineered to provide minimal to no service disruption
• Extend enterprise-based communication services to mobile staff anytime, anywhere
• Provide consistent services and features regardless of physical location.
• Support a range of popular cellular (iPhone, Android) and Wi-Fi (iPad, tablets) for mobile service extension.
• Provide access to services beyond physical handsets, i.e., “soft client”, on desktops or mobile devices

The implementation will be a turnkey installation at all District locations. Proposals must address a phased approach that includes the replacement of existing PBX platform

2.2 Schedule

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Issued</td>
<td>11/1/2013</td>
</tr>
<tr>
<td>Mandatory Pre-proposal Vendor Conference</td>
<td>11/15/2013</td>
</tr>
<tr>
<td>Deadline for Written Questions</td>
<td>11/22/2013</td>
</tr>
<tr>
<td><strong>Proposals due</strong></td>
<td><strong>12/5/2013 9:30AM Local Time</strong></td>
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<tr>
<td>Clarification Questions (if necessary)</td>
<td>12/5/2013 - 12/10/2013</td>
</tr>
<tr>
<td>Proof of Concept</td>
<td>12/16/2013 – 1/3/2014</td>
</tr>
<tr>
<td>Contract Negotiations</td>
<td>1/3/2014 – 1/10/2014</td>
</tr>
<tr>
<td>Contract brought to Board for approval (if necessary)</td>
<td>1/20/2014</td>
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</tbody>
</table>
### Implementation Start

<table>
<thead>
<tr>
<th>Implementation Start</th>
<th>May 1, 2014</th>
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</thead>
<tbody>
<tr>
<td>Final completion of entire system</td>
<td>August 1, 2014</td>
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#### 2.3 General Conditions

- There will be a **MANDATORY** pre-proposal conference to discuss questions pertaining to this RFP. Minutes of the meeting will record all questions raised and answer or explanations provided. Additional questions will be accepted per the schedule above. With the exception of the pre-proposal conference, all questions pertaining to this RFP must be emailed to the Executive Director of Technology, Kent Kingston, kjkingston@mpsomaha.org. Refer to the schedule above for specific deadlines. Questions and answers will be posted online at [http://techrfp.mps.schoolfusion.us](http://techrfp.mps.schoolfusion.us). These guidelines for communication have been established to ensure a fair and equitable process for all Vendors. Any attempt to bypass the above lines of communication may be perceived as establishing an unfair or biased process and could lead to your disqualification.

- The schedule listed above is tentative and represents our intentions the day before this document was published. School activities and related issues will have a higher priority and may affect the timeline. All vendors must adhere to this schedule or as amended by MPS.

- This schedule may change depending on the results of the responses. Final installation schedule will be established prior to the execution of the contract.

- The **MANDATORY** pre-proposal conference will be held November 15, 2013 at 3:00 P.M. at the Ron Witt Support Services (RWSSC), Conference Room M at: 13737 Industrial Road, Omaha NE, 68137. The purpose of this conference is to allow MPS the opportunity to provide clarification, respond to questions from potential Vendors relative to any facet of this solicitation, and to entertain suggestions for improvement of this document and/or the program. Any statements made by MPS representatives at the pre-proposal conference or otherwise do not modify the terms, conditions, and specifications of this RFP and may not be relied upon by responding vendors unless and until they are reduced to writing. Any changes or questions derived from this pre-proposal conference to this RFP will be issued in a written addendum to the solicitation and posted online at [http://techrfp.mps.schoolfusion.us](http://techrfp.mps.schoolfusion.us).

- On December 5, 2013 at 9:30 A.M., MPS will open the proposals submitted at RWSSC, Conference Boom C.

- The proposed system must consist of the most current manufacturer hardware and software releases, and may not include any used or refurbished equipment.

- Proposal responses must include all of the information requested. Proposals may be rejected by MPS if the Vendor(s) fail to completely provide all information necessary for a complete understanding of the proposal or fails to answer all questions adequately.
MPS is releasing this RFP to system manufacturers only. Manufacturers may work with no more than two (2) preferred vendors that have sufficient resources to install and support the recommended solution.

- District reserves the right to waive any technical or formal errors or omissions in any proposal, and to accept or reject in part or in whole any or all proposals submitted.
- Any award made will be to the Vendor(s) whose technically acceptable offer will be the most advantageous to MPS considering the evaluation criteria listed in this RFP.
- The contract resulting from the RFP shall incorporate the RFP and any amendments, addendum, or written changes issued thereto, the response to the RFP except that in the event of any conflict between the RFP and the response then at the sole discretion of MPS, the terms of the RFP shall control.
- MPS reserves the right to make multiple awards from this proposal.
- MPS reserves the right to engage the successful Vendor for future work and/or reports related to the scope of work set forth in this RFP based upon future needs as determined by MPS.
- MPS requires any warranty period to begin upon final written acceptance by MPS. Final acceptance shall be upon proper installation, implementation and testing of the system to applicable acceptance testing procedures. Your response should specify the length of warranty for each item offered in the proposal.
- This process is a Request for Proposal. As such, only the names of the Vendors shall be read at the opening of proposals. MPS reserves the right to negotiate with one or more Vendors in order to come to an acceptable contract agreement. Information in the proposals shall remain confidential until such time MPS is ready to make the award.
- Vendor response must correspond to each sub-section numerically. Each sub-section must be clearly marked and easily identifiable. Tabs are required.
- It will be necessary to receive Board of Education approval prior to issuance by MPS of a purchase order to the successful Vendor or execution of a contract with the successful Vendor. MPS will make efforts to obtain Board approval as soon as reasonably possible.
- Proposals submitted in response to this RFP shall become the property of MPS and be considered public documents under applicable state law at the conclusion of the RFP process.
- The Vendor is responsible for downloading all addendums issued for this Request for Proposal, and confirm receipt of same to MPS. It is not MPS’s responsibility to ensure that Vendor is notified of issuance of addendums.
- The Vendor(s) guarantees prices for the system will not increase during the initial term of the agreement. If prices decrease during the term of this contract, the successful Vendor must notify MPS of the lower prices.
- MPS reserves the right to cancel at any time any awards occurring as a result of this proposal, if it is determined by the Executive Director of Technology that quality of product or vendor service/performance is unacceptable.
2.4 Proposal Response Requirements

Responses must be delivered in one (1) sealed envelope/package containing all proposals for this RFP. Responses must be bound and tabbed as follows:

- Six (6) paper copies of the Proposal (one (1) original, signed copy that will be maintained as the official version of the Proposal which will be incorporated into the contract if and when it is awarded) and a copy in electronic form. Electronic files will be in Microsoft Office (Word, Excel, Visio) format.
- A Detailed Proposal Price form for this turn key installation is to include hardware, software, licenses, labor, billable services and any shipping or other related charges that may apply. All charges are to be itemized and listed separately. Include costs for optional upgrades, which shall be clearly designated as such.
- A draft copy of any documents which must be signed if the proposal is accepted. These vendor draft documents will be considered a starting point and may be modified during final contract document negotiations.
- Provide at least five (5) references from entities you have provided goods or services to in the past two (2) years. At least one reference shall be a school system of similar size to MPS. All references should be from entities whose types of products and services similar to that being proposed to MPS. All references must include contact names, contact phone numbers, contact e-mail addresses, length of the business relationship, and a brief summary of what was provided.
- A completed Vendor Summary (Section 7).
- A summary of resources the vendor has in the local area to implement/install and maintain the proposed services, and with a timeline to implement their offer.
- Proof of general business liability insurance.
- Proof of worker’s compensation insurance.
- Proposed system(s) and functionality (See Section 3)
- Service Level Guarantees/Service Level Agreement (SLA) – Provide documentation on the Service Level Guarantee/Service Level Agreement for the proposed solution.
- Provide pricing schedules for all levels of services available, including monitoring services, reduced response times, after hours support, etc.
- Provide documentation to MPS for response times for service degradation and outages. Provide level of local technical support MPS can expect, escalation procedures, number of local technicians, and remote service level monitoring included. Discuss local availability of inventory for replacement and repair parts for the system. Provide information on compensation to MPS for missing SLA targets.
- Signed letter of recommendation and certification from manufacturer of
proposed solution on manufacturer letterhead. This letter must also include a manufacturer sales representative with a phone number and email address to be contacted with any questions concerning the RFP response.

- Proposals must include proposed environment/connectivity diagrams to document environment structure and topology. Diagrams must be provided in Microsoft Visio format.
- All addendums issued for this Request for Proposal.

The entire response must be on sheets of 8.5” by 11” paper. Font size should be no smaller than 10. Do not staple the pages together. Place the documents in a binder, or bind the documents in any fashion that can be easily removed to make copies. Vendors must not include any proprietary information in their submission as the MPS will not be responsible for maintaining the confidentiality of any information provided by the vendor in response to this RFP. Responses shall not be delivered by electronic means such as facsimile or e-mail. Incomplete documents may be eliminated from consideration at the discretion of MPS.

