

Note: As discussed during the site walk, vendors should account for approximately 25 to 35 feet of cabling per wall-mounted phone.

All cabling installed in the ceiling must be properly protected to prevent damage, using appropriate methods such as cable trays, J-hooks, or conduit, in accordance with industry standards.

Any cabling running from the ceiling to the wall-mounted phone location must be installed within conduit and securely mounted to the wall to ensure a clean, safe, and professional installation.

System Size & Endpoint Requirements

1. How many total telephone endpoints are expected to be deployed across the District? [A total of 288 telephone endpoints](#)
2. Can the District provide an estimated breakdown of classroom phones versus administrative phones for each site?

[Classroom Phones \(wall-mounted\): 140 phones](#)

[Office Phones \(wall-mounted\): 20 phones](#)

[Office Phones \(desk\): 128 phones](#)

3. Are there shared or common-area phones that should be included in the deployment (e.g., hallways, nurse offices, security stations, libraries, cafeterias, or other common areas)? [Yes. Shared or common-area phones \(such as those in hallways, nurse offices, security stations, libraries, cafeterias, and other common areas\) have been included in the office phone category. They are already reflected in the total endpoint count and in the breakdown between wall-mounted and desk phones.](#)
4. Are there any special user roles that require additional hardware such as sidecar or expansion modules, for example receptionists or front office staff?

[Yes. The District is requesting four types of phones to support different user roles. A high-end model with advanced features, such as a sidecar/expansion module, will be used for front office staff. A mid-level model will be used for administrative staff. A standard model will be used for classrooms and general staff offices. In addition, conference phones will be deployed in conference rooms.](#)

[Estimated quantities:](#)

- [High-end model \(with sidecar/advanced features\): 12 units](#)

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- Mid-level model (administrative offices): 15 units
- Standard model (classrooms and staff offices): 253 units
- Conference room phones: 8 units

5. Will the District require softphone clients for staff laptops or mobile devices?

Yes. The District would like to have softphone clients available for both staff laptops and mobile devices. The laptop softphone client is mandatory for evaluation. A mobile application for iOS and Android devices is preferred and will also be included in the evaluation if available, but it is not mandatory for vendors to provide.

6. Approximately how many users are expected to utilize mobile telephony applications as part of the solution?

The District has approximately 270 staff members. Ideally, the mobile telephony application would be available to all staff; however, its use will not be mandatory. The only requirement is for the softphone client on District-issued staff laptops, which will be required for evaluation. The mobile application for personal devices will be optional for staff.

PSTN Connectivity &- Telephone Numbers

7. Are all telephone numbers currently provisioned through AT&T, or are multiple carriers currently in use? All telephone numbers are currently provisioned through AT&T. The District is willing to transfer (port) the numbers to a different provider if required by the selected vendor. The vendor will be responsible for completing the number porting process. Additionally, the proposed pricing must match or be lower than the District’s current costs with AT&T.
8. Approximately how many Direct Inward Dial (DID) numbers does the District currently own?

Site	Connection to PBX Type	Total Number of Lines	Carrier	Estimated number of DnD numbers
District Office	T-1 line	24 lines	ATT	20
Ortega	RJ21 Male	6 Lines	ATT	2
Sunset Ridge /Ocean Shore	RJ21 Male	5 Lines	ATT	2
IBL	RJ21 Male	5 Lines	ATT	2
Cabrillo	RJ21 Male	4 Lines	ATT	2

Vallemar	RJ21 Male	5 Lines	ATT	2
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9. Approximately how many concurrent call paths are currently provisioned across the District, and what is the expected number of call paths required for the new SIP-based system? **Current Provisioning:** The District currently utilizes approximately 25–30 concurrent call paths across five sites (averaging 5–6 analog trunks per location). These legacy analog paths are site-specific, which can create capacity limitations during peak usage and emergency situations.

For the new solution, the District is requesting a minimum of 100 concurrent call paths (approximately 20 per site). The District prefers a centralized SIP trunking model that allows call paths to be shared across all sites as a pooled resource. The solution should also support bursting capabilities to handle increased call volume during peak periods, including emergency events and NG911-related scenarios.

