



REQUEST FOR PROPOSALS

District-Wide Telephone System Replacement

Cyrus Bayat, Coordinator of Instructional Technology

Pacifica School District

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650-738-6600 (Office)

PROPOSAL DEADLINE: April 2, 2026, by 1:00 PM (Pacific Time)

All dates subject to change at the sole discretion of PSD. Please continue to check our website throughout the proposal and selection periods for updates.

www.pacificasd.org/departments/technology/technology-rfp

NOTICE INVITING PROPOSALS

NOTICE IS HEREBY GIVEN that the Pacifica School District, San Mateo County, State of California (“District”), is soliciting sealed submissions for a Request for Proposals (“RFP”) for the District-Wide Telephone System Replacement.

SUBMISSION DEADLINES:

Sealed submissions must be received by the District no later than:

- 1:00 PM (Pacific Time) on April 2, 2026

Late submissions will not be accepted under any circumstances.

Any submission received after the specified deadline, regardless of cause, will not be accepted or considered. The District’s electronic submission system timestamp shall serve as the official record of receipt.

IMPORTANT NOTICE OF QUALIFICATION

Vendor qualification review will take place prior to the evaluation of technical and price proposals.

Only those vendors determined by the District to be qualified will have their technical and cost proposals reviewed.

If, at any time during the evaluation process or prior to contract award, the District discovers information that was omitted, misstated, or otherwise not disclosed in the Proposal, or determines that a Proposer does not meet the Minimum Qualification Requirements, the District reserves the right to rescind the Proposer’s qualification status and remove the Proposal from further consideration.

The District may also disqualify a Proposer if it determines that qualification was granted in error or based on incomplete, inaccurate, or misleading information.

It is the responsibility of each vendor to include all required documentation, attachments, certifications, and supporting materials related to the qualification requirements. Failure to provide complete qualification information may result in the submission being deemed non-responsive and removed from further consideration.

SUBMISSION INSTRUCTIONS

Proposals must be submitted electronically through the District’s official submission portal:

- <https://forms.gle/WvxFQOYudVx9qPF66>

NOTICE INVITING PROPOSALS

The electronic submission portal will automatically close at the stated deadline. Submissions received after the deadline will not be accepted.

The District's electronic submission system timestamp shall serve as the official time of receipt.

Proposers are solely responsible for ensuring that all required information and attachments are uploaded prior to submission. Incomplete submissions may be deemed non-responsive.

Emailed, facsimile, paper, or alternative electronic submissions will not be accepted.

MANDATORY PRE-PROPOSAL SITE WALK

The District will conduct three (3) Mandatory Pre-Proposal Site Walkthrough sessions on the following dates:

- March 13, 2026 – 9:30 AM (PST)
- March 16, 2026 at 9:30 AM (PST)
- March 18, 2026 at 1:00 PM (PST)

All sessions will begin at the Pacifica School District Office, 411 Oceana Blvd, Pacifica, CA 94044.

Attendance at one (1) of the above sessions is mandatory. Proposers must attend one complete session in its entirety.

Failure to attend and sign the official District attendance sheet shall result in the Proposal being deemed non-responsive and removed from further consideration.

Late arrivals may be disqualified at the District's sole discretion.

No additional site visits will be scheduled outside of the dates listed above.

RFP DOCUMENTS

RFP documents may be obtained by download from the District's website at:

www.pacificasd.org/departments/technology/technology-rfp

It is the responsibility of each vendor to check the website for any addenda or updates prior to submission.

CONFORMANCE WITH RFP REQUIREMENTS

Each submission must conform to and be fully responsive to this RFP and all related documents. Submissions must be completed using the forms provided by the District and submitted in strict accordance with the instructions set forth herein.

NOTICE INVITING PROPOSALS

Failure to comply with the requirements of this RFP may result in the submission being deemed non-responsive.

DISTRICT'S RIGHTS RESERVED

The District reserves the right to accept or reject any or all submissions, to waive any immaterial informalities, irregularities, or technical defects, and to modify or cancel this RFP, in whole or in part, at its sole discretion. The District shall be the sole judge of the qualifications, equipment, materials, and services proposed.

BID VALIDITY PERIOD

All submissions shall remain valid for a period of one hundred twenty (120) calendar days following the submission deadline.

TABLE OF CONTENTS

Table of Contents	4
Important Dates	5
General Information	6
Proposal Evaluation Process	7
Selection, Award, and Negotiation	12
General Terms and Conditions	15
Scope of Services & Technology Requirements	18
Functional Expectations	21
Vendor Responsibilities	26
District Responsibilities	34
Attachment 1 – Proposal Submission Form	35
Attachment 2: Profile of the Company	36
Attachment 3: Financial Stability	37
Attachment 4: Safety & Regulatory Compliance Certification	38
Attachment 5: K–12 References	39
Attachment 6: Phase 2 - Cost Proposal Form	41
Attachment 7: W9	46

IMPORTANT DATES

Event	Date
RFP Published	March 2, 2026
All Questions Due	March 12, 2026, by 1:00 PM (Pacific Time)
Questions and Answers Published	March 20, 2026, by 1:00 PM (Pacific Time)
Mandatory Pre-Proposal Site Walkthrough (Option 1)	March 13, 2026 – 9:30 AM (PST)
Mandatory Pre-Proposal Site Walkthrough (Option 2)	March 16, 2026 at 9:30 AM (PST)
Mandatory Pre-Proposal Site Walkthrough (Option 3)	March 18, 2026 at 1:00 PM (PST)
Proposals Due	April 2, 2026, by 1:00 PM (Pacific Time)
Award of Contract	Wednesday, May 20, 2026*

All dates are subject to change at the sole discretion of the Pacifica School District (“District”). Vendors are responsible for monitoring the District’s website throughout the proposal and selection process for any updates or addenda:

www.pacificasd.org/departments/technology/technology-rfp

Note: *The contract award is tentatively scheduled for the Board of Trustees meeting at 5:00 PM on the date listed above. In the event of a change to the Board of Trustees meeting schedule, the award selection will automatically be postponed to the next regularly scheduled Board meeting.*

GENERAL INFORMATION

District Overview

The Pacifica School District (“District” or “PSD”) is a public school district located in San Mateo County, California, along the Pacific coast between San Francisco and Half Moon Bay.

The District operates six (6) campuses serving elementary and middle school students.

Student and staff safety is the District’s highest priority. PSD is committed to maintaining a safe, supportive, and effective learning environment that promotes student achievement and supports educators in delivering high-quality instruction.

Reliable and resilient communication systems are essential to supporting instructional operations, emergency response, and day-to-day administrative functions.

Objective

The District is soliciting proposals for a comprehensive, district-wide telephone system replacement.

The proposed solution shall provide a modern, secure, and scalable Voice over Internet Protocol (VoIP) system that enhances reliability, improves functionality, and supports emergency communications across all District sites.

The District requires a fully cloud-hosted (UCaaS) primary call-control platform that does not rely on on-premises PBX controllers or primary call-processing servers for normal operations, while ensuring high availability, resiliency, and long-term scalability.

The selected vendor shall provide all necessary design, equipment, licensing, implementation, configuration, training, and ongoing support services required to deliver a fully operational system.

Note: *The attached Scope of Services Exhibit provides detailed information regarding the objectives, required products, and services sought by the District.*

PROPOSAL EVALUATION PROCESS

The District will evaluate submissions using a structured, multi-phase review process to ensure that the selected vendor possesses the experience, resources, technical capability, and financial stability necessary to successfully perform the required services.

The District shall be the sole judge of vendor qualifications and the acceptability of the equipment and services proposed.

Failure to submit any required document or to adequately demonstrate compliance with the Minimum Qualification Requirements may result in the Proposer being deemed non-responsive and removed from further consideration.

Proposals shall be concise, well-organized, and clearly formatted to facilitate efficient evaluation. Supplemental materials must be clearly referenced within the Proposal. Marketing materials or brochures may be included as supplemental information but shall not substitute for required responses.

Elaborate or costly presentation materials are neither required nor preferred. Evaluation will be based solely on the clarity, completeness, and responsiveness of the information submitted.

