



# *North East Independent School District*

8961 Tesoro Drive, San Antonio, Texas 78217

Department of Procurement  
& eCommerce

November 6, 2009

Dear Proposer:

North East Independent School District, San Antonio, Texas, is requesting sealed proposals for **VOICE TELEPHONE SERVICE**. North East ISD will consider and evaluate all proposals meeting specifications.

Interested facilities are invited to submit sealed proposals to be received **no later than 10:30 a.m., Central Standard Time, Tuesday, December 8, 2009**, to the Office of Procurement & eCommerce in accordance with this Request for Proposal and the following attachments which are incorporated herein and made a part thereof:

- A. Proposal Requirements
- B. Requirements and Features
- C. Company Support and Service
- D. Time Requirements
- E. Evaluation Criteria
- F. RFP Submission
- G. Request for Clarification and/or Modification to the RFP
- H. Right to Reject
- I. Non-appropriation of Funds
- J. Right To Terminate Contract
- K. References
- L. Signature Page
- M. Conflict of Interest Disclosure
- N. Vendor Spin Number

**RFP #45-10** is a request for proposals for **VOICE TELEPHONE SERVICE**. The contract will be awarded to the proposer who, based on all responses, applying all criteria and oral interviews if necessary, is determined to be the best-qualified facility. This proposal will be awarded to one vendor.

Sealed proposals must be submitted to North East Independent School District **on or before 10:30 a.m., Central Standard Time on Tuesday, December 8, 2009, without exception**, at the following address:

ATTN: David Bohannon, Senior Director of Procurement & eCommerce  
NEISD  
8961 Tesoro Drive, Suite 317  
San Antonio, TX 78217

To assure that your sealed proposal arrives at the proper place on time and to prevent opening by unauthorized individuals, your proposal must be identified on the envelope or wrapper as follows:

**RFP #45-10– VOICE TELEPHONE SERVICE**

**DUE DATE: 10:30 A.M. Central Standard Time, Tuesday, December 8, 2009**

**ATTN: David Bohannon, Senior Director of Procurement & eCommerce**

Your response to information requested in the enclosed Sealed Request for Proposal, including related cost data and any supporting documentation, will be used to make the final selection. Your written proposal will be the primary communication of your qualification to serve us.

**Please e-mail your intent to bid on this proposal.** This will ensure you are e-mailed the questions/answers received regarding this proposal. **If you have any questions regarding this RFP, or require additional information not contained in the proposal specifications, please direct inquires in writing by U.S. mail, e-mail or facsimile to:**

David Bohannon, Senior Director of Procurement & eCommerce  
**North East Independent School District**  
8961 Tesoro Drive, Suite 317  
San Antonio, TX 78217  
E-mail: procure@neisd.net  
Facsimile: 210.804.7105  
Phone: 210.804.7100 ext. 396

**Questions must be received no later than 12:00 p.m., Tuesday, November 17, 2009. Questions/clarifications received after that time will not be addressed.**

## **SECTION A - PROPOSAL REQUIREMENTS**

The successful proposal will be attached and made part of the contract. The technical presentation of the proposal should be specific and complete in every detail. To enhance comparability and to facilitate evaluation, all proposals must be organized and submitted in the format exhibited below:

### 1. Section 1 - Letter of Transmittal

The letter of transmittal may be tailored to fit individual preferences, but must contain the following information:

- a. A brief description of the facilities and amenities.
- b. A positive commitment to provide the support services.
- c. The names of persons authorized to represent the Company, their title, address and telephone number.

### 2. Section 2 - Table of Contents

The Table of Contents of the proposal must include a clear and complete identification of the materials submitted by section and page number.

### 3. Section 3 – Proposer Qualifications

This section will describe experience in similar projects. It should include references with names, addresses and telephone numbers of the school districts or government entities or companies for which the proposer has provided services for voice telephone service.

### 4. Section 4 - Services and Support

This section will contain detailed descriptions and examples of options being offered by the proposer. All North East ISD requirements and features listed in Sections B and C should be addressed and clarified in this section. All options should be included in this section.

### 5. Section 5 - Pricing

This section will provide a detailed list of costs to provide this service. Price detail should include all costs to NEISD. Any other optional services and fees should be listed here.

## **SECTION B – SERVICE REQUIREMENTS AND FEATURES**

North East Independent School District is seeking sealed proposals from interested companies for **Voice Telephone Service**. NEISD reserves the right to reject any and all proposals submitted and re-solicit as necessary. NEISD reserves the right to terminate the services of the selected vendor at any time if not satisfied with the vendor's performance. North East ISD will consider and evaluate all proposals meeting specifications.