Before submitting their proposals, vendors should make a careful examination of the scope of the work to be done and the difficulties involved in its proper execution and include in their proposals all costs they deem proper and sufficient to cover all contingencies essential to the installation of the proposed service not withstanding that every item or contingency may not be specifically mentioned herein.

2.5 Selection Process

Vendor proposals will be subjected to a two-stage evaluation and selection process.

2.5.1 Stage One

The first stage will begin with a general review of the response to the proposal. A proposal must meet all mandatory requirements and functions to be considered.

- The proposal must include requirements and implementation service
- Proposals not meeting mandatory requirements or found to be incomplete will not be considered and shall be deemed as not responsive.
- Proposals not deemed within the competitive pricing range may not be considered.
- MPS may choose to ask clarification questions in writing and include the additional information gathered in this process.
Evaluation and rating of the responses will be based on:

- Product, service, warranty performance history, and program information provided by the vendor in their response
- Information provided by the vendor in response to District clarification questions
- Total cost to MPS to implement and maintain the proposed solution
- Organization of response so as to expedite evaluation

A short list of proposals will move into the second stage of the evaluation.

### 2.5.2 Stage Two

The finalists proposals will be subjected to a more detailed second stage evaluation that will include a manufacturer based Proof of Concept (PoC). As multiple vendors offering the same system may move to the second stage, the manufacturer may be asked to provide input as to which vendor will provide the equipment and services for the Proof of Concept.

The purpose of the PoC is to evaluate the system for functionality, feature set, monitoring capabilities, manageability and ease of use. District resources may participate in the installation if needed. Vendors that provide a PoC must be precise in detailing the requirements to ensure a proper working PoC. All PoC must not take longer than a day to install and configure.

The vendor chosen to provide the PoC will be fully responsible for the installation and de-installation of the system without impacting the work environment. The system will need to be implemented for one to two weeks and run twenty-four (24) hours per day during the test window. The test will be run within the Technology department. Vendor is responsible for de-installing the system immediately after the test period concludes.

Interviews may be conducted with the vendors to explore in detail the proposed implementation strategy, project plan, and discuss vendor qualifications and experience. MPS may choose to interview the vendor’s training team and ask them to demonstrate portions of sample training sessions.

References will be checked to address issues raised by the PoC and interviews conducted to answer detail questions not yet resolved. Visits to sites that are using the proposed solution may be conducted during the stage-two evaluation. Vendors may be asked to help arrange these site visits, but not to attend the visits.
The information listed below is in random order. Evaluation during the stage-two evaluations will be based on the following criteria:

- All information provided in the response to the RFP and scored in the stage-one evaluation
- Vendor interviews
- Training solution
- Proposed network architecture
- Quality of references
- Proposed contract provided, if any
- Demonstrated ability to have performed similar services in a quality manner for relevant K-12 education clients
- MPS’s cost to implement
- The ability of the proposed solution to integrate into the existing District network
- Proposed cost for services and equipment as well as total cost of ownership over time
- The overall approach to meet all specified requirements while maintaining the proposed schedule. The Vendor who demonstrates the most efficient and economical schedule while still meeting MPS’s desired objectives and expectations shall be ranked higher.
- Technical quality and/or viability of the proposed solution
- Feature Set
- Value added features or products/services.

3 Technical Requirements

3.1 Architecture Requirements

3.1.1 Proposed Solution

This section is designed for the Vendor to provide a summary of proposed solution. The design of the solution must include the appropriate, availability, scalability, features, and security for MPS. State all components (hardware, software, licenses, etc…) required to complete the proposed solution. Any components provided through third party partnership must be identified as such. Any proposed proprietary system components must interoperate with the existing District infrastructure. Any changes required to implement or integrate with existing systems (i.e. changes to routing and switching) must be stated. Vendor proposed solutions must be validated and certified by equipment manufacturer via a signed recommendation on manufacturer’s letterhead to be included with proposal.
3.1.2 Solution Documentation Details
Please provide as much detail as possible regarding the design, components and services proposed. Include application, call flow, architecture diagrams where appropriate in Visio format. Include model designations and version numbers of the relevant components.

3.1.3 Security
The proposed solution must provide auditable system logs for all administrative access and system changes. Role based administration and delegated permission features must be detailed in the solution. Integration with a centralized authentication database for administrative access is preferred.

3.1.4 Service Quality Assurance
The proposed solution must provide details of the system quality management and assurance, addressing topics of availability, performance and diagnostics. Describe how the proposed solution guarantees consistent, high quality service delivery in addition to supporting diagnostic efforts for addressing service issues.

3.1.5 Protocol Implementation
All systems must support IPv4, with provisions to support future IPv6 implementation. Any propriety protocols used must detail functional differences from open standards. The proposed solution must provide details of all protocols implemented to facilitate system operation.

3.1.6 Scalability
Describe how the proposed solution will scale beyond MPS current requirements. The proposed solution will initially support a base of 2,000 handsets and 400 voice mail boxes. Capacity details must be broken down to reflect central and per site configurations. Per building counts are provided in Appendix C

3.1.7 High Availability
Describe how the proposed solution is architected to provide highly available communications services to users. MPS bases availability and uptime figures upon 24 hours per day, 365 days per year. For purposes of conducting business and providing services including public safety; the central components of the system must be architected to provide 99.9% availability. Identify all components, capacities, and mechanisms of the proposed solution that provide system high availability. Recovery
3.2 Applications & Feature Requirement

3.2.1 Voicemail
The proposed voicemail solution must be able to support interactive retrieval of messages via handsets as well as electronic access (i.e. web-based, email integration). The ability to address the following minimum requirements must be detailed in the response:

- Capacity to support 400 and scale up to 3000 voice mail boxes
- Support minimum 100 multi-level menu services with transfer and notification capabilities
- Support real time high availability and disaster recovery via diverse geographic locations
- Standalone voicemail service or integration with various email messaging platforms. Feature support for either service option and supported forms of unified messaging.
- Capability to execute remote backup and restore to and from external storage devices
- Time of day routing
- Ability to save and export individual messages from the system
- Multiple forms of message notification, including but not limited to message waiting indicators, email, external phone and pager notification
- Remote management for all features and functions of the system
- Ability to direct DID numbers directly to dedicated voicemail box or voice menu.

3.2.2 Emergency Services
The proposed solution must provide details of how the system addresses issues of emergency response and life safety. Intelligent services including but not limited to the following must be addressed:

- Location-based emergency services
- Client location tracking
- E911 regulatory compliance and management
- Notification of emergency calls to District security
- Malicious call reporting, and integration with call recording

timeframes for component failures must be detailed. Identify any special considerations, concerns, dependencies required by the proposed system.
• Emergency call group setup and coordination options
• Alerts to mobile devices
• Future integration points with public safety radio based communications
• Guaranteed service availability for responders upon incident declaration

3.2.3 Paging

3.2.3.1 Overhead Paging
The proposed solution must support integration of all existing external District paging systems. Currently, MPS uses Telecenter paging systems at MNHS, MSHS, and BMS and connects via a single analog trunk line. Describe the integration, any additional components required, and any constraints.

3.2.3.2 Telephone Set Paging
MPS request the system to have the ability to page over handsets. This functionality would support zones and one to one pages with no handset intervention. Describe the paging functionality in the proposed solution as it pertains to District requirements.

3.2.4 Analog Device Support

MPS has varying analog devices deployed at all sites that will continue to be operated in the future. As the physical deployment varies per location, each analog device must be supported within each site. Detail the integration and support required for the following sample systems.
• Remote/Standalone devices (i.e Mediatrix Converters)
• Analog stations connected to SRG sites
• Large scale deployment of analog ports (MNHS, MSHS, BMS)
• All proposed analog conveters must be able to deliver voice, modem, and fax services
• Support Caller ID

3.2.5 Audio Conferencing Bridge

Provide a detailed description of features and system functionality for
the proposed system conference bridge capabilities. Provide details on the following features:

- Resource scheduling thru email environment
- Recording capabilities if any
- Capacity restrictions or limitations of the proposed solution.

### 3.2.6 IP Handsets

Provide descriptions and capabilities for the following type of handsets comparable to the existing Nortel models. Include brochures with literature and a picture of proposed telephone.

- Administrative IP Telephone (i2004) – POE, Full duplex speakerphone, large display, soft key functionality, multiple programmable keys, multi key busy lamp field
- Expansion Module (KEM)
- Standard IP Telephone (i2002) – POE, multiple programmable keys, full duplex speakerphone, and soft key functionality.
- Conference Telephone (i2033)- POE, full duplex speakerphone, optional extended microphones, optional video. Multi-line conference capability.
- TDD Device - Telecommunications Device for the Deaf/Hearing Impaired
- All proposed IP handsets should have option for an external power adapter.

