



Request for Proposal (RFP)
Voice over IP (VoIP) Telephone System
Addendum 1
Questions and Answers

Petersburg City Public Schools
255 South Blvd East
Petersburg, VA 23803
(804) 732-0510

Proposed Responses Due:
February 9, 2021

1. What is the due date of the RFP Proposal? **The due date for the RFP is February 9, 2021 2:00PM**
2. We would like clarification on the type of phone system that is ideal. It sounds as though a "Cloud hosted system" is the goal however; we would like to be sure prior to pursuing the opportunity. **PCPS is looking for Cloud (hosted) solution**
3. Are the paging systems single zone or multiple zone? **The current paging (intercom) system at each school is set up to call the office, individual classrooms or an all call.**
4. The column totals on the table on page 2 listing the units at each location does not add up. Can please verify the units at each location? **The total count of lines will be 600. The district will use the additional lines to swap where needed at any of the listed locations**
5. Each classroom is to have a phone with a voicemail; are there teachers that are not assigned a classroom that would also require a voicemail? **Yes. Teachers are assigned to multiple locations and classrooms. Since this the case, the phone should point to the teacher's email address account**
6. Do you have any analog requirements at any of the locations? Do you have a need for analog devices such as phones, fax, paging ports? If so, can you identify the number of ports needed per sites? **PCPS will keep a few lines open with the current provider for security and an emergency line at each school for school administrators to use. The list will be given to the winning bid.**
7. Just want to verify that you are looking for a cloud-based system? **Yes. PCPS is looking for cloud (hosted) VOIP solution.**
8. In section 6 Technical Requirements, you are referring to virtual machines. Will it be possible to have the information on your virtual machine's environment? VMWare, Hyper V. **Not applicable**

9. There is no information on the type of trunks (analog, PTI, SIP) in the RFP. Can you provide the type and number of trunks per sites? **PCPS is expecting the vendor to handle all hardware and services from their end**
10. For the failover system, on page 2 you are mentioning that the system can reside on-site or at an offsite data center and on page 13 your request is for off-premise failover system. Can you confirm if both options are supported? **The question will be disregarded since the solution request is for a hosted VOIP system.**
11. Does each location have its own connection to the Public Switched Telephone Network (PSTN) or ISDN? **Yes**
12. Call Recording – Do you want each location, all calls, all stations to always be recorded? **Call recordings can be set to the standard settings.**
13. Automatic Call Distribution (ACD). What is the call center (CC) used for? How many agents and supervisors? Please define the requirements of ACD.
Automatic Call Distribution will be used for routing calls to departments, school level, or voicemails. Based on your response on the count of receptionists at each site. Include at least one supervisor with an option to add four more users to the group.
14. Conference calls – Please provide the capacity of callers for the desired number of participants (internal or external)? The **conference calls can be quoted to at least 300 users at one time.**
15. Compatibility with Remote Handsets - Please indicate the number of phones needed for home offices. Will your IT team configure networking for home users? **IP phones should be based on the 600-count stated. No.**
16. Flexible support for PoE or local power - How many phones per location require local power? **All phones are expected to be POE. If not, vendors should provide an alternative power source for the phones selected.**

17. Shared Extension on Multiple Phones. - Does each user receive their own extension number?
School lines will need to be shared. Users will need their extensions. Since this is a new process, the vendors will assist with the design and implementation. How many total users? **600**
18. Wall-Mount Option - Do you want the RFP pricing to include the wall mount or just have the option to be wall mounted? If mounts are needed, how many wall mounts per location? **The IP phone should have a wall-mount option.**
19. Telco – How many PRI's and at which locations? How many POT's lines and at which locations? **Not applicable since the system will be hosted**
20. Music on hold – Do you currently have an existing one or will a new one need to be included with the pricing? **Vendor should provide music option as a feature while user is on hold**
21. Paging - Is this an overhead paging system requirement or paging through the handsets?
Paging through handset If overhead, do you have a current system? Make, model, age.
22. Soft Phone PC integration – How many users need this function? **600 lines**
23. Page 2 PCPS states you have 488 general units and 24 receptionist units. Below the counts, you ask for a quote for 600 units. Please define the breakdown of the requested 600 units.
Utilize the table count and place the rest as extra general lines when needed.
24. Will there be an opportunity to perform a site survey prior to the RFP deadline? **No.**
25. Will other vendor questions be published? **Yes**
26. In either solution we will need to an overview of your local network at each school and how the schools are connected. **Utilize the information provided to the best of your ability. The detailed network information will be provided to the selected proposal if necessary.**
27. The RFP reads that PCPS “seeks a firm that can provide a cloud premise Voice over Internet Protocol (VoIP) telecommunications system”, but the rest of the RFP refers to onsite equipment. Is PCPS seeking an onsite solution or a cloud hosted solution? **PCPS is focusing on a cloud hosted solution.**