10. Does the District require the selected vendor to port all existing numbers as part of the project? If not, approximately how many numbers will be ported? **Yes.** The District would like the selected vendor to audit the existing telephone numbers and lines as part of the project. The vendor should help the District identify and discontinue any unnecessary lines and port only the numbers that are still required for ongoing operations.
11. Will the District allow vendors to propose SIP trunking services bundled with the hosted telephony platform, or must PSTN services remain separate from the UCaaS solution? **The District prefers a bundled solution that includes SIP trunking services with the hosted telephony platform for simplified management and a single point of support.**

However, vendors may also propose separate PSTN/SIP solutions, provided they demonstrate clear advantages in cost, functionality, or compliance (e.g., NG911 or E-Rate eligibility).

Analog Devices & POTS Replacement

12. Are there analog devices that must be supported as part of this project (e.g., elevators, fire alarm panels, security systems, fax machines, emergency phones)? **Yes.** Fire alarm panels and security systems will remain on POTS lines. These systems are managed by the Facilities Department, not IT; however, during the line audit, the vendor must ensure these lines remain active and are not discontinued.

The District is requesting an eFax solution, so existing analog fax lines will no longer be needed. The selected vendor will assist the District in identifying and discontinuing those lines as part of the audit.

The District does not have elevators, and no emergency analog phones are required, as the solution will include LTE backup connectivity in the event of WAN or internet outages.

13. If so, approximately how many analog endpoints currently exist across the District?
5 analogs for the Bogen intercom system.
14. Should vendors assume that all analog lines will be migrated to the new system architecture, or will certain devices remain on legacy circuits? Certain analog functionality will need to be maintained. Specifically, five school sites must retain the ability to page through their existing analog intercom systems (Bogen). The model information for these systems is provided in the RFP.
Vendors should account for integration with these analog systems as part of the proposed solution.
15. Will there be a need for POTS replacement over LTE, and if so, should those devices include internal battery backup capable of maintaining service for at least two hours during power outages? Yes. The District requires a backup solution in the event of an internet or WAN outage. An LTE-based solution at each site will be required to maintain service continuity.
For power resiliency, if the proposed solution includes an internal battery backup, it should be capable of maintaining service during outages. If the device does not include an internal battery, it may be connected to the site's MDF UPS system to provide the required backup power.

Paging, Bells & Emergency Notification

16. How many paging zones currently exist at each campus? All-Call, Outside and Inside. Total of 3.
17. Are bell schedules centrally managed by the District, or administered individually at each site? Bells are managed through the secretaries' desktop computers.
18. Does the District expect the new VoIP platform to directly manage bell schedules, or should the system only trigger the existing bell infrastructure? The District's Bogen intercom system currently manages bell schedules, and the existing phone system does not control bells, as it is a separate system.

At this time, the new VoIP platform is not required to manage bell schedules directly. However, the District would like the system to be compatible with solutions such as Singlewire InformaCast or similar platforms in the future, as the District plans to upgrade its intercom/paging system in the next few years.
19. Does the District currently operate a mass notification platform, such as Singlewire InformaCast or another emergency notification system for lockdown events? The District

does not currently operate a mass notification platform such as Singlewire InformaCast or another emergency notification system for lockdown events.

However, the District plans to implement a mass notification solution, such as Singlewire InformaCast or a similar platform, in the future, as part of an upgrade to replace the existing Bogen intercom system.

20. If so, should the new telephony system integrate with the existing platform, or should vendors propose a replacement solution? **Not at this time. Due to budget constraints, the District is not seeking a mass notification platform as part of this project.**

However, the District anticipates a future upgrade that will include IP-based clocks and speakers, which may require PoE++ capable switches, new hardware, and installation. Vendors should ensure their proposed telephony solution can support future integration with such systems.

