

REQUEST FOR PROPOSAL (RFP)

District-Wide Telephone & Unified Communications System

Issued By

North Fayette Valley CSD
West Union, Iowa

1. Notice of Request for Proposal

North Fayette Valley CSD (“the District”) is soliciting sealed proposals from qualified vendors to provide a **district-wide telephone and unified communications system** for use in a public K-12 educational environment. This procurement shall be conducted in accordance with applicable **Iowa public purchasing and bidding requirements**.

The District reserves the right to accept or reject any or all proposals, waive informalities, and award the contract in the best interest of the District.

2. District Overview

- **District Type:** Iowa Public K-12 School District
- **Number of Buildings:** 5
- **Approximate Number of Phones / Extensions:** 180
- **Users:** Administrative staff, teachers, and support personnel
- **IT Staffing:** Small internal technology team

The District seeks a solution that is reliable, secure, easy to administer, and appropriate for a public education setting.

3. Project Purpose and Goals

The purpose of this RFP is to replace the District’s existing phone system with a modern solution that:

- Improves communication across all district buildings
- Enhances emergency and safety capabilities
- Supports modern workflows and mobility
- Reduces operational complexity
- Provides predictable, transparent costs
- It is suitable for long-term use in a public K-12 environment

4. Scope of Work

The selected vendor shall provide a **turn-key solution**, including:

- System design and architecture
- Licensing and provisioning
- Phone number assignment and porting
- Hardware (phones, headsets, paging interfaces)
- Installation and configuration
- User and administrator training
- Documentation
- Ongoing support and maintenance

5. Functional Requirements

Vendors must indicate **Compliant / Partially Compliant / Not Compliant** for each item.

5.1 Core Phone System Features

- **District-Wide Auto Attendant**
 - Single main number for the district
 - Menu-based call routing
- **Direct Inward Dialing (DID)**
 - Unique phone number per phone/extension
- **Individual Voicemail**
- **Group Voicemail**
 - Shared voicemail for offices and departments
- **Voicemail to Email**
 - Audio file delivery required
 - Speech-to-text transcription preferred
- **Ring Groups / Hunt Groups**
- **Call Forwarding**
- **Hold / Transfer / Park / Pickup**

5.2 Paging

- **Zone Paging**
 - Ability to page by building, wing, or defined group
 - Integration with existing paging systems preferred

5.3 Unified Communications & Mobility

- **Softphone Application**
 - Desktop and/or mobile softphone preferred
- **SMS / Text Messaging**
 - Optional feature; vendors should indicate availability and limitations

5.4 Accessibility & Ergonomics

- **Headset Support**
 - Wired and/or wireless headset options
 - Hands-free capability for high-call users

6. Emergency & Safety Requirements

The proposed solution must support a K-12 public school safety environment, including:

- **Enhanced 911 (E911)**
 - Accurate location information by building and room, where feasible
- **Compliance with Federal Requirements**
 - Kari's Law
 - Ray Baum's Act
- **Emergency Call Visibility**
 - Ability to identify emergency calls
 - Administrative notifications

7. Technical Requirements

- **Preferred Solution:** Cloud-based (hosted)
- **Also Acceptable:** On-premises or hybrid solutions

All proposed solutions must:

- Support approximately **180 phones across 5 buildings**
- Operate reliably on the District's existing network
- Support Power over Ethernet (PoE)
- Support Quality of Service (QoS)
- Provide redundancy and failover options
- Include appropriate security controls (encryption, access controls, MFA, etc.)

8. Hardware

Vendors should specify available models and pricing for:

- Desk phones (multiple models preferred)
- Paging adapters or gateways
- Headsets
- Any required on-site equipment

9. Implementation & Training

Proposals must include:

- Project timeline
- Implementation approach
- On-site vs remote services
- Training for:
 - End users
 - System administrators
- Post-implementation documentation

10. Support & Maintenance

Vendors must describe:

- Support hours and methods
- Service Level Agreements (SLAs)
- Response and resolution times
- Software updates and upgrades
- Ongoing maintenance and support costs

11. Pricing

Pricing must be **clear, itemized, and transparent**, including:

- One-time implementation costs
- Recurring licensing costs
- Hardware costs
- Optional features
- Contract terms and renewal options

12. Vendor Qualifications

Vendors shall provide:

- Company background and years in business
- Experience with K-12 or public sector clients
- At least three references (K-12 preferred)
- Relevant certifications or partnerships

13. Proposal Submission Requirements

- **Submission Deadline:** 3-10-2026
- **Submission Method:** Email
- **Questions Due By:** 3-3-2026
- **Contact Person:**
Name: Alex Snyder
Title: Technology Director
Email: asnyder@nfv.k12.ia.us
Phone: 1(563)422-3851 x2359

Late submissions may not be considered.