28. Does Petersburg Public Schools have a virtual environment we can use for this project. If so, what type and version are you using? **The vendor will need to provide the virtual environment to the district for the hosted solution.**
29. Do you want us to use your existing PSTN trunking or are you looking for us to provide a redundant SIP design with POTS for local survivability? **The question will be disregarded since the solution request is for a hosted VOIP system**
30. Do you have an offsite data center currently, or would you want us to provide that for you? **The vendor will provide the offsite environment for the voice solution**
31. Do you wish to totally transition away from traditional fax machines to electronic fax, or do we still need to address physical analog fax units? **PCPS would like to transition away from the traditional fax machines.**
32. The RFP requests integration with your existing intercom system, but the RFP does not mention which intercom systems you are using.
- a. **The intercom system information will be provided to the company who is selected**
33. You also stated in the RFP that questions are due on 1/10/2021, but no date listed for when answers to questions would be posted, or where. Can you please clarify when and where we should look for a reply? **I will post all questions on the "Business and Finance" department page under the subsection labeled purchasing.**
34. Page two says you are seeking firms that can provide a cloud premises VoIP system, and later in this section you say that it requires the design, implementation and support of an on-premises telephone system. Does this mean that both cloud-based and on-premises systems are acceptable? **Proposals with a cloud-hosted solution will be accepted.**
35. More on the phones: do you need to have the General Use Units support a gigabit Ethernet downlink to a PC, or is a 100 MBPS Ethernet downlink acceptable? do all PC's in the areas with the General Use Units now connect to the WAN wirelessly, so that no hard-wired PC

downlink is necessary? **An Ethernet port to a PC is required for all IP phone recommendations . Submit price option for 10/100 vs 1000 ethernet port.**

36. You talk about working with your existing network providers. Can we assume that these providers will provide any necessary wiring installation, and that we will only be responsible for connecting new VoIP hardware to existing network drops? PCPS will be responsible for the
37. Who do you plan to use to provide any local and long-distance calling service, or (if you really do intend to invest in a cloud-based phone system) do you plan to have that cloud provider handle all local and long distance calling? **This should be a Group option that allows certain users to make long distance calls**
38. Do you want to continue to use whatever PRI or SIP trunk service you currently use for your Avaya VoIP system; expanded to suit your larger number of VoIP phones? **The new solution will replace the current Avaya system.**
39. What type of telephone systems do you currently have at each site/location- IP or Digital/Analog? **9 of the 10 sites have an analog system except for the School board office. Central Office is an IP on-premise system that will be replaced.**
40. Currently are the telephone systems at each site/location connected together or standalone? If they are connected together, how are they connected? (VPN, dedicated circuits, fiber, etc.) **The current phones are analog. The network runs with a Fiber backbone**
41. What is the timeframe for installation of the system? **In the next 3 to 6 months of the approved PO to the selected vendor .**
42. How many DID numbers will be ported over? Do you have existing contracts for circuits/DIDs with a provider that we should take into consideration as well? **All the schools and department numbers will need to be ported over**
43. What additional insurance requirements are required other than “Damage and Liability Insurance”? **I will check to make sure**
44. Are there any Toll-Free numbers if so, how many? **None that I’m aware of**

45. Page 1 seeks a firm that can provide a cloud premise Voice over internet Protocol (VoIP) telecommunications system. Are you seeking a cloud solution or on-premise solution? **PCPS is seeking a cloud solution for VOIP.**
46. How many telco trunks does Petersburg VA city schools have today? What type of trunks are these? Will these be converted to SIP trunks? **PCPS is looking for the vendor to handle the entire system so only the phones or software is only needed onsite**
47. Will there be any DID's (direct in dial) numbers ported to the new service? **Yes. all school lines will need to be ported over**
48. How many numbers are we porting to cloud system? **All Schools and departmental main lines**
49. Petersburg VA requires server redundancy ONLY at central office? **PCPS is looking for the vendor to handle the entire system so only the phones or software is only needed onsite**
50. What about telco redundancy? Meaning have telco services installed at multiple address locations so that if carrier is lost at central office, the city schools could still have functionality at the telco redundant location. **PCPS is looking to keep analog lines for emergency and fire systems at each site**
51. What location/address would serve as the telco redundant location? **The High School or central office**
52. Does Petersburg City Schools have a data center that is not included in the location list? **No**
53. Is there a requirement for ANY analog at any locations i.e., used for elevators, security alarms or faxes today? **PCPS is looking to keep analog lines for emergency and fire systems at each site. PCPS would like to integrate faxes through the new `VOIP system if possible. Integration of faxing is a yes. How many web fax users are required? 600**
54. Petersburg City Public Schools (PCPS) is requesting an on-premise solution, and is also requesting "Redundancy/Failover" on page 13 of the document which would indicate that a