PHASE 1 – MINIMUM VENDOR QUALIFICATION REVIEW

To be deemed “Qualified” and eligible to advance to Phase 2, the Proposer must meet all of the following minimum qualification requirements. Failure to meet any one of these requirements shall result in the Proposer being deemed non-responsive and disqualified from further consideration.

1. Mandatory Pre-Proposal Site Walkthrough Attendance

The Proposer must attend one (1) Mandatory Pre-Proposal Site Walkthrough session in its entirety.

Attendance shall be verified through the District’s official sign-in sheet.

Failure to attend and sign in shall result in automatic disqualification.

2. Minimum Years in Business

The Proposer must have been in continuous operation under its current legal name for a minimum of five (5) years prior to the submission deadline.

3. K–12 Experience Requirement

The Proposer must have successfully completed at least three (3) VoIP telephone system implementations for California K–12 public school districts within the past five (5) years.

Projects must be comparable in scope and complexity to the District’s project.

4. California-Based Support Presence

PROPOSAL EVALUATION PROCESS

The Proposer must maintain an established support presence within the State of California, including access to technical personnel capable of providing remote and, if necessary, on-site support.

5. Financial Stability

The Proposer must demonstrate financial stability sufficient to support the proposed solution for a minimum period of ten (10) years.

Submission of required financial documentation as specified in Attachment 3 is mandatory.

6. Manufacturer Authorization (If Applicable)

If the Proposer is not the manufacturer of the proposed system, the Proposer must provide evidence of current manufacturer authorization and certification to sell, install, and support the proposed solution.

7. California Contractor's License (Required)

The Proposer must possess a valid and active California Contractor's License issued by the California Contractors State License Board (CSLB) in a classification appropriate for the work to be performed, including but not limited to:

- C-7 – Low Voltage Systems Contractor; or
- C-10 – Electrical Contractor.

The license must be active and in good standing at the time of Proposal submission.

The Proposer shall provide the license number and classification in its submission. The District reserves the right to verify license status with the CSLB.

Failure to possess the required licensure at the time of submission shall result in disqualification.

8. Past Performance and Reference Review

The District will evaluate the Proposer's past performance based on reference checks and publicly available information.

The District reserves the right to disqualify any Proposer whose past performance, litigation history, unresolved disputes, contract defaults, or documented performance deficiencies raise reasonable concerns regarding the Proposer's ability to successfully perform the work.

Grounds for disqualification may include, but are not limited to:

- a. Documented failure to complete projects in accordance with contract requirements;
- b. Termination for cause by a public agency;
- c. Unresolved performance disputes with a school district;

PROPOSAL EVALUATION PROCESS

- d. Pending or prior construction defect claims involving a public school district;
- e. Significant financial disputes with public agencies;
- f. Material misrepresentation of qualifications or experience.

The District's determination regarding responsibility and qualification shall be final.

Statement of Qualifications (SOQ) Requirements

The SOQ shall include, at a minimum, the following:

1. Attachment 1 – Submission Form
2. Attachment 2 – Company Profile
3. Attachment 3 – Financial Stability Documentation
4. Attachment 4 – Safety & Regulatory Compliance Certification
5. Attachment 5 – K-12 References

The District reserves the right to verify any information submitted and to request additional documentation to confirm compliance with these minimum qualifications.

PHASE 2 – PROPOSAL CONTENT REQUIREMENTS

Qualified Proposers shall submit a Proposal including, at a minimum, the following components:

A. Letter of Transmittal

A Letter of Transmittal introducing the Company and affirming its ability and commitment to meet all requirements of this RFP. The letter shall be signed by an authorized representative with the legal authority to bind the Company to all terms, conditions, products, services, and pricing contained in the Proposal.

B. Executive Summary

A concise summary describing the Company's proposed approach to meeting the District's requirements. The Executive Summary shall identify any material requirements that cannot be met and highlight key features, benefits, and advantages of the proposed solution. Upon review of the Executive Summary, the District should be able to clearly understand the degree to which the Proposal aligns with its objectives.

C. Technical Proposal

A detailed response demonstrating compliance with all technical, functional, and operational requirements outlined in this RFP and the Scope of Services, including implementation methodology, training, and support.

D. Cost Proposal

The Cost Proposal shall include the following elements:

PROPOSAL EVALUATION PROCESS

- **Specific Fee Structure:** A detailed, itemized fee structure clearly identifying all costs associated with the proposed products and services, as reflected in **Attachment 6**
- **Firm Fixed Pricing:** All rates and prices shall be presented as firm fixed prices and shall not be subject to escalation or adjustment during the term of the negotiated contract.
- **Most Favorable Terms:** Each Proposal shall be submitted on the most favorable cost and technical terms available to the District. Vendors may submit alternate pricing proposals for groups of line items on an “all-or-nothing” basis, if applicable.
- **Additional Expenses:** Identification of any potential out-of-pocket expenses that may be incurred by the District for services or requirements not included in the base Proposal.
- **Payment Terms and Conditions:** A description of payment terms, accepted payment methods, and any applicable discounts, fees, or incentives, including early payment discounts, if available.

PHASE 3 – EVALUATION CRITERIA

Proposals advancing to Phase 2 will be evaluated on a best value basis.

Cost will be an important consideration; however, it will not necessarily be the sole determining factor.

Criteria	Weight
Cost Proposal	35%
Technical Compliance	30%
Product Lifecycle & Sustainability	15%
Responsive Proposal; Meets or Exceeds District’s Needs	15%
Other Considerations	5%

Cost Proposal (35%)

Cost scoring will be based on the total cost to the District for the proposed products and services.

For evaluation purposes, the District will evaluate the Total Cost of Ownership (TCO) over a five (5) year period unless otherwise determined by the District. The TCO calculation may include, but is not limited to:

PROPOSAL EVALUATION PROCESS

- One-time implementation costs
- Equipment and hardware costs
- Licensing and subscription fees
- Recurring service charges
- Maintenance and support costs
- Required upgrades or mandatory add-ons

Any other costs necessary to fully implement and operate the proposed solution

The District reserves the right to evaluate cost proposals based on long-term financial impact and overall value, and not solely on initial or first-year pricing.

SELECTION, AWARD, AND NEGOTIATION

SELECTION PROCESS

The District will conduct a multi-step evaluation process to identify the proposal that provides the best overall value to the District.

Step 1 – Receipt and Initial Review

All proposals will be time-stamped upon receipt. The District will conduct an initial review to determine whether each submission is complete and responsive to the RFP requirements.

In the event that only a single Proposal is received in response to this RFP, the District shall make a written finding that it made every effort to generate the maximum feasible number of proposals from qualified sources, consistent with California Public Contract Code § 20118.2(d)(3), prior to proceeding with negotiation or award.

Proposals that are incomplete, fail to include required documentation, or do not comply with submission instructions may be deemed non-responsive and eliminated from further consideration.

Step 2 – Minimum Qualification Review (Phase 1)

The District will evaluate each Proposer's Statement of Qualifications to determine compliance with the Minimum Vendor Qualification Requirements.

Only those Proposers determined by the District to be "Qualified" will advance to Phase 2 for technical and cost evaluation.

The District's determination of qualification status shall be final.

Step 3 – Technical and Cost Evaluation (Phase 2)

Qualified proposals will be evaluated and scored by the District's designated evaluation committee in accordance with the Evaluation Criteria set forth in this RFP.

The evaluation committee may include District staff, administrators, consultants, or subject matter experts.

Scores will be based solely on the information submitted in the Proposal and any clarifications requested by the District.

Step 4 – Interviews, Demonstrations, and Clarifications (If Applicable)

The District reserves the right, at its sole discretion, to:

- Request written clarifications
- Conduct interviews with selected Proposers
- Require product demonstrations
- Request Best and Final Offers (BAFO)

If interviews or demonstrations are conducted, they may be scored and factored into the final evaluation.

SELECTION, AWARD, AND NEGOTIATION

The District may choose to award a contract without conducting interviews.

Step 5 – Final Ranking and Recommendation

Following completion of the evaluation process, proposals will be ranked based on final scores.

The highest-ranked Proposer may be recommended for contract award, subject to successful negotiation of contract terms and approval by the District's Board of Trustees.

