

Addendum #1

Telecommunications 2024/Providence School Department/Technology

Issue Date: Tuesday, January 16, 2024

Bids Due: Thursday, February 1, 2024 at 1:00 PM

- 1) Does PPSD require an On-premise or cloud phone system, or can either be proposed?
 - a) See RFP
- 2) How many sites make up the population of 1,250 phones?
 - a) Approximately 45
- 3) Will fax machines need to be supported? If so, how many?
 - a) Yes, unknown
- 4) How many DID numbers are required?
 - a) TBD
- 5) What is the long distance call volume per month?
 - a) Unknown
- 6) What is the international call volume per month?
 - a) Unknown
- 7) Will phone training be required for staff?
 - a) Not part of the scope of this RFP
- 8) Are additional features of interest – soft phones, chat, web conferencing?
 - a) Not part of the scope of this RFP

- 9) Will the new system be required to go “live” on 7/1/24?
 - a) Phone service for all PPSD phone lines is to be 100% functional on start date of the contract
- 10) Is overhead paging required as a component of the system?
 - a) Not part of the scope of this RFP
- 11) Will there be a group of phones that do not require voicemail (public areas)? How many of these?
 - a) Not part of the scope of this RFP
- 12) Do you have specific requirements for phones? (display size, buttons, etc)
 - a) Not part of the scope of this RFP
- 13) Do reception areas require a certain number of lines or are soft phones acceptable?
 - a) Not part of the scope of this RFP
- 14) What PBX are you replacing?
 - a) Not part of the scope of this RFP
- 15) Are SMS capabilities desired?
 - a) Not part of the scope of this RFP
- 16) Is there a need for outbound broadcasts via voice or SMS? (weather cancellations or other emergencies)
 - a) Not part of the scope of this RFP
- 17) Other than the clocks and overhead page, how does the RFP differ from the RFP released last March?
 - a) Not part of the scope of this RFP. They are two independent RFPs
- 18) Is there a breakdown of classroom phones versus administration phones?
 - a) Not part of the scope of this RFP
- 19) Does the district need analog gateways for fax machines, elevators, door entry, etc.? If so, how many per location?
 - a) See RFP
- 20) Connectivity to the overhead page system per site or is that completely separate?
 - a) Not part of the scope of this RFP

- 21) Can you identify the location of posted Addenda so that questions and responses may be reviewed? I have searched on the School Website without locating any areas that potential Addenda would be posted.
- a) See PPSD's website
- 22) Can you identify if this is an E-Rate bid? This is not identified anywhere in the RFP document.
- a) See RFP
- 23) Recently I emailed a question to you about the final bullet point requirement posted again below. Vendors must be located within 50 miles of Providence, RI. What does this mean? Is this the headquarters, an affiliate, or a consultancy operation? Is this requirement still intact? Is the Providence School District considering that a world class vendor is located within that perimeter requirement?
- a) This is a requirement of the RFP
- 24) If we were to win the bid, do you have spare static IP addresses at the schools? If not, we would need to produce a plan such as bringing in FIOS (if available) which could also be a backup internet or 5G.
- a) Not part of the scope of this RFP
- 25) If the Bid from last year for the entire district communication phones and paging gets awarded wouldn't that make this new bid pointless? I heard that it was going to get awarded to one of the other bidders but have not seen anything on that.
- a) Not part of the scope of this RFP
- 26) What exactly is PPSD looking for? The RFP lists many things but it is not clear as to what the end-goal is:
- a) New phones with on-premise PBX
 - i) See RFP
 - b) New cloud/hosted phones (ie "IP-Centrex")
 - i) See RFP
 - c) Analog/Digital/VoIP connections to existing equipment that will remain
 - i) See RFP
 - d) If we are installing new IP phones, do we need to include PoE Switches or will they utilize PPSD switches?
 - i) Not part of the scope of this RFP
 - e) Can the VoIP service ride on PPSD's network/internet or do you require separate connectivity?
 - i) Not part of the scope of this RFP

- f) Are you able to provide a definitive list of deliverable items that you would like pricing on?
 - i) See RFP

27) Number of Sites and Addresses?

- a) Approximately 45 sites; Addresses to be shared with contracted vendor upon award

28) Number of Handsets per location – defined?

- a) Not part of the scope of this RFP

29) Number of DID's including Toll Free that we are porting?

- a) TBD

30) Handset Model type requested and breakdown, are you looking for basic phones only or a mixture and what would that breakdown look like?

- i) Not part of the scope of this RFP
- b) Executive Phone
 - i) Not part of the scope of this RFP
- c) Mid Level Phone
 - i) Not part of the scope of this RFP
- d) Entry Level Phone
 - i) Not part of the scope of this RFP
- e) Courtesy Wall Phone
 - i) Not part of the scope of this RFP
- f) Conference Phone
 - i) Not part of the scope of this RFP
- g) Large/Small Room
 - i) Not part of the scope of this RFP

31) Any Wall Mounts required and if so how many?

- a) Not part of the scope of this RFP

32) Any paging requirements?

- a) Not part of the scope of this RFP

33) Any paging hardware existing and define what is in place?

- a) Not part of the scope of this RFP

34) Any bell schedule or requirements?

- a) Not part of the scope of this RFP

- 35) Any bell hardware/software in place and define what is in place?
a) Not part of the scope of this RFP
- 36) Does the district want or need SMS Texting capability?
a) Not part of the scope of this RFP
- 37) If Yes, on how many numbers and how many users would need access to this feature?
a) n/a
- 38) For the 1250 Handsets, can you provide a breakdown of those handsets into 3 categories?
a) Not part of the scope of this RFP
- 39) Advanced User and Feature Set – SMS, Handset, Voicemail, Softphone, Presence, Online Meetings
a) Not part of the scope of this RFP
- 40) Normal User and Feature Set, -Handset, Voicemail, Softphone, Presence
a) See RFP
- 41) Courtesy Handset, very basic functionality.
a) Not part of the scope of this RFP
- 42) Install Parameters?
a) Not part of the scope of this RFP
- 43) Warranty Requirements?
a) Not part of the scope of this RFP
- 44) Service Desk Requirements?
a) Not part of the scope of this RFP
- 45) is there a breakdown of classroom phones versus administration phones?
a) Not part of the scope of this RFP
- 46) Does the district need analog gateways for fax machines, elevators, door entry, etc.? If so, how many per location?
a) See RFP
- 47) Connectivity to the overhead page system per site or is that completely separate?
a) Not part of the scope of this RFP

- 48) RFP states 3-5 PRIs, how would you like the pricing to be stated? Cost per PRI, cost for 3, cost for 5?
- a) See RFP
- 49) How many centrex, analog/pots lines?
- a) See RFP
- 50) Why do you need Voicemail and auto attendants since those are built into most of the phone systems
- a) See RFP
- 51) It asks for pricing for up to 1250 phones, are you looking for new phones to be included in this quote or are you looking for 1 DID per phone up to 1250 DIDs?
- a) See RFP
- 52) Would the Providence Public School please provide a breakdown of all services needed and the addresses where the services are to be installed?
- a) See RFP