

Request for Proposals (RFP)

Hosted Unified Communications as a Service (UCaaS)/VoIP Solution
Open Proposals: April 17, 2026 at 12:00 PM (Noon)

I. General Information

Issuing Agency: Vance County Schools

Department: Technology Department

RFP Coordinator: Marsha Abbott, Chief Technology Officer

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II. Purpose and Rationale

The purpose of this RFP is to solicit proposals for a comprehensive Hosted UCaaS/VoIP solution to modernize communications across 19 district locations. The district seeks a highly available, SIP-compliant platform that offers centralized management, robust site-level survivability, and integrated E911 emergency services. This project encompasses the migration of existing DIDs, the replacement of legacy B1 fax services, and the integration of the new platform with existing school-based paging and intercom systems.

III. Scope of Services

A. Core System Architecture & Unified Functionality

- Hosted UCaaS Solution: Provisioning of a cloud-based telephone system with centralized management for 19 sites. The system must appear as one cohesive network to internal and external callers.
- Unified Dialing & Transfer: Support for seamless 4-digit extension dialing and transparent call transfers across all district locations.
- Single Pane of Glass Management: An intuitive administrative interface for remote management of system functions, moves, adds, and changes (MACs).
- Resource Pooling: The system shall utilize "virtual" call paths that can be shared dynamically across all locations to optimize bandwidth and cost.
- Survivability & Failover: Proposals must detail a strategy for "always-on" connectivity, ensuring primary DIDs remain reachable during a WAN outage via SD-WAN integration, LTE/Cellular failover, or local gateway processing.

B. Handsets, Hardware, and Provisioning

- SIP-Compliant Hardware: Provisioning, configuration, and onsite installation of handsets. All hardware must support Zero-Touch Provisioning (ZTP) for remote updates.
- Tiered Hardware Profiles: Proposals must include specific hardware options for the following:
 - Classroom/General Use (Standard functionality)
 - Reception/Administrative (High call volume/sidecar support)
 - Executive (Premium features)
 - Conference Room (Specialized audio)
- Softphone & Mobility: Robust mobile and desktop applications compatible with macOS, Windows, Android, and iOS, supporting remote extensions for off-site staff.
- Decommissioning & Asset Recovery: The vendor shall be responsible for the systematic collection, unplugging, and boxing of all existing legacy telephone equipment (handsets, power supplies, and gateways) at each of the 19 sites.
 - Reporting: The vendor must provide a comprehensive inventory report in Excel/CSV format, organized by site. This report must include the Model, Serial Number, and MAC Address for every device collected.

C. Voice, Messaging, and Advanced Features

- Voice Messaging: Integrated voicemail-to-email services for all personnel with unlimited storage and archival capabilities.
- Conferencing: Provisioning of a "Meet Me" conference bridge supporting a minimum of 150 concurrent attendees.
- Presence & ACD: A live graphical interface to monitor user status/presence and robust Automatic Call Distribution (ACD) with optional call center functionality.
- Call Control: User-defined "Find Me/Follow Me" routing, system-wide/ad-hoc call recording, and granular calling privileges (e.g., restricting international dialing) programmable by extension.

D. Connectivity, Compliance, and Integration

- E911 Compliance: Full deployment compliant with Kari's Law and RAY BAUM'S Act, providing precise dispatchable location data for every emergency call initiation.
- Paging & Intercom Integration: Native support for Multicast (G.711/G.722) and SIP Registration for integration with existing overhead paging systems (Valcom, Rauland Telecenter U, etc.). Future RFP for a district wide paging solution will be announced.
- Faxing Modernization: Proposals must include per-line costs for eFax (Digital) and hardware/service costs for ATA-supported physical faxing where digital migration is not feasible.
- Number Porting & DIDs: Seamless migration of all existing DIDs and main directory numbers from the current provider. Proposals must include costs for new DIDs, Toll-Free numbers, and local/long-distance calling.
- Migration Strategy: A documented plan for the phased or "flash-cut" migration of users from the legacy system to the new platform with minimal downtime

