



Argo Community High School District 217

Telephone System RFP – RFP Addendum

RFP Title: ACHS D217 – Telephone System Replacement

Addendum Number: Addendum #1

Date Issued: Thursday, October 30, 2025

Original Proposal Due Date: December 3, 2025, at 2:00 PM (CST)

Revised Proposal Due Date: N/A

Instructions for Vendors

This Addendum is issued by Argo Community High School District 217 to provide clarifications and/or modifications to the original Request for Proposal (RFP). All vendors must review this Addendum carefully. Any information contained herein is considered part of the official RFP and is binding on all bidders.

Vendors must acknowledge receipt of this Addendum by completing the acknowledgment section at the end of this document and including it with their final proposal submission.

Failure to do so may result in disqualification from the evaluation process.

Purpose of Addendum

This Addendum provides clarifications, modifications, or responses to vendor questions received regarding the above-referenced Request for Proposal (RFP).

All provisions of the original RFP remain in effect unless specifically modified by this Addendum.



Section 1 – Questions and Responses

Question #	RFP Section / Page Reference	Vendor Question	District Response
1	<p>Page 4, Item 2</p> <p>Operate fully on-premises within the District’s VMware environment, while allowing for hybrid or cloud-assisted redundancy if offered.</p>	<p>Confirm that all voice operations can happen in the District’s primary VMware environment in the school’s main communications room with failover to a secondary call control instance (or proprietary appliance) installed on the district’s redundant VMware server in their secondary communications room. District will provide necessary VM resources to accommodate solution.</p>	<p>The District’s preference is for an on-premises or hybrid-hosted VoIP solution that operates within the District’s existing VMware environment in the main communications room (MDF). Voice operations may run entirely within this VMware environment or on a dedicated physical appliance located in the MDF.</p> <p>For redundancy, the District does not currently maintain a secondary VMware environment but can accommodate a secondary call-control instance using another virtualization platform, a dedicated physical appliance, or a cloud-hosted failover service. Fully cloud-hosted systems may also be proposed if they meet all District requirements, including call survivability during WAN or Internet outages, compliance with Kari’s Law and RAY BAUM’S Act, and integration with Microsoft 365, Teams, and InformaCast.</p> <p>All proposed solutions must ensure that critical call processing and emergency calling remain operational locally in the event of Internet or WAN disruption. The District will provide the necessary resources within its existing infrastructure to support the selected solution.</p>
2	<p>Page 5 – Additional Architectural Requirements</p> <p>The District currently maintains a limited number of legacy POTS lines and 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.</p>	<p>Please provide the number of POTS/Trunks and Analog Station ports that need to be accommodated.</p>	<p>The District is still finalizing the exact number of required POTS/trunk and analog station ports. However, for proposal purposes, vendors should assume approximately 15 analog lines to be supported at this time. This number may be adjusted slightly during final design and implementation based on existing elevator, fax, and utility line requirements.</p>



3	<p>Page 7 – 3.4 Trunking, Number Porting, and Call Capacity</p> <p>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.</p>	<p>Please confirm our proposal should only include licensing to support (32) concurrent calls, understanding the system must be able to support at least (50) concurrent calls in the future if required. Also, please provide the quantity of DID's that need to port.</p>	<p>The District confirms that the proposed system should initially include licensing to support approximately 32 concurrent external calls, with the ability to scale to at least 50 concurrent calls in the future without major hardware or licensing changes.</p> <p>The District currently maintains sufficient network and Internet capacity to support this volume and does not anticipate performance issues at this level. Internal extension-to-extension traffic is not counted toward concurrent call licensing.</p> <p>The District expects to port approximately 700 Direct Inward Dial (DID) numbers to the new system. These include staff extensions and classroom phones currently assigned to Peerless and Microsoft. Final quantities and ranges will be confirmed during the implementation phase.</p>
4	<p>Page 8 – 3.5 Must-Have Features</p> <p>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).</p>	<p>Please provide specific examples how this operates in the District on the NEC system today.</p>	<p>The District's requirement for multi-mode call routing refers to the ability to dynamically change inbound call destinations (minimum four modes) based on time of day or manual selection by authorized staff. This functionality is distinct from ring or hunt groups. It primarily applies to calls where the external caller presses "0" to reach an operator—those calls must route to different offices or individuals depending on the active mode (e.g., Deans' Office, Principal's Office, Guidance, or After-Hours).</p> <p>On the District's existing NEC SV8100 system, incoming calls to the main number first reach an auto-attendant. If the caller presses "0" for an operator, the call is routed based on the currently active mode. Staff can manually change between four defined modes (Office 1, Office 2, Office 3, and After-Hours) using a dedicated key on designated phones. Each mode directs "operator" calls to a different office—for example, during school hours calls ring the Deans' Office, while other modes route to the Principal's Office, Guidance, or an after-hours voicemail. This multi-mode structure allows the District to quickly shift call routing without reprogramming hunt or ring groups.</p>



Section 2 – Changes to the RFP (if applicable)

Change / Clarification:

Section 3.1 – System Architecture and Hosting Requirements is hereby clarified as follows:

The District’s preference is for an on-premises or hybrid-hosted VoIP solution that operates within the District’s existing VMware environment or on a dedicated physical appliance located in the main communications room (MDF).

However, fully cloud-hosted systems may also be proposed if they meet all other District requirements — including, but not limited to, call survivability during WAN or Internet outages, compliance with E911 (Kari’s Law and RAY BAUM’S Act), and integration with Microsoft 365, Teams, and InformaCast.

Vendors proposing a fully cloud-hosted architecture must describe in detail how the system will maintain emergency calling capabilities and local communication continuity during Internet disruptions.

Acknowledgment of Addendum

This Addendum must be acknowledged and included with the vendor’s proposal submission.

Addendum No. _____

Acknowledged By (Printed Name) _____

Signature _____

Company _____

Date _____

Issued By:

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