The District reserves the right to negotiate modifications to pricing, scope, or contract terms prior to award.

Step 6 – Contract Award

Final contract award is subject to approval by the District's Board of Trustees at a duly noticed public meeting.

This procurement is conducted pursuant to California Public Contract Code § 20118.2. Prior to award, the District's Board of Trustees shall make a finding that this procurement qualifies under subdivision (b) of that section as a procurement of telecommunications equipment, software, and related electronic services eligible for competitive negotiation.

If contract negotiations are unsuccessful, the District reserves the right to terminate negotiations and proceed to the next highest-ranked Proposer.

BASIS OF AWARD

The contract will be awarded to the responsible and responsive Company whose Proposal is determined by the District to be most advantageous and to represent the best overall value to the District.

The award determination will be based on compliance with the RFP requirements, the Company's qualifications, proposed solution, pricing, and the evaluation criteria set forth in this RFP.

If the contract is awarded to a Proposer other than the Proposer submitting the lowest-priced responsive Proposal, the District's Board of Trustees shall make a written finding setting forth the basis for the award, consistent with California Public Contract Code § 20118.2(d)(7).

Final award of the contract is subject to approval by the Pacifica School District Board of Trustees.

SOLUTION DEMONSTRATIONS

The District reserves the right to require one or more Companies to demonstrate proposed software, hardware, or online services prior to final contract execution.

Demonstrations may be evaluated and may impact final scoring.

Any demonstrated solution must be capable of full operation by the contract start date.

SELECTION, AWARD, AND NEGOTIATION

The District may elect to award without conducting demonstrations.

EVALUATION CONFIDENTIALITY

The District is not obligated to disclose or explain evaluation scores, rankings, or internal evaluation documentation except as required by applicable public records laws.

NO VERBAL AGREEMENTS

No verbal agreement, discussion, clarification, or representation made by any District officer, employee, or agent—whether before or after issuance of this RFP—shall modify, amend, or supersede the terms and conditions of the written contract ultimately executed by the parties.

REJECTION OF PROPOSALS

The District reserves the right to reject any or all Proposals and to waive any immaterial informalities, irregularities, or technical defects.

The District shall determine, in its sole discretion, whether any irregularity is considered minor.

NEGOTIATION

District's Right to Negotiate

After selection and prior to contract award, the District reserves the unilateral right to negotiate any aspect of the Proposal or proposed contract, provided such negotiations remain within the scope of this RFP and serve the District's best interests.

Negotiation Process

Negotiations for the final contract may commence after the highest-ranked Company has been identified.

If the District is unable to reach agreement on pricing, compensation, or final contract terms, negotiations with that Company may be terminated. At the District's discretion, negotiations may then be initiated with the next highest-ranked Company.

Acceptance Without Negotiation

The District reserves the right to accept a Proposal as submitted, with or without conducting negotiations.

Effect of Negotiation

Neither the commencement nor termination of negotiations shall constitute a rejection of any Proposal or a counteroffer by the District.

GENERAL TERMS AND CONDITIONS

No Commitment & Cost of Preparation

This RFP does not commit the District to award a contract or to pay any costs incurred in the preparation or submission of a Proposal.

The District assumes no responsibility or liability for any costs incurred by any Company in responding to this RFP.

Finality and Irrevocability of Proposals

All Proposals submitted shall be final and irrevocable.

No Proposal may be withdrawn for a period of one hundred twenty (120) calendar days following the Proposal submission deadline without the prior written consent of the District.

Compliance with RFP Requirements

Submission of a Proposal constitutes the Company's representation that it has examined and understands the RFP and agrees to comply with all requirements.

Failure to comply may result in the Proposal being deemed non-responsive.

Addenda & Official Communications

All questions must be submitted in writing to the designated District contact.

Only written addenda issued by the District and posted on the official District website shall modify this RFP.

The District reserves the right to revise, clarify, modify, or add to the specifications, technical requirements, scope of work, or other provisions of this RFP at any time prior to the Proposal submission deadline. Any such changes shall be made only by written addendum issued by the District.

Oral communications are non-binding.

Unauthorized contact with District personnel regarding this procurement may result in disqualification.

Public Records Act

Proposals submitted in response to this RFP are subject to disclosure under the California Public Records Act (Government Code §7920 et seq.).

Companies seeking confidentiality for specific portions of their Proposal must clearly identify and mark such information. The District will evaluate confidentiality claims in accordance with applicable law but makes no guarantee of non-disclosure.

Student Data Privacy & Confidentiality

The Vendor acknowledges that the District is subject to the Family Educational Rights and Privacy Act (FERPA), the California Student Online Personal Information Protection Act (SOPIPA), and other applicable federal and state student data privacy laws.

GENERAL TERMS AND CONDITIONS

Vendors shall not use, sell, disclose, or otherwise process student data for any purpose other than providing services under the Agreement.

All student records, call data, voicemail, SMS archives, recordings, and associated metadata shall remain the exclusive property of the District.

Vendor shall implement appropriate administrative, technical, and physical safeguards to protect all District data.

Independent Price Determination / Non-Collusion

The Company warrants that pricing has been independently determined and that no collusion or anti-competitive conduct has occurred.

Ethics / Gratuities

The Company shall not offer or provide any gratuity, favor, or item of monetary value to any District official or employee for the purpose of influencing the procurement process.

Negotiation and Award

The District reserves the right to:

- Negotiate any aspect of the Proposal
- Accept a Proposal without negotiation
- Reject any or all Proposals
- Cancel this RFP at any time

The award is subject to approval by the District's Board of Trustees.

No Verbal Agreements

No verbal statement or representation shall modify the terms of the final written Agreement.

Assignment and Subcontracting

The successful Company may not assign or subcontract work without prior written approval of the District and shall remain fully responsible for all subcontracted services.

Non-Appropriation

If sufficient funds are not appropriated or otherwise made available, the District may terminate the Agreement without penalty.

Termination for Convenience

The District reserves the right to terminate the Agreement, in whole or in part, at any time for convenience upon thirty (30) days' written notice.

In such event, the District shall pay for services satisfactorily performed through the termination date, but shall not be liable for lost profits, unamortized costs, or future fees.

E-Rate Funding Contingency

If applicable, contract award and continuation may be contingent upon receipt of E-Rate funding approval.

GENERAL TERMS AND CONDITIONS

The District reserves the right to reduce scope, cancel specific services, or terminate the Agreement without penalty if funding is denied or reduced.

Precedence of District Terms

In the event of a conflict between this RFP, the District's Agreement, and any Vendor standard terms or click-through agreements, the District's written Agreement shall control.

Insurance and Indemnification

The successful Company shall maintain insurance coverage and provide indemnification in accordance with the terms of the final Agreement.

Compliance with California Labor Laws

The successful Proposer shall comply with all applicable provisions of the California Labor Code, including but not limited to prevailing wage requirements, if applicable to the scope of work.

The Proposer shall be responsible for determining and complying with all labor compliance obligations, registration requirements with the Department of Industrial Relations (DIR), certified payroll reporting, and any other statutory requirements associated with public works projects, if applicable.

Background Checks & Regulatory Compliance

The successful Company shall comply with California Education Code §45125.1 and all applicable laws relating to fingerprinting, background checks, and student safety.

The Company shall comply with the Drug-Free Workplace Act and all applicable federal, state, and local laws.

Conflicts and Precedence

In the event of a conflict between this RFP and a submitted Proposal, the RFP shall control unless otherwise agreed in writing in the final Agreement.

SCOPE OF SERVICES & TECHNICAL REQUIREMENTS

System Objectives

The purpose of this project is to procure and implement a District-wide VoIP Phone System that meets current and future communication, security, and operational needs. The selected Company shall provide all necessary equipment, software, installation, configuration, testing, training, and support required to deliver a complete, reliable, and fully functional system.

