



**Arkansas City Public Schools
USD 470**

2545 Greenway
Arkansas City, KS 67005

Phone System RFP - March 2026

Issued: March 10, 2026

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Section 1: General Information

Introduction

The Arkansas City Public Schools (“USD 470” or “District”) supports nearly 3000 students and hundreds of teachers and support staff. Our schools are committed to excellence in teaching and learning for all students. We provide effective instructional leadership and a quality learning environment that promotes improved student outcomes. The District holds high expectations for students and staff. We share with the community the responsibility of educating all students so they will be prepared to live, work, and continue learning how to learn in an ever-changing world. Effective technology solutions implemented by USD 470 will support this mission.

Purpose of this RFP

The District is requesting proposals for a district-wide replacement of its existing telephone system. The District is open to cloud-hosted, on-premises, or hybrid solutions.

The selected solution must:

- Integrate with the District’s existing paging systems
- Meet all federal E911 compliance requirements
- Provide high reliability and resiliency
- Support future building expansion without architectural redesign
- Be fully installed and operational no later than August 1, 2026

USD 470 will review and score each RFP response based on the predefined assessment criteria noted below.

Contact Information

All correspondence during the bidding window must take place by email to the following address:

rfp.questions@usd470.com

Bids should be submitted to the following unattended email address:

rfp.responses@usd470.com

Project Timeline

Date	Description
March 9, 2026	Board Meeting - RFP Approval
March 10, 2026	RFP release and bidding window opens
March 16, 2026 2 PM	Mandatory Pre-Proposal Meeting
March 24, 2026	Emailed Questions Due
April 10, 2026 4:00PM CST	Bidding window closes
April 13-30, 2026	Evaluation Window (Vendor Demos)
May 11, 2026	Recommendation reviewed by the school board
May 12, 2026	Anticipated award date
June 1-July 15, 2026	Installation

Amendments, Walkthrough, and Bidder Questions

Potential bidders of this RFP are encouraged to contact the District with questions. Phone calls regarding this RFP will not be accepted. Technical questions or requests for interpretation may be submitted on or before March 24, 2026 to:

Email: rfp.questions@usd470.com

The email listed above for questions is the only authorized location to present questions regarding this RFP. Any attempt to communicate or contact any Board Member, employee, or consultant of the District on any matter having to do with any aspect of this RFP will be viewed as an attempt to circumvent the competitive bidding process and may result in the disqualification of the potential proposer.

Any correspondence with the District will receive a timely response. If clarifications of this RFP are required, they will be publicly accessible to all potential bidders on the District's official website at <https://www.usd470.com> under Families > Departments > RFPs > Technology. It is the sole responsibility of the service provider to check for any addenda or clarifications that may be issued.

A mandatory on-site walkthrough will be provided for any vendor wishing to submit a proposal. This will be held at the following time and location:

Avery Family Learning Center
2500 N 15th St
Arkansas City, KS 67005
March 16, 2026 at 2:00 PM CST

Please RSVP to rfp.questions@usd470.com if you will attend.

Public Access to Information

Responses to this RFP will be held in confidence and will not be revealed to or discussed with competitors except as required by the Freedom of Information Act or relevant state or federal grant programs. All other material submitted with the response becomes the property of the school district and may be returned at its discretion. If a respondent believes that parts of their response are exempt from public disclosure, the respondent must specify those parts and the exemption(s) that it believes apply, with specific, detailed reasons. Responses may be reviewed and evaluated by any person other than competing providers at the district's discretion.

Section 2: Scope of Work

Existing Infrastructure

Location	Street	Mitel 6920	Mitel 6930	Paging	Fax	Elevator
Central Office	2545 Greenway	5	7	-	1	0
Tech Office	2207 North 8th	8	1	-	0	0
High School	1200 West Radio Lane	104	9	Extension	1	1
Middle School	400 East Kansas Ave.	75	7	Digital to Analog Converter	1	0
Jefferson	130 Osage	29	3	Digital to Analog Converter	1	0
C-4	11945 292nd Road	19	2	Digital to Analog Converter	1	0
Adams	1225 North 10th	46	4	Digital to Analog Converter	1	0
Frances Willard	200 North 4th	32	3	Extension	1	0
IXL	6758 322nd Road	29	3	Digital to Analog Converter	1	0
Roosevelt	300 North B	28	3	Digital to Analog Converter	1	0
CDS	1625 North 7th	2	0	-	0	0
Transportation	420 South 5th	5	2	-	1	0
Maintenance	715 South 1st	2	0	-	0	0
Learning Center	2500 North 15th	1	0	-	0	0
New Location	510 West Radio Lane	0	0	-	0	0
Totals		385	44		10	1

SIP Trunks

Location	Street	Concurrent Calls
Tech Office	2207 North 8th	25
Middle School	400 East Kansas Ave.	15

The District is open to proposals that integrate the existing Mitel 6920 and 6930 IP handsets into the new solution, provided that full compatibility and feature parity can be guaranteed. If proposing the reuse of existing equipment, the vendor must clearly address all necessary licenses, firmware updates, and any limitations in their technical response.

