



**Halifax County Schools
9525 Hwy 301 S.
Halifax, NC 27839**

Request for Proposal

VOIP Telephone Services

Released July 2024

Objective:

The objective of this Request for Proposal (RFP) is to solicit proposals from qualified vendors for the procurement of Voice Over Internet Protocol (VOIP) phones for Halifax County Schools.

Scope of Work:

Halifax County Schools is seeking VOIP services at all sites across the district. The selected vendor will be responsible for the following:

1. Providing VOIP service compatible with existing Polycom handsets.
2. Providing services for 53 DID telephone numbers.
3. Work with Halifax County Schools to eliminate unnecessary DIDs.
4. Training for school staff on the use and maintenance of the VOIP phone system.
5. Ongoing technical support and maintenance services for the duration of the contract.
6. Managing VOIP services at 12 locations.

Requirements:

1. Compatibility with existing network infrastructure and ability to integrate with other communication systems used within the school district.
2. Robust security features to safeguard sensitive information and ensure compliance with relevant data protection regulations.
3. User-friendly dashboard that allows each user access (logins) to include managing calls, messages, and setting voicemail passcode.
4. Provide user function that allows users to make and receive phone calls through an app on their cell phones.
5. Reliability and uptime guarantee to minimize disruptions to school operations.
6. Cost-effective pricing structure, including licenses, installation, training, and ongoing support services.

Location	# of VOIP Extensions
Central Services	42
Maintenance/Transportation	8
Aurelian Springs Institute of Global Learning	20
Enfield Middle S.T.E.A.M. Academy	20

Everetts Elementary S.T.E.M. Academy	10
Halifax County Early College High School	3
Hollister Elementary Leadership Academy	16
Inborden Elementary S.T.E.A.M. Academy	20
Northwest Collegiate & Technical Academy	34
Pittman Elementary Leadership Academy	13
Southeast Collegiate Preparatory Academy	28
Scotland Neck Elementary Leadership Academy	24
William R. Davie Middle S.T.E.M. Academy	28
Total	266

Ownership of Equipment:

Halifax County Schools will maintain complete ownership of any and all equipment purchased. Furthermore, any network design or configuration changes implemented must remain active on the equipment past the end of the contracted term.

Vendor Requirements:

- The vendor must have at least a five year track record providing the services described in this request for proposal.
- The vendor must provide at least three current references similar to the size and needs of our organization.
- Vendor support must be available 24/7.

Proposal Submission:

Completed submissions should be emailed to requestforbids@halifax.k12.nc.us. Proposals should include the following:

1. Company profile and relevant experience in providing VOIP phone solutions to similar-sized school districts.
2. Detailed description of the proposed VOIP phone system, including specifications, features, and scalability options.
3. Pricing breakdown for licenses, training, and ongoing support services.
4. Proposed timeline for implementation and deployment.

5. Three references from current/past educational institutions that are of similar size.

Evaluation Criteria:

Proposals will be evaluated based on the following criteria:

1. Compliance with the requirements outlined in this RFP.
2. Technical capabilities and suitability of the proposed VOIP phone system.
3. Cost-effectiveness and value for money.
4. Vendor's experience and track record in serving similar-sized school districts.
5. Quality of proposed services.
6. References and client testimonials.

Selection Process:

The selection of the vendor will be based on the evaluation of proposals received. Halifax County Schools reserves the right to reject any or all proposals or to waive any informality or irregularity in the proposals received. The selected vendor may be required to participate in negotiations to finalize the terms and conditions of the contract.

Timeline:

- RFP Issuance Date: July 22, 2024
- Questions Deadline: August 5, 2024 ([Click](#) to view questions & answers)
- Proposal Submission Deadline: August 12, 2024 by 2:00PM (ET). Late submissions will not be accepted.
- Award Notification: September 12, 2024, *pending board approval*
- Contract Period: October 1, 2024-September 30, 2025

Contact Information:

For inquiries regarding this RFP, please contact:

Sonya Parker
Director of Media and Technology Services
parkers@halifax.k12.nc.us

Be sure to include "RFP: VOIP Telephone Services" in the subject line. Phone calls will not be accepted.

Attachment A:

Current list of school/building sites in the district.

Attachment A
Current list of school/building sites

School/Site Name	Address
Central Office	9525 Highway 301 South Halifax, NC 27839
Maintenance/Transportation	6850 US 301 Halifax, NC 27839
Warehouse	Same as central office
Aurelian Springs Institute of Global Learning	10536 Highway 48 Littleton, NC 27850
Enfield Middle S.T.E.A.M. Academy	13723 Highway 481 Enfield, NC 27823
Everetts Elementary S.T.E.M. Academy	4391 Highway 158 Roanoke Rapids, NC 27870
Halifax County Schools Empowerment Zone	8492 Highway 48 Littleton, NC 27850
Halifax County Early College High School	100 College Dr. (500 Bldg.) Weldon NC 27890
Hollister Elementary Leadership Academy	37432 Highway 561 Hollister, NC 27844
Inborden Elementary S.T.E.A.M. Academy	13587 Highway 481 Enfield, NC 27823
Northwest Halifax Collegiate and Technical Academy	8492 Highway 48 Littleton, NC 27850
Pittman Elementary Leadership Academy	25041 Highway 561 Enfield, NC 27823
Scotland Neck Elementary Leadership Academy	901 Junior High School Rd. Scotland Neck, NC 27874
Southeast Halifax Collegiate Preparatory Academy	16683 Highway 125 E Halifax, NC 27839
William R. Davie Middle S.T.E.M. Academy	4391 Highway 158 Roanoke Rapids, NC 27870