- **Comprehensive Implementation:** Provide all services and related equipment/installation necessary for a new District-wide phone system.
- **Reliability and Longevity:** Deliver a phone system that is dependable and supported by active manufacturer support, security updates, and replacement part availability for a minimum expected lifecycle of seven (7) to ten (10) years. Vendors shall identify the published lifecycle status of all proposed hardware.
- **Security:** Ensure the system adheres to current industry security standards, including but not limited to the secure transmission of data and protection against unauthorized access.
- **Cybersecurity & Data Protection Requirements:** The Vendor shall maintain industry-standard cybersecurity controls, including encryption of data in transit (TLS 1.2 or higher) and encryption at rest (AES-256 or equivalent).

Vendor shall maintain SOC 2 Type II certification (or equivalent third-party security audit).

Vendor shall notify the District in writing within seventy-two (72) hours of discovery of any actual or suspected data breach affecting District data.

All production data centers hosting District services must be located within the United States.

- **Emergency Services Compliance:** Include features that properly address first responder and emergency communication requirements, such as E911 location identification, Caller ID, and other emergency compliance standards.
- **Non-Disruptive Implementation:** Provide an installation and implementation timeline that ensures no disruption to instructional time or essential operations.
- **Seamless Transition:** Develop and execute a conversion plan that ensures a smooth, non-disruptive transition from the current system to the new VoIP solution.
- **Training and Support:** Provide comprehensive user training for staff and ongoing technical support post-installation.

Site & Technology Environment

Building Information

SCOPE OF SERVICES & TECHNICAL REQUIREMENTS

The District operates across the following locations. Vendors should note the specific abbreviations used throughout this document.

Location	Abbreviation	Address
District Office	DO	411 Oceana Blvd, Pacifica, CA 94044
Sunset Ridge/ Ocean Shore	SR/OSS	340 Inverness Drive, Pacifica, Ca 94044
Ingrid B. Lacy Middle School	IBL	1427 Palmetto Ave, Pacifica, CA 94044
Valleamar Elementary	Val	377 Reina Del Mar, Pacifica, CA 94044
Cabrillo Elementary	Cab	601 Crespi Drive, Pacifica, CA 94044
Ortega Elementary	Ort	1283 Terra Nova Blvd., Pacifica, CA 94044

Network Infrastructure

Internet Service Providers (ISP) & WAN

- Primary ISP: Comcast Business (5 Gbps Symmetrical).
- Backup ISP: AT&T (1 Gbps Symmetrical).
- Wide Area Network (WAN): Sites are connected via private fiber with 10 Gbps symmetrical throughput.
- Network Operations Center (NOC): Located at 411 Oceana Blvd, Pacifica, CA 94044.

Firewall Configuration

The District utilizes Fortinet for perimeter security.

- Primary Circuit: Supported by High Availability (HA) pair of FG3401E firewalls.
- Backup Circuit: Supported by a single FG3401E firewall.

Current Network Switching Hardware

The District utilizes Cisco Meraki for all switching, routing, and wireless access points, managed via the Meraki Cloud Dashboard.

Location	Core Switch Model	Access Switch Models Deployed
District Office (DO)	MS350-24X	MS225, MS250
Ingrid B. Lacy (IBL)	MS425-16	MS120, MS220, MS225, MS250
Valleamar (VAL)	MS350-24X	MS225, MS250
Cabrillo (CAB)	MS350-24X	MS225, MS250

SCOPE OF SERVICES & TECHNICAL REQUIREMENTS

Ocean Shore / Sunset Ridge (SR/OSS)	MS350-24X	MS225, MS250
Ortega (ORT)	MS350-24X	MS220, MS225, MS250
Old DO & Warehouse	MS425-32	MS225, MS250, MS350

Current Phone System (Legacy)

The District is currently utilizing a Vertical Wave IP500 platform. This system is approaching end-of-life, with several servers running on legacy Windows Server operating systems.

Site	Server Host OS	Platform	Current Usage	Capacity
District Office	Windows Server 2008	Wave IP500	Main Server	50 Lic.
Ingrid B. Lacy	Windows Server 2008	Wave IP500	60 Phones	60 Lic.
Valleamar	Windows Server 2008	Wave IP500	44 Phones	50 Lic.
Cabrillo	Windows Server 2016	Wave IP500	45 Phones	100 Lic.
Ocean Shore / Sunset Ridge (SR/OSS)	Windows Server 2008	Wave IP500	50 Phones	50 Lic.
Ortega	Windows Server 2008	Wave IP500	45 Phones	50 Lic.
Old DO	Windows Server 2008	Wave IP500	37 Phones	50 Lic.

Current Intercom & Paging Environment

Legacy Hardware: Bogen Multicom 2000 All school sites currently utilize the Bogen Multicom 2000 intercom system for automated bell schedules and voice paging.

- Zones: Distinct interior, exterior, and classroom speaker zones.
- Current Integration: Connected to the existing VoIP PBX via a standard RJ11 analog interface (requires access/broadcast codes).
- Maintenance: Currently maintained by Sound and Signal.

Unified Bell & Paging Requirement The new VoIP system must provide a centralized solution for bell scheduling and voice paging. This solution must be interoperable with a hybrid environment, supporting both:

- Legacy Analog Systems: Existing Bogen Multicom 2000 infrastructure.
- IP-Based Endpoints: SIP or Multicast-capable devices (currently piloting Advanced Network Devices).

Vendors must demonstrate how their solution integrates these disparate technologies into a single, easy-to-manage interface. If third-party middleware (e.g., InformaCast, Syn-Apps, etc.) is required to achieve this, it must be clearly identified in the proposal.

FUNCTIONAL EXPECTATIONS

To meet the objectives outlined above, the proposed solution must meet the following functional criteria:

1. **Hosted Architecture:** The solution must be fully cloud-based (UCaaS). No on-premise PBX controllers or primary call-processing servers are permitted. The District will consider hybrid resiliency architectures that enhance survivability and service continuity (e.g., LTE failover, local survivability gateways, redundant call routing, or temporary on-site failover appliances), provided that the primary call control and call-processing platform remains fully cloud-hosted and compliant with this Hosted Architecture requirement. Any local equipment proposed must function solely as a survivability or failover mechanism during service interruptions and shall not operate as the primary system controller under normal operating conditions.
2. **Office Phone System Functionality:** The proposed VoIP system shall provide standard office phone features, including call, redial, mute, hold, transfer, forwarding, call history, and conference calling. It must also support inbound and outbound caller ID (including extension display on outbound calls), programmable keys, user and extension status indicators or lamps, and delegated call pickup. All listed functions should be fully accessible on both physical handsets and softphone clients, ensuring consistent functionality across all platforms
3. **Voicemail:** The proposed VoIP system shall include a full-featured voicemail solution that provides reliable message storage and retrieval, voice message forwarding, and voice-to-email functionality. Users must be able to securely access and manage voicemail messages both on-site and remotely through desk phones, softphones, or authorized web or mobile applications
4. **Remote Management:** The system shall allow authorized staff to set up and manage extensions and phone functions remotely through a secure web-based interface
5. **Programmable Hunt Groups:** The system shall allow management of phones within ring groups, with calls routed using either simultaneous or sequential ringing queues
6. **Extension Calling:** The system shall provide the ability to use phone extensions for internal dialing between District users
7. **Call Forwarding:** The system shall support call forwarding for both individual extensions and group lines
8. **Spoofing Identification:** The system shall include the ability to detect and identify incoming calls from spoofed or fraudulent numbers
9. **Caller block features:** ability to block nuisance calls from a centralized administrative management system
10. **Remote Voicemail Management:** manage and listen to voicemail messages remotely through a phone dialing sequence or via a computer or mobile app

FUNCTIONAL EXPECTATIONS

11. **Automated Call Routing:** ability to program auto-attendants and route calls to specific extensions; ability to search for users by first name and last
12. **Remote Site Phone Calling:** ability to utilize a handset on a remote network, soft phone access for all users for computer and mobile applications
13. **Directory:** directory service that provides the ability to search for assigned phones via name, extension or department
14. **Account Federation:** The system shall integrate with Google Workspace (the District's current identity provider) and other common identity platforms (e.g., Microsoft Entra ID, Okta) to support seamless account provisioning, user authentication, and Single Sign-On (SSO) for all softphone applications and management portals.
15. **Conference Calls:** ability to host a conference call with a minimum of 4 callers on all phones
16. **Faxing Solutions (Hybrid Approach):** The District requires a solution that supports both legacy physical faxing and modern electronic faxing.
 - Analog Device Support (ATA): The system must provide connectivity for existing physical fax machines and multi-function copiers (MFPs). This is typically achieved via HTTPS-compliant Analog Telephone Adapters (ATAs) or similar gateways to ensure reliable transmission over the VoIP network.
 - Electronic Fax (eFax): The solution must also provide secure, paperless faxing capabilities.
 - Inbound: Incoming faxes must be automatically converted to PDF and routed to designated email addresses.
 - Outbound: Designated staff must be able to send faxes directly via email or a secure web portal.
17. **Voice Recording:** Call Recording (Role-Based) The system should possess the capability to record calls, but this feature must be granularly controlled to ensure compliance with California Penal Code § 632 (Two-Party Consent laws) and Education Code § 51512.
 - Permissions: The District requires the ability to restrict recording privileges to specific authorized users or groups (e.g., HR, Security) while disabling it for the general staff population.
 - Compliance: The system must support automated "call recording warning" announcements (e.g., "This call is being recorded...") to ensure legal compliance when this feature is active.

