



Voip/Phone RFP

Bidder Q&A

Q1: Please describe what phone interface and protocol is required to integrate with your various paging systems.

The paging systems use FXO and require dial tone and DTMF signalling from the phone system. the 2 Nyquist systems have SIP functionality but we have not been able to utilize it without the use of 2 Cisco ATAs at each location.

Q2: Do you also require paging thru the phone speakers in addition to the overhead paging systems?

Paging through handsets is only required for the Oakmont building

Q3: Section 7.5.21 - Please describe your requirements for Station Messaging Reporting.

We would like to be able to provide accurate records for each extension, regardless of where it is answered or forwarded, for all incoming and outgoing calls.

Q4: Section 7.1.3 describes low use licenses with pooled minutes. Please confirm a discounted classroom license with unlimited minutes would be acceptable.

Yes, a discounted classroom license with unlimited minutes is ok.

Q5: Section 7.2 - Does the district require a Business Continuity Gateway for each school?

Yes, We need to maintain internal calling at each school even if the internet cannot be reached.

Q6: Section 7.2 - What Telco connection (POTS, T-1, ISDN PRI, etc.) is available to use with the Business Continuity Gateway?

POTS

Q7: Section 7.2 - In the event the Business Continuity Gateway is used, how many concurrent calls out are required at each location?

1 call outside the building through the POTS line. Internal calls should function as close to normal as possible.

Q8: Are there any specific reporting or analytics requirements, such as call detail records or usage statistics?

We would like to be able to provide accurate records for each extension, regardless of where it is answered or forwarded, for all incoming and outgoing calls. Overview reports including call quantity by extension and voicemail message count.



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We would also like to be able to view historical call quality reports to troubleshoot issues and reports.

Q9: Do you have any scalability requirements to accommodate future growth or changes in the number of users or locations?

We don't foresee any immediate substantial growth in handsets per location or any increase in the number of locations currently projected. There is standard continual growth in our schools, we have attempted to accommodate most of this anticipated growth in the phone counts.

Q10: Are we to create the VLANs to run over your existing network or are we to provide the network?

No, We will perform all network configuration

Q11: Are we to provide either network switches or firewalls?

No

Q12: Do all existing phones require replacement or just the units listed as:

- The district also requires 4 cordless phones for use at Haverford HS.
- Replacement Inventory
 - 40 Classroom Phones**
 - 20 Admin Phones**

All Phones need replacing, those listed separately are in addition to the quantities for each site listed in the RFP. Replacement inventory is to address some growth and break/fix.

Q13: For inbound and outbound faxing, does the fax number need to be the same number as the phone number or can the fax number be different?

No, we'd prefer the fax number to be different. We have existing Fax numbers that would be ported to the awarded vendor that would be used for Faxing.

Q14: Will local PSTN access be provided at all locations for 911 calling for the A Business Continuity Gateway?

Yes

Q15: Can you provide the connection type for each paging system? SIP, FXO, FXS, or Line Level Audio input? Does each system have an integrated zone controller?

The paging systems use FXO and require dial tone and DTMF signalling from the phone system. The 2 Nyquist systems have SIP functionality but we have not been able to utilize it without the use of 2 Cisco ATAs at each location.



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They do have integrated zone controllers but we only do all call from the phones to the intercom system.

Q16: Are the phones and overhead legacy speakers supposed to page at the same time or independently?

Independently

Q17: Do you have an estimated quantity of “pooled outbound minutes” desired for the low-use users?

30,000 per month

Q18: Would you like to purchase the Professional Services component through partner/state contract or directly?

Either is ok for professional services

Q19: Please advise what the preferred contracting vehicle will need to be used by the School District of Haverford Township.

We would prefer Peppm, Costars, or similar contract be used outside of the Professional services mentioned above.

Q20: Does the School District of Haverford Township request any onsite services such as training and phone handset deployments?

We will not need assistance with phone handset deployments, that will be handled in-house.

We do not need training to be onsite, but we do need training materials to provide to our staff and to help shape trainings.

Q21: Are all bidders expected to have onsite training and implementaiton?

No, there is no requirements for onsite training or implementation.

Q22: When will we have onsite access, will we have open access to deploy?

We can handle the equipment deployments in the buildings. If all equipment can be shipped already configured, be configured remotely, or receive a configuration upon connection to the network. We would prefer to work with your team to troubleshoot any configuration issues once items are deployed.

If you would prefer to handle the physical deployments, we can work with you for access to the buildings around summer cleaning and maintenance projects.

Q23: Does the district manage its own network or do they have a MSP?

Manage our own network

Q24: What is their network topology now and bandwidth?

Our Middle School serves as the hub of our district network and is where our Internet

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Connections terminate. All sites connect back to the Middle School using leased Fiber. We currently have 5GB of internet for the district.

Q25: What is the district's plan for critical analog resources such as alarms and elevator line that should not be deployed on a cloud system? May we suggest one depending on how many are needed.

Alarms are currently handled outside of our existing IP Phone system.

We are open to solutions for the Elevator lines. There is 1 elevator at 6 of our buildings and 2 elevators at our High School.

Q26: Is "Commencement of New Services" go live or start of programming?

Go Live

Q27: Does the School District of Haverford Township want survivability at all buildings or just one main building?

We need to be able to retain internal calling in all buildings even if internet to that location only has been severed. As long as the switches have power they should be able to call inside the school.

Q28: Do the Low Use licenses need to support inbound/outbound SMS text messages?

No

Q29: Do all fully licensed users require e-faxing?

No, not all.

Q30: Paragraph 7.1.3 the last line. "IU8 shall be able to switch users from low use to fully licensed at any time. Can you please clarify?

IU8 was a holdover from some verbiage lifted from another RFP. IU8 should be replaced with SDHT.

Q31: Are you currently using ATAs today to integrate with the paging systems? If so, can you please tell us the name and model number?

Yes, they are Cisco SPA112. Most are 10+ years old and due for replacement.

Q32: Will the district assist in placing phones in the buildings?

Yes, The district will handle the deployment of all phones in the buildings

Q33: How much work do you anticipate will be onsite?

Depending on your system, it's possible that there will be no onsite work required assuming you can configure phones and other equipment before it's shipped, receive a configuration after it's



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connected to our network, or be configured manually at that time.

Q34: Are you open to new handsets or requesting Poly/Polcom?

We are requesting New Poly handsets. We have outdated Polycom handsets that have worked well and would prefer to stay with that manufacturer, if possible. Reminder that all classroom phones are wallmounted and require a wall mount bracket.

Q35: Are there plans to upgrade the paging and intercom?

There is a possibility that they will be upgraded in the coming years, but for the purposes of this RFP, the models listed are the ones that vendors will need to work with. In the event that they are upgraded in the future, a requirement of the new intercom would be compatibility with the awarded vendor.

Q36: Are you accepting any OR EQUAL , like AUDIOCODES, YeaLink or others?

4. Requested Phone Models

Classroom Phone Model: Poly Edge 100 with American Wallmount Bracket

Admin Phone Model: Poly Edge 400

Conference Phone Model: Poly Trio 8800

Cordless Phone Model: Poly Rove 30

We would consider other options however we have existing Polycom phones that have worked well in the district for many years. Our preference is a solution that will continue to use Poly phones of the models listed in the RFP.