



# Argo Community High School District 217

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## Request for Proposal (RFP)

### Unified Communications and VoIP Telephone System

Issue Date: Tuesday, Oct 21, 2025

Due Date: Tuesday, Dec 2, 2025 @ 2:00 PM (CST)

## Executive Summary

Argo Community High School D217 is seeking proposals from qualified vendors to provide a comprehensive replacement of its existing NEC SV8100 telephone systems with a modern, SIP-based, on-premises Voice over IP (VoIP) solution. The new system will serve approximately 370 users/locations across classrooms, offices, and conference spaces, utilizing a combination of hardware handsets, softphones, and conference devices.

The District's goal is to implement a unified, reliable, and future-ready communications platform that integrates seamlessly with Microsoft 365, Outlook, and Teams, while maintaining interoperability with existing network infrastructure, including Juniper PoE+ switching, Palo Alto firewalls, and Informacast emergency notification systems.

The system will be hosted on the District's VMware environment; however, appliance-based proposals offering equivalent functionality may also be considered. Core objectives include improved call management, integrated voicemail-to-email, onsite 911 alerting, Azure/Entra ID Single Sign-On, and full Informacast compatibility. The solution must also preserve connectivity for essential analog services such as elevator emergency lines and utility meters. Vendors should ensure the proposed solution supports role-based access controls, ensuring user permissions align with Active Directory/Azure/Entra group membership.

Physical installation is scheduled for Spring Break (March 23–27, 2026). Vendors are expected to pre-stage and configure systems remotely prior to this period to minimize onsite disruption. The District will provide remote access for pre-deployment tasks and assist with physical handset placement during installation.

Through this initiative, Argo Community High School D217 aims to modernize its voice infrastructure, enhance staff communication and safety, and ensure long-term scalability and system resilience.

## Section 1 – Background

Argo Community High School District 217 is a one-school district in Summit, Illinois, serving approximately 1,841 students in grades 9–12. All instructional, administrative, and support operations are housed within the same high-school campus.

The District maintains a robust and reliable IT infrastructure that includes:

- Juniper EX-series switches providing Gigabit Ethernet connectivity to every endpoint; all switches are connected to a UPS system, ensuring operations during power outages.
- PoE+ capability on all switch ports to power IP phones and related devices.
- A dedicated Comcast Business Internet connection serving as the WAN gateway.
- A segregated Voice VLAN configured for optimized call quality and security.
- A Palo Alto next-generation firewall protecting the District's network perimeter.

The District currently operates two NEC SV8100 systems installed in separate communication rooms within the same building, configured in redundancy/failover mode to provide local call processing continuity in the event of a hardware or system failure. The new solution shall maintain equivalent or improved resiliency through virtualized high availability or redundant appliance design.

The existing NEC SV8100 telephone system has reached end of life, prompting the District to seek a modern, feature-rich VoIP solution that integrates with Microsoft 365 and reflects current best practices for unified communications.

Any configuration changes required for VoIP traffic, SIP trunking, or related services must be coordinated through and performed by the selected vendor in consultation with the District's Technology Department. Such work must be included in the vendor's proposal and pricing.

The District's Technology Department will actively assist the selected vendor during deployment. District staff will perform physical handset installation, including wall-mounting and connection to network ports, under the vendor's direction. The vendor shall provide configuration support, provisioning templates, and cut-over coordination to ensure a smooth and efficient rollout.

## Section 2 – Project Objectives

The District seeks to implement a unified communications solution that will:

1. Deliver enterprise-grade VoIP voice services to approximately 370 total endpoints, including:
  - 140 Classroom / Shared Phones

- 100 Administrative / Office Phones
- 10 conference room phones
- 120 softphone users (staff laptops/desktops)

