



Department of Purchasing

100 N. Main Street, 2nd Floor
Suffolk, VA 23434
Phone (757) 925-6762 Fax (757) 942-4333

April 4, 2025

To All Interested Parties:

Subject: RFP 1879-P, Session Initiated Protocol (SIP) Trunk and Transport

The Suffolk City School Board (School Board) is requesting proposals from interested parties to provide Session Initiated Protocol (SIP) Trunk and Transport. Please read carefully all information contained in the RFP document. Proposals may be submitted through the eVA portal or delivered in a sealed envelope or package **clearly marked with RFP 1879-P, SIP Trunk and Transport** on or before Tuesday, April 29, 2025. Proposers may use the USPS at their own risk. The post office box is only checked once daily. Any late proposal shall be returned to the proposer and not evaluated. Proposals not sent through eVA must be delivered to:


Linda Bates, NIGP-CPP, VCO
Department of Purchasing, 2nd floor
Suffolk Public Schools
100 N. Main Street
Suffolk, Virginia 23434

Proposals will not be accepted at any other locations. Any proposal received after the time designated above will be returned unopened. Nothing herein is intended to exclude any responsible offeror or in any way restrain or restrict competition. All responsible offerors are encouraged to submit proposals.

The School Board plans to select a qualified offeror based on the requirements set forth herein and pursuant to the regulations of the Commonwealth of Virginia Procurement Regulations. The awarding authority for this contract is the Suffolk City School Board. The School Board reserves the right to reject any or all proposals submitted.

If you have any questions concerning this Request for Proposal, submit them in writing to Linda Bates, Coordinator of Purchasing at lindabates@spsk12.net **no later than Tuesday, April 22, 2025.**

Issued by:


Linda Bates
Coordinator of Purchasing
Enclosures

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The cover letter (Request for Proposal) and each section attached as listed below constitute this Request for Proposal. All potential offerors will be required to adhere to all requirements, schedules, terms and conditions as set forth in these sections.

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SECTION I SCOPE OF SERVICES

It is the purpose of this Request for Proposals (RFP) to solicit a qualified contractor to provide a Session Initiated Protocol (SIP) Trunk and Transport to converge voice and data for Suffolk Public Schools in the Wide Area Network. Suffolk Public Schools includes eleven (11) elementary schools, five (5) middle schools, three (3) high schools and two (2) education centers. The student population is approximately 14,500.

This service must be in place and 100 percent operational by July 1, 2025.

The trunks will connect to Cisco Session Border Controllers at the location listed below, located in Suffolk, VA. A site visit is available by written request to lindabates@spsk12.net.

Technology Center
2325 E. Washington Street

A. General Requirements:

The School Board seeks a qualified contractor that shall provide a SIP trunking solution that meets the following general requirements:

1. Protocol & Codec

- The SIP trunk must support the G.711 codec for voice transmission.
- The solution must ensure high-quality audio with minimal packet loss, jitter, and latency.

2. Concurrent Call Capacity

- The SIP trunk must support a minimum of 115 concurrent calls.
- The solution must be scalable to allow for future expansion.

3. Trunk Termination

- The SIP trunk must terminate at 2325 E Washington St.
- The trunk termination must utilize an Ethernet handoff.
- The solution must be compatible with the existing network infrastructure and properly interconnect with the Cisco CUBE Session Border Controller (SBC).

4. Network & Connectivity

- The service must ensure seamless interoperability with Cisco Unified Communications Manager (CUCM) via the Cisco CUBE SBC.
- The trunk must include a dedicated circuit for delivering SIP trunking services.
- The circuit must be engineered for voice Quality of Service (QoS) to ensure low latency, jitter, and packet loss.

