



Addendum No. 1 to All Offerors

Request for Proposal: RFP SBO-25-003
Description: Phone System Replacement

RFP Issue Date: May 14, 2025
Opening Date: (Amended) Friday, June 6, 2025
Opening Time: 12:00 PM

1. Response to Offeror's inquiries – responses noted in bold print:
 - a. Under Section VI Proposal Submission item 4, it states that Three of the references must be K-12 Virginia School Districts. Will you loosen/expand this requirement to three references from educational entities with similar sized schools? **Yes. Under Section VI Proposal Submission item 4 will be changed to: Description of the vendor's interest, past experience with providing similar items, and contact information for five (5) recent references to include company/entity name and address, contact name, email address and telephone number. Three of these references must be K-12 Virginia school districts or *three K-12 school districts of a similar size.***
 - b. Would the school district be open to extending the date of the proposal? **Yes. Poquoson City Public Schools Request for Proposal RFP No: SBO-25-003 Phone System Replacement due date has been extended to: 12:00 PM, Friday June 6, 2025.**

- c. Is the School looking for an on-premise or cloud solution? **We are looking for a solution that will meet our needs, on-premise or cloud. Our location makes us susceptible to storms that lead to downtimes with internet connectivity, including cellular. With this in mind and being that this phone system will support the Schools and City, and needs to be able to function in the event of an internet outage.**
- d. Will there be arrangements made for an onsite survey? If NO, then can we amend the statement on page 1 that states “My signature on this solicitation constitutes certification that I or my designated representative have inspected the job site and am aware of the conditions under which the work much be accomplished.”? **RFP will be amended to include a mandatory onsite visit date for interested Offerors on May 28, 2025, at 9:00 am. Meeting location will be at 500 City Hall Ave, Poquoson, VA within the Poquoson City Public Schools School Board Office located upstairs in suite 219. Offerors will not be considered if they do not attend this mandatory onsite visit.**
- e. Can you give us the size and usage of your current internet pipe? Is this shared between all schools or does each individual school have its own Internet access? If separate, can you give us the size per school? **We have a total of four internet connections (Two 1Gb and Two 500Mb), two with the schools and two with the city. Heavy use days will see up to 60-70% of total utilization.**
- f. Do you have any 800 numbers and if so, how many? **No 800 numbers.**
- g. The current system stated there are (412) physical phones. On page 6 under Specific Requirements, #3, it states provide support for 500 phones. Are you looking for the proposal to have 500 physical phone devices or 412 as you have now? **We currently have 412 physical phones and will only need that amount in the proposal. The overall system needs to support growth.**
- h. On page 6, under Specific Requirements, #8, it requests for distinct phone models for different uses. Do you have a breakdown of different uses for the quantity of phones you are looking for? For example, how many Classroom phones are you looking for? How many Admin phones are you looking for? **A breakdown of current models and quantities was provided in the RFP. Please use that as a reference point for replacements.**

- i. How many phones need to be wall mounted? **Four phones will need to be wall mounted.**
- j. On page 7, under Specific Requirements, #10, it requests analog extensions. In the chart on page 6, the current system has 29 analog extensions. Is that 29 number on top of the 20 fax machines so a total of 49 analog extensions? **No, it is a total of 29 analog extensions which include the fax machines.**
- k. On page 7, under Specific Requirements, #16, it requests voicemail only users. How many voicemail-only users are required? **Current details on Voicemail only, extension only and extension & voicemail users is included in the RFP.**
- l. On page 7, under Specific Requirements, #20, it requests Call Recording capabilities. Please give a description of what type of call recording the school is looking for. Is the Call Recording for an individual basis and not a system wide call recording system? **We need to be able to give call recording capabilities on a per use basis. On our current system we assign permissions and use a programable button to accomplish this.**
- m. On page 7, under Specific Requirements, #24, it requests end user training. What type of training are you looking for, onsite classroom, web based-remote? How many classes are required? Or how many individuals require training? **We are looking to have 50 staff members trained. We are open to remote or on-site training depending on the options provided and methods used for training.**
- n. On page 7, under Specific Requirements, #25, it requests admin training for IT staff. Are you looking for onsite training or web based remote? What is the number of individuals that require training? **There would be up to 5 staff for admin training. Web based remote training is acceptable for this.**
- o. On Page 6, can you identify what the initials that are in the column “Sites” represent. For example, PES we assume is the Poquoson Elementary School but would like some clarification on these.
 - PCH- Poquoson City Hall**
 - PCM- Poquoson City Municipal**
 - PES- Poquoson Elementary School**
 - PHS- Poquoson High School**
 - PMS- Poquoson Middle School**