The total may vary slightly based on future enrollment or staffing changes

2. Operate fully on-premises within the District's VMware environment, while allowing for hybrid or cloud-assisted redundancy if offered.
3. Integrate natively with Microsoft 365, Outlook, and Teams for directory, calendar, and presence functionality.
4. Support Azure / Entra ID single sign-on (SSO) for authentication, provisioning, and deactivation of user accounts.
5. Maintain compatibility with InformaCast (Singlewire) for paging and emergency notifications.
6. Ensure full compliance with E911, Kari's Law, and RAY BAUM'S Act regulations.
7. Provide multi-language auto-attendant capability (minimum English and Spanish) for incoming calls.
8. Offer robust administrative control and reporting, including call-flow design, call analytics, and usage dashboards.
9. Include optional enhancements such as call recording, SMS, e-fax, mobile softphones, and AI-assisted call routing.
10. Provide vendor guidance and configuration support for Quality of Service (QoS) optimization on both internal and WAN network paths, ensuring call quality under all conditions.
11. Ensure all voice services remain operational for internal communications, paging, and 911 during WAN outages, with automatic recovery when WAN connectivity is restored. The solution must include or support backup cellular or alternate routing for external calls to maintain inbound and outbound capability during primary WAN loss.
12. Provide a complete turnkey solution, including all required hardware, software, licenses, configuration, testing, documentation, and training, resulting in a fully functional system ready for District acceptance. Partial or equipment-only bids will not be accepted.
13. Implementation Schedule: The District requires that the physical installation and system cutover occur during Spring Break, March 23–27, 2026, when the building is unoccupied. This timeframe is designed to minimize disruption to staff and classroom operations. Vendors are strongly encouraged to perform all configuration, programming, and SIP trunk provisioning work off-site or remotely in advance. The District will provide secure remote access and will prepare the virtual machine environment prior to Spring Break to support pre-staging activities. Only final physical handset deployment, testing, and system acceptance should take place on-site during the break.

## Section 3 – Technical Specifications

### 3.1 System Architecture and Compatibility

The proposed solution shall be designed for on-premises deployment. The District currently operates a VMware virtual infrastructure and prefers a virtual machine-based installation; however, vendors may propose a dedicated hardware appliance if it provides equivalent functionality, management capability, and integration with the District's environment.

Any appliance-based proposal must clearly describe physical requirements, redundancy, and backup strategy.

Integration with Microsoft 365 is mandatory, including:

- Entra ID (Azure AD) Single Sign-On (SSO) for user authentication, provisioning, and deactivation.
- Outlook / Teams interoperability (contact synchronization, calendar presence, and click-to-call functionality).
- Direct Routing or equivalent Teams connectivity, enabling Teams users to place and receive external calls through District SIP trunks — no Microsoft Calling Plans will be used.

Additional architectural requirements:

- Open-standard SIP interoperability with Peerless, Comcast Business, or equivalent SIP trunk providers.
- Integration with InformaCast by Singlewire for emergency notifications, paging, and bells. The proposed system must support this integration via SIP, API, or InformaCast-compatible method to ensure seamless communication with existing paging and alert infrastructure.
- Compatibility with PoE+ Juniper switches and Voice VLAN tagging with data pass-through capability on the secondary port.
- E911 compliance with Kari's Law / RAY BAUM'S Act dynamic location reporting.
- Scalable to at least 400 endpoints (phones + softphones).
- Support for redundancy and failover, maintaining internal calling and paging during WAN outages and providing a cellular backup path for outbound 911. The District previously operated two NEC SV8100 systems in a local redundant configuration; the new system must provide equivalent or greater resiliency, whether virtualized or appliance-based.
- Support for HD voice using the G.722 codec (or equivalent wideband audio) to ensure clear, natural sound quality.

The District currently maintains a limited number of legacy POTS (Plain Old Telephone Service) lines for non-voice-critical systems, including elevator emergency phones and select utility meters. The proposed VoIP solution must accommodate continued operation of

these analog endpoints, either through integration with the District's existing POTS circuits or through SIP/FXO gateways provided by the vendor. The District intends to modernize these systems in future projects, but interim analog connectivity must be preserved.

Solutions meeting or exceeding these requirements may include, but are not limited to, 3CX, Fortinet FortiVoice Enterprise, Yeastar P-Series, Mitel MiVoice Connect, or equivalent SIP-based UC platforms.