14. Evaluation Criteria

Proposals will be evaluated based on:

- Compliance with requirements
- Total cost of ownership
- Suitability for a public K-12 environment
- Vendor experience and references
- Support and service quality
- Implementation approach

15. Tentative Timeline

- RFP Issued: 2-17-2026
- Questions Due: 3-3-2026
- Proposal Due: 3-10-2026
- Board Approval: 3-16-2026
- Target Implementation: 7-31-2026

16. Proposal Evaluation & Scoring Rubric

Proposals will be evaluated by a committee designated by the District. Evaluation will be based on the criteria listed below. The District may request clarification, conduct interviews, or request demonstrations prior to final award.

The contract will be awarded to the vendor whose proposal is determined to be **most advantageous to the District**, considering both price and non-price factors.

16.1 Scoring Criteria

Category	Description	Maximum Points
Functional Requirements	Degree to which the proposed solution meets or exceeds required phone system features and capabilities	30
Technical Solution & Architecture	Suitability of the solution for a 5-building, ~180-phone K-12 environment; reliability, scalability, and security	15
Emergency & Safety Capabilities	E911 accuracy, compliance with Kari's Law and RAY BAUM'S Act, emergency call visibility	10
Implementation & Training	Project plan, timeline, training approach, and documentation	10
Support & Service	Support availability, SLAs, responsiveness, and ongoing maintenance	10
Vendor Experience & References	Experience with K-12/public sector clients and quality of references	10
Cost / Total Cost of Ownership	One-time and recurring costs, pricing clarity, and overall value	15
Total Possible Points		100

16.2 Scoring Methodology

- Each evaluator will score proposals independently.
- Scores may be averaged across evaluators.
- The District reserves the right to:
 - Conduct vendor interviews or demonstrations
 - Request best-and-final offers
 - Negotiate terms consistent with Iowa public purchasing laws
- Cost will be evaluated based on the **total cost of ownership**, not the lowest bid alone.

17. Vendor Response Matrix

Vendors **must complete the response matrix** below as part of their proposal. Failure to complete the matrix may result in disqualification.

Vendors should indicate compliance using the following designations:

- **C** – Compliant
- **PC** – Partially Compliant (explain)
- **NC** – Not Compliant

Additional comments or clarifications must be included in the “Vendor Comments” column and referenced to proposal page numbers where applicable.

17.1 Functional Requirements Matrix

Core Phone System Features

Requirement	C / PC / NC	Vendor Comments
District-wide auto attendant		
Dial-by-name directory		
Direct Inward Dialing (DID) per phone		
Individual voicemail		
Group voicemail (office/shared)		
Voicemail to email (audio)		
Voicemail speech-to-text (preferred)		
Ring groups/hunt groups		
Call forwarding		
Hold / Transfer / Park / Pickup		
Personal speed dial		

Paging & Notifications

Requirement	C / PC / NC	Vendor Comments
Zone paging by building		
Paging by group or wing		
Integration with existing paging systems		

Unified Communications & Mobility

Requirement	C / PC / NC	Vendor Comments
Desktop softphone application		
Mobile softphone application		
SMS / text messaging (optional)		

Accessibility & Ergonomics

Requirement	C / PC / NC	Vendor Comments
Wired headset support		
Wireless headset support		
Hands-free calling capability		

Emergency & Safety

Requirement	C / PC / NC	Vendor Comments
E911 with building-level accuracy		
Room-level or location-based E911 (if available)		
Kari's Law compliance		

Ray Baum's Act compliance		
Emergency call notifications		

Technical & Architecture

Requirement	C / PC / NC	Vendor Comments
Cloud-based solution		
On-prem or hybrid option (if proposed)		
Supports ~180 phones		
Supports 5 buildings		
QoS support		
PoE support		
Redundancy/failover		
Security and encryption		

17.2 Pricing Matrix

Cost Component	Description	Cost
One-time implementation		
Monthly/annual licensing		
Hardware (phones)		
Headsets		
Paging equipment		
Optional features		
Total Estimated Annual Cost		

17.3 References

Organization	Contact Name	Phone	Email