### 3.2.7 Phone Features

MPS requires the proposed solution include a standard list of features available to all phones. Vendors must review the list below and confirm your software supports each feature. If any additional hardware, applications, or licenses are required to support a specific feature please include in the pricing.

- Auto Answer
- Auto Dial
- Busy Lamp Field (BLF)
- Call Back
- Call Details
- Call Forward All
- Call Forward Busy
- Call Forward External
- Call Forward No Answer
- Call Logs
- Call Pickup
- Call Waiting
- Caller ID w/Digit Display
- Conference Features
- Contrast Setting
- Corporate Directory
- Direct Transfer
- Group Hunt
- Group Pickup
- Group Ring All
- Hold
- Last Number Redial
- Log Out of Hunt Group
- Malicious Caller Id
- Message Waiting Indicator
- Multiple Calls per Line
- Multiple Lines per Phone
- Music on Hold
- Mute
- Network Class of Service
- Non-ringing Line
- On-Hook Transfer
- Pre-Dial
- Remove Conference Participants
- Ring Cycle count
- Ring Tone Setting
- Shared Line
- Speakerphone Mode
- Speed Dialing
- Time & Date Display
- Transfer
- User Options Web Interface
• Voice Messaging
• Volume Setting

3.2.8 Unified Communications

Please describe in detail capabilities and limitations for each system/vendor product and it’s compatibilities with the proposed solution. Descriptions must address how the proposed solutions work within each operating system or third party service. Listed within this section are unified communications features. Vendors should detail how each feature works across the different platforms. Any feature listed within this section that is not addressed by the Vendor will be assumed that the proposed system has no integration capability

3.2.8.1 Desktop Client
• MAC
• Windows

3.2.8.2 Mobile Client
• Windows
• iOS
• Android
• Blackberry

3.2.8.3 Email Integration
• List approved vendors
• Describe Integration
• Hosted Email
• Cloud based (Google)
• Desktop faxing capabilities with assigned DID

3.2.8.4 Soft Phone Integration
• MAC
• Windows
• Mobile
  ▪ iOS
  ▪ Android
  ▪ Blackberry
  ▪ Windows

3.2.8.5 Video Calling Integration
• Video calling capabilities
3.2.8.6 Collaboration Tools

- File sharing
- Whiteboard
- Desktop sharing
- Group collaboration

3.2.8.7 Chat/Presence

- Instant Messaging
- Individual
- Group

3.2.9 Wi-Fi Based Handsets

The Vendor must provide a description of the capabilities of wireless handsets in the proposed solution. Responses must address compatibility with wireless infrastructures, and list specific requirements for handset deployment. The wireless infrastructure is considered outside the scope of this RFP. Specific requirements for successful wireless handset deployment must be documented for consideration. Considerations must include the following:

- Handset features
- Roaming capabilities of maintaining calls while moving within a site
- Quality of Service (QoS) requirements and considerations

3.2.10 Enterprise Video Conferencing/Presentation

Currently, MPS does not have a video conferencing solution. Desired functionality includes, but is not limited to:

- Desktop Video/Web Conferencing/Webcasting
- Conference Room Based Video Conferencing
- Remote Video Conferencing with external partners

Please provide video conferencing solutions that would work with the proposed system. This is outside the realm of unified communications and more focused on enterprise presentations delivered across the MPS WAN or over the internet.

Provide the network and hardware requirements needed to operate the
proposed video conferencing solution

### 3.2.11 Call Recording

The District would like to review all call recording options available with the proposed system. Options such as:
- On demand recording
- Automatic recordings of 911 calls
- System ability to temporarily cache all calls for a given length of time with automatic cache clearing
- Conference Bridge Recording

### 3.2.12 Fixed Mobile Convergence/Extension to Cellular/Seamless Service/Network Agnostic Service

- Is system capable of handing off live cellular calls from carrier network to MPS WLAN (VoWiFi)
- Is system capable of handing off live calls from MPS WLAN to cellular carrier
- Describe process and limitations
- Describe hardware/software requirements

### 3.3 Integration Requirements

#### 3.3.1 Legacy PBX

The proposed system must integrate with the current Nortel central call processing platform and supporting all current functionality including voicemail during the transition to the new system.

Additionally, detail any limitations or dependencies required to facilitate integration and transition to the proposed solution.

#### 3.3.2 Auxiliary Systems

The proposed system must integrate with the present monitoring and trending systems or provide a suitable replacement for such systems if integration is not possible. Built-in solution reporting functionality is preferred to additional monitoring and trending system installation. Current systems include ZENOSS, NetIQ, and Extreme Ridgeline. The current infrastructure is Extreme Networks, any additional networking and/or unified communications equipment must work with existing network. This must include respecting tags and Diffserv code points.
3.4 System Performance Requirements

The Vendor must provide a description of required communications infrastructure capacity required to support the proposed solution. Responses must document all dependencies including the following considerations:

- Overhead and associated overall bandwidth required for the proposed solution for the following:
  - Call setup, teardown, and maintenance
  - Call bearer traffic
  - System management
  - System failover
  - Database replication
  - Special signaling for associated alerts i.e., Message Waiting Indication
  - Conference call

- Call quality trace, tracking, and logging
- Video quality trace, tracking, and logging
- Network throughput and forwarding
- Quality of Service
- Converged Infrastructure components (handsets, system components, switch ports)

3.5 Licensing Requirements

3.5.1 User Licenses

Describe licensing requirements per user per feature product

- Softphone
- Desk Phone
- UC Client
- Mobile Client
- Analog devices
3.6 Hardware/Software Requirements

Vendors will list all required hardware and software for system proposed. Vendor must clearly define what is proprietary to the solution proposed. If MPS is to provide hardware or software Vendor must clearly define configuration requirements.

MPS reserves the right to purchase any non-proprietary hardware or software directly from manufacturers or other sources.

3.7 System Availability Requirements

3.7.1 Local Redundancy

Redundancy is required of all major components in the service, including the voice and data network interfaces. Redundant service components must be enabled automatically upon failure of the primary component or service. Administrator notification must be automatic upon failure of any component or service in the proposed solution. After a service component failure, the transactions that were in progress at the time of the failure continue processing without any intervention (such as a server reboot) necessary by the administrator.

3.7.2 Geographic Redundancy

Any system proposed must meet or exceed MPS current level of redundancy. Currently MPS has geographic redundancy shared across NHS, SHS, and WHS sites. Redundant call servers are connected over the WAN that provide continuity of service in the event of disasters or
network failures. A redundant communication server should be ready to take over if a primary system fails. Standby or controlled load sharing configuration options should be supported between the redundant systems with automatic database replication between the main and standby systems to ensure a smooth transition.

3.7.3 Branch survivability
Any system proposed must maintain MPS current level of survivability. Ensures fault tolerance and critical business continuity to remote workers by providing remote call processing service upon communication failure on the WAN. During a branch isolation event: at minimum the proposed solution must support handset connectivity to the PSTN, station to station calling and branch paging integration.

3.7.4 Maintenance

Please respond to the following as to the reliability of the proposed system:
- Describe the methodology to perform scheduled maintenance utilizing redundant system components to avoid system downtime.
- Describe the regular maintenance needed by the hardware components of the proposed solution to achieve the desired level of reliability. Include frequency and duration of downtime required for this maintenance.
- Describe the regular maintenance needed by the software components of the proposed solution to achieve the desired level of reliability. Include frequency and duration of downtime required for this maintenance.
- Describe the downtime required for upgrading the OS or application.

3.8 Environmental Requirements

3.8.1 Power
Describe the redundant power offerings available with the proposed solution and detail any special power requirements for components. Include any proposed POE requirements along with power consumption per device type.

3.8.2 Heat
Describe heat output and cooling requirements for each piece of equipment included in the proposed solution. Include any special requirements.

3.8.3 Physical Rack Spacing
Describe dimensions for each piece of equipment and any special considerations for the components included in the proposed solution. All proposed equipment must be installed in standard 19" racks at all
4 Planning and Implementation Requirements

4.1 Project Management

The successful Vendor will work closely with MPS staff to gain an understanding of the current and future direction of voice, video, and data networking at MPS. The new system must be able to support the technologies and applications MPS has now and will be implementing in the future. The successful Vendor will review all necessary documentation such as the MPS strategic plan, technology plan, facilities maps, network diagrams, network usage and monitoring reports. The successful Vendor will also meet with the Executive Director of Technology and the MPS Technology Team to gain an understanding of the current and future demands pertaining to the communications system and network.