### **3.2 Network and Infrastructure**

- The District provides 1 Gbps connectivity using Juniper switches and Comcast Business Internet service.
- All switch ports supply PoE+ power and operate within a dedicated Voice VLAN environment. Phones must support VLAN tagging for voice traffic and allow workstation data pass-through on the secondary Ethernet port.
- All existing switch configurations (voice VLAN) will remain in use; vendors must verify compatibility but should not require major network redesign.
- The District IT Department will assist with handset placement and cabling during installation to reduce on-site labor time.
- Vendors must include any required firewall (Palo Alto) or QoS configuration changes in their proposal and perform those configurations in coordination with District staff.
- The District may provide remote access to the virtual server environment for pre-staging and configuration activities prior to Spring Break installation.

### **3.3 User Device Categories and Requirements**

The District anticipates deploying approximately 200 phones across classrooms, offices, and conference areas, in addition to staff softphones. Devices will be grouped by role to ensure the appropriate feature set and cost balance. Vendors must propose suitable models for each category while maintaining full interoperability within the system. Expansion module or sidecar accessories, if required, must be included in proposed pricing.

- a) Classroom / Shared Space Phones
  - Not individually assigned; used primarily for safety and internal communication.
  - Wall-mountable, PoE, monochrome display permitted, at least 4 one-touch buttons (6–8 preferred) for key contacts (e.g., Dean's Office, Main Office, Security/SRO, Nurse, etc.).
  - Must support E911 location identification and onsite 911 notification.
  - Lower-cost, durable models are acceptable.
- b) Administrative / Office Phones

- Multi-line color display phones assigned to administrators, division chairs, counselors, secretaries, and reception staff.
  - Must support voicemail-to-email, presence indication, busy-lamp field (BLF), call pickup, and one-touch paging to Informacast zones.
  - Devices shall support shared call appearance and delegation for assistants managing supervisor lines.
  - Expansion sidecar or software-based console support required where additional line monitoring or coverage is needed.
  - Vendors may propose a single model family to cover both administrative and reception use cases, with optional accessories or configurations as appropriate.
- c) Conference Phones
- High-quality full-duplex with G.722 wideband codec or equivalent, noise suppression, and multiple omnidirectional microphones.
  - Must be PoE-powered and support wideband (HD) audio.
  - Minimum of 10 units distributed across meeting and administrative spaces.
- d) Softphones / Remote Clients
- Windows/macOS clients authenticated through Azure AD (Entra ID).
  - Must integrate with Microsoft Teams and Outlook presence.
  - Licensed users will primarily include teachers and staff without dedicated hardware phones.

### **3.4 Trunking, Number Porting, and Call Capacity**

- The system shall support open-standard SIP trunking using existing or new SIP providers.
- The District's current external connectivity utilizes Peerless Network SIP trunks and Microsoft Teams Calling numbers. These numbers must be ported to the new system during cutover.
- The District will assist with number porting coordination as needed. Vendors shall include number porting in their project plan and identify any lead times or carrier dependencies.
- Some fax lines and analog devices will remain on existing service; vendors should exclude these from number porting activities but confirm compatibility with legacy analog gateways as needed.
- POTS lines used for elevator emergency phones and other specialized systems will remain in service and are excluded from SIP trunk porting. Vendors must identify any hardware or configuration required to interface or isolate these lines as part of their turnkey scope.
- The system must support a minimum of 32 concurrent external calls, with scalability to at least 50 concurrent sessions to accommodate growth and emergency communication.
- Internal (extension-to-extension) calls shall not count toward this total.

- SIP trunks must support failover routing to backup trunks or a cellular gateway in case of primary WAN outage.
- The vendor shall ensure E911 routing accuracy for all ported numbers, in compliance with Kari's Law and RAY BAUM'S Act.
- Vendors shall document all DID ranges and extensions assigned to the District during implementation and provide a verified post-porting report.
- SIP trunking services must include unlimited local and domestic long-distance calling to U.S. destinations.
- International calling shall be disabled by default but may be enabled for specific users upon request.
- Vendors must specify the number and type of SIP channels or carrier connections included and any usage limitations.
- Vendor must ensure service continuity during transition, including call forwarding or dual-routing as necessary.

