



**Request for Proposal  
Hosted VOIP Telephone System**

**ADDENDUM 01**

**TO ALL OFFERORS:**

The following items shall be incorporated as a part of the RFP for the services requested and shall be honored as such in your Proposal.

**ITEM 01: PROPOSAL DUE DATE - EXTENSION**

Offerors should refer to the Cover Page of the RFP. The Proposal Due Date has been extended.

Proposals will now be received on **February 27, 2024 at 2:00 PM EST.**

The DUE DATE for Questions has NOT been changed **February 12, 2024 at 2:00 PM EST**

**ITEM 02: ANSWERS TO QUESTIONS RECEIVED**

1. Offeror is a privately-held company and as such has a policy to provide its audited financial statements only upon execution of a mutual non-disclosure agreement. Will the district accept alternative means of respondents showing fiscal responsibility (i.e. D&B Report, Bank Reference, Letter of Credit)?

Yes

2. Will the district please provide an extension so offeror can provide a more advantageous proposal?

*Yes February 27 is the new deadline*

3. Phone Counts: What are the exact quantities for licenses and phones for the classrooms and the administrative staff?

***Administration Building should be all office deployments (260)***

***Service Center should be all office deployments (105)***

***Food Service\Data Center building should be all office deployments (50)***

***The Greenway building includes Gifted Center School (29 classroom phones, 5 office phones), Pittsburgh Classical Academy School (17 classroom phones, 5 office phones) and 66 office phones for the Professional Development offices.***

*The remainder of the school listings are accurate for classroom and office deployments*

4. Skills based routing: What will Skills Based Routing be used for?

*Call center for diverting calls to appropriate individuals based on their role/responsibility i.e. press one for parent hotline, press 2 for a tech issue etc.*

5. Wall Mount Option – Please provide the exact amount of Wall Mount Kits that will be required for the installation of the phone units?

*Arlington school is the only building with wall mounted phones, 55 mounts are required*

6. It is our understanding that the current Paging in the schools operate independently from the existing phone system. Is this a new requirement? If yes, please provide information on the Paging system that will need to be interfaced to. Is there a cable run from the Paging system at each school to the Data Rooms at each school?

*This is not a new requirement. Dukane, Atlas GCK, Bogen, Telecore, Audio Enhancement, Rauland, we interface with some of the legacy systems via ATA device*

7. Are there currently door boxes tied into the existing phone system? If yes, please provide specifications of the existing door boxes. Also, which sites have existing door boxes and how many at each location? If no, is there currently a cable run from each door to the Data Room?

*No*

8. Postage Machines: Are the Postage Machines currently connected to the existing phone systems? If yes, please provide the make and model number of each Postage Machine to be connected. If no, is there a cable run from the Postage Machine to the Data Room? Also, please provide the make and model number of each Postage Machine to be connected.

*No*

9. To add some clarity to the AA requirements in section A.2.1, can we request an existing Auto Attendant tree configuration example?

*Main School number > options 1-5 with caller input > user selected destination as defined by the Auto Attendant*

10. How do the sites connect to the data center (WAN)?

*Dedicated 10 Gbps fiber connects each building to the data center, every building has a direct connection to the DC, WAN service provider is Crown Castle.*

11. Is there an edge device that creates the connection to the data center? If so, what brand/model is in place?

*The edge device provided by Crown Castle is Ciena 3930*

12. Would it be possible to get a basic network diagram that shows a couple sites and how they connect to the internet/data center visually?

