ANGÉLICA INFANTE-GREEN
Commissioner

DR. JAVIER MONTAÑEZ
Superintendent

Providence Schools

Addendum #1

Unified Communications, Paging/Public Address System and Clocks and Bells System

Issue Date: Thursday, April 20, 2023

Bids Due: Thursday, May 5, 2023 at 1:00PM

Please use the updated Excel Spreadsheet that is posted on https://www.providenceschools.org/domain/2666 and BidNet Direct

1. Is Call Recording on demand required for all users? No

2. What is the plan for existing fax and alarm lines? Keep alarm lines as is, fax lines - please indicate potential solution/alternative to POTS fax lines in your response

3. Some of the newer NEC systems are using paper label digital phones, (about 75 phones total) do these phones need to be replaced with IP? please indicate potential solution/alternative in your response

4. Is it a requirement that all 40 sites be able to extension dial between each other? No
   a. Note: they do not have that capability now and if you do want it, all existing extension numbers will need to be changed to 5 digits

5. Gig phones are requested; however, classrooms can use a low cost non gig phone, resulting a very large cost savings. ($166,000) Is this acceptable? please indicate potential solution/alternative in your response
   a. Note: the network environment is such that the classroom phone will not be used as a "switch" to attach a PC due to the multiple outlets installed in classrooms, and the predominant use of wifi in most classrooms. Therefore, using non gig phones will not be service impacting to PPSD.

6. We have accurate count for all schools with the NEC sv9100 systems. If you care to update the RFP. Most of the estimated counts on the RFP is much lower than what is already in place. Use counts in RFP
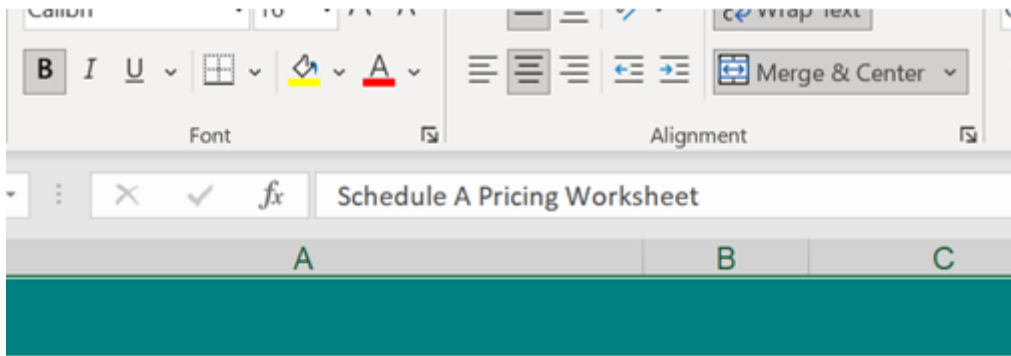
7. By state law, Telecom installations in RI are supposed to be performed by a licenses RI Telecom Contractor. We did not see that defined specifically in the RFP. Acknowledged

8. The excel spread sheet did not have a place to input 1 time cost for a premise PBX system (actual control unit, with cards and licenses, etc..)
   a. Please see RFP and spreadsheet

9. On Schedule A, line 96:

   a. Inter-System SIP Trunks between current platform, new platform, and UC platform. Not a requirement, Please see spreadsheet 2 SIP trunks, 100 active CCP, 100 failover/backup CCP.

   b. Note: Most of the existing phone systems cannot support SIP trunks

10. 10 of the 40 sites already have a fairly new phone system (NEC) that can be reused. (about 600 phones total). How do we enter this factor into the excel spreadsheet?I know they did not want us to "edit" the spreadsheet, however, I was thinking that I would lower the quantity of phones on the spreadsheet from 1699 to 1099. Another question about what I see when opening excel spread sheet. What should I select?

   Please see updated spreadsheet on https://www.providenceschools.org/domain/2666 and BidNet Direct

11. The column for "Count" seems to have a broken link

ified Communications and Total User Counts	Count	Monthly Recurr Charge Each
ited use Classroom VoIP phone with display	#REF!	Input
ice VoIP Phones with voicemail	#REF!	Input
scellaneous VoIP Phones with voicemail	#REF!	Input
vivable Gateway	40	Input
ool Main Answering Point with Busy Lamp Field tton Expansion Module	#REF!	Input
al School User Stations	#REF!	
w VoIP full duplex conference phone required lycom or equivalent) (Option, per unit cost)	1	Input
w VoIP full duplex conference phone with external ended microphones (Option, per unit cost)	1	Input
t	Input	Input
al Additional Stations (No Voicemail)	2	

12. Will Providence Public Schools accept a response that only includes the replacement of Unified Communications and not Paging System and Clocks and Bells System? PPSD are seeking a comprehensive solution that meets all of the requirements indicated in the RFP

13. Will Providence Public Schools accept alternative survivability options to copper lines at each location such as SD-WAN or Wireless Gateway? Providence Public Schools is open to all options that meet the requirements indicated in the RFP