Messaging & Unified Communications

21. Does the District require SMS or text messaging capabilities as part of the telephony platform? **Yes. SMS/text messaging capabilities are required, but they will be limited to administrators at each site.**
22. If SMS messaging is required, approximately how many users will require SMS capability? **Approximately 10–15 users will require SMS messaging capabilities.**

Network Infrastructure & Readiness

23. Is a voice VLAN already configured across all sites? **Yes. A voice VLAN is currently configured across all sites. The existing phone system operates on Voice VLAN 400. The new IP phone system will be deployed on a new Voice VLAN (VLAN 202), and traffic will be transitioned to this VLAN as the new phones are installed at each site.**
24. Is Quality of Service (QoS) currently implemented on the District network to prioritize VoIP traffic? **QoS is currently setup for VLAN 400 and VLAN 202**
25. Will the District allow vendors read-only or temporary access to the Meraki Dashboard to perform network readiness validation? **The District will not provide direct access to the Meraki Dashboard. Instead, the IT staff will coordinate with the vendor to schedule a virtual session, during which the District will share their screen to support network readiness validation. Any required changes to the environment must be clearly communicated to the District IT team.**

26. Will the vendor be responsible for configuring network switches, including voice VLAN implementation and QoS settings, or will this remain the responsibility of the District's IT staff? [The District's IT staff will be responsible for configuring network switches, including the voice VLAN implementation. Vendors should coordinate with the District as needed but will not be responsible for these configurations.](#)
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Emergency Services & Resiliency

27. Does the District require the ability to place and receive calls during internet or WAN outages, such as through local survivability gateways or cellular failover at each site? [Yes](#)
28. Is the District interested in implementing Next Generation 911 (NG911) capabilities as part of this project for all end-points? [Yes](#)
29. Does the District require compliance with Kari's Law and the Ray Baum's Act, including dispatchable location for all endpoints, including mobile applications? [Yes](#)
30. Does the District prefer to maintain its own LTE service agreements with mobile network operators for site survivability appliances, or would the District prefer that the solution provider include and manage the LTE connectivity as part of a fully turnkey solution? [The District prefers a fully turnkey solution. We expect the solution provider to include and manage the LTE/5G connectivity for all site survivability appliances as part of the monthly service cost.](#)

[The provider should be responsible for monitoring signal strength, managing data plans, and ensuring automatic failover. This approach ensures that our IT staff can remain focused on core infrastructure while the vendor guarantees 'always-on' connectivity for 911 and emergency communications.](#)

Reporting, Analytics & Advanced Features

31. Is the District interested in advanced call analytics or reporting features, including call recording analysis or quality monitoring tools? [Yes](#)
32. Does the District require voicemail notifications or voicemail delivery to support multiple languages, such as voicemail transcription or audio delivery via email? [Yes](#)

If so:

- a. Which languages should be supported? [English, Spanish, Portuguese, Tagalog, Cantonese](#)

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- b. Approximately how many users would require multilingual voicemail capabilities? [Approximately 11 users will require multilingual voicemail capabilities. These users are primarily front office staff at each school site.](#)
- c. Should voicemail-to-email messages include transcription, audio attachments, or both? [Both](#)

33. Is the District interested in AI capabilities for call recordings, such as:

- a. Full conversation transcription
- b. Multi-language transcription and translation
- c. Call summarization
- d. Sentiment analysis or action item extraction

If So:

- e. Which features are of interest? [Full conversation transcription](#)
- f. Approximately how many recording groups or departments would require these capabilities? [Two users](#)

Call Center / Departmental Queues

34. Does the District anticipate deploying call center functionality for departments such as front office administration, transportation, facilities, or other operational groups? [Yes](#)

If so:

- a. Approximately how many call centers or departmental queues are expected? [The system is expected to support 2 primary call center queues, including the IT Help Desk and the District Front Desk.](#)
- b. Approximately how many agents or users would participate in these environments? [Estimated number of agents/users: Approximately 3–4 users](#)

Audio/Visual & System Integration

35. What audio/visual or paging systems are currently deployed across District sites that may require integration with the VoIP system? [All District sites currently use Bogen intercom systems, which are connected to the existing PBX phone system via RJ11 interfaces and](#)

are used for paging. The vendor is required to ensure that the new phone system integrates and works with the existing paging system.

