

Addendum #1

Telecommunications 2021/Providence School Department/Technology

Issue Date: January 21, 2021

Bids Due: February 3, 2021

- **What is the phone count?**
 - The phone line count in the RFP is up to 1200

- **Is PPSD looking for a hosted phone solution or carrier services?**
 - PPSD will review all possible solutions/services that meet the RFP terms.

- **Is this quote for all schools and admin offices in the Providence school district?**
 - All district buildings/offices/schools

- **Would you like the proposal to be a digital premise based system, VOIP premised based system or hosted system?**
 - PPSD will review all solutions/services that meet the RFP terms.

- **How many phone lines/call paths (concurrent call at a time) are required?**
 - Up to 1200.

- **What is your current cabling infrastructure, cat 3 cat5e cat6**
 - A mix of Cat 5e and Cat6

- **Do you want all sites to be linked so that they can dial ext to ext across all buildings?**

- no
- **Do you wish to have any special 911 features ie if a classroom calls 911 it will pass the schools address as well as the classroom #.**
 - PPSD has POTS lines for 911 services at our sites. PPSD expects these lines to stay in place and continue to be used.
- **Will the SD consider a Hosted Cloud Solution**
 - PPSD will review all solutions/services that meet the RFP terms.
- **Section V Limitations...Award is contingent upon receipt of funding, when a vendor will know this that you have received the funding.**
 - Award will be made prior to the end of the current fiscal year
- **Size of the PPSD technology staff?**
 - 20 - 22
- **Will PPSD be performing any installation duties?**
 - No
- **Our offices are closed with no access to resources to set up a proposals, given COVID and working remotely, any flexibility with that requirement.**
 - The proposal/bid response is due on the dates and in complete adherence to terms detailed in the RFP
- **How is the SD handling collaboration today and is this part of the bid?**
 - That is not part of this RFP
- **I counted 38 locations, are all locations part of this RFP**
 - All PPSD sites are part of this RFP. Refer to the site list portion of this addendum
- **What type of telecom system does the SD have today**
 - PPSD has a mix of telecommunication systems throughout the district
- **Is PPSD open to a New VOIP Hosted Phone System?**
 - If the proposed solution meets all bid specifications and terms, it is possible that it be considered

- **Is PPSD looking to keep their current equipment (phones, PBXs, etc) and just replace the service (analog lines, PRIs, SIP trunks, etc)?**
 - Yes. Replacing systems is not part of the RFP scope

- **If it is acceptable to bid with equipment replacement, should the equipment be quoted as an up-front/non-recurring cost or should it be including in the monthly bill?**
 - All recurring and non-recurring charges should be clearly identified and indicated in the RFP response and monthly bills of the awarded vendor

- **Will PPSD accept digital signatures on the hardcopy?**
 - Yes

- **Due to COVID outbreaks in numerous areas, will PPSD make an exception for submission requirements and accept electronic submissions sent directly to the SME or another identified address?**
 - The proposal/bid response is due on the dates indicated and in complete adherence to terms detailed in the RFP

- **If hardcopy is required, please confirm that due to the hardcopy/mailed requirement, Bidders will be given adequate time between any addendums (including this Q&A) being sent and submission of the final response?**
 - The proposal/bid response is due on the dates indicated and in complete adherence to terms detailed in the RFP

- **Can a breakdown in the 1200 phones be provided by type, and by location?**
 - We cannot provide this at this time

- **How many analog lines or analog gateways, if any, are required for this scope?**
 - See RFP for applicable information

- **How many users per location would there be?**
 - This is not able to be determined at this time, due to the changing daily on site PPSD personnel that is present at each individual site

- **What are the call phone requirements for the schools and the administration buildings?**
 - See RFP for applicable information

- **What does “Lowest Corresponding Price” entail/how is that defined by PPSD?**
 - PPSD follows the USAC definition of the term "Lowest Corresponding Price" -
 - Lowest corresponding price (LCP) is defined as the lowest price that a service provider charges to nonresidential customers who are similarly situated to a particular applicant (school, library, etc) for similar services.