Hosted solution may be of best interest to PCPS like we provide to other K12's in VA and other States. A Hosted VoIP solution is also the best option, pertaining to disaster emergencies, giving more remote capabilities & function. Would PCPS accept proposals for a Hosted VoIP Solution? If so, could PCPS provide a list of Externally listed Phone Numbers (DID's)? **Most numbers are on the district website. <https://www.petersburg.k12.va.us/Page/2335>**

55. Would Petersburg City Public Schools (PCPS) be open to a conference call or web meeting so that we can discuss our solution with the IT Staff? **Not until the selection process begins.**
56. Are PRI's or analog (POTS) lines currently in use at PCPS? If so, how many channels are being provided throughout PCPS? **The question will be disregard since the solution request is for a hosted VOIP system .**
57. Since PCPS is looking for a hosted solution. Would PCPS be able to share with vendors the current costs of the phone system, connectivity like PRI's and any other cost factors so that we can provide a cost-savings-analysis for PCPS? **Not at this time.**
58. What Avaya telephony solution is installed in the Central office today? Below the list of the current telephone/network system, it states the Schools seek a cloud premise VoIP system. And two sentences later the requirements state "support of an on-prem solution." Generally, a cloud or hosted solution is not as financially advantageous to the customer as an on-premise solution. Will the Schools accept proposals for an on-premise solution, a cloud-hosted solution, or an on-premise managed solution? **The current Avaya system will be replaced. PCPS is looking for the vendor to handle the entire system so only the phones or software is only needed onsite.**
59. What telephony solutions are currently being used at each of the other sites other than the Central Office? **Basic Analog lines.**
60. What third party solutions, if any, are being used by the Schools for any functionality not incorporated into the existing telephony systems (i.e., Call Accounting, Conferencing, etc.)? **None at this time.**

61. "Vendor is also expected to provide a training plan for all employees. The training plan will take into account the different levels of training needed for various employee groups. " Regarding training, please identify the various employee groups that you anticipate needing training. Please provide number of participants, desired number of days, onsite/in-person or if virtual training is acceptable. **The vendor needs to provide the breakdown of the training for the system administrator, IT support team, receptionist and teachers.**
62. What, if any, are the conferencing requirements of the schools? **Conference call can be quoted to at least 300 in meeting at one time. To include video or voice.record**
63. For what duration does the Petersburg Schools want support for the solution? **The vendor will need to elaborate on the type of support options for the district to review while determining which proposal will fit the district needs**
64. Generally, for a hosted solution, the components not located on School premises (i.e., equipment located at the hosting or provider's site) is supported for the duration of the contract. What is the School anticipating to be under warranty? **The question will be disregard since the solution request is for a hosted VOIP system**
65. Does Petersburg Schools wish to "rent" phones or own them? **This depends on the cost of the phones. Provide the cost for both options.**
66. Please provide details on the existing Wide Area Network. **The information provided in the RFP is suffice for the Cloud hosted solution the district is requesting at this time.**
67. Please elaborate on how the receptionist's telephones are equipped today and what set type they are currently using. **Provide an option for receptionist of today's office with the ability to place 4 calls on hold.**
68. Do all users currently have a DID number assigned as their extension? **No. The schools have a few lines that are routed to the main phone line. Those main lines will need to be ported over to the new VOIP system.**
69. Please detail what capabilities must function at the redundant/failover site. Is a duplicate version of the primary solution required that maintains software synchronization with the

primary solution components? **The question will be disregarded since the solution request is for a hosted VOIP system**