The District plans to upgrade the paging/intercom system to an IP-based solution in the future. While this project focuses on the phone system replacement, the proposed VoIP solution must support current integration with the Bogen system and be capable of supporting a future transition to an IP-based paging solution.

Support & Service Levels

36. The RFP references a Priority 3 (Minor) severity response time of “< 24 hours.”

Should this be interpreted as:

- a. One business day, or
- b. 24 hours from ticket submission?

The Priority 3 (Minor) severity response time of “< 24 hours” should be interpreted as one full business day from the time the ticket is submitted.

Implementation & Deployment

37. Is Summer 2026 the District’s preferred deployment window for implementation activities? **Yes. The District’s goal is to have the project implemented and completed during Summer 2026.**

38. Are there any campus blackout periods or academic calendar constraints that vendors should consider when developing implementation schedules? **No. Vendors will have access to District sites during the summer. The District will coordinate with the selected vendor to schedule site access as needed.**

39. Should vendors assume that installation activities must be performed outside of school hours, or will normal business hours deployment be acceptable for certain phases of the project? **Normal business hours deployment will generally be acceptable since most of the work will occur during the summer. However, phone replacement at District offices must occur after 4:00 PM or before 8:00 AM, as District administrative functions continue during the summer.**

IP Phone Requirements

40. Does the District require IP phones to support Bluetooth connectivity and/or Wi-Fi capability, or will wired Ethernet connectivity be sufficient for most deployments? [All IP phones will use wired Ethernet connectivity. Bluetooth or Wi-Fi capability is not required.](#)
41. Are color displays required for classroom and administrative IP phones, or will monochrome displays be acceptable for certain user types? [No, color displays are not required. However, the District prefers color displays for the high-end models \(12 units\) and mid-level administrative models \(15 units\) so the District logo can be displayed. Monochrome displays are acceptable for the remaining phone types.](#)
42. Does the District require the ability to display the District logo or custom branding on the IP phone screen background? [Yes. The District would like the ability to display the District logo or custom branding on the IP phone screen. While it would be ideal to have this feature on all phones, due to budgeting and cost considerations, the District is only requesting this capability for the high-end models \(12 units\) and mid-level administrative models \(15 units\).](#)
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Caller Identification

43. Is the District interested in implementing branded caller ID for outbound calls, where the District name is displayed on recipients' mobile devices when supported by mobile carriers and device operating systems? [This is a desirable feature, and the District would like to have it if available; however, it is not required. The District will consider this capability as an add-on feature during the evaluation process and will review it during the vendor demonstration to better understand how it works and which mobile carriers support it.](#)

Please note that this feature is dependent on mobile carrier participation and device support.

Technical Compliance Format

44. Given the extensive technical specifications outlined in the RFP, does the District expect vendors to provide a point-by-point compliance response to each requirement, indicating whether the requirement is:
- Fully supported
 - Supported with configuration
 - Supported via third-party integration
 - Not supported

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Yes. The District expects vendors to provide a point-by-point compliance response to the technical specifications outlined in the RFP. Vendors should clearly indicate whether each requirement is:

- Fully supported
- Supported with configuration
- Supported via third-party integration
- Not supported

This level of detail will assist the District in conducting a thorough and accurate evaluation of proposed solutions.

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1. Are you considering external ISP circuits to be an option for this RFP? **No**
2. How many phones listed are for users that will have an individual voicemail vs a common areas that route to a general voicemail? **All phones are expected to have individual voicemail capability. There are no common-area phones that will route to a shared or general voicemail.**
3. Do you have an estimated amount of Analog faxing vs internet based Faxing? **Currently, all six sites use analog faxing. As part of this RFP, the District is requesting a transition to an eFax (internet-based faxing) solution.**

Each site will require access to one fax solution, for a total of six fax solutions across the District. Vendors may propose either an eFax solution or an analog fax solution, but both are not required. The District will adopt one approach based on the proposed solution.

Vendors should clearly specify the type of fax solution being proposed and include all associated costs.