5. Call Routing & Services

- The SIP trunk must provide access to:
 - 911 emergency services (including compliance with E911, Kari's Law, and Ray Baum's Act).
 - Local calling within the designated service area.
 - Long-distance calling within the United States.
 - The solution must provide the ability to scale Direct Inward Dial (DID) numbers as needed.
 - The service must support Local Number Portability (LNP) to allow migration of existing telephone numbers.
 - The service must support proper Caller ID presentation and CNAM lookup for outbound calls.
- 6. Traffic Monitoring & Reporting**
- The provider must offer a web-based traffic monitoring and reporting portal.
 - The portal must include, but not be limited to:
 - Historical usage reports
 - Real-time and historical traffic analysis
 - Trunk utilization and capacity planning analysis
- 7. Security & Compliance**
- The SIP trunk should support TLS/SRTP for encryption, as it is the preferred method for ensuring secure communication and compliance with security best practices.
 - The solution must comply with FCC regulations and industry security best practices.
- 8. Service Level Agreement (SLA)**
- The provider must guarantee 99.99% uptime or higher.
 - The vendor must provide a clear escalation process and response times for service outages.
- 9. Interoperability & Configuration**
- The SIP trunk must be fully compatible with Cisco Unified Communications Manager (CUCM) via Cisco CUBE SBC.
 - The provider must offer assistance with configuration, SIP trunk registration, and ongoing troubleshooting.
- 10. Support & Maintenance**
- The vendor must provide 24/7 technical support with engineers experienced in Cisco UC environments.
 - The provider must offer proactive monitoring and alerting for service disruptions.
- 11. Timeline**
- This service must be in place and 100 percent operational by July 1, 2025.

SECTION II PROPOSAL REQUIREMENTS

Proposals should be as thorough and detailed as possible in order to evaluate the offeror's capabilities to provide a subscription to a test item bank repository. Offerors are required to submit each item listed below as a complete proposal.

- A. Provide a written narrative statement including the qualifications of the contractor to provide the products and services described in the Scope of Services. The following information and/or materials must be included:
 - 1. Experience in providing like services.
 - 2. Names and qualifications of individual(s) who will be involved in this project.
- B. Describe in detail the proposed connections to include, but not be limited to a map indicating the path of delivery for each connection and locations of switch facilities that the connections pass through.
- C. Provide a detailed timeline for completion of project.
- D. Describe in detail the connection hand-off and technical detail of the connection.
- E. Provide a list of all features, both the ones that are standards and any that are optional.
- F. Provide a description of service agreements provided. Include any annual costs, etc. in the cost proposal.
- G. Provide a detailed cost proposal to include itemized list of all products and services.
- H. Provide a minimum of three references where similar products and services have been provided in the last five (5) years. Include a contact person and an email address and phone number for each.
- I. Provide any additional information that will assist Suffolk Public Schools in evaluating your ability to provide the product and services specified in this Request for Proposal.

SECTION III EVALUATION CRITERIA

The successful offeror will be selected based upon the following criteria:

- A. Ability of the offeror to provide the product and services specified including trunk features available, connections provided - **30 points**
- B. Value and completeness of cost proposal – **30 points**
- C. References provided - **10 points**
- D. Quality of service level agreement(s) – **20 points**
- E. Other criteria as deemed important to the services required (also known as other value added items) – **10 points**

SECTION IV COOPERATIVE PROCUREMENT

This solicitation is being conducted on behalf of other public bodies under the provisions of § 2.2-4304 of the Virginia Public Procurement Act, Cooperative Procurement, as stated, “a public body may purchase from another public body's contract even if it did not participate in the request for proposal or invitation to bid, if the Request for Proposal or Invitation to Bid specified that the procurement was being conducted on behalf of other public bodies.”

If authorized by the Bidder(s), the resultant contract(s) may be extended to any jurisdiction within the Commonwealth of Virginia to purchase at contract prices in accordance with contract terms. It is the Contractor's responsibility to notify the jurisdictions of the availability of contract(s).

Any jurisdiction using such contracts shall place its own orders(s) directly with the Successful Contractor(s). Suffolk Public Schools acts only as the Contracting Agent and is not responsible for the placement of orders, payment or discrepancies of the participating jurisdictions.

SECTION V SELECTION OF OFFEROR

- A. The School Board will use the competitive negotiations process in selecting the offeror(s) to provide this service. The proposal, as submitted, will be evaluated by the School Board. Two or more offerors deemed as best suited and qualified will be selected for formal and/or informal interviews. Selected vendors may be asked to demonstrate their complete program during the evaluation process. Competitive negotiations will be conducted with the top ranked offerors. A contract will be awarded to the top ranked offeror after the completion of competitive negotiations.

- B. If the School Board determines that only one offeror is fully qualified or that one offeror is clearly more highly qualified and suitable than the others under consideration, a contract may be negotiated and awarded to that offeror.
- C. The School Board reserves the right to award multiple contracts as may be most advantageous to the School Board.
- D. The School Board reserves the right to negotiate any and all aspects of the contract in the best interest of the School Board.
- E. The School Board reserves the right to reject any or all proposals and will not be liable for any cost incurred in connection with the preparation and submittal for this Request for Proposals.
- F. Notice of Award for this solicitation shall be in writing to the successful offer and posted on the Suffolk Public Schools website and bid board at 100 N. Main Street, Second Floor, Suffolk, VA 23434.