14. Phone counts: The spreadsheet shows the following:

Front Office Phones with DSS 81

Classroom Phones 1084

Office Phones 266

Miscellaneous Phones 266

Total Phones 1,697 is this the correct number of IP Phones to quote? See RFP

Providence Public Schools - Telephony Questions

15. Should deinstallation and boxing up of original CPE be reflected in quote? See RFP

16. Should Dial Tone services be included by the vendor in the RFP? Not part of the scope of this project

17. Do teachers require voice mail boxes? No

18. Is there an updated spreadsheet (current spreadsheet reflects errors for totals)? Please see updated spreadsheet on https://www.providenceschools.org/domain/2666 and BidNet Direct

19. How does this RFP relate to the Information Technology Phone Systems Installation RFP due April 20? It does not

Providence Public Schools - Paging Questions

20. Is there a list of the make and model of all existing paging equipment and clocks at all locations, to include Amp(s), Page controllers, speakers, call buttons, clock drivers and clocks? Not at this time

21. Can you identify ceiling and wall types where new speakers are to be installed? Cable paths and conditions? Not at this time

22. Identify number and locations of IDF's and MDF available rack and wall space. Is there power available? Power is available in all IDFs and MDFs

23. Is Mass Notification (voice/text/strobe wallboards) required for classrooms? Yes

Overall

24. Are English and Spanish the only languages required for prompts, attendants, IVRs etc.? Not Known at this time

25. Will we be asset tagging and recording the installed gear? To Be Determined

26. Is there a need for warehousing equipment prior to installation? To Be Determined

   Existing switching

27. Is multicast currently configured on the network and configured as routable? No

28. Has the existing switching infrastructure been verified for POE requirements for this solution? Yes

29. Switch changes will be required for QOS/VLANs/E911 etc. Any changes will be managed by PPSD IT staff

30. Will an inventory of this equipment be made available? Not at this time

31. We will also need wireless information for location and location awareness of Wi-Fi phones. Not at this time

   Physical Installation Questions

32. In some instances, wall repair may be required when removing or replacing old clock/speaker locations. Is plaster/paint considered part of this project? No

33. Will any of these buildings require asbestos abatement? Unknown at this time

34. Will we be providing our own method of trash removal per site (dumpster/other)? Is there room for a dumpster at all locations? Yes; Yes

   Locations

35. Has the system at William D'Abate been identified? See RFP; Your response should be based upon the counts and quantities indicated in the RFP

36. Section 6.1

      6.1.10: Speakers in an individual office will require volume control for that speaker.

37. Is this expected to be a physical control, such as a knob, or is software control acceptable? Will this feature be end-user adjustable? – if the latter will, volume overrides be required for paging/bells or alerts. All responses that meet the terms and conditions detailed in the RFP will be reviewed

38. Example: The end user turns a speaker volume to zero. There is an urgent page that all must hear – Will the paging system be required to overrule the set volume to a new level? All responses that meet the terms and conditions detailed in the RFP will be reviewed

39. Are 'Flashers' desired for five color code notifications (Alyssa's Law – Homeland Security)? Not part of the scope of this project

Phone Service

3.2: PPSD has an agreement with Cox Communication to provide 4 analog lines at each school.

40. Will these be used for day-to-day PSTN calls? Potentially, based upon the architecture of the proposed solution

41. Does PPSD have centralized SIP or PRI requirements? If so, what is the quantity of desired channels? Not part of the scope of this project

SLA

42. 8.4: What are the standard Service Level Agreement associated with your solution? See RFP

43. In addition to the manufacturer's warranty, are you looking for some form of managed services to accompany our proposed solution? Not part of the scope of this project

Users

44. Can you provide a total number of 'knowledge workers' across all of the proposed locations? # of Providence Public Schools staff/contractors who will have a physical phone or softphone assigned to them on the system? Not common area/classroom phones. See RFP

45. What percentage of the end-user base assigned an extension and voicemail will also be allocated or require nomadic E911 softphone support, e.g., 50%, 75%, 100%? See RFP

Soft Client

46. Thinking of your power users or employees managing more than one extension, what would be the max number of lines, DIDs, and/or extensions this person would be responsible for concurrently accessing or monitoring within a soft client? Not part of the scope of this project

47. Should the soft client also support physical device control for the desktop user?

   • For example, click-to-call desk phone control? See RFP

48. Should we include cabling costs for all demarc extensions and IP speakers that require it? Not part of the scope of the project

49. Do you want existing aiphones integrated into the system or keep them separate? Not part of the scope of the project

50. For schools with Cisco VoIP, are we re-utilizing the existing handsets and gateways? All responses that meet the terms and conditions detailed in the RFP will be reviewed

51. Do you want any softphones included? If so, how many? All responses that meet the terms and conditions detailed in the RFP will be reviewed

52. Do you want any of the phones to be wall-mounted? Not known at this time

53. There are count differences between schedule B and the tab called "count". Can you clarify which numbers we should go by? Please see updated spreadsheet on https://www.providenceschools.org/domain/2666 and BidNet Direct

54. The RFP references Contact/Call Center, Call Accounting and Call Recording. Does the district want these features included? All responses that meet the terms and conditions detailed in the RFP will be reviewed