### **3.5 Must-Have Features**

The proposed system must include, at minimum, the following features and capabilities. Each item listed below is considered mandatory for compliance:

- Centralized, web-based administration console for user, extension, and call flow management.
- Role-based administrative access with audit logging.
- Microsoft 365 / Entra ID (Azure AD) Single Sign-On (SSO) integration for secure authentication and user lifecycle management.
- Outlook and Microsoft Teams interoperability, including contact synchronization, calendar presence, and click-to-call capability.
- Voicemail-to-Email delivery with optional transcription.
- Multi-Mode Call Routing distinct from sequential ring groups. The system must support multiple routing modes (minimum four). (e.g., Mode 1: Office Group 1; Mode 2: Office Group 2; Mode 3: Office 3; Mode 4: After-Hours).
- Extension management, directory services, and automatic phone provisioning.
- Call transfer, hold, park, pickup, conference, and intercom functionality.
- Shared-Line Appearance and Call Pickup Groups (to allow assistants and secretaries to answer or manage calls for supervisors).
- One-touch paging and InformaCast integration for all administrative phones. Integration may be achieved via SIP multicast, API, or InformaCast-compatible protocol, as long as functionality matches the current District emergency paging and alerting behavior.
- E911 dynamic location reporting fully compliant with Kari's Law and RAY BAUM'S Act. This notification requirement applies to all emergency calls, including those originating from analog-connected devices such as elevator phones.

- Call detail records and analytics for usage, quality, and performance monitoring.
- WAN failover and local survivability, maintaining internal and emergency communications during internet or SIP carrier outages.
- Support for HD voice using G.722 or equivalent wideband audio codec.
- System redundancy and auto-recovery mechanisms for both on-premise and virtualized environments.
- Administrative reporting dashboards showing system health, registration status, and call history summaries.
- Multi-language auto-attendant menus and announcements.

### **3.6 Desired Features**

- The following features are desirable but not mandatory. Proposals including these capabilities will receive additional consideration during evaluation:
- SMS and instant messaging capabilities between staff users (desktop and mobile).
- Real-time wallboard/live status dashboards for monitoring call queues, agent status, or department activity.
- Advanced call analytics and reporting, including abandoned call metrics and response times.
- Call recording functionality, subject to applicable Illinois law and District policy on data retention and privacy.
- Advanced failover or redundant Session Border Controller (SBC) configurations for SIP trunk resiliency.
- Support for STIR/SHAKEN compliance” (anti-spoofing)

### **3.7 Optional Enhancements**

The District recognizes that some vendors may offer additional capabilities beyond the stated requirements. The following features are considered optional enhancements that may be proposed to improve system functionality, security, or user experience:

- Fax integration or eFax services (low priority, as existing analog fax lines will remain on current provider).
- Video conferencing or screen sharing integrated within the UC platform.
- AI-based transcription, sentiment analysis, or call categorization tools.
- Mobile device management (MDM) integration for softphone provisioning and security policy enforcement.
- Speech-to-text or AI-powered virtual attendants for improved accessibility and call routing efficiency.
- Cloud backup or disaster recovery synchronization for PBX configuration and voicemail data.

### **3.8 Project Documentation, Training, and Closeout Deliverables**

#### Documentation Requirements

- The selected vendor shall provide complete and accurate as-built documentation upon project completion, including:
- Final system configuration files and IP addressing information.
- Network and call flow diagrams illustrating connections between servers, gateways, SIP trunks, and devices.
- Final system diagrams must be provided in editable electronic format (Visio or equivalent).
- Extension lists, DID mappings, and VLAN references for all endpoints.
- License inventories, version numbers, and warranty expiration dates.
- Administrative credentials and backup copies of configuration data in exportable and human-readable formats.
- SIP trunk and number porting documentation, including final verification reports and E911 validation.
- A cutover summary identifying test results, post-installation adjustments, and final acceptance confirmation.
- The vendor shall document the configuration and physical termination of any retained POTS lines, including connection to analog gateways or service demarcation points, for reference in future modernization projects.