FUNCTIONAL EXPECTATIONS

18. **SMS / Text Messaging & Archiving:** The District is interested in the capability for specific users to send/receive SMS texts via their business phone numbers.
- Archiving Requirement: Because text messages regarding school business are subject to the California Public Records Act (CPRA) (ref: City of San Jose v. Superior Court), any proposed SMS solution must include an automated archiving and e-discovery mechanism.
 - Searchability: Administrators must be able to centrally search, retrieve, and export text message logs for legal compliance.
 - Note: If your solution does not support automated SMS archiving, please clearly state "Not Compliant" for this specific requirement.
19. **Hardware Mounting & Accessibility:** Wall Mounting Classroom phones shall be capable of being securely wall-mounted to ensure accessibility, visibility, and efficient use of desk space.
- Hardware Inclusion: All necessary mounting hardware, brackets, or kits required for secure installation must be included with each device or line item in the proposal.
 - Durability: Mounts must be robust enough to withstand the daily wear and tear typical of a classroom environment.
20. **Intercom Integration:** The system must integrate with existing paging systems and future IP-based systems.
- Hybrid Requirement: Specifically, the solution must be interoperable with the District's legacy Bogen Multicom 2000 infrastructure (via analog integration) AND IP-based endpoints (SIP/Multicast).
21. **Paging:** The system shall provide the ability to page using a paging code and support the creation and management of multiple paging zones.
22. **Calendar & Presence Integration:** The system shall integrate directly with Google Calendar to synchronize user availability and presence status. This integration must be capable of automatically updating a user's phone status (e.g., setting status to "Busy" or "Do Not Disturb") based on their scheduled calendar events, ensuring accurate real-time availability visibility across the organization.
23. **E911 Integration:** The system shall include full E911 integration to ensure that emergency calls automatically transmit the caller's accurate, dispatchable location (including building, room number, and floor, where applicable) to local emergency services. The system shall comply with all applicable federal and state regulations, including Kari's Law and the RAY BAUM's Act.

FUNCTIONAL EXPECTATIONS

In addition, the system shall provide the following internal emergency notification capabilities:

- **Immediate Internal Alerting:** When any user dials 911, the system must generate an automatic and immediate on-site notification to designated District personnel (e.g., front office staff, administrators, security personnel).
- **Alert Methods:** Notifications must support multiple simultaneous delivery methods, including but not limited to screen pop-up alerts, email notifications, SMS/text alerts, and/or audible alert tones.
- **Location Detail:** Internal alerts must clearly display, at a minimum, the caller's name (if assigned), extension number, building location, and specific room number or zone.
- **Delivery Timeframe:** Internal alerts must be delivered in real-time, defined as within seconds of 911 call initiation.
- **Administrative Configuration:** The District must have the ability to configure notification recipients, distribution groups, escalation paths, and delivery methods through the administrative management portal.

24. PSTN Connectivity & Porting: The proposed solution must ensure seamless connectivity to the Public Switched Telephone Network (PSTN).

- **IP Trunking (Preferred):** The District anticipates utilizing SIP Trunking provided by the Vendor for inbound/outbound calls. The Vendor must handle the porting (transfer) of all existing District phone numbers to the new service.
- **Legacy Circuit Support:** If the District is contractually required to retain any existing legacy circuits (PRI or Analog), the Vendor must identify and include any necessary gateways or hardware required to connect these circuits to the new system.
- **Number Ownership:** All telephone numbers associated with District accounts shall remain the exclusive property of the District. Vendor shall cooperate fully with number porting upon contract termination and shall not impose unreasonable restrictions or penalties on number transfer.

25. Phone Service Redundancy (High Availability): The system shall provide high availability and service redundancy through a cloud-based architecture capable of maintaining outbound calling functionality via cellular (LTE) service as a secondary call route in the event of an internet or network outage.

26. Video Conferencing System Integration: ability to connect phones to an A/V system to receive and send audio feed

27. Power over Ethernet (PoE): All IP phones must support IEEE 802.3af/at Power over Ethernet standards.

FUNCTIONAL EXPECTATIONS

28. **System Monitoring & Reporting:** The system shall provide real-time and historical reporting dashboards, including call volumes, call success/failure rates, uptime statistics, and system health alerts. Authorized administrators must be able to export reports for operational and audit purposes.
29. **Role-Based Administrative Access:** The system shall support role-based administrative permissions to ensure that access to configuration, reporting, call recording, and user management functions can be restricted based on job role.
30. **Data Ownership and Retention:** All call records, voicemail, recordings, SMS archives, and metadata shall remain the property of the District. The Vendor shall clearly define data retention policies and provide the District with the ability to retrieve or export data upon request or contract termination.
31. **Disaster Recovery:** The Vendor shall maintain a documented disaster recovery and business continuity plan, including geographically redundant data centers and defined recovery time objectives (RTO) and recovery point objectives (RPO).
32. **Accessibility Compliance:** All user-facing applications (desk phones, softphones, mobile apps, and web portals) shall comply with applicable accessibility standards, including ADA and Section 508 requirements.
33. **Time-Based Call Routing:** The system shall support time-of-day, day-of-week, and calendar-based call routing, including support for bell schedules, holidays, and emergency schedules.

VENDOR RESPONSIBILITIES

The selected Vendor shall furnish all labor, materials, equipment, supervision, and coordination necessary to fully complete the project. Vendor responsibilities include, but are not limited to, the following:

1. Delivery & Deployment

The Vendor shall be responsible for the delivery of all VoIP hardware, handsets, and peripheral equipment to District-designated locations. This responsibility includes unboxing, labeling, and deploying handsets to each specific room or location in accordance with the approved site maps.

2. Equipment Condition

All equipment provided shall be new, unused, and delivered in original manufacturer packaging. Refurbished, reconditioned, “open-box,” or previously used equipment shall not be accepted.

3. Classroom Wall Mounting

All classroom telephone handsets shall be securely wall-mounted to ensure consistency and accessibility.

- a. **Standardized Placement:** Mounting locations shall be standardized across all classrooms (e.g., adjacent to the entry door or near the instructional whiteboard). Final placement standards shall be reviewed and approved by the District prior to installation.
- b. **Ceiling Drop Utilization:** The Vendor shall utilize the existing network drop located in the ceiling of each classroom. The Vendor shall extend the network connection from the ceiling drop to the wall-mounted handset location, ensuring that all cabling is neatly routed, secured, and professionally installed.

4. Device Specifications

The Vendor shall supply VoIP phones equipped with dual Ethernet ports, with Gigabit Ethernet pass-through preferred, to support both a LAN connection and a downstream workstation or device connection.

5. Audit & Line Optimization

Prior to final number porting, the Vendor shall perform a comprehensive Telecommunications Audit of the District’s existing carrier services (currently AT&T) and associated telephone numbers.