Successful Vendor responsibilities will include but are not limited to:

- Assign a dedicated, certified Project Manager (PM)
- Gather requirements from MPS
- Export user data from the Nortel system
- Develop detailed logical and physical diagrams for all network and system design
- Design review with MPS for approval and signoff
- Develop detailed project plans
- Project plan review with MPS for approval and signoff
- Manage the installation
- Order, install, configure and test equipment, software
- Provide resources as needed for placement and programming of new handsets before and/or during cutovers
- Implementation of proposed system
- Facilitate migration of systems and services to new infrastructure and technologies
- Initiate and coordinate with WAN/Telecommunications provider and MPS on service delivery to the new system
- Follow change management procedures as described in this document
- Coordinate with MPS for scheduling changes
- Coordinate with MPS for verification of changes
- Thoroughly document all implemented configurations
• Maintain binders containing designs, configurations, project plans and all other supporting project information, as well as electronic copies
• Turn over all documentation to MPS at installation completion
• Perform knowledge transfer to MPS network staff for the implemented network technologies (designs, configurations, standards, management, etc)

4.2 System Implementation

Vendors shall provide as part of the Project Plan, proposed installation and cutover plans, and a schedule for review, including start and end dates. After award, Vendor will then provide a more detailed cutover and test plan that identifies dates, personnel involved, contact telephone numbers, and testing procedures. The Vendor is required to provide a phased plan for relocation of all existing services to the new system. The plan must address the use of dual service to insure that minimal downtime will be experienced, and shall detail plans for the coordinated removal of old equipment at all locations.

Vendor shall provide and pay for all labor, materials, equipment, tools, utilities, and services necessary for the proper installation and testing of the system and network, including all termination and electronic equipment provided.

Vendor shall coordinate with MPS to ensure that no interference or interruptions of MPS operations occur.

MPS will provide the Vendor access to the job sites during normal business hours (7 AM – 5 PM) for planning and testing. Any cutover or interruption of service will be completed during off hours (10 pm – 4 AM).

The Vendor will:

• Turn over all documentation to MPS at installation completion
• Supply all equipment and services as specified in their proposal, including design, project management, installation, integration, and support material to provide a completely operational system.
• Conduct scheduled project and engineering reviews weekly with MPS personnel at the Ron Witt Support Services Center (RWSSC).
• Conduct a detailed site survey for each location in this project. The site survey shall be in the form of a deliverable document detailing all requirements. This site survey is required prior to the Vendor starting work at the job site.

4.3 Construction

The personnel proposed by the Vendor to install any equipment proposed under these specifications must have demonstrable extensive experience and training on the specific equipment to be provided. Complete resumes, detailing experience and training, must be available for key personnel who will be involved in the construction.
As part of the evaluation process, or during any construction phase, the Vendor may be required to furnish acceptable evidence of manufacturers’ training. Refusal or inability to furnish acceptable proof of training or experience shall be grounds for the request for removal of certain personnel from working on this project. Vendor shall, upon the request of MPS, immediately remove requested personnel from the project, and furnish replacement personnel with the necessary experience or training within a reasonable time.

4.4 Grounding

Any equipment provided and installed on MPS facilities must be properly grounded. Equipment chassis grounds shall be single point grounded to an approved building electrical service entry ground or other suitable ground point. Equipment safety grounds shall be made using traditional electrical industry practices. The Vendor shall provide properly sized ground lugs, bolts, grounding conductors and all grounding requirements.

4.5 Equipment Decommissioning

Vendor must provide MPS with a plan for removal of the legacy Nortel equipment. The Vendor will also be responsible for the removal of this equipment. The Vendor must also provide any applicable credit for the removal and disposal of all displaced Nortel telecommunications and network equipment.

4.6 Training Requirements

To support the proposed solution, MPS requires training for its support staff and end users. Training that is applicable to our staff obtaining vendor/manufacturer certifications is desired. The awarded vendor is required to provide a master copy and student copies of all training materials.

The Vendor must provide samples of training materials and a training plan to address operation and support of the proposed solution, including the areas of focus detailed below at a minimum:

- Identify who will be providing the training (vendor, manufacturer, or third party)
- Identify the proposed location of training
- Detail methods and costs associated with content delivery (i.e., in person, online, etc.)
- Detail the timeframe of training
4.7 Technical Support Staff

The Vendor must include recommendations about the types and amounts of training that will be needed for District staff responsible for the maintenance and monitoring of the proposed communications system. To provide operational support, knowledge transfer must be part of the proposed curriculum. Describe the proposed training curriculum relevant to the staff level, deployment and support of the proposed solution, including but not limited to:

- On-site training for 5 designated District support staff.
- Installation, configuration, and setup of hardware and software of the communication platform.
- Instruction on all basic functions of the communication platform such as (but not limited to) adding and deleting users, account management, integration with other UC systems, logging and statistics, diagnostics, and backup and restoration.
- Instruction on all active features of the communication platform. Instruction on all capabilities of the communication platform.
- Instruction on all communication platform technical dependencies (i.e., network transport, QoS deployment/management, cellular mobility, PSTN interface)

4.8 End User Training

The Vendor must include a training plan detailing the types and amounts of end user training that would be needed for District staff using the various functions of the communication platform.

5 Documentation Requirements

5.1 System Functionality Documentation

MPS requires that the Vendor provide documentation explaining all concepts, functions, installation requirements, installation procedures, maintenance routines, best practice methods of operations to support the communication platform. The scope of this includes all proposed aspects of the implementation and configuration. Include sample documentation for the proposed solution. The Vendor must describe operational best practices for continued maintenance of internal documents relating to the proposed solution.
Documentation must be detailed per system including but not limited to:

- Network transport
- Communications architecture
- Training
- Integration with existing components and environments (i.e., Grouwise, Active Directory)
- User Guide

5.2 Types of Documentation

It is required that all documentation be provided as electronic editable source files i.e. Microsoft Word, Microsoft Excel, Microsoft Visio. Describe the type(s) of documentation for the proposed solution and how future updates to documentation is managed.

6 Support, Warranty, & Maintenance

6.1 System Support - Install

It is required that the vendor provide dedicated technical support during the installation of the proposed system. During the transition from the MPS legacy system to the new system continuity must be maintained. Until the system is fully installed AND training for support staff on all components have been completed MPS will not be liable for any service or support charges.

6.2 Warranty

It is required that the Support and Manufacturer Warranty on all system components will not begin until acceptance of the equipment. Acceptance is defined as the point in time when equipment is 100% operational and service levels have met defined parameters and MPS accepts the equipment and installation in writing.

6.3 Service Agreement

The Vendor must provide support for all software, hardware, bundled technology and professional services. Please provide a detailed support plan including warranty and long term support for each system component of the proposed solution. The plan must specify and differentiate between professional services,
vendor, manufacturer, and third party support. It is our intent that future maintenance renewals for all components will co-terminate into a single contract renewable annually. The preferred date for all maintenance renewals is July of future years. If any bundled technology is not covered by Vendor's warranty, the Vendor shall identify in its Proposal the unsupported product(s) and its supplier for such product(s). Any costs associated with third party products must be noted in Section 8. The same level of Support must be provided for any customizations that are necessary to meet the requirements of this RFP. MPS requires being the customer of record for any extended support contract provided by the manufacturer or third party vendor.

6.4 System Support Procedures

The Vendor shall provide comprehensive information on System Support procedures for manufacturer, vendor, and any applicable third party support. The procedures must include the following but are not limited to:

- Hours of available support
- Methods of contact (phone, e-mail, internet).
- Vendor response times after the initial problem report and options for faster response
- On-line support resources (e.g. web sites, ftp servers, knowledge bases, user groups, etc.)
- Procedures and timeframes for escalating support problems in Vendor’s management structure
- The number of MPS personnel that may contact the Vendor to receive System Support services
- Detail active monitoring support features & support (NOC)

6.5 Sample Service Level Agreement

The Vendor must provide a sample service level agreement for review. Please see Appendix D for minimum requirements.

6.6 Software & Updates

Vendor must include the schedule (frequency) for doing system maintenance such as software upgrades, including anticipated impact that such upgrades have on platform availability. Discuss your strategy for implementing patches and point releases, including who is responsible for installing and testing these along with availability of technical support. Include supported product lifecycles per release. Explain your system for notification of identified vulnerabilities, patches, upgrades, etc. as they pertain to our proposed solution. Address the current
release as well as the product roadmap for the next 24 months.