#### Training Materials

- Provide digital copies of user guides, administrator manuals, and troubleshooting references.
- Include any OEM manufacturer documentation relevant to deployed equipment.
- Provide training attendance logs and agendas for District records.

#### Closeout Deliverables

- Deliver a final project binder (digital or physical) containing all documentation, licenses, manuals, and warranties.
- Provide a completion certificate or sign-off form, to be jointly approved by the vendor and District IT staff.
- Include contact information for ongoing technical support and warranty claims.
- Ensure all documentation, credentials, and materials become the property of the District upon project completion.

#### Retention and Turnover

- The vendor shall ensure the District retains all data necessary to maintain, modify, or restore the system without third-party dependency.
- Configuration backups and administrative access credentials must be provided before final payment is released.

## Section 4 – Vendor Qualifications

Proposers must demonstrate capability, experience, and reliability appropriate to a large K-12 technology environment. To be considered responsive, vendors shall:

1. Provide evidence of at least three (3) comparable VoIP or unified-communications implementations within Illinois K-12 districts, municipalities, or public entities within the past five years.
2. Submit references for each installation, including organization name, contact person, phone number, implementation date, and approximate system size.
3. Identify manufacturer certifications held by key personnel assigned to this project.
4. Supply a detailed implementation plan, including migration strategy from NEC SV8100 to the new platform, cut-over sequence, testing procedures, and rollback contingencies.
5. Describe the proposed training program for end users, administrative staff, and District IT personnel.
6. Demonstrate experience with Microsoft 365 integration, Azure Entra ID SSO, and InformaCast deployments.
7. Identify any subcontractors or partners; each must meet applicable compliance and insurance requirements.

## Section 5 – Submittal Requirements

Proposals shall include, at minimum:

1. A cover letter signed by an authorized representative summarizing the proposer's understanding of scope, differentiators, and commitment to schedule.
2. Detailed, itemized pricing separating:
  - Hardware (phones, gateways, servers, network equipment, etc.)
  - Software and Licensing (user, system, SIP trunk, feature, or third-party licenses)
  - Professional Services (installation, configuration, project management, training)
  - Optional Enhancements (cloud failover, mobile apps, AI features, etc.)

All pricing shall be turnkey, including labor, delivery, configuration, testing, and documentation necessary for a fully operational system. Hourly or open-ended pricing will not be accepted unless specifically listed as optional.

3. Completed Vendor Response Form (Appendix A).

4. Description of maintenance and warranty coverage (minimum 1-year; include optional 3- and 5-year extensions).
5. A proposed project timeline identifying milestones for delivery, configuration, testing, training, and final acceptance.
6. Vendors must acknowledge the District's required implementation window of March 23 – March 27, 2026, and provide a project plan confirming resource availability to complete the full system deployment and cutover during that period.
7. Vendor must acknowledge the 120-day proposal validity period.
8. Support and escalation procedures, including service-level response and resolution times.
9. Signed acknowledgment of the General Terms & Conditions contained in this RFP.
10. Copies of all insurance certificates meeting Section 9 requirements.

## Section 6 – Evaluation Criteria

Proposals will be evaluated by the District’s Technology Department and administrative review committee using the weighted factors below. Each category will be scored on a scale of 1–10 and multiplied by its corresponding weight to produce a composite score.

Category	Description	Weight
<b>System Design &amp; Architecture</b>	Scalability, reliability, system redundancy, failover capability, and continuity during system or hardware failure.	15%
<b>Microsoft 365 / Teams / Outlook Integration</b>	Integration depth, usability, and licensing implications.	15%
<b>Azure AD / Entra SSO Integration</b>	SSO, account provisioning, and security integration.	15%
<b>Cost Proposal</b>	Overall cost competitiveness and transparency of pricing.	15%
<b>InformaCast &amp; Paging Integration</b>	Compatibility and simplicity of integration.	10%
<b>Call Flow Management (Modes)</b>	Flexibility and ease of configuration (non-sequential routing modes).	10%
<b>Support &amp; Warranty</b>	SLA strength, warranty terms, and response times.	10%
<b>User Devices</b>	Quality and variety of handsets and conference phones.	5%
<b>E911 Compliance</b>	Kari’s Law / RAY BAUM’S Act compliance.	5%
<b>Training &amp; Documentation</b>	Quality of materials and sessions.	5%

The District reserves the right to interview top-scoring vendors or request demonstrations before final award. Final award is subject to Board of Education approval.