- a. **Inventory Analysis:** The Vendor shall review Carrier Customer Service Records (CSRs), billing statements, and other relevant documentation to establish a complete and accurate inventory of all existing telephone lines and services.
- b. **Usage Verification:** The Vendor shall assist the District in identifying:
 - i. Unused or underutilized (“ghost”) lines
 - ii. Redundant or unnecessary circuits

VENDOR RESPONSIBILITIES

- iii. Legacy paths that may be eliminated or consolidated
 - c. Optimization Report: The Vendor shall deliver a formal Line Optimization Report identifying:
 - i. Telephone numbers to be ported to the new VoIP system
 - ii. Telephone numbers recommended for disconnection or termination
 - iii. Lines that must remain on legacy analog circuits (e.g., alarm systems, elevators, fire panels)
 - d. Capacity Right-Sizing: Based on the audit findings, the Vendor shall recommend the appropriate number of SIP trunks or concurrent call paths required to meet actual District usage, ensuring sufficient capacity without unnecessary cost.
- 6. Coordination with District Staff**
The Vendor shall coordinate all scheduling, deployment activities, and placement details with the District's Technology Department to ensure alignment with operational needs and site-specific requirements.
- 7. Installation Schedule and Site Requirements**
All installation activities shall be performed in a manner that minimizes disruption to District operations and instructional activities. The Vendor shall comply with the following installation windows:
- a. Classrooms and Instructional Areas: Installation shall occur during scheduled school breaks (Winter, Spring, or Summer) or on active school days after student dismissal, defined as after 3:30 p.m. (local time).
 - b. Administrative Offices: Installation involving administrative offices shall be performed after 4:30 p.m. (local time).
- 8. Full Implementation**
The Vendor shall install, configure, test, and place into service all system components necessary to deliver a fully operational, turnkey VoIP telephone solution.
- 9. Debris Removal and Site Cleanliness**
The Vendor shall remove all packaging materials, cabling debris, and installation waste from District premises on a daily basis and leave all work areas clean and orderly.
- 10. Decommissioning & Removal of Legacy System**
- a. Equipment Removal: The Vendor shall properly disconnect, remove, and decommission all existing telephone system components, including but not limited to legacy servers, control appliances, handsets, gateways, and associated patch cabling, as identified by the District.
 - b. Storage and Organization: All removed equipment shall be transported to a central District-designated location. Equipment shall be boxed, palletized, and

VENDOR RESPONSIBILITIES

shrink-wrapped in an orderly manner suitable for secure storage or future disposition, as directed by the District.

- c. **Inventory Reporting:** Vendor must provide a detailed digital inventory of all removed assets, specifically itemizing handsets, server-mounted gateways, and appliances.

11. Licensing, Warranty, & Support

- a. **Comprehensive Coverage Requirement:** The proposed solution shall include a minimum five (5) year period of licensing, warranty, and support covering the entire VoIP system.
- b. **Hardware Warranty:** All hardware components, including but not limited to phones, gateways, and appliances, shall be covered by a minimum five (5) year manufacturer's warranty against defects in materials and workmanship.

Warranty coverage shall include repair or replacement of defective equipment at no additional cost to the District.

- c. **Software Licensing:** The Proposal shall include all required software licenses, Right-to-Use (RTU) fees, subscriptions, and seat licenses necessary to provide a fully functional system for a minimum of five (5) years.

Licensing shall include all standard and required features, including but not limited to voicemail, E911 services, mobile and softphone applications, call management features, and administrative consoles. No additional "add-on" fees shall be required to maintain standard system operations during the coverage period.

- d. **Software Assurance and Updates:** The five (5) year coverage period shall include Software Assurance, entitling the District to all software upgrades, firmware updates, security patches, and bug fixes released during the term, at no additional cost.
- e. **Technical Support:** The Vendor shall provide a minimum of five (5) years of remote technical support for District Technology staff. Support services shall include access to vendor help desk resources for troubleshooting, system configuration assistance, and operational guidance.

12. Product Lifecycle and Longevity

All proposed hardware must be current, actively supported products at the time of proposal submission and not announced as End-of-Sale (EOS) or End-of-Life (EOL). Vendors shall provide manufacturer lifecycle documentation indicating long-term support expectations. The District's objective is to select platforms with a typical lifecycle of seven (7) to ten (10) years.

13. End-of-Life Notification:

VENDOR RESPONSIBILITIES

The Vendor shall provide written notice to the District no less than twelve (12) months in advance of any manufacturer-announced end-of-sale, end-of-support, or end-of-life for any proposed hardware or software component.

14. System Configuration & Integration

The selected Vendor shall be responsible for the complete configuration of the VoIP system and for ensuring seamless integration with the District's existing network, systems, and operational environment.

15. Network Readiness Validation

The Vendor shall be responsible for reviewing and validating the District's existing network switching infrastructure, including the availability and capacity of active Power over Ethernet (PoE) ports, to confirm that the infrastructure is capable of supporting the proposed VoIP solution and the District's operational workflow.

If the Vendor determines that the existing network infrastructure is insufficient or incompatible with the proposed solution, the Vendor shall clearly identify and document all required upgrades, modifications, or additional equipment necessary to support proper system operation. This shall include, at a minimum:

- a. Required switch models or specifications (e.g., PoE/PoE+ capacity, port density)
- b. Power budget requirements
- c. VLAN, QoS, or other network configuration prerequisites
- d. Any dependencies that may impact performance, reliability, or feature availability

The Vendor shall provide this information prior to system deployment and in sufficient detail to allow the District to evaluate scope, cost, and implementation impacts. Failure to identify required network upgrades during the planning phase shall not relieve the Vendor of responsibility for delivering a fully functional system.

16. Network & Systems Integration

- a. **Site-to-Site Architecture:** The Vendor shall design and configure a resilient site-to-site architecture that ensures reliable connectivity, call survivability, and continuity of service across all District locations.
- b. **Third-Party Integration and Network Configuration:** The Vendor shall configure all required system components to ensure full interoperability with the District's existing infrastructure, including third-party systems and services as applicable.
- c. **Network Services (DHCP / DNS):** The Vendor shall identify required network settings and assist with the configuration of network services to support phone provisioning and operation, including but not limited to:
 - i. DHCP configuration, including Option 66, Option 156, or equivalent boot server settings

VENDOR RESPONSIBILITIES

- ii. DNS records required for device registration, service discovery, and firmware updates

- d. Directory Services Integration: The Vendor shall configure integration with the District's directory services to support automated user provisioning, authentication, and directory lookups. Supported platforms shall include Google Workspace (primary identity provider) and/or Active Directory / LDAP, as applicable.

17. Infrastructure Consulting and Optimization

The Vendor shall collaborate with the District's Technology Department to advise on and validate the configuration of network infrastructure components required for optimal VoIP performance, including but not limited to:

- a. VLAN design and segmentation
- b. Quality of Service (QoS) tagging and prioritization
- c. Firewall and security rule configuration

18. Call Routing & Numbering

- a. Numbering Schema: The Vendor shall work with District staff to design and implement a dialing and numbering plan that preserves the District's existing extension structure and incorporates all current Direct Inward Dialing (DID) numbers.
- b. Device Programming: The Vendor shall be responsible for programming all IP phones in accordance with District standards and approved configurations, including but not limited to:
 - i. Button layouts and programmable soft keys
 - ii. Speed dials and feature keys (e.g., Hold, Transfer, Conference)
- c. Class of Service (CoS) Restrictions: The Vendor shall configure Class of Service (CoS) profiles to restrict or permit specific calling capabilities based on device type or user role. This shall include, at a minimum, the ability to restrict long-distance or international calling on designated devices such as classroom phones.
- d. Call Flow Logic: The Vendor shall design, program, and implement standardized call flows for each District location based on workflows provided by the District. This shall include configuration of:
 - i. Hunt Groups
 - ii. Ring Groups
 - iii. Auto-Attendants / Interactive Voice Response (IVR) menus

VENDOR RESPONSIBILITIES

19. **Identification & Safety (E911)**

The Vendor shall configure all identification, safety, and emergency communication features to meet the District's operational requirements and all applicable federal and state regulations.