The District currently utilizes approximately 245 Direct Inward Dial (DID) telephone numbers and 40 concurrent SIP trunk call paths through AT&T, provisioned by [Telecomp](#). The selected vendor shall be responsible for

coordinating the porting of all existing telephone numbers and ensuring the proposed solution provides equal or greater concurrent external call capacity.

The vendor shall coordinate all carrier interactions and number porting activities. Any required temporary call forwarding or transitional routing must be provided to prevent interruption of District telephone services during the transition.

Required Solution Features

The proposed solution must include the following minimum feature set and capabilities:

Core Functionality

- Automated Attendants and an Attendant Console for receptionists.
- Five (5) Digit Extension Dialing across all district phones.
- Call Handling features including: Call Forwarding (Always/Busy/No Answer), Call Hold, Call Transfers, and Call Waiting.
- Calling Name & Number (Caller ID) and the ability to out-pulse both the main number and individual Direct Inward Dial (DID) numbers.
- Dedicated "All Call" Extension for district-wide announcements.
- Directed Call Pickup, Distinctive Ringing, Do Not Disturb, and Hunt Groups.
- Speed Dialing capability.

Voicemail & Messaging

- Voice Mail with Message Waiting Indicator and automatic Voice Mail to Email Functionality.
- The ability to disable Voicemail for identified handsets via administrative control.
- Electronic Fax Capability, including Inbound & Outbound Fax Messaging, and Electronic Fax to Email.
- Return call from voicemail functionality.

Security & Compliance

- Regulatory Compliance for all relevant federal and state regulations.
- Meet all federal and state E-911 requirements, including providing specific 911 Location Identification for each device's physical location to Public Safety Answering Points.
- Allow district staff to perform moves, adds, and changes for the 911 location database.
- Provide on-site notification to a designated internal party when a 911 call is placed from any device.
- TLS Call Encryption (or equivalent security measures) for VoIP traffic.
- The system must be redundant/resilient to ensure internal and external traffic can be rerouted in the event of a system or major component failure.

Section 3: Successful Bidding

Disqualification Factors

Failure to comply with items below may be grounds for bid disqualification and rejection:

- Digital copies of bids must be received on or before the bidding window closure.
- Contract terms must be acceptable to the district.
- Items must meet minimum requirements.
- Must include descriptions of all products bid.
- Failure to submit all Required Submittal Documentation as detailed below.
- Failure to provide evidence of being an authorized installer/service provider for the proposed system.

Required Submittal Documentation

Proposals must be complete and include the following documentation:

1. **Company Profile:** A brief history of the firm, organizational structure, and overall qualifications.
2. **Client References:** A minimum of two (2) references for installed systems of at least 300 seats or larger with similar features as proposed. Must include the contact name, email, and phone number.
3. **Proof of Insurance:** Certificates of insurance showing coverage for Commercial General Liability (minimum \$1,500,000 aggregate), Automobile Liability, and Workers Compensation in the statutory amounts.
4. **Manufacturer/Vendor Certifications:** Certifications and/or a letter from the manufacturer stating that the firm is an authorized installer and maintenance provider.
5. **Five-Year Guarantee:** A five-year maintenance support guarantee from the manufacturer and/or vendor for all proposed hardware and software.
6. **Technical Checklist:** A document that details whether each required feature/service is included in the proposed system.
7. **Cost Worksheet/Bill of Materials:** Itemized pricing for:
 - a. Initial Hardware Cost (Phones, Appliances, etc.)
 - b. Software Licensing (Per-User, Per-Feature, or Subscription)
 - c. Installation and Configuration
 - d. SIP Trunk Service/Per-Minute Fees
 - e. Training (Admin and End-User)
 - f. Ongoing Support and Maintenance
 - g. Unit Pricing: Separate, clearly listed unit cost for:
 - i. Each proposed Handset/Phone model (hardware cost only).
 - ii. The Monthly Cost per Line/User License for each proposed feature tier (e.g., Basic User vs. Executive User).
 - iii. The Cost per SIP Trunk Call Path (monthly recurring charge).
8. **Exceptions Form:** A written document that clearly identifies and explains any exception the vendor takes with any requirement or specification of this RFP.
9. **Network Diagram:** Voice and Data Network diagrams, including the proposed system network, connections to the PSTN, equipment locations, and the migration path.

