![Pittsburgh Public Schools logo]

**Request for Proposal
Hosted VOIP Telephone System**

ADDENDUM 02

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 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 DIDs 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

31. Does the District know if all 8000 of the numbers can be ported, or if any are owned by the LEC and not portable?

No

32. Is there a list of existing PSTN carriers and does the district know who the authorized district contacts are for each circuit?

All services are provided by Consolidated Communications

33. Is documentation regarding the existing Cisco PBX configuration available (user/number lists, call routing, etc.) or will this need to be collected as part of the project?

Collected as part of the project.

34. How granular do the E911 dispatch locations need to be, one per site or down to the classroom/office/phone?

We need to be compliant to RAY BAUM'S Act, thus, we would require notification to a selected pool of administration phones within the school where 911 was dialed as well as notification to the school safety dispatch desk at the Administration building upon any 911 dial. At present we utilize Singlewire Informacast Call Aware to notify.

35. What is the possible calendar working window for the project? Can this project happen while school is still in session (including summer school), or does it have to happen entirely while the district and a particular school is on summer break? Are there any blackout dates?

The plan is for the project to be completed over the course of the summer, coordinating around the summer school schedule is desirable

36. Who will be responsible for disposing of the old Cisco phones and Cisco PBX components? If it is vendor, what other on-site equipment will need to be removed (in addition to the phones)?

The phones and PBX components can be either recycled or disposed of by the vendor/installer or drayed back to the data center.

37. Can the District provide more specific information make/model of existing ATAs.

Presently all ATA devices are Cisco ATA187

38. Can the POTS replacement solution be separate from the hosted PBX solution?

A single solution is desired but they can be separate as long as it's still a single monthly payment.

39. Does each site have a UPS and generator with capacity to keep all PoE phones online, along with any critical ATAs?

No

40. Can you provide more details on the expectations around what level of onsite support is expected for moves and changes as detailed in Support section I of the RFP under item 2? Does the district just expect someone to remotely handle the programming updates or do you expect someone to be available to physically move or add a headset?

Physical presence is not required for support moves and changes. Additional and/or replacement of hardware will be carried out by PPS staff. Replacement and additional equipment will be sent from the vendor/oem to the PPS data center.

41. Can you provide further detail and background on the requirement
"Primary installation crew must be the same group of individuals for each site." from Section F, item 2c? Does this mean the same team must go to all sites in scope one by one or can we build out multiple teams in order to complete the implementation quicker?

A single installation crew that can consist of numerous teams dispatched to cover multiple sites concurrently

42. How many FXO and FXS ports are needed by location to scope the correct ATAs?

However many are needed to page locally from the VoIP system.

43. PPS has multiple cordless phones and conference phones with their current Cisco setup. How many of each type of device are needed?

6 wireless phones, 45 conference phones.

44. What is your preferred routing protocol to achieve the desired failover timeframe given that typical results of BGP routing scenario would be well in excess of the 2 second threshold?

No preferred protocol

45. How many call center supervisors are there per site?

We have one central call center at our Service Center/Maintenance building which currently consists of 5 agents

46. What APIs are Pittsburgh Public Schools looking for?

Undetermined at this timeline

47. Please clarify what is meant by "one-touch intercom for mobile app & softphone."

To access the feature it should not require multiple button presses

48. Please advise what is meant by "shared extensions on multiple phones." Are Pittsburgh Public Schools after shared line appearance on multiple phones or hot desking?

Main Office and Admin staff may have a department where extensions are shared among multiple phones. (Principals, Directors, Main office lines would be shared.) All phones have dedicated phone numbers but a solution to solve shared teacher classroom numbers/voicemail would be beneficial.

49. Is single sign-on needed from an application?

Single sign-on is preferred, O365/Azure AD (Entra)

50. We understand that the E-Rate Certification referenced in the RFP is likely no longer needed. Please advise if the offeror needs to submit anything else in its place.

No

ALL OTHER ITEMS OF THE RFP REMAIN UNCHANGED.