- a. **Outbound Caller Identification:** The system shall be configured to present location-specific outbound Caller ID information for each District site (e.g., displaying the individual school site's main office number rather than a generic District number) to ensure clear identification by parents, guardians, and community members.
- b. **E911 Compliance:** The system shall be configured to fully comply with Kari's Law and the RAY BAUM'S Act, including but not limited to the following requirements:
 - i. **Direct 911 Dialing:** Users shall be able to dial "911" directly, without the use of a dialing prefix.
 - ii. **Dispatchable Location:** The system shall transmit accurate dispatchable location information—including a valid street address and specific location details such as building, room number, floor, or zone—to emergency responders for all devices, including desk phones and softphones.
 - iii. **On-Site Emergency Notifications:** The system shall generate immediate notifications (via email, SMS, phone call, or a combination thereof) to designated District personnel (e.g., Security staff, front office administrators) whenever a 911 call is placed.

20. **Training and Knowledge Transfer**

The Vendor shall provide a comprehensive training program designed to ensure a smooth transition for both District technical staff and end-users and to support long-term self-sufficiency.

- a. **System Administration Training:** The Vendor shall provide hands-on, instructor-led training for District Technology staff.
Training shall include, at a minimum:
 - System architecture and overall platform design
 - User provisioning and moves/adds/changes (MACs)
 - Troubleshooting and diagnostics
 - Security configuration and access controls
 - Reporting, analytics, and audit tools
- i. **Compliance Features Training:** Targeted training shall be provided on the configuration, management, and auditing of Call Recording and SMS Archiving features to ensure ongoing compliance with California privacy laws and District policies.

VENDOR RESPONSIBILITIES

- ii. Knowledge Transfer Objective: The goal of system administration training is full knowledge transfer, enabling the District Technology Team to independently manage and maintain the system following implementation without reliance on the Vendor for routine operational changes.
- b. End-User Training: The Vendor shall conduct Train-the-Trainer sessions for designated District site representatives (e.g., Office Managers, Site Technicians), who will serve as local points of support for their respective campuses.

Digital Training Resources: The Vendor must provide permanent access to digital training materials, including Quick Reference Guides (PDFs), short video tutorials, and searchable user manuals tailored to common school workflows (e.g., "How to Transfer a Call," "How to Set Up Voicemail")

21. Go-Live Support and Stabilization

- a. Onsite Go-Live Support ("Day 1")
 - i. Onsite Presence: The Vendor shall provide onsite technical support personnel on the first day of live service at the District Office and other key school sites, as designated by the District, to assist with immediate troubleshooting and end-user support.
 - ii. Rapid Response (Remote): The Vendor shall ensure that remote support resources are on standby and available through a dedicated, priority support channel for the District during the first forty-eight (48) hours following system go-live.
- b. Extended Cutover Support (Stabilization Period)

The Vendor shall provide extended support, both onsite and remote, for a period of two (2) weeks following system cutover to ensure operational stability.

 - i. Project Completion Criteria: The project shall not be considered complete until the system has operated for seven (7) consecutive school days without any critical system failures or Priority 1 (P1) support incidents.

22. Warranty & Service Level Agreements (SLA)

The District requires a comprehensive Service Level Agreement (SLA) to ensure system reliability, availability, and timely support throughout the contract term.

- a. Service Availability (Uptime)
 - i. Target Availability: The system shall maintain a minimum service availability of 99.99% or greater per calendar month.
 - ii. Measurement of Downtime: Downtime shall be measured from the time a trouble ticket is opened—either by the District or via automated monitoring—until service is fully restored.

VENDOR RESPONSIBILITIES

- iii. SLA Credits: The Vendor shall provide a clearly defined schedule of financial service credits to be applied to the District’s account if the guaranteed availability threshold is not met.

b. Hardware Warranty and Replacement

- i. Coverage Duration: All hardware components provided by the Vendor, including IP phones, gateways, and appliances, shall be covered by a full replacement warranty for the entire term of the contract.
- ii. Advance Replacement: In the event of hardware failure, the Vendor shall provide Advance Replacement, shipping replacement equipment prior to receipt of the defective unit.
- iii. Shipping Timeframe: Replacement hardware shall be shipped to arrive no later than the Next Business Day (NBD) following confirmation of the failure.

23. Technical Support & Response Times

The Vendor shall provide 24/7/365 technical support. Support requests shall be categorized and responded to according to the following severity levels:

Severity Level	Definition	Response Time Target	Resolution Update Frequency
Priority 1 (Critical)	Total system failure; inability to make/receive calls at one or more sites; E911 failure	< 30 Minutes	Every 1 Hour
Priority 2 (Major)	Major functionality impaired (e.g., Auto-Attendant down, Voicemail failure) but calling persists; severe degradation of quality.	< 2 Hours	Every 4 Hours
Priority 3 (Minor)	Non-critical issues affecting single users (e.g., name change, single phone glitch); feature inquiries.	< 24 Hours	Daily
Priority 4 (Informational)	General inquiries, how-to questions, configuration guidance, documentation requests, non-urgent changes, and informational requests that do not impact system functionality or service availability	≤ 2 Business Days	As Needed

DISTRICT RESPONSIBILITIES

To support a successful and timely implementation, the District shall be responsible for the following:

Project Management and Coordination

- **Designated Point of Contact**

The District will designate a primary point of contact to coordinate with the Vendor, review schedules, provide necessary approvals, and facilitate communication during project implementation.

- **Availability of District Staff:**

District personnel shall be reasonably available for consultation, coordination, and approvals during the planning, design, installation, and cutover phases to support project progress and minimize delays.

Infrastructure & Facilities

- **Site Preparation**

The District shall provide reasonable access to facilities and appropriate physical space, including rack or wall space as applicable, for the installation of any required servers, appliances, gateways, or related equipment.

- **Temporary Storage**

The District shall designate a secure, centralized location for temporary storage of Vendor equipment, tools, and materials during the installation and deployment period.

Clarification of Responsibilities

The District's responsibilities as outlined above are intended to facilitate implementation and do not relieve the Vendor of its obligation to deliver a complete, fully functional system in accordance with the requirements of this RFP.

Attachment 1 – Proposal Submission Form

Authorized Signature		Date
Printed Name		Title
Company Name		
Mailing Address		
City, State Zip		
Phone #:	Fax #:	E-Mail Address

Attachment 2: Profile of the Company

Designate one individual as the Company’s representative to the District during the term of the contract. The representative will be contacted to solve any and all problems that may arise concerning the Proposal during the evaluation period. The undersigned Company hereby agrees to be bound by the terms of the RFP and that the enclosed Proposal is submitted in accordance therewith. Once completed and returned, this Proposal becomes the primary basis for evaluation and selection of the Company to provide the services required by the District for the specified period.

Conflict of Interest Certification: By signing this Company Identification Form, the Company certifies that there are no “PARTIES OF INTEREST” or “CONFLICTS OF INTEREST”, as defined by state and/or federal regulations, existing between the Company and the District or any of its employees, agents, or Board of Trustees members.

Legal Name of Company:		
Representative’s Name:		Representative’s Title:
Mailing Address:		City, State, Zip:
Phone #	Fax #	E-Mail Address:
Years in Operation:		
Years under current structure:		

Company Officers (Please list the names and titles of the Company's Officers below):

Name: _____ Title: _____

Name: _____ Name: _____

Certification: The undersigned hereby acknowledges that the Company has read and agrees to the terms and conditions set forth in the RFP and that the terms and conditions set forth in the Proposal will remain open for at least 120 days from the deadline for submission of Proposals.

Authorized Signature: _____ **Date:** ____/____/____

Printed Name: _____ **Title:** _____

Attachment 3: Financial Stability

Proposer Name: _____

PART A: WARRANTY OF LONG-TERM SUPPORT By signing this form, the Proposer hereby warrants and guarantees that the company possesses the necessary personnel, systems, and financial resources to support the proposed Telephone System solution for a minimum period of ten (10) years from the date of final acceptance.