## Section 7 – General Terms & Conditions

1. Reservation of Rights – The District reserves the right to reject any or all proposals, waive irregularities, and accept the proposal deemed most advantageous.
2. Proposal Validity Period - Proposals shall remain valid and binding for a minimum period of one hundred twenty (120) calendar days following the submission deadline. The District anticipates Board of Education approval in December 2025 and project implementation during Spring Break (March 23–27, 2026). Vendors may voluntarily extend this validity period upon request by the District.
3. Addenda – Clarifications or changes will be issued in writing and acknowledged by all proposers.
4. Pricing – All prices shall be firm and inclusive of delivery, installation, and training.
5. Prevailing Wage and Compliance – Vendors shall comply with the Illinois Prevailing Wage Act, Employment of Illinois Workers on Public Works Act, and related statutes.
6. All work must comply with local safety and security policies, including vendor background checks per 105 ILCS 5/10-21.9.
7. Drug-Free Workplace – Vendor shall comply with the Illinois Drug-Free Workplace Act.
8. Equal Employment Opportunity – Vendor shall not discriminate based on race, color, religion, sex, national origin, disability, or other protected status.
9. Subcontractors – Use of subcontractors requires prior written District approval.
10. Ownership of Deliverables – All documentation, configuration, and licenses purchased shall become property of Argo CHSD 217.
11. Termination – The District may terminate for cause with 15-day written notice or for convenience with 30-day notice.
12. District Assistance – The District IT Team will provide reasonable support during implementation, including VLAN coordination, device staging, and deployment assistance. Vendors shall coordinate all activities accordingly.
13. Installation Responsibilities – The District’s IT Department will assist with physical deployment of devices, including unpacking, mounting, and plugging in phones as directed by the vendor. The vendor remains responsible for system configuration, provisioning, testing, and verification of all endpoints.
14. Turnkey Delivery – The successful vendor shall provide a complete, ready-to-operate system (“turnkey solution”). All equipment, software, configuration, installation, testing, and documentation necessary for a fully functional deployment shall be included.
15. Network and Firewall Configuration – Vendor is responsible for all network, switches, VLAN, QoS, and firewall settings required for VoIP operation.
16. Vendor shall ensure that all existing POTS lines required for life safety or building systems (e.g., elevators, fire panels, or utility meters) remain functional throughout implementation and cutover.
17. The Vendor shall coordinate with the District to ensure all installation and migration activities are completed during Spring Break, March 23 – March 27, 2026, unless the District authorizes an alternate schedule in writing. The Vendor shall stage all equipment, configurations, and licenses in advance to support this deployment window.

## **Section 8 – Data Privacy & Security Compliance**

Vendors must comply with:

- SOPPA (105 ILCS 85) – Student Online Personal Protection Act
- FERPA – Family Educational Rights and Privacy Act
- ISSRA – Illinois School Student Records Act

The selected vendor shall:

1. Employ administrative, physical, and technical safeguards protecting student and staff data.
2. Use personally identifiable information only as authorized by the District.
3. Notify the District within 48 hours of any data-security incident.
4. Execute the District’s Data Processing Addendum upon request.
5. Adhere to cybersecurity practices consistent with NIST CSF or equivalent standards.

## **Section 9 – Insurance and Indemnification**

The successful vendor shall maintain, at minimum:

- Commercial General Liability — \$1 M per occurrence / \$2 M aggregate
- Automobile Liability — \$1 M combined single limit
- Workers’ Compensation — Statutory limits (Illinois law)
- Professional Liability (E&O) — \$1 M minimum

Certificates must list Argo Community High School District 217 as Certificate Holder and provide 30-day cancellation notice.

Vendor shall indemnify and hold harmless the District, its Board, officers, and employees from claims or damages arising from performance, except where caused by District negligence.