IV. North Carolina Procurement and Compliance Requirements

- Compliance with North Carolina General Statutes (NCGS) Chapter 143 (State Purchasing).
- Compliance with NCGS § 115C (Public School Laws of North Carolina).
- Vendor must not be debarred or suspended from doing business in North Carolina.
- Completion of E-Verify affidavit in accordance with NCGS § 143-133.3.
- Compliance with NCGS § 147-86.55 (Iran Divestment Act).
- Compliance with NCGS § 147-86.81 (Companies Boycotting Israel).
- Sales Tax: Vendors must provide separate line items for any applicable North Carolina sales and use taxes.
- Criminal background checks for any onsite technicians in compliance with NCGS 115C-332.
- Certificate of Insurance meeting district requirements (General Liability, Cyber Liability).
- W-9 submission prior to contract execution.
- Compliance with FERPA and CIPA confidentiality and security requirements.

V. Proposal Submission Requirements

1. Cover Letter: A formal letter signed by an authorized representative of the company, confirming the vendor's understanding of the RFP and commitment to the project.
2. Company Profile & K-12 Experience: An overview of the company, specifically highlighting experience in deploying multi-site UCaaS solutions for K-12 school districts.
3. Technical Architecture & Reliability: A detailed description of the cloud platform, including data center locations, security protocols, and Service Level Agreements (SLAs) for uptime and redundancy.
4. Fax & E911 Compliance Plan: A specific methodology for replacing legacy B1 lines (eFax or ATA gateways) and a detailed explanation of how the solution achieves compliance with Kari's Law and RAY BAUM'S Act across all 19 sites.
5. Project Milestone Schedule (Implementation): A comprehensive timeline from contract award to "Go-Live." Note: The district anticipates a completion date prior to the start of the 2026-2027 school year (August 2026). This must include site surveys, hardware delivery, and number porting windows.
6. Training & Support Plan: A detailed strategy and cost structure for training three distinct groups:
 - System Administrators: Full technical training on the "Single Pane of Glass" console.
 - General Users: Operation of handsets, softphones, and voicemail.
 - Train-the-Trainer: Advanced coaching for designated school-level leads.
7. Pricing Structure: A comprehensive breakdown of all costs. Vendors must use the following categories:
 - Non-Recurring Costs (NRC): Hardware, installation, number porting fees, and initial training.

- Monthly Recurring Costs (MRC): Per-seat/line licensing, E911 fees, and maintenance.
 - Estimated Taxes & Regulatory Fees: Any applicable NC sales taxes or universal service fees.
8. Educational References: Provide at least three (3) references from North Carolina public school districts of similar size and complexity where the proposed solution is currently in use.
 9. Hardware Specifications (Cut Sheets): Technical specification sheets for each of the tiered handsets (Classroom, Admin, Executive, Conference) being proposed.
 10. Required Assurances & Certifications: Completed E-Verify affidavits, Iran Divestment Act certifications, and proof of insurance as required by NCGS and Vance County Schools.

VI. Evaluation and Award Process

Proposals will be evaluated in accordance with district finance and business procedures and North Carolina public procurement guidelines. Evaluation criteria may include qualifications, capacity, service model quality, cost effectiveness, references, and compliance documentation. The district reserves the right to reject any or all proposals and to award contracts to multiple vendors.

RFP Release Checklist (Updated for VoIP)

- Board approval (if required)
- Finance Officer review
- Legal review (if applicable)
- RFP posted to district website
- RFP sent to known vendors
- Question deadline established: April 3, 2026
- Inventory of existing B1 lines finalized
- Proposal opening scheduled (April 17, 2026 at Noon)
- Evaluation committee assigned
- Scoring rubric finalized
- Conflict of Interest forms collected from evaluators
- Notification timeline established