



## Addendum No. 2 to All Offerors

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

RFP Due Date: 12:00 PM, Friday, June 6, 2025  
Opening Date: May 14, 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 must 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.**
- kk. The RFP 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 must be accomplished. Claims, as a result of failure to inspect the job site, will not be considered by PCPS". Are you setting up times for vendors to come out and survey the school prior to selecting a vendor or is this something we can do if we are selected? **Yes, a mandatory meeting was held May 28, 2025 at 9AM in-person.**
- ll. References indicate that three of the references must be K-12 Virginia School Districts. Will you accept out-of-state schools as references without penalty? **Outside VA references are acceptable provided they are a comparable sized educational institution**
- mm. Is a cloud-based solution acceptable? **Provided it meets our needs, a cloud based solution is acceptable.**
- nn. When does your telco (PRI's) expire? **Our PRIs are not bound by any contract term.**
- oo. Are you interested in on-site training or remote? **Either training option is acceptable.**
- pp. Are you interested in on-site installation or remote? **Either installation option is acceptable.**
- qq. Are you open to implementing a cloud-based phone system? **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.** If yes, please provide the following details:
  - i. Does each site have its own dedicated internet connection? **No**
  - ii. Are redundant (backup) internet connections available? **There are multiple internet connections**
  - iii. What is the upload and download speed of your internet connection(s)? **There are two 1Gb connections and two 500Mb connections.**

- iv. Are you willing to port your existing DIDs to a cloud-based provider? **If the solution meets our needs that would be acceptable.**
- rr. How many common area phones are in use (e.g., in lobbies, kitchens, classrooms, or conference rooms) that are not assigned to specific users? **All phones have an extension assigned them regardless of location.**
- ss. You currently have 29 analog extensions. What are these extensions used for? **Analog extensions are used for fax machines and interfacing with PA systems.**
- tt. What is the make and model of your current PA (Public Address) system? **PPS – Bogen SI35A with TAMB2 module for phone system integration; PES – Valcom Class Connection; PMS and PHS – Valcom IP6000 PA System**
  - i. How is it integrated with your phone system? **Through analog trunking.**
  - ii. What type of interface is used to connect the PA system to the phone system? **Through FXO ports**
- uu. Do you require phones in conference rooms? If yes, how many? **Please see the RFP for phone type details.**
- vv. Do you need wall mounts for phones? If yes, how many? **Yes, there will be four wall mount phones.**
- ww. Please indicate the number of phones required for each of the following categories: **Please see RFP for current phone models to determine comparable replacements.**
- xx. Is call recording required for all users/phones? If yes, how long do you need to retain the recordings? **Recording permission needs to be granted as needed on per user basis.**
- yy. Do you require call recording to be automatic, on-demand, or both? **On demand.**
- zz. Do you need centralized management for all call recordings? **No, end users will manage their own recordings.**
- aaa. Are the 22 faxes identified part of the 29 analog extensions in the chart, or are they dedicated POTS lines? **The faxes are included in the 29 analog extension count.**
- bbb. How many of each model of phones would you like quoted? **Please see RFP for current phone models to determine comparable replacements**
- ccc. You mention having 4 PRI circuits with 365 DIDs. Can we quote moving to SIP Trunking or VoIP phone lines instead of PRI channels? If so, do you have any call accounting reports for inbound/outbound usage in the last 90 days? If not, are all 4 PRI located at one location? Which location? **PRIs are spread across four physical sites. PRIs can transition to SIP if needed.**
- ddd. Does this RFP require on site installation of every phone or are you open to “plug and play” type of remote installation (everything pre-programmed and day of cut your staff just plugs in new phones)? Do you need ON SITE training for the phone sets, or can that also be done via Live Video Webinar? **We are open to plug and play or onsite installation. Training can be remote.**
- eee. Are fax lines running through the PRI today, or do you have POTS line services for that? Are you looking to replace the fax services you have today? **Fax lines are run through PRIs.**