## Section 10 – Submission Instructions

- **Submission Method:** Email proposals to Nick Simov – [nsimov@argohs.net](mailto:nsimov@argohs.net)
- **Submission Format:** PDF format, single file preferred; if multiple attachments are used, label them clearly (e.g., Technical Proposal, Cost Proposal).
- **Deadline:** Tuesday, Dec 2, 2025 @ 2:00 PM (CST); Electronic receipt timestamp will determine timeliness of submission.
- **Subject Line:** “Argo VoIP Telephone System RFP Response 2025”
- **Clarification Questions:**
  - a. All clarification questions must be submitted no later than ten (10) business days before the proposal submission deadline.
  - b. Questions received after that time will not be considered to ensure fairness and adequate time for review.
  - c. Answers to all timely questions will be shared with all known proposers in the form of a written addendum.
- **Include:** All appendices, pricing schedules, signed certifications, and insurance certificates.
- **Confidential Information:** Mark proprietary information clearly; the District will comply with FOIA while protecting confidential data.
- **Award Timeline:** Recommendation for Board approval is anticipated within 30 days of review completion.
- **Optional Site Meeting:** Vendors may request an on-site meeting or walkthrough prior to proposal submission. These visits are encouraged for bidders to evaluate existing wiring, network closets, and handset locations. Requests must be made at least ten (10) business days before the submission deadline.
- Late or incomplete submissions will not be accepted. Proposals will be opened and logged at the due date and time.
- All pre-bid questions and responses will be shared publicly via written addendum posted on the District website.
- **Important Note:** The District expects on-site installation and system cutover to occur during Spring Break, March 23 – March 27, 2026

## Appendix A – Vendor Response Form

Question / Requirement	Vendor Response / Description
Company Name & Address	
Primary Contact (Name, Title, Email, Phone)	
Years in Business	
Manufacturer Partnerships / Certifications	
Total Number of K-12 VoIP Installations	
Number of Endpoints Supported at Largest Installation	
Proposed System Manufacturer / Platform	
Virtualization Requirements (VMware version, CPU/RAM needs)	
SIP Trunk Provider (if proposed)	
Max Concurrent External Calls Supported	
Redundancy / Failover Design	
Microsoft 365 / Teams Integration Method	
Azure AD / Entra SSO Capabilities	
InformaCast Integration Approach	
Paging / Intercom Integration	
Multi-Language Auto-Attendant Support	
Number of Call Routing Modes Supported	
Handset Models Offered (Classroom / Office / Conference)	
One-Touch Buttons Available per Device	
Wall-Mount Kits Included	
Supports Remote Provisioning / Zero-touch Deployment	
Warranty Period (Base + Options)	
Maintenance / Support Hours & SLA Response Times	
Training Plan for District Staff	
Data Privacy / Security Compliance (NIST, SOPPA, FERPA)	
Proposed Project Timeline (Start → Cutover)	
Optional Enhancements Proposed	
Total Project Cost – Hardware	
Total Project Cost – Software & Licensing	
Total Project Cost – Professional Services	
Total Project Cost – Optional Enhancements	
References (3 Required – Name, District, Contact Info)	
The vendor confirms understanding that the physical installation and cutover will occur during Spring Break (March 23–27, 2026), and that all configuration, programming, and porting activities will be completed remotely or off-site in advance.	
Authorized Signature & Date	

## Appendix B – Evaluation Matrix Template

Category	Weight (%)	Vendor Score (1–10)	Weighted Score
<b>System Design &amp; Architecture</b>	15		
<b>Microsoft 365 / Teams / Outlook Integration</b>	15		
<b>Azure AD / Entra SSO Integration</b>	15		
<b>Cost Proposal</b>	15		
<b>InformaCast &amp; Paging Integration</b>	10		
<b>Call Flow Management (Modes)</b>	10		
<b>Support &amp; Warranty</b>	10		
<b>User Devices</b>	5		
<b>E911 Compliance</b>	5		
<b>Training &amp; Documentation</b>	5		
<b>Total Weighted Score</b>	<b>100</b>		