- **Are monthly paper bills required/mandatory or does giving PPSD the ability to review and download invoices from an online portal acceptable?**
 - Both paper invoices and online portal access to invoices are necessary

- **How many references are required/preferred?**
 - There is not a stated minimum/maximum/required number of references

- **Please confirm what is required to address “Understanding of needs” mentioned in the Evaluation of Proposals scoring table. Are bidders to address any specific criteria/questions?**
 - Bid responses will be evaluated and scored with a 20% “weight” considered for bidders that submit responses that meet the needs outlined in PPSD’s RFP

- **An unbound original and three (3) bound copies of the bid proposals must be submitted with an electronic version (Flash drive) of the written proposal in MS Word format and MS Excel format. Can you clarify this requirement?**
 - All RFP responses must be submitted in printed form, 3 bound copies and an electronic version of the printed form must be submitted on a flash drive.

- **Is there a template or pre-populated format attached to this RFP that we should be using?**
 - No

- **Please provide quantities and addresses for the POTS lines, PRIs, DIDs, etc.**
 - See RFP for quantities

- **Is the District requesting a Hosted PBX solution? If so, please provide details. If not, what is needed for the VoIP request?**
 - See RFP
- **Will the District consider an emulated service for POTS lines and PRIs?**
 - PPSD will review all possible solutions/services that meet the RFP terms.
- **Do you want us to quote SIP to replace PRIs?**
 - See RFP
- **Please provide an overview of any current issues/pain points with the existing environment.**
 - See RFP for scope and details of requested products/services
- **Please provide an overview of the WAN and an overview of how all locations are connected, speed of the connectivity and the carrier(s) involved**
 - This is not part of the scope of this RFP
- **Please provide an overview of how internet connectivity is provided to all locations, speed of the connectivity, the carrier(s) and associated speeds**
 - This is not part of the scope of this RFP
- **Can you provide LAN/WAN diagrams to provide any of the above detail?**
 - No
- **Are the existing LAN switches “VoIP ready” (POE/QoS) and support 100 Mbps minimum?**
 - Yes
- **How many direct inward dialing numbers (DIDs) do you currently own?**
 - Up to 200
- **How many toll free numbers do you currently own?**
 - This is not part of the scope of this RFP
- **How many minutes of domestic long-distance do you use per month (estimated/average)?**
 - Not able to provide at this time
- **How many minutes of inbound toll-free do you use per month (estimated/average)?**
 - Not able to provide at this time

- **Please provide the VoIP phone count by location.**
 - This is not part of the scope of this RFP
- **Please provide breakdown of phone models and quantities currently in use.**
 - This is not part of the scope of this RFP
- **Please provide the analog port count required for analog phone/faxing by location.**
 - Not known at this time
- **Please provide an overview of the analog wiring distribution by location? If all analog is not centralized, please provide a breakdown of a count by closet within each location.**
 - This is not part of the scope of this RFP
- **How many users require a softphone on their desktop/laptop/mobile phone/tablet?**
 - This is not part of the scope of this RFP
- **Please provide which locations require phone survivability functionality in the case you suffer a WAN outage.**
 - This is not part of the scope of this RFP
- **Are you currently leveraging video conferencing?**
 - This is not part of the scope of this RFP
- **If so, please provide an overview of your video conferencing environment.**
 - n/a
- **If so, please provide the manufacturer and model of video endpoints by location.**
 - This is not part of the scope of this RFP
- **Please provide the type of paging system you have today by location.**
 - This is not part of the scope of this RFP
- **Is paging currently zoned within each location?**
 - This is not part of the scope of this RFP
- **Can you currently send audio pages to phones?**
 - This is not part of the scope of this RFP
- **If so, does sending audio pages to phones require multicast over the LAN and/or WAN?**
 - This is not part of the scope of this RFP
- **Can you currently send text messages/alerts to phone displays?**
 - This is not part of the scope of this RFP

- **Does security get notified via SMS/email/screen pop when someone dials 911 with who called 911 and the location of the caller?**
 - This is not part of the scope of this RFP
- **If so, when a remote call center agent calls 911, does their remote/home address get sent to the PSAP?**
 - This is not part of the scope of this RFP
- **Do you currently use a mass notification application? If so, please provide the manufacturer and associated application(s) and version(s) by location.**
 - This is not part of the scope of this RFP
- **Does the mass notification application integrate to your existing phone system?**
 - This is not part of the scope of this RFP
- **Is there additional security functionality that you would desire?**
 - This is not part of the scope of this RFP
- **How mature are your security and/or risk management teams? What is security framework do they use?**
 - This is not part of the scope of this RFP
- **Who will be responsible for physical site VoIP readiness assessment?**
 - This is not part of the scope of this RFP
- **Who will be responsible for end user data collection / station data collection?**
 - This is not part of the scope of this RFP
- **Who will be responsible for phone placement?**
 - See RFP
- **Who will be responsible for phone removal?**
 - See RFP
- **Who will be responsible for any new Ethernet cabling for locations where VoIP phones are required but there is not currently Ethernet connectivity?**
 - This is not part of the scope of this RFP
- **Who will be responsible for analog cross-connects from existing analog wall fields to on-premises gear required to provide analog functionality?**
 - See RFP