6.7 Backup Software Support

The proposed solution must have integrated support for the administrator to perform on-line backups and restores. The Vendor must describe in detail the backup capabilities for the proposed solution. Include best practice methods and frequencies, full versus partial, and system components. Required hardware must be included in pricing. The following is a list of minimum requirements to be included:

- Flexible backup retention periods for all backups up to 1 year
- 30-60 days for the database for the "call server/ manager and voicemail system" Capability of retention/archive for 6 months up to 1 Year for voicemail announcements and messages on individual mail boxes in cases of litigation holds etc.
- The backup mechanism must perform backups without human intervention

6.8 Monitoring & Management Tools

6.8.1 System Administrative Log

We require the ability to log events.
- Administrators and user login/logout
- Track changes made by administrators and users
Please describe your process

6.8.2 Statistical Gathering

Describe the tools in the proposed communications package that provide an aggregate total of quantity of certain functions. Include a list of the statistics gathered and if the timing intervals for monitoring these totals are configurable by the administrator. Include period of time and retention for each system and the items gathered. Topics including but not limited to the following must be addressed:
- System usage monitoring and tracking
- System capacity monitoring and trending
- Call usage reporting Billing procedures pertaining to PSTN traffic and long distance
6.8.3 Environment Monitoring and Management

Describe the ability to monitor the overall health of any given component device (CPU, Memory, interface utilization, etc) using protocols such as SNMP or syslog. MPS currently uses Zenoss and Ridgeline for monitoring network devices. Additionally, MPS currently uses the Net-IQ PVQM suite of monitoring applications for simulated call performance and monitoring.

Describe the proposed system's network capability and protocols used or supported. A central management capability for the distribution of changes is required. Explain the proposed system's capabilities operational support capabilities in areas of event monitoring, trending, and alerting. Topics including but not limited to the following must be addressed:

- Workstation performance monitoring
- Inventory reporting
- Billing procedures pertaining to PSTN traffic and long distance
- Alarm notification and resolution
- Call quality monitoring including R-Value, MOS score, jitter delay, network delay etc.

6.8.4 Error Logging

MPS requires the proposed solution component administrative items be logged. This functionality should be provided by the proposed solution. List the items logged in the communications platform. Describe how the proposed solution manages logging; include the following items at a minimum:

- Authentication failures
- Failure of any component in the communications system
- Database corruptions

7 Vendor Summary
The Vendor shall provide the following types of corporate information

7.1 Vendor Profile

The Vendor must provide an overview of the company, to include corporate history and philosophy, number of employees, organization chart, etc.

7.2 Financials

Audited Financial Statement (or equivalent) for the last three years

7.3 References

The Vendor must provide contact names, titles, phone number, and email for client references in similar industry and size. Provide three (3) existing customer references serviced by the same proposed office (preferably K12 and/or institutions of higher education and/or institutions with similar business requirements) where your company has provided a similar service. Please include name, title, telephone number and email address of primary customer contact(s). Also list what similar services you are providing your references

8 Pricing

All charges to MPS must be included in the response. Any charges not included here will not be allowed and be deemed to have been waived.

- Vendors must provide a comprehensive description of the licensing for the various components of the system and the prices associated with each component.
- The total cost must be broken down to show each building and the specific costs for the hardware, maintenance, software maintenance, technical support, implementation (pre-stage, installation, testing) and training. Equipment costs must be broken down to show pricing of individual components such as chassis, line card, telephones, etc.
- Support costs must be broken down to show pricing for each component for each support level offered i.e, a one-year, three-year period, and five-year period. Trade-in values should also be listed separately per item.
- Vendor must include pricing for all aspects of management applications systems required to manage, monitor, and maintain the proposed hardware.

8.1 Required Hardware and Services
Vendor must provide the total cost of the proposed solution to replace all current hardware and services.

- Call Server redundancy
- Voicemail
- Emergency Services
- Paging
- Analog Device Support
- Audio Conference Bridge
- IP Handsets
- Phone Features

This should not include any additional services requested outside of the replacement of current MPS system services.

8.2 Optional Hardware and Services

Priority is to replace all existing services. But the District would explore optional services or equipment not mentioned in this RFP that would enhance services provided to the District.

- Unified Communication Applications and associated hardware
- Wi-Fi Handsets
- Enterprise Video Conferencing
- Call Recording
- Fixed Mobile Convergence

8.3 Third party pricing

Additional third party costs for software, hardware, and maintenance must be clearly identified. Vendors should provide an itemized cost per license or component. MPS reserves the right to purchase its own third party i.e., Microsoft licensing, Dell or HP servers, rack equipment as needed.

8.4 Installation

All costs associated with the installation of the new system must be clearly stated as such. This includes but not limited hardware, labor, or any one time fees or licensing necessary to install new services.
9 Terms & Conditions

9.1 Addendums, Amendments, & Changes

Any verbal communications between vendors and MPS will be considered unofficial and non-binding on MPS. Vendors must not rely on any statement made by any MPS representative unless it is written and issued by the District’s designated representative. The designated representative is solely responsible for any clarifications and for issuing written addendums and amendments. Any vendor desiring an explanation of this document must make such a request using the e-mail address listed on the first page of this document. If the request is addressed, it will be responded to in writing and made available to all vendors. Vendors will not comply with any order, directive, or request that changes or modifies the requirements of this contract unless issued in writing and signed by an authorized MPS representative. If a party to this contract does not demand strict performance of any clause in this contract, that party has not waived or relinquished any of its rights and the party may at any later time demand strict and complete performance of the contract.

9.2 Assignment of Subcontractors

This contract may not be assigned or otherwise transferred to others by the vendor without the prior written consent of MPS. Vendor shall not request MPS to enter into any agreement in which MPS waives any defenses available to MPS for the vendor’s breach or non-performance of the contract and the parties stipulate that MPS expressly reserves the right to assert any and all contract defenses.

9.3 Attention to Detail

By submitting a response to this RFP, the vendor acknowledges that it has reviewed and understands the specifications and conditions under which the contract will be administered including the contents of all documents, exhibits, regulations, and applicable laws. Once opened, responses may not be altered.

9.4 Compliance with Civil Rights Laws and Equal Opportunity Employment/Nondiscrimination

The vendor shall comply with all applicable Federal, State and local laws regarding civil rights and equal opportunity in employment. The Nebraska Fair Employment Act prohibits MPS vendors and their subcontractors from discriminating against any employee or applicant for employment, with respect to hiring, tenure, terms, conditions and privileges of employment because of race, color, religion, sex, disability or national origin (Neb. Rev. Stat. §§ 48-1101 through 48-1125). The vendor guarantees compliance with the Nebraska Fair Employment Act, and a breach of this provision shall be regarded as a material breach of the contract. The
vendor further agrees to comply with all MPS policies and rules relating to prohibited conduct while on MPS property including but not limited to harassment, discrimination and the use of alcohol and tobacco.

9.5 Confidential & Proprietary Information

Vendors are advised that the complete contents of all proposals will become public record and nothing contained in the proposals will be deemed to be confidential. Vendors must not include any information in the proposals that is proprietary in nature or that they would not want to be released to the public. Proposals must therefore contain sufficient information to be evaluated without reference to any proprietary information. MPS reserves the right to use ideas from any of the proposals in negotiating the final contract with the highest ranked vendor.

9.6 Confidential & Proprietary Information Indemnification

The vendor agrees to protect, defend, indemnify, and hold harmless the Millard Public Schools and its respective officials, employees, agents and representatives, against loss, claim, liability in tort or by statute imposed, charge, cost or expense, including without limitation, attorneys’ fees which may be incurred in connection with, or in any manner of any damage or loss arising from disclosure of proprietary information.

9.7 Correction of Default, Non-performance

Vendor shall make every reasonable effort to deliver the services and products to MPS. Vendor shall immediately notify MPS in writing whenever it is unable or reasonably believes that it will be unable to provide the agreed upon quantity or quality of services. Upon such notification, MPS shall determine whether such inability requires modification or termination of the Contract. If a vendor does not perform to the expectations of MPS, the following corrective process may be followed:

- An MPS Technology Department representative will contact the vendor to resolve the problem. If performance does not improve to an acceptable level as determined by MPS; then,

- Contract termination may be initiated.

- MPS reserves the right to declare default and/or initiate termination of the contract at any time if the vendor fails to perform in compliance with the contract requirements and to the expectations of MPS and/or at anytime MPS becomes aware of a breach by the vendor.

9.8 Costs Incurred for Response Submissions
Millard Public Schools is not responsible for any cost associated with the preparation of responses to this request or any other costs incurred by any vendor prior to the execution of a contract.

9.9 Debarment

As a condition of this contract, the vendor must not appear on the federal vendor debarment list. If the vendor appears on the list, the vendor will be disqualified from this contract.

9.10 Delivery/Installation/Liquidated Damages

Time is of the essence for this project and it must be completed (which term includes the installation, inspection, testing, approval and acceptance of the project by the District) not later than August 1, 2014. For each and every calendar day the project is not completed as that term is defined above, the Vendor shall be assessed as liquidated damages, and not as a penalty, the sum of $500.00 per day until completion. All requests for extension of time for completion beyond the original completion date must be submitted in writing and directed to the District’s representative specifying the reason or reasons for the delay in the completion of the project. No extension of time will be approved for any delays caused by the Vendor or for matters within the control of the Vendor.