70. Is only the ability to make/receive some calls necessary? Must all phones/features remain functional? **PCPS is looking for a cloud voice solution. The district needs assistance with the project on migrating the old system to the new cloud voice solution. We are expecting the vendor to assist the district in making this happen. Based on the response, the team will select a vendor that can make the project take place in 3 to 6 months. Please do what you can with what was supplied in the RFP.**
71. If the School is seeking a cloud telephony system, is the School for the phones to connect over the Internet or through a dedicated circuit? **cloud telephony system with an option to have IP phones for the front office and administrative staff areas.**
72. Regarding the phones, how many programmable lines to the General Use and Receptionist units need? **The standard programmable line will be fine.**
73. Regarding the phones, do either the General Use or Receptionist units need to be color screen or have a Gig switchport on the back for the attached PC? **The phones do not have to have a color screen. Provide the cost of the color screen as an option.**
74. If the School is seeking an on-premise telephony system, what two locations would the primary and backup systems be deployed at? Does the School already have an offsite data center? **The question will be disregarded since the solution request is for a hosted VOIP system.**
75. Regarding section 3.5.2.3 through 3.5.2.10, is the School looking for those items for this deployment or for previous project references? **The section indicated is for this deployment.**
76. Is the School looking for a 1-, 3- or 5-year term? **Provide a 1 year and 3 -year option.**
77. How many users require Unified Messaging between voicemail and Gmail? **PCPS has requested a quote for 600 users.**

78. Regarding 911 calling and location information in notifications sent out, is building level notification information acceptable? **Yes**, if so, how many buildings are there across the 11 locations? **There are 11 locations. They have been listed in the RFP.**
79. What PSTN type and carrier does the School have currently? Does the School intend to stick with the same carrier and PSTN type with the new telephony system? If T1 PRI, how many PRIs are in use? If SIP, how many concurrent calls are required? **The question will be disregard since the solution request is for a hosted VOIP system.**
80. How many direct-inward-dial numbers does the School have? **2 to 3 lines**
81. Is Call Recording a requirement? **No. It's an option.**
82. If so, how many phones require call recording capability? **Vendor must set pricing for 600 lines.**
83. Does the School have information on?
84. I. Average number of calls recorded per day? **No**
85. ii. Average length of call? **No**
86. iii. How long do calls need to be retained? **Standard count**
87. Intercom is 1 to 1, paging can be 1 to many; Is intercom needed or paging? If paging, is it paging to and from phones or incorporating overhead paging systems already in place? **PCPS would like to have paging set from the phones**
88. Is eFax/fax server a requirement, allowing for fax to email? If so, how many users? **Yes. All lines.**
89. Is the School looking for a Managed Services on the proposed solution where the provider is performing monitoring and moves/adds/changes? **PCPS is looking for training so the tech team can assist with the services needed to take care of the district's needs effectively**
90. Is remote site survivability required where if a site loses connectivity to the phone system, the phones at the remote site will register to a local gateway? **Provide the options on how to handle lost connectivity to the phone system**

91. Will there be any analog stations that need to connect to the new telephony system? If so, how many per location? **all sites will keep an analog service in loss of power**
92. Does the School want the proposer to include hardware maintenance on the phones? Most customer opt-out of hardware maintenance on phones and go with a sparing strategy. **Provide the hardware maintenance options on the IP phones.**
93. For hardware maintenance on critical hardware components, does the School prefer 8x5xNBD or 24x7x4 and is that the same for hardware that is installed as redundant? **Provide both cost options for review**
94. Will the School handle the swapping of bad hardware for new or need to engage the manufacturer or proposer? **Provide this as an option for team to look over**
95. Does the School have any spare T1 PRI interfaces on the existing Avaya system or does the Avaya system support SIP for integration with the new telephony system to support an easier migration and transition to the new system? **This will be decided based on the chosen cloud solution.**
96. Does the School have Active Directory? **Yes**
97. For paging, page 11 states "Integration with existing intercom systems outlined below" No details are listed below. Can you please provide the details of the existing intercom system? **Provide the cost for paging through handset as an option**
98. What type of "call recording" are you looking for? (recording to voice mail or an external recording solution) If external how many simultaneous phones need to be recorded? **Recording to voicemail**
99. How many Contact Center Agents are required? **Please use the receptionist count from the table listed for each site.** How many total and how many need to be simultaneously logged in? How many supervisors are required? **35**

How many Fax users are required? **600. The fax feature should be an option for all users. Provide the cost as an option if this does not fall under the standard feature.**

100. How many users need to have a “soft phone”? **600** Every user? **Yes**, Or only some of the users? (If some please specify how many.)

101. How many simultaneous administrator logins are required? **The standard count. Indicate what happens if more than the minimum connects.**

102. What type of phones are you looking for by user type? Basic phones for general users? **Basic IP phones for general use will do.** Higher end phones for receptionists? **Yes. Provide a few options** Other?