*School-A (LAN) Fortigate > School-A Cisco 3850 > School-A (WAN) Crown Castle Ciena 3930 > Data Center (WAN) Crown Castle Ciena > Data Center Cisco 6880 > Data Center Cisco 9504s > Data Center Palo Alto > Data Center Arista Router > Internet*

13. What is the internet being provided at each location? Is it only the fiber Internet or is there another connection?

*There is no direct connection to the internet from a school, all internet traffic traverses the WAN to the Data Center where we have a 10 Gbps and a 5 Gbps internet connection load balanced, both are fiber connections and the WAN is also a fiber connection.*

14. What is the estimated bandwidth per site requirement for VoIP?

*No more than 10 – 30 mbps per building*

15. Please provide a list of all paging amplifiers at each applicable location

*We do not have a list of all paging amplifiers, below is a chart with examples of what some of the buildings have. There is not a uniform amplifier solution deployed in the district.*

*We have Bogan, Dukane, Rauland, Telcor, Simplex, TOA systems.  
We've recently installed Rauland TCU and Carehawk systems at these locations:*

Brashear	TCU Rauland
Brookline	TCU Rauland
Greenfield	CareHawk CH1000
Greenway	CareHawk CH1000
King	CareHawk CH1000
Manchester	TCU Rauland
Mifflin	TCU Rauland
Roosevelt Intr.	CareHawk CH1000LT
South Annex	TCU Rauland
Sterrett	CareHawk CH1000
Uprep	TCU Rauland
West Liberty	CareHawk CH1000LT
Westinghouse	TCU Rauland
Allderdice	TCU Rauland
Banksville	TCU Rauland

Baxter/SAC	TCU Rauland
Chartiers	TCU Rauland
Perry	Telecor
Phillips	CareHawk CH1000LT
Pioneer	CareHawk CH1000LT
Roosevelt Pri	CareHawk CH1000LT
Miller	TCU Rauland

16. The RFP explicitly states that you will not consider White Label VoIP Companies, Resellers and Agents. Does this mean that you will not consider teamed arrangements where a UCaaS provider and agent submit a team proposal with each performing part of the work? Together, we will meet all your requirements. If selected, there will be one agreement with us for the UCaaS licenses and a separate agreement with our agent for implementation, resiliency hardware, and other services.

*We do not want upfront costs; a single monthly bill over the course of a 5 year agreement should be inclusive of hardware, installation, configuration and services etc. We will review proposals that meet this requirement.*

17. How many FXS/FXO lines per site to cover paging, remote access door entry, notification and postage machines?

*As this has not been yet implemented yet the needs are unknown but, likely 1 FXS/FXO line for paging, only one site (Service Center) has integrated door access and at present no sites have postage meters connecting to phone lines, all are IP based*

18. Number of paging groups?

*1-2 per site (All call, however the idea is to continue to use existing paging groups that will already be present at each site, we are looking for a simple phone system integration with the present installed systems at the schools)*

19. How many call center agents?

*10*

20. How many call center queues?

*We are currently using 2*

21. Keep Active Directory integration?

*We want to keep or expand AD integration.*

22. Plan to keep PRI connections?

*It depends on the proposed plan; we are not beholden to any delivery of service. Sip would be fine as long as it looks the same to the user-base.*

23. Level of integration between voicemail and email?

*Voicemail should be sent as an email attachment*

24. Is Speech to Text required?

*Not a requirement*

25. Is an audio file attachment required?

*Yes voicemail should be sent via email as an audio file attachment*

26. What is the Total Number of users who need to be set up with the Phone System?

*We'll need a phone system per user, which is approximately 4500. Most sites have phones in every classroom some will need to be deployed as part of this project. Estimated count is about 4500 phones. There are close to 3000 voicemail users which will need to be expanded to all employees that currently do not have one (4500 total).*

27. How many users will be enabled for Call Center?

*10 max*

28. Where are Customer Emails currently hosted?

*Office 365 – Exchange Online*

29. Do you need to Port Phone Numbers? If yes, how many phone numbers need to be ported?

*Yes, possibly 8000 numbers will need ported. Currently we own a block of 8000 DID's that we use as needed for 4 digit dialing internally with every configured DID reachable externally, depending on the proposal this could change if there is a more cost effective/modern solution.*

30. Are there any existing Microsoft 365 licenses in place? Please mention the exact count and type of licenses.

*We do not have Microsoft 365 licensing for voice service*

**ALL OTHER ITEMS OF THE RFP REMAIN UNCHANGED.**