55. Do the classrooms require 1 Gig for the phones? See previously answered question(s) in this addendum

56. How many cages would be needed for the clocks? Not known at this time

57. Does the district require call contact center? If so, how many supervisors and how many agents? Not part of the scope of this RFP

58. Does the District want spare phones and speakers included? If so, what is the percentage or count? Not part of the scope of this RFP

59. Please confirm that the BIDDING PARTY must hold a current TSC license in the State of Rhode Island to be able to bid on this project. See RFP

60. Does Bid Form 1 need to be submitted PRIOR to the bid date in order to be made aware of addendum etc.? See RFP

61. Does this RFP intend to encompass a solution for intercom to the main offices from school entries (outside doors)? See RFP

62. The spec calls for classroom telephones (Sec 5.1.1) which have the ability to receive hands free intercom (Sec 5.4.3) AND for each classroom to have a paging speaker which has its own intercom number (zone) and also supports two way (hands free) communication (Sec 6.1.2 - Sec 6.1.4). Is the intent of this RFP that ALL classrooms have TWO means of two way communication? One through the Phone System/UC and one through the Paging system? See RFP

63. Is it the intent of this RFP that the Telephone System and Paging System and Clock system are all served by the same equipment or host? Or will multiple systems/manufacturers be accepted? See RFP

64. Do the redundancy requirements apply to ALL systems? Telephone, Paging and Clocks? See RFP

65. Is it the intent of this RFP to assume that all existing telco services are to be replaced - and do we need to factor existing contracts or cancellation costs into our bid? Not part of the scope of this project

66. Will you accept responses on the phone system alone? PPSD is seeking a comprehensive solution that meets all of the requirements indicated in the RFP

67. If so, would PVD accept proposals for remote deployment, meaning all the programming and porting would take place outside of the school and PVD can connect the phones? See above question

68. Concern around the phones in the classroom: Can the phones in the rooms be tied to a teacher's extension instead of just listed and tied to the room? Phones shall be tied to the classroom

69. Do you currently have in place SD-WAN at all sites with auto fail-over to a secondary ISP OR 5G cellular? Not part of the scope of this RFP

Fusion – SIP Questions

70. How Many SIP Paths do you require in the main location? Typically, it is a 4:1 ratio, so if there are 100 employees you would need 25 paths. Not part of the scope of this RFP

71. How many total working DID's (Telephone Numbers): Not part of the scope of this RFP

72. How many Spare DID's (Telephone Numbers): Not part of the scope of this RFP

AMERICAN TIME – Synchronized Clock Questions

73. How many double sided "hallway" clocks are there going to be needed for this RFP. Are they ceiling or wall mounted? Not known at this time

74. Can a single hidden "wi-fi clock network" be created across all schools so that Providence Public Schools can have just one SSID and password to be used for all the district Wi-Fi clocks rather than have each school have its own unique SSID and password? Not known at this time

75. In the RFP it is mentioned of an Administrative building with a Data Center (Headend): where is the administrative building located; will we have the ability to utilize the virtual environment for our solution? No

76. In regard to teachers: will they require a profile with a voicemail? No

77. Is there a secondary data center, which is mentioned in the RFP, if so, where is the data center and can it also be utilized for redundancy? No

Phone System/Unified Communications

78. Are you currently using HyperV or VMWare? If so could the phone solution be added to this environment?   No

79. Do you currently utilize a datacenter and if so could the solution be co-located in that data center. Yes; this could be possible.

80. Will the teachers require a profile and QTY? If so how many? No

Paging System

81. Are all the current school "paging systems" wired as intercom (home runs) to all the classrooms? Not known at this time

82. Since paging systems can/will have downtimes for multiple days when being upgrading/replaced, does PPSD plan to have this work completed over the following summer for all schools? Not known at this time

83. Are you looking for a single vendor to provide communications, paging/public addresses, clocks, and bells systems? PPSD is seeking a comprehensive solution that meets all of the requirements indicated in the RFP

84. The new phone system/systems will support approximately 1624 classroom and office VoIP phones, analog lines for survivability, local Public Switched Telephone Network (PSTN) connectivity, and interconnection to the paging system. Is the preferred solution to have a 100% IP telephone with minimal hard onsite to provide connections to POTS lines, paging system, and other external devices? See RFP

85. As much as possible, speakers and clocks that are in place and functional will be reused and not replaced. Is the preference to use the same manufacturer of these systems? See RFP

86. Per paragraph 4.3.1.1, are the vendors providing telco service, POTS lines, and SIP trunks? See RFP

87. A cordless telephone will allow selected staff to answer calls to their shared phone while away from their station and provide basic call transfer and rudimentary multiline functionality. Describe any Digital Enhanced Cordless Telecommunications (DECT) capable telephones available with multi-line functionality. Is the intention to have the staff be able to use this cordless phone throughout the facility? See RFP

88. Classroom telephones should have all the features of Standard telephones but only need to support 1 extension appearance. These phones do not need a voicemail as they are not associated with a particular user. Classroom phones should have a display that shows Caller ID and text-based messages from the EA/PA system if that feature is purchased. Please explain the text-based message feature. Does the paging vendor provide this? Not part of the scope of this project