- **Who will be responsible to physically rack/stack any on-premises gear?**
 - See RFP

 - **Please list all locations that are part of this project**
 - Contained in this addendum

 - **Describe how your faculty, staff and students will be using the services provided by the system? Will they be remote or on campus or a mix of both?**
 - See RFP

 - **Please explain how remote workers are able to take calls**
 - This is not part of the scope of this RFP

 - **Please describe how teachers communicate with students (phone, email, cell phone, messaging)**
 - This is not part of the scope of this RFP

 - **Please list the number of POTS, Centrex and PRIS per location, and the purpose of each**
 - See RFP

 - **List of services per location (including paging and peripheral equipment)**
 - This is not part of the scope of this RFP

 - **Please describe how emergency notifications are provided to parents**
 - This is not part of the scope of this RFP

 - **Existing PBX/Telephony system that is in place today – Premise/Cloud**
 - See RFP

 - **Please provide some of the features you would like to see included in the new system**
 - See RFP

 - **Please list the model and make of phones that you are currently using**
 - See RFP

 - **Do you have different phone types based on the end user role? if so please define**
 - See RFP

 - **Describe your paging and intercom systems and what your expected integration needs are for this equipment?**
 - This is not part of the scope of this RFP
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- **Current video conferencing solution(s)**
 - This is not part of the scope of this RFP
- **Are you using any type of collaboration or messaging platform?**
 - This is not part of the scope of this RFP
- **Are there different ones for students and staff?**
 - This is not part of the scope of this RFP
- **Please list any analog devices that are currently connected to your existing system**
 - See RFP
- **Please list any needs for Contact Center or Call Queues?**
 - This is not part of the scope of this RFP
- **Call Queueing or hunt groups**
 - See RFP
- **Supervisor capabilities**
 - See RFP
- **Reporting**
 - See RFP
- **Monitoring**
 - See RFP
- **Call Recording, if so what type (on demand or all calls)**
 - See RFP
- **Do you require Single Sign On integration?**
 - This is not part of the scope of this RFP
- **Multilingual Auto Attendant/IVR?**
 - See RFP
- **Desktop and Network Questions/ Existing or Target Infrastructure:**
 - This is not part of the scope of this RFP
- **Please list. per school the internet port type and model per classroom; please indicate what issues you are experiencing today with the current phone network**
 - This is not part of the scope of this RFP

- **Please describe your existing LAN and WAN network environment**
 - This is not part of the scope of this RFP
- **Network Equipment Brand and Model (i.e.)**
 - This is not part of the scope of this RFP
- **Routers**
 - This is not part of the scope of this RFP
- **POE Switch port pass through**
 - This is not part of the scope of this RFP
- **Classification of CAT cabling**
 - Mix of CAT5e, Cat6
- **Network Connections Type – SD-Wan/MPLS/Direct**
 - This is not part of the scope of this RFP
- **Desktop Environment (Windows, MAC, Linux, Virtual)**
 - This is not part of the scope of this RFP
- **Mobile Client Integration Requirements**
 - This is not part of the scope of this RFP
- **General ISPs or Carrier Providers**
 - This is not part of the scope of this RFP
- **Any Custom Integrations?**
 - See RFP
- **Will there be an opportunity to provide a demo of the proposed solution prior to selection of the award?**
 - No
- **Have funds been appropriated and made available for this Contract? If so, for how many years of performance? If not, when does the City anticipate funds being appropriated and made available? How will Offerors be so notified?**
 - See RFP for requested contract term length. Funds will be confirmed before the end of the current fiscal year

- **Please clarify/reconcile “contract shall be in effect through 30JUN2024” and “in no case shall the duration of the contract exceed the period of one year.”**
 - See RFP section IV
 - See General Terms #19

PPSD Site List

Administration Sites:

PPSD Administration building
797 Westminster Street
Providence, RI

Transportation/Family Engagement Office
379 Washington Street
Providence, RI

Registration Center
325 Ocean Street
Providence, RI

Windmill ES (former)
110 Paul Street
Providence, RI

Warehouse
1 Pearl Street
Providence, RI

Bus Yard
3 Ricom Way
Providence, RI

Sodexo Main Office
959 North Main Street
Providence, RI

Sodexo Warehouse
25 Royal Little Drive
Providence, RI

Schools List:

Elementary Schools

BAILEY

Robert L. Bailey, IV Elementary School
65 Gordon Avenue
Providence, RI

CARNEVALE

Anthony Carnevale Elementary School
50 Springfield Street
Providence, RI

D'ABATE

William D'Abate Elementary School
60 Kossuth Street
Providence, RI

FEINSTEIN AT BROAD

Alan Shawn Feinstein Elementary School at Broad Street
1450 Broad Street
Providence, RI

FEINSTEIN AT SACKETT

Lillian Feinstein Elementary School at Sackett Street
159 Sackett Street
Providence, RI

FOGARTY

Mary E. Fogarty Elementary School
199 Oxford Street
Providence, RI

FORTES

Charles N. Fortes Elementary School
234 Daboll Street
Providence, RI

GREGORIAN

Vartan Gregorian Elementary School
455 Wickenden Street
Providence, RI

KENNEDY

Robert F. Kennedy Elementary School
195 Nelson Street
Providence, RI

KING

Dr. Martin Luther King, Jr. Elementary School
35 Camp Street
Providence, RI

KIZIRIAN

Harry Kizirian Elementary School
60 Camden Avenue
Providence, RI

LAURO

Carl G. Lauro Elementary School
99 Kenyon Street
Providence, RI

LEVITON

Leviton Dual Language School
65 Greenwich Street
Providence, RI

LIMA

Alfred Lima, Sr. Elementary School
222 Daboll Street
Providence, RI

MESSER

Asa Messer Elementary School
1655 Westminster Street
Providence, RI

PLEASANT VIEW

Pleasant View Elementary School
50 Obediah Brown Road
Providence, RI

RESERVOIR

Reservoir Avenue Elementary School
156 Reservoir Avenue
Providence, RI

SPAZIANO

Frank D. Spaziano Elementary School & Annex
85 Laurel Hill Avenue/240 Laban St.
Providence, RI

VEAZIE

Veazie Street Elementary School
211 Veazie Street
Providence, RI

WEBSTER

Webster Avenue Elementary School
191 Webster Avenue
Providence, RI

WEST

George J. West Elementary School
145 Beaufort Street
Providence, RI

YOUNG & WOODS

The Sgt. Cornel Young, Jr. & Charlotte Woods Elementary School at The B. Jae Clanton Complex
674 Prairie Avenue
Providence, RI

Middle Schools

BISHOP

Nathan Bishop Middle School
101 Sessions Street
Providence, RI

DELSESTO

DelSesto Middle School
152 Springfield Street
Providence, RI

GREENE

Nathanael Greene Middle School
721 Chalkstone Avenue
Providence, RI

HOPKINS

Esek Hopkins Middle School
480 Charles Street
Providence, RI

STUART

Gilbert Stuart Middle School
188 Princeton Avenue
Providence, RI

WEST BROADWAY

West Broadway Middle School
29 Bainbridge Avenue
Providence, RI

WILLIAMS

Roger Williams Middle School
278 Thurbers Avenue
Providence, RI

High Schools

360
360 High School
Co-located at The Juanita Sanchez Complex
182 Thurbers Avenue
Providence, RI

ALVAREZ
Dr. Jorge Alvarez High School
375 Adelaide Avenue (02907)
Tel: (401) 456-0676

CAREER & TECH
Providence Career & Technical Academy
41 Fricker Street
Providence, RI

CENTRAL
Central High School
70 Fricker Street
Providence, RI

CLASSICAL
Classical High School
770 Westminster Street
Providence, RI

E-CUBED
E-Cubed Academy
812 Branch Avenue
Providence, RI

HOPE
Hope High School
324 Hope Street
Providence, RI

MOUNT PLEASANT

Mount Pleasant High School
434 Mt. Pleasant Avenue
Providence, RI

NEWCOMER

Newcomer Academy
425 Branch Avenue
Providence, RI

SANCHEZ

The William B. Cooley, Sr. High School and The Providence Academy of International Studies (High School) at The Juanita Sanchez Complex
182 Thurbers Avenue
Providence, RI