PART B: FINANCIAL STABILITY

1. **Years in Business:** How many years has your company been in business under its current name? _____ Years
2. **Financial Health:** Has your company filed for bankruptcy or protection from creditors within the last seven (7) years? Yes No If Yes, please attach a detailed explanation.
3. **Pending Litigation:** Are there any pending liens, claims, or lawsuits against your company that could affect your ability to perform this contract? Yes No If Yes, please attach a detailed explanation.
4. **Financial Documentation:** Please confirm you have attached one of the following to this form (Check one): Audited Financial Statements (Last 2 years) Dun & Bradstreet Report Letter of Credit from a major financial institution

PART C: OPERATIONAL & SYSTEM STABILITY

1. **Support Staffing:** Indicate the current size of your support team dedicated to K-12 or Public Sector clients in California: _____ Technicians/Engineers
2. **Product Lifecycle and Manufacturer Support**
Is all proposed hardware and software current, actively supported, and not announced as end-of-sale (EOS) or end-of-life (EOL) as of the Proposal submission date? Yes No

Does the Manufacturer indicate that the proposed hardware and software platforms are expected to remain supported (including availability of replacement parts, security updates, and software maintenance) for a minimum of ten (10) years from the District's acceptance date? Yes No
If the Proposer is a Reseller and not the Manufacturer, the Proposer must provide manufacturer documentation or a letter confirming the stated support expectations.
3. **Mergers & Acquisitions:** Is your company currently in negotiations to be acquired or merged with another entity? Yes No

PART D: CERTIFICATION I certify that the information provided above is true and correct. I understand that failure to demonstrate financial and operational stability may result in disqualification from Phase 2 evaluation.

Authorized Signature: _____

Date: ____/____/____

Printed Name: _____

Title: _____

Attachment 4: Safety & Regulatory Compliance Certification

TO: Pacifica School District PROJECT: Telephone System Replacement PROPOSER:

PART A: FINGERPRINTING & CRIMINAL BACKGROUND INVESTIGATION CALIFORNIA EDUCATION CODE NOTICE: Pursuant to the provisions of California Education Code § 45125.1, a contractor performing services on a school district site is required to certify that none of its employees who may have contact with pupils have been convicted of a violent or serious felony.

CERTIFICATION: The undersigned Contractor certifies that it is aware of the fingerprinting requirements of Education Code § 45125.1 and agrees to the following:

1. **COMPLIANCE PRIOR TO START OF WORK:** The Contractor warrants that, if awarded the contract, they shall not permit any employee, subcontractor, or agent to have contact with pupils until that individual has submitted fingerprints to the Department of Justice (DOJ) and the Contractor has received a valid criminal records summary indicating the individual has not been convicted of a violent or serious felony.
2. **VERIFICATION:** Prior to commencing work, the Contractor shall provide the District with a list of names of all employees who have been cleared.
3. **SUBSEQUENT ARREST NOTIFICATION:** The Contractor agrees to immediately notify the District if any employee cleared to work on the project is subsequently arrested or convicted of a serious or violent felony.

PART B: DRUG-FREE WORKPLACE

1. **DRUG-FREE WORKPLACE:** The Contractor certifies that it will provide a drug-free workplace pursuant to Government Code § 8350 et seq. (Drug-Free Workplace Act of 1990).

PART C: ACKNOWLEDGMENT The contractor acknowledges that failure to comply with these requirements constitutes a material breach of the Contract and may result in immediate termination.

Authorized Signature: _____

Date: ____/____/____

Printed Name: _____

Title: _____

Company Name: _____

Attachment 5: K-12 References

Proposer Name: _____

INSTRUCTIONS: Please list at least three (3) California K-12 Public School Districts for whom the Proposer has provided a Telephone System Replacement or similar Voice over IP (VoIP) services within the past five (5) years. The District reserves the right to contact these references to verify the scope of work and level of satisfaction.

REFERENCE #1

District Name: _____ Contact Person: _____

Title: _____ Phone: _____

Email: _____ Project Dates (Start/End): _____

Approximate Number of Users/Extensions: _____

Brief Description of Scope (Hardware/Cloud/etc.): _____

REFERENCE #2

District Name: _____ Contact Person: _____

Title: _____ Phone: _____

Email: _____ Project Dates (Start/End): _____

Approximate Number of Users/Extensions: _____

Brief Description of Scope (Hardware/Cloud/etc.): _____

REFERENCE #3

District Name: _____ Contact Person: _____

Title: _____ Phone: _____

Email: _____ Project Dates (Start/End): _____

Attachment 5: K-12 References

Approximate Number of Users/Extensions: _____

Brief Description of Scope (Hardware/Cloud/etc.): _____

CERTIFICATION: I certify that the information provided above is true and correct and that the references listed are aware that they may be contacted by the Pacifica School District.

**Authorized
Signature:** _____

Date: ____/____/____

**Printed
Name:** _____

Attachment 6: Phase 2 - Cost Proposal Form

SECTION B – MONTHLY RECURRING SERVICE COSTS

B1 – PER-USER LICENSING

Service Component	Cost Per User / Month	Number of Users	Monthly Total

TOTAL MONTHLY PER-USER LICENSING: \$ _____

B2 – SIP TRUNKING / PSTN CONNECTIVITY

Description	Monthly Cost

TOTAL MONTHLY PSTN COSTS: \$ _____

B3 – ADDITIONAL RECURRING SERVICES

Description	Monthly Cost

Attachment 6: Phase 2 - Cost Proposal Form

TOTAL MONTHLY ADDITIONAL SERVICES: \$ _____

TOTAL ESTIMATED MONTHLY RECURRING COST (B1 + B2 + B3): \$ _____

SECTION C – FIVE-YEAR TOTAL COST OF OWNERSHIP (TCO)

For evaluation purposes, the District will calculate a projected five (5) year total cost based on the pricing submitted in this Cost Proposal.

The Grand Total – Five (5) Year Cost of Ownership will be used for comparative cost evaluation; however, the District reserves the right to consider pricing methodology, contract structure, cost reasonableness, and overall value in determining the most advantageous proposal.

Vendors shall complete the table below in full.

Cost Category	Amount
Equipment (Hardware, Phones, Gateways, etc.)	\$ _____
Installation (Configuration, Professional Services)	\$ _____
Total 5-Year Licensing / Subscription Fees	\$ _____
Total 5-Year Support & Maintenance (if separate)	\$ _____
Total 5-Year PSTN / SIP / Connectivity Costs	\$ _____
Estimated Taxes & Regulatory Fees	\$ _____

GRAND TOTAL – FIVE (5) YEAR COST OF OWNERSHIP: \$ _____

Attachment 6: Phase 2 - Cost Proposal Form

SECTION D – OPTIONAL FEATURES (IF APPLICABLE)

Optional Service	One-Time Cost	Monthly Cost

Optional services will not be included in base evaluation unless selected by the District.

SECTION E – E-RATE ELIGIBILITY (IF APPLICABLE)

Item	E-Rate Eligible (Yes/No)	Funding Category (Cat 1 / Cat 2)

Vendors must provide sufficient documentation supporting E-Rate eligibility claims.

SECTION F – PRICE CERTIFICATION

By signing below, the Vendor certifies that all pricing is firm fixed, all recurring costs are fully disclosed, pricing is valid for 120 days, and no hidden surcharges or escalation clauses apply unless explicitly stated and accepted by the District.

Printed
Name: _____

Title: _____

Attachment 6: Phase 2 - Cost Proposal Form

**Company
Name:** _____

**Authorized
Signature:** _____

Date: ____/____/____

Attachment 7: W9

Form **W-9**
(Rev. March 2024)
Department of the Treasury
Internal Revenue Service

**Request for Taxpayer
Identification Number and Certification**

Go to www.irs.gov/FormW9 for instructions and the latest information.

**Give form to the
requester. Do not
send to the IRS.**

Before you begin. For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

Print or type. See Specific Instructions on page 3.	1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.)	
	2 Business name/disregarded entity name, if different from above.	
	3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes. <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C corporation <input type="checkbox"/> S corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions) _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____ (Applies to accounts maintained outside the United States.)
	3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions <input type="checkbox"/>	
	5 Address (number, street, and apt. or suite no.). See instructions.	Requester's name and address (optional)
	6 City, state, and ZIP code	
	7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Social security number	
or	
Employer identification number	

Note: If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person	Date
------------------	--------------------------	------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

What's New

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they