9.11 Discounts & Incentives

While vendors may offer prompt payment discounts and other incentives, such items will not be used to determine the lowest price in evaluating proposals.

9.12 Employee Background Checks

All of the Vendor’s employees who will be doing work at District facilities must wear a District-issued security identification badge at all times that they are present on District property.

In order to receive a security identification badge, Vendor’s employees must receive security clearance, which includes passing a criminal background check conducted by One Source, or an equivalent criminal background check conducted by a background check company approved by the District. The Vendor shall be responsible for compliance, which shall include submitting the names of employees to the background check company at least two weeks in advance of the anticipated start date of any work or project at the District’s facility or on District property, the payment of all costs for conducting the background check and permitting only those employees who receive proper security clearance to work at District’s facilities or on District property.

To receive proper security clearance and be issued a security identification badge, the criminal background check must show that the employee has:
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- No felony convictions (where the court’s jurisdiction is continuing or ended less than seven years ago) for a crime involving weapons, drugs, violence, theft, robbery, burglary, terroristic threats, or sexual offenses;

- No felony charges pending court adjudication or disposition for a crime involving weapons, drugs, violence, theft, robbery, burglary, terroristic threats, or sexual offenses;

- No misdemeanor convictions (where court jurisdiction is continuing or ended less than five years ago) for a crime involving weapons, drugs, violence, theft, robbery, burglary, terroristic threats, or sexual offenses;

- No misdemeanor charges pending court adjudication or disposition for a crime involving weapons, drugs, violence, theft, robbery, burglary, terroristic threats, or sexual offenses.

Once the criminal background check is completed, the Vendor is responsible for providing a list of employees who have passed the criminal background check to the District prior to the District issuing a Notice to Proceed with the project or prior to the District approving the commencement of any work at the District’s facility or on District property. Generally, employees will be required to obtain security clearance by undergoing a criminal background check provided above every two years.

After the commencement of the work or project at a District’s facility or on District property, the Vendor shall self-report to the District and to One Source or other District-approved background check company any subsequent criminal arrests and convictions, or any unknown prior criminal arrests or convictions that were not known prior commencement of the work or project for any offense described above, of any employee working at a District facility or on District property. Such obligation to self-report any subsequent criminal arrests or convictions is required and is to ensure the safety and security of the District’s students, visitors, employees, property and equipment and such obligation shall continue throughout the term of the contractor’s and/or subcontractor’s contract.

The Vendor’s employees shall comply with all District policies and rules including, but not limited to, drug, alcohol, and tobacco prohibition on any District property. The District has the right to revoke a security identification badge and to remove any of the Vendor’s employees from District property if such employee is not wearing the security badge, has violated any of the District’s policies or rules, is being disruptive to the educational environment, or is deemed to be a threat to the safety of the students or the District’s employees in the District’s sole discretion.

The District further reserves the right to direct the Vendor to remove such employees from school property. The refusal to remove such an employee may be deemed in material breach of the contract and such refusal may be grounds for termination of the contract by the District.
9.13 Employee Work Eligibility Verification

Pursuant to Neb. Rev. Stat. § 4-114, the vendor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. § 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee. The vendor is further required and hereby agrees to include this same provision in every contract with any subcontractor which will be physically performing services within the State of Nebraska in conjunction with the vendor’s contract with MPS.

Pursuant to Neb. Rev. Stat. § 4-108, if the vendor or subcontractor of the vendor is an individual or sole proprietorship, then the following rule also applies:

- The vendor must complete the United States Citizenship Attestation Form, available on the Nebraska Department of Administrative Services website at www.das.state.ne.us.
- If the vendor indicates on such attestation form that he or she is a qualified alien, the vendor agrees to provide the U.S. Citizenship and Immigration Services documentation required to verify the Vendor’s lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
- The vendor agrees that lawful presence in the United States is required and the vendor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. § 4-108.

9.14 Equipment – Installation

The vendor will provide and pay for all material, labor, tools, transportation, and handling necessary for the furnishing, delivery, assembly of, and installation of any equipment related to the contract. The vendor will complete inspection before, during, and after installation of equipment. Vendor will be responsible for any damage to the premises of any site caused in whole or in part by the actions or inactions, negligence or intentional acts of its employees, materialmen, representatives, or agents of the Vendor, or as the result of equipment installation and shall repair and restore any area so damaged to its original condition in a time frame designated by MPS. The vendor will keep the premises and areas in which work is performed free from accumulated waste, tools, installation equipment, machinery, and surplus materials. The vendor will remove all installation related trash from the premises. MPS will bear no risk of loss or damage during the period...
of transportation and installation, or during the entire time any equipment is in the possession of MPS except when loss or damage is due to fault or negligence by MPS. If damage or loss occurs to the installed equipment caused by MPS negligence, the vendor will submit an invoice and a written damage evaluation to MPS. If the damaged equipment can be repaired, the vendor will invoice MPS at the vendor’s lowest current price for parts and labor. If the equipment needs to be replaced, the MPS Technology Department will negotiate with the vendor to arrive at the depreciated value of the replacement equipment.

9.15 Equipment – Non-Performing

In the event that any device exhibits a tendency toward continuous breakdown or produces poor quality output for a period of 1 consecutive week, MPS reserves the right to require the vendor to replace the device with a substitute that is acceptable to MPS at no cost to MPS.

9.16 Estimated Quantities

Quantities listed in this, or other, documents are estimates and may vary and are not guaranteed.

9.17 Force Majeure

Neither party shall be liable for failure or delay in performance under any contract due in whole or in part to an act of God, strike, war, civil commotion, sabotage, fire, flood, explosion, acts of any government, or any other causes which are not within such party’s reasonable control. During any period of vendor’s inability to perform, MPS may acquire from others, without incurring liability to the vendor, said goods or services.

9.18 Hold Harmless

The vendor will protect, defend, indemnify, and hold the Millard Public Schools harmless from and against any damage, cost, or liability, including attorneys’ fees and costs, resulting from claims by third parties for injury or damage to persons or property arising from the acts or omissions of the vendor, its officers, employees, agents, or subcontractors in providing products or services under the terms and conditions of this contract.

9.19 Independent Contractor Status

The vendor will perform its duties as an independent contractor and not as an employee of the Millard Public Schools. Neither the vendor nor any agent or employee of the vendor will be, or will be deemed to be, an agent or employee of the Millard Public Schools.

9.20 Information Requests
The Millard Public Schools may request additional information from a vendor at any time.

9.21 Inspection

MPS has the right to inspect the vendor’s work including, but not limited to, product testing and inspection of installed equipment at a time and place of its choosing. The right to inspect does not create a duty for MPS to inspect and failure to conduct an inspection does not relieve the vendor of the responsibility to meet the specifications.

9.22 Insurance

If vendor must do any construction or installation work on property owned or leased by MPS, vendor also agrees to procure liability insurance coverage that names MPS as an additional insured in coverage limits set forth below and provide MPS with the Certificate of Insurance. The cost of such insurance coverage shall be borne by the vendor.

- General Liability: $2,000,000.00 (General Aggregate) and $1,000,000.00 (Each Occurrence); $2,000,000.00 (Products and Completed Operations Aggregate); $1,000,000.00 (Personal & Advertising Injury); $100,000.00 (Damage to Rented Premises, Each Occurrence); $5,000.00 (Medical Expenses, any one person);
- Automobile Liability: $1,000,000.00 (Combined Single Limit, each accident);
- Umbrella Liability: $5,000,000.00 (General Aggregate) and $5,000,000.00 (Each Occurrence);
- Workers Compensation and Employer’s Liability: State statutory limits; Applicable federal statutory limits; Employer’s Liability: $500,000.00 (Each Accident).

9.23 Intellectual Property

All right, title, and interest in all intellectual property conceived or developed in the course of the Consultant’s work for MPS under this contract shall be the property of MPS.

9.24 Invoices

Invoices must be tendered no later than the 10th of the month following the month in which the charges were incurred. The vendor’s Federal Tax Identification Number must appear on all statements and invoices. All costs charged to MPS must be the net of all discounts, rebates, allowances, or cost reductions received by the vendor for the purchase of items associated with the contract. Incorrect invoices will be returned for correction and the discount period will not commence
until a corrected invoice is received. Failure to include the following information may delay processing.

- Name and address of the supplier.
- Invoice remittance address.
- Billing period, if applicable.
- Location at which the work was performed
- Unit cost, which must match contract pricing.
- Extended cost.
- Description of the product or service that would be understood by a lay person.
- Purchase Order number.

MPS will not issue payments until MPS has verified that the equipment or services listed thereon have been performed or provided by the vendor. MPS shall retain five percent (5%) of all authorized payment until all work is completed and accepted by MPS on invoices for construction or installation.