SECTION VI TERMS AND CONDITIONS

- A. **INDEPENDENT CONTRACTOR RELATIONS:** Neither the successful offeror, its employees, assignees or Successful Offerors shall be deemed employees of the School Board while performing for the School Board.
- B. **GENERAL PROVISIONS:** Nothing in the agreement shall be construed as authority for either party to make commitments which will bind the other party beyond the scope of services contained herein.
- C. **INVENTIONS & COPYRIGHTS:** The Successful Offeror is prohibited from copyrighting any papers, interim reports, forms or other material and/or obtaining patents on any invention resulting from its performance of the project, except when specific written authorization of the School Board is given. The copyright or patent shall belong to the School Board.
- D. **SHIPPING:** All materials will be delivered as specified by Suffolk Public Schools. All shipping and handling costs shall be at the expense of the contractor.
- E. **TERMS OF AGREEMENT:** The initial term of this agreement shall begin on **July 1, 2025** and continue through **June 30, 2026** after which this agreement will automatically be extended for four (4) additional one year periods, beginning July 1st and ending June 30th of each year, unless otherwise terminated by either party by giving written notice by May 1st of any given year. The School Board may approve a price increase for each subsequent year. The request shall be presented in writing by April 1st of each year and the cost increases shall not exceed the Consumer Price Index (CPI) as developed by the Bureau of Labor Statistics, U. S. Department of Labor, for all Urban Consumers (CPI-U) south, for the preceding calendar year. Suffolk Public Schools reserves the right to purchase additional services if required to meet the intent of the RFP. Suffolk Public Schools also reserves the right to negotiate for additional years in order to provide for the

continuation of services.

- F. **TERMINATION:** The School Board Offeror may terminate the Agreement upon ninety (90) days written notice to the other party. Upon this termination for convenience, the Successful Offeror shall be paid only for those additional fees and expenses incurred between notification of termination and the effective date of termination that are necessary for curtailment of its work under the Agreement. The parties may mutually agree in writing to an earlier termination.

In the event of a breach by the Successful Offeror of the Agreement, the School Board shall have the right to immediately rescind, revoke, or terminate the Agreement. In the alternative, the School Board may give written notice to the Successful Offeror by specifying the manner in which the Agreement has been breached. If a notice of breach is given and the Successful Offeror has not substantially corrected the breach within ten (10) days of receipt of the written notice, the School Board shall have the right to terminate the Agreement. A waiver of breach of any provision of the Agreement shall not be deemed to be a waiver of any other or subsequent breach and shall not be construed to be a modification of the terms of the Agreement. A violation of any state or federal law or regulation by the Successful Offeror shall be considered a breach of the Agreement.

In the event of rescission, revocation, or termination, all documents and other materials related to the performance of the Agreement shall become the property of the School Board.

This agreement shall be canceled automatically in the event that the local, state or federal government fails to appropriate or allocate sufficient funds or positions for the purpose of continuing the Agreement. This termination shall be complete upon depletion of the previously allocated funds.

- G. **COLLATERAL CONTRACTS:** Where there exists any inconsistency between the Agreement and other provisions of collateral contractual Agreements which are made a part of the Agreement by reference or otherwise, the provisions of the Agreement shall control.
- H. **NONDISCRIMINATION:** In its performance of the Agreement, the Successful Offeror warrants that it will not discriminate against any employee, or other person, on account of race, color, sex, religious creed, ancestry, age, disability or national origin.

The Successful Offeror shall post, in conspicuous places that are available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause. In its solicitations or advertisements for employees, whether placed by or on behalf of the Successful Offeror, the Successful Offeror shall state that it is an equal opportunity employer. Notices, advertisements and solicitations which conform to federal laws, rules or regulations shall be deemed sufficient for the purpose of meeting the requirements of this section.

Suffolk Public Schools does not discriminate against faith-based organizations.

- I. **DRUG FREE WORKPLACE:** A drug-free workplace is to be maintained by the contractor. All public bodies shall include in every contract over \$10,000 the following provisions:

During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000.00, so that provisions will be binding upon each subcontractor or vendor.