10. **Detailed Porting Plan:** A step-by-step plan, with an estimated timeline, for transferring the existing SIP trunks and phone numbers from AT&T to the vendor's proposed SIP Trunk provider. This plan must include procedures for managing potential risks and ensuring business continuity during the migration.

Section 4: Project Execution & Deliverables

Project Management and Installation

- **Project Manager:** The Contractor shall appoint a project manager as the main point of contact for the District and be responsible for the work and performance of all employees and subcontractors.
- **Turnkey Solution:** The Contractor shall provide a turnkey system including, but not limited to, all hardware, software, shipping, installation, configuration, database collection, testing, training, cutover, and post-cutover support.
- **Installation Standards:** All work must adhere to industry standards and best practices. The use of plastic tie wraps is strictly prohibited; all cabling must be neatly dressed and secured with Velcro (hook and loop type) ties. The Contractor is responsible for providing all necessary hardware for rack-mounting equipment in the District's existing racks.

Network & Security Requirements

- The Contractor shall work with the District to implement the District's existing IP addressing and VLAN schemes and to develop security features and SNMP configurations as required.

Training Requirements

The Contractor shall provide comprehensive training for District staff:

1. **Administrator/IT Training:** Training for technical staff on system administration, configuration, moves, adds, and changes (MACD), reporting, and troubleshooting.
2. **End-User Training:** Training for all end-users (teachers, staff, administrators) on core phone functionality and new system features.
3. **Documentation:** Detailed system documentation, including user manuals, administrator guides, and troubleshooting guides, must be provided in an editable electronic format upon project completion.

Section 5: Contractual Terms and Conditions

- **Contract Structure and Governing Documents**
 - Specify that the contract will consist of the RFP (and all amendments), the vendor's proposal, and any subsequent written clarifications.
 - State that the RFP provisions will govern in the event of a conflict with the vendor's proposal.
- **Termination and Cancellation**
 - Outline the District's right to cancel the contract for reasons such as breach of obligation, convenience, or non-appropriation of funds.
- **Indemnification**

- Defend, indemnify, and hold the District harmless against liability, loss, costs, and damages (including attorney’s fees) arising from the contractor’s negligent or intentional acts or omissions.
- **Insurance Requirements**
 - Define the minimum required limits and name the District as an additional insured.
- **Ownership of Work Products**
 - State that any work product (e.g., custom software, documentation, files) generated by the Contractor in the course of the work becomes the sole property of the District.
- **Warranty of Integrated System**
 - Warrant that all hardware, equipment, and licensed software will perform to the specifications and functional requirements defined in the RFP throughout the warranty period.
- **Excessive Downtime/SLA Penalties**
 - Include a clause defining excessive downtime (e.g., inoperable for more than four (4) hours) and the resulting action, such as pro-rated maintenance charges or the requirement for prompt replacement of equipment.
- **Payment Terms**
 - Specify that payments will be event-based and negotiated, and that the District will **retain a percentage** (e.g., 10%) of all authorized payments until the work is formally accepted and signed off.
- **Force Majeure**
 - Retain the standard language that excuses both parties from delay or failure to perform due to unforeseen circumstances like fire, flood, strikes, or Acts of God.

Section 6: Submitting Your Bid

The district requires completed digital copies of bids to be emailed to rfp.responses@usd470.com before April 10, 2026 at 4:00PM CST. You will receive a confirmation email after submitting. If you do not, please email sydney.hankins@usd470.com.

RFP responses should include all costs regarding hardware, software, shipping, and any other costs associated with the particular item. Responses should also include information regarding factory warranty as well as the process for submitting items for hardware failure/RMA repair.

Value-added components may be offered if desired. Only complete responses will be considered. Omissions or errors will be the responsibility of the respondent. Vendors may include multiple responses if they wish to quote more than one option. Valid bids must be received as a single PDF file.

Section 7: Bid Evaluation

The following rubric will be used by District personnel to evaluate each qualifying bid. Arkansas City Public Schools reserves the right to reject any and/or all proposals that are deemed disqualified. In the event the

primary selected vendor cannot provide the proposed products an alternate vendor submission will be considered. Force majeure is in effect.

All vendors will be notified of the selection decision via email.

Component	Points Possible
Price of Products and Services Initial cost, recurring service fees, shipping charges	30
Compliance with Requirements All RFP instructions followed Clear and understandable pricing Technical requirements, deliverables, and timeline addressed	20
Device or Product Reliability, compatibility, usability with current operations Meets minimum specifications Projected lifecycle Prior experience with manufacturer's products	20
Vendor Capability, qualifications, reputation Customer support, billing options, RMA procedures Prior experience with vendor	20
Supplementary Features or Considerations Extended warranty Additional beneficial features Local or in-state vendor	10
Total	100