9.25 Labor, Workmanship, and School Security

All work performed under this contract shall be performed in a professional and skillful like manner. MPS may require that the Vendor immediately remove from the construction site any employee MPS or on-site school personnel deem to be incompetent, careless, or otherwise objectionable.

9.26 Materials Ownership

All documents, samples, and other materials submitted in vendor responses become the property of the MPS, and MPS may choose to retain these materials. If MPS chooses to return the materials to the vendor, it will be done so at the vendor’s expense.

9.27 Miscellaneous Items

MPS reserves the right to postpone the opening for its convenience.

Late offers will be returned unopened. The time clock in the MPS department accepting delivery of responses to this RFP will serve as the official record of the time and date that sealed responses are received and will be the sole factor in determining if responses are received in time to be considered. Mailed offers must allow for transit time to ensure receipt by the deadline. The responsibility for submission rests solely with the vendor. MPS is not responsible or liable for lost or misdirected responses including responses that do not contain appropriate designations and are opened too late to be considered with other responses.

Vendors must not communicate with anyone in MPS concerning the items in this RFP from the time the RFP is released until the time of an award except as
specified in this document. Vendors that violate this directive may be excluded from consideration. The only exception to this directive is the communication necessary to maintain daily network operations between MPS personnel and the current vendor.

Vendors shall not file a lien or encumbrance against any items purchased as a result of this contract or against property owned by MPS.

Acceptance of a response takes place after approval by the Millard Public Schools Board of Education. Vendors may not ship goods or provide services until a purchase order is issued.

Every effort has been made to ensure that the information contained in this document is accurate. Information supplied by MPS is provided solely as a guideline for vendors and is not necessarily comprehensive or exhaustive. Vendors are encouraged to carry out their own reviews and form their own conclusions.

This document contains the entire contract. The parties have made no agreements or representations either written or verbal relating to the subject matter hereof which are not set forth herein.

9.28 Non-Collusion

By submission of the proposal, the Vendor certifies that the proposal has been arrived at independently and submitted without collusion with any other Vendor and that the contents of the proposal have not been communicated, nor to the best of its knowledge and belief, by any one of its employees or agents, to any person not an employee or agent of the Vendor or its surety on any bond furnished herewith, and will not be communicated to any person prior to the official opening of the proposal.

9.29 Packing & Shipping

All shipments, including tax, will be paid by the shipper or vendor. Deliveries will be made to the address specified by the Executive Director of Technology.

9.30 Patent Indemnity

The vendor agrees to protect, defend, indemnify, and hold harmless the MPS from any claim involving patent or copyright infringement on products and services provided.

9.31 Performance/Labor/Material Payment Bond

Selected Vendor shall furnish performance and labor and material payment bonds, in the amount of 100% of its contract amount. The bonds are to be executed by an
acceptable surety company or companies authorized to execute such in the State of Nebraska, and be written in favor of the District. These bonds shall be executed within fifteen (15) days of the Notice of Award and Execution of the Contract by the District and shall remain in force throughout the life of the Contract and its warranty period. The Vendor shall not commence work until the aforesaid bonds have been approved by the District. The Vendor shall require the Attorney-in-Fact who executed the required bonds on behalf of the surety to affix thereto a certified and current copy of his Power of Attorney indicating the monetary limit of such power.

9.32 Price Decreases

If the Consumer Price Index decreases or the supplier’s prices decrease for other reasons, the vendor must notify MPS immediately and incorporate the price decreases into all invoices for delivery of subsequent products and services.

9.33 Price Increases

This is a fixed price contract and shall not contain any rate increases for any aspects included in the Vendors response to this RFP.

9.34 Product Substitutions

The vendor shall make no product substitutions without written authority of MPS.

9.35 Publications

The vendor agrees to submit to MPS for approval all advertising, sales promotion, and other matters relating to the contract wherein the “Millard Public Schools” name is mentioned or language is used from which MPS’ name, in MPS’ judgment, may be implied. The vendor further agrees not to publish, use such advertising, or sales promotion without the prior written consent of Millard Public Schools except that may be required by law.

9.36 Purchases of Non-Core Products

MPS may purchase items during the term of the contract that are not included in the core list of products for which the vendor is submitting prices. By submitting responses, vendors are agreeing to provide identical discounts on these additional products as those on the core list.

9.37 Quality
All equipment, materials, construction, and services are subject to inspection and rejection. MPS will make the final determination of quality acceptance or rejection. Failure to meet specification requirements or failure to correct or replace unacceptable work at the vendor's expense will be considered a default by the vendor. If a vendor fails to meet specifications or make proper corrections, MPS, may terminate the contract.

Payment will not constitute an acceptance of work, materials, or equipment not provided in accordance with contract documents. Payment also does not relieve the vendor of liability for any express or implied warranties or responsibility for faulty materials, workmanship, or service. The vendor shall remedy any defects in the work, materials, or equipment and pay for any other resulting damage to other work, materials, or equipment which appears within 1 year of final acceptance. Nothing stated herein will relieve the vendor of common law liability for latent defects, which may appear after the expiration of the warranty period.

9.38 Record Keeping Requirements

During the contract period, the successful vendor will keep all financial records and is required to provide MPS or its agents, access to any and all records related to the contract.

9.39 Rejection / Multiple Vendor Awards

MPS reserves the right to reject all proposals, waive technicalities, amend the original estimates, solicit new proposals, or to make no award. MPS also reserves the right to award portions of the work to multiple vendors or to enter into contracts to more than one vendor if, in the opinion of MPS, multiple vendors would better satisfy MPS requirements. Proposals failing to respond to all requirements may be rejected.

9.40 Severability

If any of the terms, covenants, provisions, or agreements contained herein is held invalid, illegal, or unenforceable by a competent court or arbitrator, this contract shall be interpreted as if such invalid terms, covenants, provisions, or agreements were not contained herein and the remaining provisions shall be valid and enforceable.

9.41 Taxes, Licenses, & Fees

The vendor will be solely responsible for all federal, state, and local taxes, fees, and payments including, but not limited to; property tax, Unemployment Compensation insurance premiums, Workers’ Compensation payments, all income tax deductions, Social Security deductions, and any other taxes or payroll deductions required for all employees engaged by the vendor in the performance of the work specified. The vendor will hold MPS harmless for all claims arising from
payment of such taxes and fees. MPS does not pay local, state, or Federal transportation or fuel surcharges. The vendor will obtain and post all licenses and permits as required by federal, state, and local law. The vendor will comply with all MPS building policies, rules and regulations.

9.42 Termination for Default or Non-Performance

MPS may terminate the contract in whole or in part after giving fifteen (15) days written notice if, in its sole discretion, it is not satisfied with the quality of the services or products provided by the vendor; the vendor fails to deliver the supplies or to perform the services within the time specified in the contract; the vendor fails to make progress in correcting a default; or the vendor fails to cure a default within 14 days after receipt of a notice specifying the default.

MPS may acquire in the manner it considers appropriate, supplies and services similar to those terminated, and the vendor will be liable to MPS for any excess costs of those supplies and services. However, the vendor will continue the work not terminated.

If failure to perform or provide contracted services is due to the inability to obtain the necessary supplies or services, and if the inability to obtain such supplies or services is beyond the control of the vendor and/or subcontractor of the vendor, and without fault or negligence of either, the vendor will not be liable for any excess costs for failure to perform, unless MPS determines that the necessary supplies and services were obtainable from other sources, although the source may not be a preferred source, in sufficient time for the vendor to meet the required delivery schedule.

9.43 Termination for Lack of Funding

This contract will be subject to annual appropriation by the Millard Public Schools Board of Education. In the event that the funds necessary for the continuation of the contract are not approved for expenditure in any year, the contract will terminate on the last day of the fiscal year in which funding was approved, without penalty to Millard Public Schools.

9.44 Vendor’s Terms and Conditions

Vendor’s terms and conditions submitted in response to this request which are contrary to those set forth in this document will not be a part of the contract.

9.45 Withdrawal
Vendors may withdraw their proposals at any time before the RFP award deadline. Proposals must remain valid for 180 days to allow for proper evaluation, reference checks, and Board of Education approval once they are submitted and opened in accordance with this RFP. If errors in multiplication or addition occur, the unit price will be used for calculating the correct total price. If errors occur in the unit price, the vendor may be disqualified and permitted to withdraw its proposal. Notice of an intention to withdraw such a response because of an error in addition or multiplication or an error in the unit price must be made in writing MPS within 3 business days after the vendor is notified of the error.