4. How many users will use SMS Texting? **Approximately 10–15 users**
5. How many call recording users will you have? **2 users**
6. Does every classroom require wall mounts? **Yes**
7. Do you feel any of your users would use a softphone or mobile app to access their extension remotely? **The District has approximately 270 staff members. Ideally, the mobile telephony application would be available to all staff; however, its use will not be mandatory. The only requirement is for the softphone client on District-issued staff laptops, which will be required for evaluation. The mobile application for personal devices will be optional for staff.**
8. How many paging systems will we be connecting to analog and SIP enabled? **5, Currently each site has a Bogen Intercom system connected via a RJ11 connector.**

9. How many classrooms vs administrator desk phones will you have?

Estimated quantities by phone model:

- High-end model (with sidecar/advanced features): 12 units
- Mid-level model (administrative offices): 15 units
- Standard model (classrooms and staff offices): 253 units
- Conference room phones: 8 units

10. Will there be a POE network connection at each location where a phone will be Placed? **Yes, all of our switches are POE enabled.**

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We were looking at the RFP and its states that we need to have completed 3x K-12 phone systems within 5 years. We do not have K-12 experience in deploying phone systems, but we have plenty of references for large projects in other areas in SLED and plenty in commercial. Does this requirement rule us out of the RFP? **Thank you for your question. The District requires vendors to provide references from K-12 or higher education deployments as part of the minimum qualifications for this RFP. Due to the unique regulatory, operational, and safety requirements in educational environments, this experience is essential.**

Vendors that do not meet this requirement will be considered non-responsive and will not be eligible for evaluation.

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Question regarding the C-7 or C-10 License before the mandatory site walk. If we use a subcontractor for the installation, can we use their C7 or C-10 license instead of our own, since we don't have one? **Yes, you may use a subcontractor's C-7 or C-10 license, provided that the subcontractor performs the work requiring that license.**

The District will contract with a single primary contractor, who will be responsible for ensuring all project requirements are met. If the primary contractor does not hold the required license, it is their responsibility to engage a qualified subcontractor.

The primary contractor remains fully responsible for the project. Any issues that arise must be resolved by the primary contractor, who is accountable for meeting all requirements and ensuring compliance.

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1. Could you share your current phone model inventory? [Vertical Edge 9820, Vertical Edge 9830 and Vertical Edge 9840c](#)
2. Do you require different model handsets for classrooms, schools staff & executive staff?

Yes

Estimated quantities by phone model:

- **High-end model (with sidecar/advanced features):** 12 units
- **Mid-level model (administrative offices):** 15 units
- **Standard model (classrooms and staff offices):** 253 units
- **Conference room phones:** 8 units

3. How many DID's does the district currently have?

Site	Connection to PBX Type	Total Number of Lines	Carrier	Estimated number of DnD numbers
District Office	T-1 line	24 lines	ATT	20
Ortega	RJ21 Male	6 Lines	ATT	2
Sunset Ridge /Ocean Shore	RJ21 Male	5 Lines	ATT	2
IBL	RJ21 Male	5 Lines	ATT	2
Cabrillo	RJ21 Male	4 Lines	ATT	2
Valleamar	RJ21 Male	5 Lines	ATT	2

4. What is your desired concurrent Inbound & Outbound call capacity? [Current Provisioning: The District currently utilizes approximately 25–30 concurrent call paths across five sites \(averaging 5–6 analog trunks per location\). These legacy analog paths are site-specific, which can create capacity limitations during peak usage and emergency situations. For the new solution, the District is requesting a minimum of 100 concurrent call paths \(approximately 20 per site\). The District prefers a centralized SIP trunking model that allows call paths to be shared across all sites as a pooled resource. The solution should also support bursting capabilities to handle increased call volume during peak periods, including emergency events and NG911-related scenarios.](#)
5. How many users are required to have the SMS function enabled? [Approximately 10–15 users will require SMS messaging capabilities.](#)
6. How many of the phones are required to be wall mounted?

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Classroom Phones (wall-mounted): 140

Office Phones (wall-mounted): 20

7. Should any hardware & licenses required to integrate the paging system, be included in the base response or as an option? The District requires that all hardware (e.g., SIP-to-Analog paging adapters/gateways) and any associated licensing necessary to integrate the new telephony platform with the existing Bogen intercom system be included in the base response.