- J. **CONTRACTOR/EMPLOYEE BACKGROUND CERTIFICATION.** Upon award, the contractor and any employee who will have direct contact with students shall provide certification that (i) he has not been convicted of a felony or any offense involving the sexual molestation or physical or sexual abuse or rape of a child; and (ii) whether he has been convicted of a crime of moral turpitude.
Any person making a materially false statement regarding such offense shall be guilty of a Class 1 misdemeanor and, upon conviction, the fact of such conviction shall be grounds for the revocation of the contract to provide such services and, when relevant, the revocation of any license required to provide such services. (See Exhibit 1.)
- K. **APPLICABLE LAWS:** The Agreement shall be governed in all respects, whether as to validity, construction, capacity, performance or otherwise, by the laws of the Commonwealth of Virginia.
- L. **SEVERABILITY:** Each paragraph and provision of the Agreement is severable from the entire Agreement, and if any provision is declared invalid, the remaining provisions shall nevertheless remain in effect.
- M. **CONTINGENT FEE WARRANTY:** The Successful Offeror warrants that it has not employed or retained any person or persons for the purpose of soliciting or securing the Agreement. The Successful Offeror further warrants that it has not paid or agreed to pay any company or person any fee, commission, percentage, brokerage fee, gift or any other consideration, contingent upon the award or making of the Agreement. For breach of one or both of the foregoing warranties, the School Board shall have the right to terminate the Agreement without liability, or, in its discretion, to deduct the amount of said prohibited fee.
- N. **FINANCIAL RECORDS AVAILABILITY:** The Successful Offeror agrees to retain all books, records, and other documents relative to the Agreement for five (5) years after final payment. The School Board, its authorized agents and/or auditors shall have full access to and the right to examine any of said materials during this period.
- O. **OWNERSHIP OF DOCUMENTS:** Any reports, studies, photographs, negatives or other documents prepared by the Successful Offeror shall be retained by the Successful Offeror and shall be remitted to the School Board by the Successful Offeror upon completion, termination or cancellation of the Agreement. The Successful Offeror shall not willingly use or allow or cause to have such materials used for any purpose other than performance of the Successful Offeror's

obligations under the Agreement without the prior written consent of the School Board.

- P. **CONFIDENTIAL INFORMATION:** All confidential and proprietary information and data furnished to the Successful Offeror by the School Board shall remain the property of the School Board. The Successful Offeror agrees to retain in confidence, and not to disclose to or use for the benefit of third parties, any information disclosed to the Successful Offeror by the School Board without the School Board's prior written consent. Excluded from the provisions of the Agreement shall be such information as:
- a. Information which is in the public domain or which the Successful Offeror can show to have been in its possession independently of and prior to such disclosure by the School Board;
 - b. Information which becomes public knowledge after such disclosure, without fault on the part of the Successful Offeror or its employees;
 - c. Information made available to the Successful Offeror from a third party source without any secrecy obligation attaching thereto; and
 - d. All information uncovered during an investigation conducted by the Successful Offeror that is required to be reported by the Successful Offeror to appropriate agencies pursuant to local, state or federal statutes (i.e., especially concerning or affecting public health and safety). The Successful Offeror will attempt to notify the School Board prior to any such reporting.
- Q. **COMPLIANCE WITH LAW AND STANDARD PRACTICES:** The Successful offeror shall perform its obligations under the Agreement in compliance with any and all applicable federal, state and local laws, rules, and regulations, including applicable licensing requirements, and in compliance with any and all rules of the School Board relative to the premises. The Successful Offeror shall be responsible for obtaining all permits, consents, and authorizations as may be required to perform its obligations.
- R. **TAXES, FEES, CODE COMPLIANCE AND LICENSING:** The Successful Offeror shall be responsible for the payment of any required taxes or fees associated with the Agreement. All work shall be in compliance with all applicable codes, ordinances and permitting requirements.
- S. **COORDINATION OF WORK:** The Successful Offeror shall schedule and coordinate its services with the School Board. Services shall be performed in a professional and timely manner.
- T. **INDEMNIFICATION AND HOLD HARMLESS AGREEMENT:** The Successful Offeror agrees to the extent permitted by applicable law, to indemnify and hold the School Board and its representatives harmless against any and all liabilities, losses, costs or expenses (including reasonable legal fees and expenses) of whatsoever kind and nature which may be imposed on, incurred by or asserted against the School Board at any time to the extent such liability, loss or expense results from the Successful Offeror's negligence, breach of the terms hereof, or willful misconduct under the terms of this agreement or applicable law.
- U. **INSURANCE:** The Successful Offeror shall not commence work under this Agreement until he/she has obtained all insurance required under this section and such insurance has been approved

by the School Board. The School Board will be named on all liability policies and Workers' Compensation policies as "Additional Named Insured" or "Alternate Employer Endorsement" for the proposed work.