9.46 Worker’s Compensation and Unemployment Compensation

The vendor will maintain, during the life of the contract, adequate worker's compensation coverage for all employees and, in case any work is sublet, require the subcontractor to provide worker's compensation insurance for the latter's employees, unless such employees are covered by the protection afforded by the vendor.
APPENDIX A
Current WAN Diagram
APPENDIX B
Current Nortel Configuration

CS1000E Locations

North High School Primary Call Sever
South High School Secondary Call Server
West High School Minimal Redundancy

Cox WAN

Beadle Middle School Survivable only
North High School

MPS Primary Call Control
2 redundant call servers
2 redundant signaling servers

Call Pilot
400 VM boxes 16 ports
Backup Auto Attendant

288 analog sets
8 universal trunks

2 PRI interfaces (46 trunks)
Trunk paging
South High School

MPS Secondary Call Control

- 2 redundant call servers
- 2 redundant signaling servers
- 256 analog sets
- 8 universal trunks
- 2 PRI interfaces (46 trunks)
- Trunk paging
West High School

MPS Third Failover Call Control

- 1 call servers
- 1 signaling servers
- 15 analog sets
- 8 universal trunks
- 2 PRI interfaces (46 trunks)
- 12 port conference bridge
Beadle Middle School

Surviveable Call Server

- 1 call servers
- 1 signaling servers
- 112 analog sets
- 8 universal trunks
- Trunk paging
SRG Locations

SRG BCM 200

Andersen Middle School
Central Middle School
Kiewit Middle School
North Middle School
Russell Middle School
DSAC
RWSSC
SSD

SRG BCM 50

Abbott Elementary
Ackerman Elementary
Aldrich Elementary
Black Elk Elementary
Bryan Elementary
Cather Elementary
Cody Elementary
Cottonwood Elementary
Disney Elementary
Ezra Elementary
Harvey Oaks Elementary
Hitchcock Elementary
Holling Heights Elementary
Montclair Elementary
Morton Elementary
Neihardt Elementary
Norris Elementary
Reagan Elementary
Reader Elementary
Rockwell Elementary
Rohwer Elementary
Sandor Elementary
Upchurch Elementary
Wheeler Elementary
Willowdale Elementary
Horizon High School

Each SRG (except DSAC) has 1 analog trunk for 911.

SRG have multiple analog stations for analog phones or fax.
### APPENDIX C
Port Requirements

<table>
<thead>
<tr>
<th>SITE</th>
<th>Admin IP Phone</th>
<th>Standard IP Phone</th>
<th>Conference Phone</th>
<th>Key/Button Expansion</th>
<th>Analog Station</th>
<th>Analog Trunk</th>
<th>PRI Interface</th>
<th>Analog Converter (Mediatrix)</th>
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## Service Level Agreement

### Severity Levels and Response Requirements

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<tr>
<th>Severity</th>
<th>Definition</th>
<th>Response Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Severity 1</strong></td>
<td>Production System is down. System is not functioning, system disabled or non-responsive. Severity Code 1 implies that the Production Installation [Software/Hardware] is down and not functioning. Some examples of Severity Code 1 Software/Hardware errors are as follows: (i) Software/Hardware is down and will not restart; (ii) Software/Hardware is not able to communicate with external systems; and (iii) Software/Hardware is generating a data corruption condition. Severity Code 1 will not be used for Test Environments. When a Severity 1 issue is reported, the Company will assign resources to remedy the error; if access to the Product is required, MPS will provide access to system and other Software/Hardware for the duration of the error correction procedures. <strong>Response requirement:</strong> 1 hour response to submission/ 4 hour resolution or identification of problem and steps to resolution. If resolution cannot be complete in 4 hours, hourly updates until resolution must be provided. All phone conversations are to be followed-up with email for confirmation.</td>
<td>1 hour response to submission/ 4 hour resolution or identification of problem and steps to resolution. If resolution cannot be complete in 4 hours, hourly updates until resolution must be provided. All phone conversations are to be followed-up with email for confirmation.</td>
</tr>
<tr>
<td><strong>Severity 2</strong></td>
<td>Product is functioning, but major components are unavailable/unusable. Severity Code 2 implies that the Software/Hardware is running but user may be unable to use major portions of the Software/Hardware. Some examples of Severity Code 2 Software/Hardware errors are as follows: (i) an intermittent, critical Software/Hardware error, and (ii) a major functional component is unavailable. When a Severity 2 issue is reported, the Company will assign resources to remedy the error; if access to the Product is required, MPS will provide access to our system and other Software/Hardware for the duration of the error correction procedures. <strong>Response requirement:</strong> 2 hour response to submission/6 hour resolution or identification of problem and steps to resolution. If resolution cannot be complete in 6 hours, daily updates until resolution must be provided. All phone conversations are to be followed-up with email for confirmation.</td>
<td>2 hour response to submission/6 hour resolution or identification of problem and steps to resolution. If resolution cannot be complete in 6 hours, daily updates until resolution must be provided. All phone conversations are to be followed-up with email for confirmation.</td>
</tr>
<tr>
<td><strong>Severity 3</strong></td>
<td>Product is operating close to normal; however minor components are functioning abnormally. Severity Code 3 implies that the Software/Hardware is operating close to normal but there is a non-critical Software/Hardware error. Severity Code 3 Software/Hardware errors may be fixed in future Software/Hardware releases, including major releases, Application Packs, Services Packs or Hotfixes. Severity 1 and 2 Software/Hardware errors will take priority over Severity 3 issues. <strong>Response requirement:</strong> 6 hour response to submission/24 hour resolution or identification of problem and steps to resolution. If resolution cannot be complete in 24 hours, path for resolution with timelines to delivery must be provided. All phone conversations are to be followed-up with email for confirmation.</td>
<td>6 hour response to submission/24 hour resolution or identification of problem and steps to resolution. If resolution cannot be complete in 24 hours, path for resolution with timelines to delivery must be provided. All phone conversations are to be followed-up with email for confirmation.</td>
</tr>
</tbody>
</table>
### Severity 4

Product enhancement request or instructional assistance is needed

Severity Code 4 implies that the Software/Hardware is operating normally but user may be in need of instructional assistance or MPS is requesting functionality that is not currently included in the Software/Hardware. Severity Code 1, 2, and 3 Software/Hardware errors will take priority over Severity Code 4 cases.

**Response requirement:** 24 hour response to submission/ Address submission within next release or scheduled with delivery timeframe provided. All phone conversations are to be followed-up with email for confirmation.

**Resolutions**

In all cases once a resolution is provided the information will be provided to the customer in writing. The resolution will include the restatement of the original issue, the steps taken to find resolution, the steps needed to put resolution in place, the action plan for the steps and the timeline for delivery.

### Update Services

Updates to Vendor products will be performed during non-school hours. Advance notice to all changes must be given via email to MPS, tested and approved by the appropriate resources prior to the application of updates to any environment.

For each change the following information must be provided:

1. A general description of proposed change or event. Include why the change is needed including vendor ticket if applicable
2. Severity of change-high, medium or low
3. System components affected
4. Proposed start date
5. Outage time required for change

6. **Impact to District** systems

7. System backup/recovery and back out procedures

Vendor will also provide any appropriate release notes, technical specifications, and/or appropriate configurations.

### Hardware specifications

Vendor agrees to notify MPS at least 6 months in prior to the release of a mandatory Licensed Software/Hardware Update that would require a Hardware enhancement. Vendor must provide hardware specifications for desktop and infrastructure that are appropriate for MPS. Vendor must manage hardware “end of life” planning and work with MPS to minimize impact of transition.

### 3rd Party Software/Hardware

Vendor agrees to notify MPS of any changes to/upgrades required for 3rd party Software/Hardware that is required by their product.
**Hours of Service**
Vendor personnel shall be available via phone or email during District staffed hours Monday through Friday 7:00am to 5:00pm CST. After hours support shall be available in pre-arranged circumstances. Emergency support must be provided for after hours needs. Emergency contact information must be provided, as well as updated as changes are made by Vendor.

**Capacity Analysis**
Vendor will perform analysis of the applicable servers to assure that hardware is adequate to meet the needs of District users. Reporting shall be provided every twelve months to MPS.

**Disaster Recovery/Business Continuity**
Vendor will provide business continuity support when MPS should be in need. This includes but is not limited to, participation in the design and implementation of a District wide recovery and/or business continuity plan. All system maintenance, impacted network equipment replacement, support and customer service functionality as needed shall be provided. The vendor shall also provide information concerning its own respective disaster recovery and business continuity plan as verification that impact to MPS will be minimal in the event of an issue.

**Vendor Contacts**

<table>
<thead>
<tr>
<th>MAIN CONTACTS</th>
<th>1st Contact</th>
<th>2nd Contact</th>
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<tbody>
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| ESCALATION CONTACTS |  |
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<table>
<thead>
<tr>
<th>MPS Contacts</th>
<th>First Contact</th>
<th>Second Contact</th>
<th>Third Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>User support</td>
<td>Administrators</td>
<td>MPS Help Desk</td>
<td>Exec Dir of Technology</td>
</tr>
<tr>
<td>General Contacts</td>
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