### **GENERAL REQUIREMENTS FOR VOICE TELEPHONE SERVICE:**

1. Install, operate and manage a voice telephone service for an estimated 1000 lines. Voice telephone service to be terminated at approximately 75 locations throughout the North East Independent School District.
2. The voice telephone service must interface, with existing NEISD telephone key systems, telephone PBXs, and all other voice/telephone equipment. The installation of this RFP must not result in any NEISD equipment change at any NEISD location.
3. The voice telephone service must be able to provide as a minimum the following features for each telephone line:
  - Call Forward
  - Call Hold
  - Call Pickup
  - Call Transfer
  - Call Trace
  - Name and Number Delivery
  - Name and Number Block
  - Caller ID Registration
  - Caller ID Registration Deactivated
  - Four Digit Dialing
  - Not all phone lines will use all options.
4. Vendor must be willing to establish a contract for the required service at the contract price for a one (1) year contract, or a three (3) year contract, or a five (5) year contract.
- 5.. The local support help must be available, 24 hours a day, seven days a week, 365 days a year. Vendor must provide free technical support for questions and/or problems related to the voice telephone service.
6. Vendor must provide NEISD with documentation explaining their telephone network infrastructure. Label as Exhibit E-4.
7. Vendor must be able to offer at the same bid price any additional voice telephone services above the estimated 1000 telephone lines.
8. The vendor will not charge NEISD for disconnecting phone lines until District drops below a total of 290 phone lines.
9. NEISD must be able to retain current telephone numbers.
10. Vendor must be able to provide ISDN Service at the District Central Office location.
11. This RFP will be purchased from one vendor.

### **SECTION C – COMPANY SUPPORT AND SERVICE**

Companies should submit information defining company support and services under the following specifications:

- Experience with other public education entities.
- Customer support – dedicated personal account representative.

### **SECTION D – TIME REQUIREMENTS**

#### **Time for Sealed Proposal Submission:**

↵ On or before 10:30 a.m., Central Standard Time

#### **Date for Sealed Proposal Submission:**

↵ Not later than **Tuesday, December 8, 2009**

#### **Date and Place for Selected Proposer Interview if Necessary:**

↵ Date: To be determined

↵ Place: 8961 Tesoro Drive, San Antonio, Texas 78217

#### **Proposed Date of Contract Award:**

↵ January 2010

## **SECTION E - EVALUATION CRITERIA**

The Office of Computer Service Center will independently evaluate proposals. It is not the policy of the North East Independent School District to purchase on the basis of low proposals alone. Quality and suitability to purpose being controlling factors, it is understood that the purchaser reserves the right to arrive at such by whatever means may be determined. The following criteria shall be used to evaluate each proposal:

- (1) Purchase price
- (2) Reputation of vendor and of the vendor's goods or services
- (3) Quality of vendor's goods or services
- (4) Extent to which the goods or services meet the district's needs
- (5) Vendor's past relationship with the district
- (6) Impact on the ability of the district to comply with laws and rules relating to historically underutilized businesses
- (7) Total long-term cost to the district to acquire the vendor's goods and services
- (8) Any other relevant factor specifically listed in the request for bids or proposals

Upon approval by the Board of Trustees, if required, the Senior Director of Procurement & eCommerce will put contracts for purchase into effect by means of purchase orders issued.

## **SECTION F - RFP SUBMISSION**

Submit an original and two (2) copies in a sealed envelope or box labeled **RFP #45-10, VOICE TELEPHONE SERVICE**. **Originals and copies should be labeled as such.**

## **SECTION G - REQUEST FOR CLARIFICATION AND/OR MODIFICATION OF THE RFP**

The sealed "Request for Proposal" document can only be modified in writing. Proposers may submit requests for clarifications and/or modifications to the proposal document until 12:00 p.m., Tuesday, November 17, 2009.

## **SECTION H - RIGHT TO REJECT**

North East Independent School District of San Antonio, Texas, reserves the right to reject any and all proposals submitted and to request additional information from all Proposers. The contract award will be made to the company who, based on the evaluation of all responses, applying all selection criteria and oral interviews, if necessary, is determined to be the best qualified to provide **VOICE TELEPHONE SERVICE** included in this RFP.