PPD- Poquoson Police Department
PPS- Poquoson Primary School
PPW- Poquoson Public Works
PSB- Poquoson Safety Building

- p. There are also only 9 sites represented with initials and on page 5, IV Current System Details it is mentioned that there are 11 physical sites. Can you explain? **Yes, there are 11 sites listed in the RFP, but our current phone system only includes 9, as Poquoson Fire Station 1 and Poquoson Fire Station 2 are not yet part of it. Due to our community's small size, the school division and city share IT staff and infrastructure. To ensure consistency, we intend to include the fire stations in the new system, aligning all school and city sites under one standardized phone platform.**
- q. Is the RFP wanting a response for a Cloud or Premise solution? **We are looking for a solution that best meets our needs. Please note that we are susceptible to storms that impact our internet and cellular services. Any proposed system should continue to function internally in the event that internet connectivity goes down.**
- r. Is site autonomy / business continuity desired at each location? **The system should function as a single phone system between sites.**
- s. Can we convert from the PRI circuits to SIP? **Yes, we can convert from PRI to SIP.**
- t. Can we utilize the virtual environment at the Elementary School site (or another site if available) for some of the appliances? **Virtual environments can be utilized. We use Hyper-V.**
- u. What model of paging systems are deployed at the sites (Valcom, Bogen...)?
PPS – Bogen SI35A with TAMB2 module for phone system integration
PES – Valcom Class Connection
PMS and PHS – Valcom IP6000 PA System
- v. Do any of the phones need to be wall mounted? If so, how many? **Yes, there will be four wall mounted phones.**

- w. Are the analog lines (FXO/FXS) terminated in a single closet at each location? **Yes, any analog lines terminate in a single closet at each location.**
- x. Are there any existing virtualization or data center requirements we should be aware of? Is there an existing virtual environment? **We use Hyper-V for virtualization.**
- y. What level of system redundancy and failover is expected? **Ideally any proposed system will have no single point of failure. If on premise there would be redundant equipment that could be installed at different sites and if hosted the system shouldn't be limited to a single internet connection.**
- z. Is integration with classroom management or alert systems (like SchoolMessenger or Raptor) required? **No integration is needed with a classroom management or alert system.**
- aa. Are there integrations with existing platforms like Microsoft Teams, Google Workspace, SIS (e.g., PowerSchool)? **No integrations for Teams, workspace, SIS.**
- bb. What kind of emergency notification capabilities are needed (e.g., 911 alerts, overhead paging, SMS/email notifications)? Are you currently using an emergency notification product? **The current phone system does not do any emergency notifications. The ability for internal notifications when 911 calls are placed would be a nice feature.**
- cc. Does the district prefer a specific deployment model, e.g. On-premises, hybrid/private cloud, public cloud? **We are looking for a solution that meets our needs, regardless of if its on-premise or hosted. Our area is susceptible to internet disruptions due to storms, this disruption includes cellular. We need a phone system that can still function internally during an internet outage.**
- dd. Can you give us a breakdown of any Analog trunking per building? PRIs per building? **There are four PRIs on the current system. The PRIs are at the elementary school, high school, public works and City Hall. DID counts can be found in the RFP. Sites without a PRI (middle school,**

primary school, municipal building, public safety building, and the former police department) have a single analog line explicitly for emergency 911 calls at those sites. Fire station 1 and 2 are not yet on VoIP and have analog lines.

- ee. You list 4 paging groups. Is the paging done via the phones and a paging system? **Each of our schools has a PA system that is connected to the phone system. It is through this connection that announcements are made in the building.**
- ff. What are you currently using for Music on Hold? **Music on hold is provided by built-in features of our current phone system.**
- gg. Can you verify the date and time this RFP is due? I noticed on the eVA site, it states it was changed to 5/30 at 12:00PM. Close time might not mean due date/time but was just verifying. **The original due date was 12:00 PM, Friday, May 30, 2025. We have extended the deadline to 12:00 PM, Friday, June 6, 2025.**
- hh. Is the goal of this project to fully replace the current Mitel (ShoreTel) system with a different platform/brand, or are you looking to stay within the same Mitel ecosystem but move to a more modern version? **There is no preference to brand/platform.**
- ii. Additionally, is the division open to transitioning to a cloud-based solution, or is the preference to remain with an on-premise deployment? **We are looking for a solution that best meets our needs. Please note that we are susceptible to storms that impact our internet and cellular services. Any proposed system should continue to function internally in the event that internet connectivity goes down**
- jj. Inquiring to confirm you will approve a 14 day extension on your RFP deadline making it due on 5/31? **The original due date was 12:00 PM, Friday, May 30, 2025. We have extended the deadline to 12:00 PM, Friday, June 6, 2025.**