Paging is a critical safety function for the District. Therefore, the ability to perform All-Call and Zone Paging from the new VoIP handsets must be included as a standard feature of the initial deployment, not as an optional add-on.

8. How many ATA's should be included to support the MFP's?
Currently, all six sites use analog faxing. As part of this RFP, the District is requesting a transition to an eFax (internet-based faxing) solution, and existing analog fax lines will be discontinued.

If the proposed solution requires physical fax machines, vendors must include all necessary ATA adapters and associated licensing in the base response. All ATAs must support the T.38 Fax Relay protocol to ensure reliable transmission.

If the proposed solution utilizes an eFax (fax-to-email) platform, vendors must describe the user workflow and ensure the solution is HIPAA and FERPA compliant. In this case, no ATAs will be required.

Vendors must clearly specify which faxing model is being proposed and include all associated costs (hardware and/or recurring service fees) in the base response.

9. What is current legacy circuit connectivity type (ie PRI or Analog), also please provide a breakdown of line types by site?

Site	Connection to PBX Type	Total Number of Lines	Carrier	Estimated number of DnD numbers
District Office	T-1 line	24 lines	ATT	20
Ortega	RJ21 Male	6 Lines	ATT	2
Sunset Ridge /Ocean Shore	RJ21 Male	5 Lines	ATT	2
IBL	RJ21 Male	5 Lines	ATT	2
Cabrillo	RJ21 Male	4 Lines	ATT	2

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Vallemar	RJ21 Male	5 Lines	ATT	2
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10. Should any hardware required to maintain legacy circuits be included in the base response or as an option? **The District intends to decommission all legacy POTS/analog circuits currently used for voice and fax services. However, a limited number of legacy POTS lines will be retained for fire alarm panels and security alarm systems. These lines are managed by Facilities and must remain active.**
Vendors should not include hardware for general legacy circuit integration unless it is specifically required by their proposed solution. If such hardware is included, vendors must clearly justify its necessity.

Under no circumstances should vendors port or disconnect any lines designated for “Fire Life Safety” or “Alarm” systems during the migration process.
Additionally, any hardware required for internal legacy integration (e.g., Bogen intercom systems or fax/MFP devices, if applicable) must be included in the base response, as previously specified.

11. Is the responder responsible for providing the LTE service as part of the bid package, or will the district be willing to provide the cellular service? **The District prefers a fully turnkey solution. We expect the solution provider to include and manage the LTE/5G connectivity for all site survivability appliances as part of the monthly service cost.**

12. Does the district phone service redundant at the site level or just the district office data center level? **All sites will have redundant phone service.**

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We understand you are currently using the Bogen Multicom 2000 intercom system for automated bell schedules and voice paging.

You state in the RFP - 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 and IP-Based Endpoints: SIP or Multicast-capable devices (currently piloting Advanced Network Devices).

Question – Are you looking for a replacement of the Bogen Multicom 2000 or just a solution that can integrate with it? **The District is planning to replace the existing paging system (Bogen Multicom 2000), but not as part of this year’s project. At this time, the new phone system must integrate with the current paging system. In the future (next year or the following year), when the District transitions to an IP-based paging system, the phone system should support that transition without requiring a full system replacement.**

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We understand that the classroom phones need to be wall mounted.

Question – Can you clarify the exact number of classroom phones at each site. Additionally, can you clarify the total number of phones required at each site? Administrative, Classroom, Common Area, Conference, etc. Will there be users that are softphone only and do not require a physical telephone? We need to clarify the total users and phones required.

The District estimates a total of **288 telephone endpoints**. The breakdown is as follows:

- **Classroom Phones (wall-mounted):** 140
- **Office Phones (wall-mounted):** 20
- **Office Phones (desk):** 128

This includes administrative, classroom, and common-area phones. Conference room phones are included.

Estimated quantities by phone model:

- **High-end model (with sidecar/advanced features):** 12 units
- **Mid-level model (administrative offices):** 15 units
- **Standard model (classrooms and staff offices):** 253 units
- **Conference room phones:** 8 units

All **288 users/endpoints should be licensed for softphone capability**. While the District cannot mandate usage, the softphone must be available—especially for use on **District-issued laptops**.