- fff. How does the PA systems currently connect to the phone system? Can the PA system support SIP or DTMF or do the PA systems require FXS / FXO connectivity to connect? Are all PA systems the same manufacturer? Whos makes them and what type of system is it? **PPS – Bogen SI35A with TAMB2 module for phone system integration; PES – Valcom Class Connection; PMS and PHS – Valcom IP6000 PA System. PA systems are currently all FXO/FXS connectivity. However the Valcom IP6000 supports SIP.**
- ggg. For the references, is it considered NO BID if the bidding company does not have 3 references for K-12 in the state of Virginia? Does DC or Maryland count towards that requirement? **We are willing to accept references outside VA provided they are from comparable sized educational institutions.**
- hhh. Do any of the entrances have door boxes that are connected to the phone system to let people in the door? If so what locations and what type of system is there now? Or are the door entries a separate system from the phone system? **No.**
- iii. Is the data network separate from the computer network with 2 physical cables? **Most location will have two physical drops however there are some instances where computers/printers will run through a phones computer port.**
- jjj. Do you have existing PoE switches for the new system or are you looking for new switches, or Power Bricks? **We have existing PoE+ switches.**
- kkk. Any phones needing to be wall mounted? If so, how many total and what model (classrooms, general office, reception, conference room)? **Yes, four phones will be wall mounted. These are basic limited feature phones in shared/public areas.**
- lll. How large are the conference rooms that require a conference style phone? How many seats is an easier question to answer. That way I can quote the right amount of microphones/speakers built into the device. Small, Medium, or Large? **The conference phones we currently have been adequate for our use. The current model is IP655. Please use that to determine comparable replacement.**
- mmm. How far back must you go for Call Recording Storage? Do you want Call Recording AI Transcription? **Call recordings are done infrequently and should be preserved as long as we require them. Current system saves them as a voicemail that the end user can preserve/delete as needed.**
- nnn. Are you looking for a complete CLOUD solution (meaning hosted in the cloud) or do you want us to provide ON SITE hardware like your MiTel or do you prefer to use your existing VM or HyperV servers to install the phone system software on? **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**
- ooo. How many call center CALL QUEUES do you have? Agents vs supervisors. Do you need LIVE wall board monitoring? **We utilize workgroup in most city departments and for our help desk. On the city site they are**

**primarily used for department level voicemail. On the help desk side, it functions more of a queue where callers are kept on hold until they are assisted. No need for live board monitoring.**

ppp. Do you want Graphana graphs to display CDR information? **That is not necessary.**

qqq. Do you want fully redundant cloud or main/backup phone system servers? **We need a stable resilient phone system with no single point of failure.**

rrr. Do you have the make & model of the current paging systems? **PPS – Bogen SI35A with TAMB2 module for phone system integration; PES – Valcom Class Connection; PMS and PHS – Valcom IP6000 PA System**

sss. Are you looking for a hybrid fax solution, or would PCPS be looking for a cloud based fax solution via online web portal? A hybrid fax solution is one where an ATA is placed on the fax machine so that the physical fax machine can be used or an online web portal can be used with the same DID. **We have no set preference for fax solution.**

ttt. Could you provide the first 6 digits of the 10 digit phone numbers (DID's) to be ported? **Current phone numbers are all 757-868 or 757-946.**

uuu. Would you be interested in consolidating the phone models in use to three user types, such as: classroom/break room, admin, and front desk users? **Provided the proposed phone meets needs we are open such proposals.**

vvv. What is the total number of PA systems? **There are five PA systems, one at each school and at Public Works.**

www. What is the survivability of the current system? **The current system has multiple PRIs available to all sites and in the event of a HQ server outage, we only loose voicemail and minor features. Any replacement system cannot be dependent on an active internet connection to operate. In the even of such an outage we still require the ability to communicate internally.**

xxx. Is there an outage pattern to be aware of? **Our outages primarily consist of disruptions to our PRIs and these are almost always weather related. However, even with these PRI outages, it is very rare when more than 1 is impacted at a time.**

yyy. How many hunt groups per location?

- i. City Hall – 13
- ii. Municipal Building – 2
- iii. Elementary School – 5
- iv. High School – 3
- v. Middle School – 1
- vi. Public Works – 4
- vii. Public Safety Building – 2

zzz. How many fax numbers? **Enough to support 20 devices.**

aaaa. How many paging groups? **Five**

bbbb. What is the project timeline? **We are looking to award this project by the end of June 2025 and complete this project before school begins for the 2025/2026 school year (summer project).**

cccc. Where do the Internet connections come from? **We utilize Verizon FiOS for our internet service.**

dddd. What type of service contract will be acceptable? **We would like to have a service contract. We prefer things to be billed annually. So, an annual contract is preferred, however, a multi-year service contract will be considered if it can be paid annually. We have certain service contracts that are five year terms but pay the agreement off in three years. We are aware that there may be an upfront equipment cost in addition to a re-occurring service agreement.**

eeee. Are you looking for the quote to include an in-person install (offeror installing equipment). **We would like to see a breakdown with and without an in-person install.**