NORTH EAST INDEPENDENT SCHOOL DISTRICT  
8961 Tesoro Drive  
San Antonio, Texas 78217

**RFP #45-10 - VOICE TELEPHONE SERVICE**

**SECTION I – NON-APPROPRIATION OF FUNDS**

In the event funds are not appropriated by the North East Independent School District's governing body in any fiscal period for payments due under **RFP #45-10, VOICE TELEPHONE SERVICE**. The Senior Director of Procurement & eCommerce, or their designee, will immediately notify the successful Proposer(s) of such occurrence and this contract shall terminate on the last day of the fiscal period for which appropriations were received without penalty or expense to North East ISD of any kind whatsoever, except as to the portions of the contract or other payments herein agreed upon for which funds shall have been appropriated and budgeted or are otherwise available.

**SECTION J - RIGHT TO TERMINATE CONTRACT**

NEISD reserves the right to terminate the services of the contracted party at any time for completion of contracted services, for failure to fulfill the terms of the contract or for non-compliance with the terms of the contract with thirty (30) days written notice.

The contracted party may terminate this contract with thirty days (30) written notice.

**SECTION K - REFERENCES**

This page provides authentication of your proposal. Please provide references, company information and requested signatures on this page and **return with your proposal.**

References:

<u>Company</u>	<u>Contact Person</u>	<u>Phone Number</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

NORTH EAST INDEPENDENT SCHOOL DISTRICT  
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**RFP #45-10 - VOICE TELEPHONE SERVICE**

**SECTION L - RFP AUTHORIZED SIGNATURE PAGE**

This proposal will be governed in accordance with all the right and remedies as set forth by the Uniform Commercial Code (UCC), and adopted by the State of Texas.

The undersigned certifies that the firm and/or principals of the firm **are** \_\_\_/are not \_\_\_ (check one) currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agrees to notify the District of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Also, pursuant to the State of Texas Legislative Senate Bill No. 1, Section 44.034, Notification of Criminal History, the undersigned affirms this firm **is** \_\_\_/is not \_\_\_ owned or operated by anyone who has been convicted of a felony. This statement is not required of a publicly held corporation.

The undersigned affirms that they are duly authorized to execute this contract, that this company, corporation, firm, partnership or individual has not prepared this bid in collusion with any other bidder, and that the contents of this bid as to prices, terms or conditions of said bid have not been communicated by the undersigned nor by any employee or agent to any other person engaged in this type of business prior to the official opening to this bid.

By submitting this offer, the undersigned acknowledges that the Conflict of Interest questionnaire, in accordance with HB914, has been received, that instructions have been read, and the questionnaire has been/is being submitted as necessary.

Company \_\_\_\_\_

Signature of Person Responsible For Bid \_\_\_\_\_

Name (type or print) \_\_\_\_\_

Address: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ Date \_\_\_\_\_

E-mail address \_\_\_\_\_

**SECTION M - CONFLICT OF INTEREST DISCLOSURE**

**THIS PAGE MUST BE COMPLETED AND RETURNED WITH PROPOSAL**

<b>CONFLICT OF INTEREST QUESTIONNAIRE</b>	<b>FORM CIQ</b>
For vendor or other person doing business with local governmental entity	
<p>This questionnaire reflects changes made to the law by H.B. 1491, 80th Leg., Regular Session.</p> <p>This questionnaire is being filed in accordance with Chapter 176, Local Government Code by a person who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the person meets requirements under Section 176.006(a).</p> <p>By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code.</p> <p>A person commits an offense if the person knowingly violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.</p>	<b>OFFICE USE ONLY</b> Date Reviewed
1 Name of person who has a business relationship with local governmental entity.	
2 Check this box If you are filing an update to a previously filed questionnaire.  (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)	
3 Name of local government officer with whom filer has employment or business relationship.  _____ Name of Officer  This section (item 3 including subparts A, B, C & D) must be completed for each officer with whom the filer has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.  A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the filer of the questionnaire? <p style="text-align: center;"><input type="checkbox"/> Yes   <input type="checkbox"/> No</p> B. Is the filer of the questionnaire receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity? <p style="text-align: center;"><input type="checkbox"/> Yes   <input type="checkbox"/> No</p> C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership of 10 percent or more? <p style="text-align: center;">( Yes ( No</p> D. Describe each employment or business relationship with the local government officer named in this section.	

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\_\_\_\_\_  
\_\_\_\_\_  
Signature of person doing business with the governmental entity

Date

Adopted 06/29/2007

SECTION N – VENDOR SPIN NUMBER

THIS PAGE MUST BE COMPLETED & SUBMITTED WITH YOUR PROPOSAL

Vendor Spin Number

Vendor must provide a Service Provider Information Number Assigned by the Schools and Libraries Division (SLD).

Name of Firm \_\_\_\_\_

Name of Company Representative \_\_\_\_\_

Address \_\_\_\_\_

City, State and Zip Code \_\_\_\_\_

SPIN Number \_\_\_\_\_