- V. **WORKERS' COMPENSATION INSURANCE AND EMPLOYERS' LIABILITY INSURANCE:** The Successful Offeror shall obtain and maintain during the life of this Agreement the applicable statutory Workers' Compensation Insurance with an insurance company duly authorized to write such insurance. The Successful Offeror shall obtain and maintain during the life of this Agreement, Employers' Liability Insurance with a limit of \$200,000.00 per accident/injury by an insurance company duly authorized to execute such insurance in the State of Virginia.
- W. **PUBLIC LIABILITY INSURANCE:** The Successful Offeror shall maintain during the life of this Agreement such Public Liability Insurance as shall protect him/her against claims for damages resulting from bodily injury, including wrongful death, and property damage which may arise from operations under this Contract whether such operations be by himself/herself or his/her employees.
- X. **COMPLIANCE WITH FEDERAL IMMIGRATION LAW:** The successful bidder shall not, during the performance of a contract for goods and services in the Commonwealth of Virginia knowingly employ an unauthorized alien as defined in the Federal Immigration Reform and Control Act of 1986.
- Y. **CERTIFICATE OF INSURANCE:** The Successful Offeror shall furnish the School Board with two (2) copies of certificate of insurance evidencing policies required. The Successful Offeror shall not change any required insurance during the life of this Agreement unless notice of any such change in coverage is given in writing by the Successful Offeror to the School Board at least fourteen (14) calendar days prior to there having any such change in coverage.
- Z. **SCC ID NUMBER:** In accordance with new registration requirements effective July 1, 2010 vendors shall include the identification number issued by the State Corporation Commission as proof of registration or justification for non-registration per the requirements in Section 13.1 or Title 50 of the Code of Virginia. Provide your SCC Identification Number below or justification for non-registration. The SCC may be reached at (804) 371-9733 or at www.scc.virginia.gov/default.aspx. Failure to include this information with your submittal may result in rejection of your proposal.

SCC ID Number _____

- AA. **SUSPENSION OR DISBARMENT** – In issuing your proposal, you are certifying that you have not been suspended or disbarred at any level (state or national) and are eligible to be awarded a contract.

Department of Purchasing
100 N. Main Street, 2nd Floor
Suffolk, VA 23434
(757) 925-6762 Fax (757) 925-6763

Attachment 1: CONTRACTOR/EMPLOYEE BACKGROUND CERTIFICATION

Pursuant to Virginia Code Section 22.1-296.1.C, prior to the award of a contract for the provision of services that require the contractor or any of its employees to have direct contact with students, the school board is required to have the contractor, and when relevant, any employee who will have direct contact with students, provide certification that (i) he has not been convicted of a felony or any offense involving the sexual molestation or physical or sexual abuse or rape of a child; and (ii) whether he has been convicted of a crime of moral turpitude. So as not to place an undue burden or hardship on the day to day operation of the school division and remain in compliance with the aforementioned Code provision, any contractor providing services for Suffolk Public Schools, whose employees will have direct contact with students, is required to provide the certification listed below:

As a contractor providing services for Suffolk Public Schools, whose employees will have direct contact with students, I certify that neither the contractor nor any of its employees, whether current employees or those who will be employed in the future, have been (i) convicted of a felony or any offense involving the sexual molestation or physical or sexual abuse or rape of a child; nor (ii) convicted of a crime of moral turpitude.

CONTRACTOR NAME

BUSINESS ADDRESS

PHONE NUMBER

CERTIFIED BY

PRINTED NAME

TITLE

DATE

Any person making a materially false statement regarding any such offense shall be guilty of a Class 1 misdemeanor and, upon conviction, the fact of such conviction shall be grounds for the revocation of the contract to provide such services and, when relevant, the revocation of any license required to provide such services. School boards shall not be liable for materially false statements regarding the certifications required by this subsection.

For the purposes of this subsection, "direct contact with students" means being in the presence of students during regular school hours or during school-sponsored activities.