We believe that you are requesting the vendor to perform onsite installation and training.

Question – Please confirm if the vendor is required to physically place all phones or if the district will place the phones. Additionally, do you require onsite training or can the training be performed remotely? Is it only Train the trainer or do you require end user training for all district employees? The selected vendor will be responsible for the full installation of the new phone system, including physical placement of all phones, conducting an inventory of existing equipment, and e-waste disposal of the current phone system. The District will act as the project manager to ensure planning and implementation proceed smoothly; however, all installation work must be completed by the selected vendor.

The District requires two types of training:

- **Train-the-Trainer:** This may be conducted remotely or in person, depending on the proposed solution, as long as it provides a complete knowledge transfer.
- **End-User Training:** This should primarily be delivered through online materials, including clear documentation and instructional videos covering both physical phones and softphone use.

Additionally, the District requests one hour of optional in-person end-user training in August, if feasible. However, this may be waived if the provided online materials are clear, comprehensive, and easy to follow.

1. Insurance – PFI does not carry these limits noted below. Are the limits strict/hard and fast or are they able to be reduced given the size and scope of this engagement?

Insurance Requirements

Contractor shall procure and maintain for the duration of this contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder and the results of that work by the Contractor, its agents, representatives, employees or subcontractors.

A. **Minimum Scope and Limit of Insurance.** Coverage shall be at least as broad as:

- **Commercial General Liability (CGL):** Insurance Services Office Form CG 00 01 covering CGL on an “occurrence” basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than **\$5,000,000** per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (ISO CG 25 03 or 25 04) or the general aggregate limit shall be twice the required occurrence limit.
- **Automobile Liability:** ISO Form Number CA 00 01 covering any auto (Code 1), or if Contractor has no owned autos, hired, (Code 8) and non-owned autos (Code 9), with limit no less than **\$3,000,000** per accident for bodily injury and property damage.
- **Workers’ Compensation:** as required by the State of California, with Statutory Limits, and Employer’s Liability Insurance with limit of no less than **\$3,000,000** per accident for bodily injury or disease.
- **Professional Liability (Errors and Omissions):** Insurance appropriate to the Contractor’s profession, with limit no less than **\$2,000,000** per occurrence or claim, **\$5,000,000** aggregate.

Insurance requirements will be determined by the Facilities Department and finalized as part of the contract approval process. The limits provided in the RFP are for reference purposes only and reflect typical expectations.

Final insurance requirements may be adjusted based on the scope and size of the engagement. The IT Department is not able to confirm final insurance limits at this stage, as they must be approved by the Board and formally issued by the Facilities team.

2. Cybersecurity & Data Protection Requirements – Take note as we do not have the certifications since it is Zoom (the actual service provider) that hosts and manages all data. Not sure how this gets disclosed or managed based on it stating “Vendor – PFI” needs to meet this requirement.

- **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.

The primary vendor (proposer) is responsible for ensuring that the proposed solution meets all cybersecurity and data protection requirements outlined in the RFP.

If the solution relies on a third-party provider (e.g., Zoom or other hosted services), it is the responsibility of the primary vendor to validate and document that the third-party platform complies with all applicable requirements for public school environments, including data protection, privacy, and security standards. If additional licensing, features, or configurations are required to meet these requirements, they must be included in the vendor's proposal.

The District expects a fully supported solution, not a one-time setup. The primary vendor must work with any subcontractors or service providers to ensure ongoing compliance with all RFP requirements.

Vendors should clearly disclose all third-party components and provide relevant compliance documentation or certifications as part of their response.

3. Attachment 3: Financial Stability – Part B Item 4 – Can Reviewed Financial Statements from a public accounting firm suffice versus Audited? The District prefers audited financial statements as specified in the RFP. However, reviewed financial statements prepared by a licensed public accounting firm may be accepted if audited statements are not available.

Vendors submitting reviewed financial statements should ensure they are complete, recent (last two years), and prepared by a qualified CPA firm. The District reserves the right to request additional financial documentation if needed as part of the evaluation process.