103. How many wall mounts are required? **A wall mount should be an option on the phone**

104. Can you provide any additional details on your existing IP/WAN network? **No. RFP has the needed information for the request.**

105. The Due date on the cover sheet states February 9th 2021, however on page 5 it states proposal submissions should be sent on or before February 2nd 2021 2 PM. Which is the correct date? **The due date for the RFP is February 9, 2021 2:00PM**

106. Page 10 Additional capabilities preferred from the emergency call procedure are the ability to initiate an emergency call to be automatically routed to other desks within Petersburg City Public Schools and to have a text number be notified when a 911 call is placed. We offer email notification and you can add a phone number as an email address but it is not a text message (although still sent to same place) is this acceptable? **Petersburg City Public Schools would like to know more about the system to determine whether this will meet the district’s needs.**

107. Page 12 Requirements: Workgroups – What is this? **Workgroups are similar to hunt group that may have a routed call sent to be answered by the department’s receptionist, manager or voicemail**
108. Page 12 Compatibility with Remote Handsets – Are they just asking if physical handsets deployed at remote locations can be a part of the main Office Suite tenant? ***Disregard since the cloud-hosted VOIP solution will connect from either the home or workplace.***
109. Page 12 Intercom – how old is this paging system. We have no issues working with paging systems but if it is extremely old (circa 70’s) we’ll need to know in order to provide the correct interface. **If the paging system can go through the IP phones or softphones, this will meet the district’s need.**
110. Page 12 Find Me/Follow Me (Forwarding to Cell Phone or Other Number) / One Number Reach Capability Off-Premise Extension (OPX) – What implementation of OPX are you referring to? What were your OPX requirements? *Traditional OPX? Which we do not support or just forwarding and answering Office Suite calls at other locations?* **All users should be able to work from home or onsite**
111. Page 15 It should fully integrate with Petersburg City Public Schools’ Active Directory or through SSO and should allow the administrator to control class of service and class of restriction. Our AD integration is for SSO only, is this acceptable? **Yes. AD integration is fine.**
112. Are you requesting a premise-based solution or a cloud-based solution? **Cloud based solution**
113. Can you please provide the manufacturer and type of your existing PBX system? If it’s an Avaya PBX can you please provide your Sold to Number, and system reports? If it’s an Avaya will you grant us the ability to run reports by approving an Avaya’s Customer Authorization Tool (CAT) request? If the answer is yes to #4, who should we send the CAT request email to for authorization? **The current PBX system is expected to be replaced.**
114. There is no mention of PSTN or SIP trunking. Can you please clarify what type and quantity of trunking you will be using? **The vendor selected must maintain the hardware.**

115. On page 11 in the requirements, you request intercom and group paging. Who is the manufacturer of the existing paging system that we must integrate with?
116. I see you are requiring remote handsets. Will Desktop Softphones meet the requirement or do you want your remote users to only use physical handsets? **Softphones will meet the requirements. However, physical handsets must work onsite or at home to meet the requirements.**
117. With regard to Remote Workers, what quantity of users do you want to have this ability. **All users should be able to work from home or onsite**
118. With regard to electronic faxing are you requiring that the new PBX have this feature or can a 3rd party solution also be proposed? **The new cloud VOIP must have this feature. If not, provide the 3rd party cost as an option for review.**
119. Can you provide details about existing auto attendants which will help with design the new auto attendants accurately? **The auto attendants are expected to be set up as hunt groups for the school level and department staff the central office sites. IT should adhere to school time, holiday hours, voicemail connections, etc.**
120. With regard to power failure do you have an existing UPS solution that you will re-use or do you require a new UPS solution proposal? If you want a new UPS, can you please provide MDF/IDF details of the types and quantities of devices that need to be covered in addition to the new PBX equipment we will be providing? What hold over time do you require from a new UPS Solution? **The vendor selected must maintain the hardware.**
121. Regarding the requirement for the proposal “signed by the firm’s authorized agent” and in light of the ongoing global pandemic and social distancing guidelines, will Petersburg City Public Schools accept electronic signatures via DocuSign and waive the requirement for an original signature. **Digital signature will be accepted.**
122. Please clarify the breakdown by location of Petersburg City Public Schools’ number of extensions needed.” How many “General Use Units” and “Receptionist Units” do you want included in a quote? Do you want a “quote for a quantity of 600” and what is the mix of units

that you want included in the total of 600 units? What is the total number of licenses that you want quoted? (totals on the request do not add up correctly) **Use the table count provided for general use vs the receptionist. All extras not list will fall under the general use count.**