

USD 470 – Phone System RFP Addendum

RFP: Phone System RFP – March 2026

This addendum provides clarifications based on questions received following the mandatory pre-proposal meeting. All vendors are responsible for reviewing this addendum and incorporating applicable information into their proposals.

1. Door Access Integration

Vendor Question: Would USD 470 like to connect your door access to your phone system?

District Response: This is not a requirement to submit a response. If available, vendors shall provide optional pricing, including required hardware, licensing, and integration details.

2. Call Recording

Vendor Question: Does USD 470 currently record calls?

District Response: No, and this is not a required feature. Vendors may provide optional pricing and must include details regarding storage, retention, and compliance capabilities.

3. Call Analytics

Vendor Question: Does USD 470 monitor call analytics?

District Response: The District currently performs limited monitoring (primarily related to 911 calls). Vendors shall include information on available analytics and reporting capabilities and provide optional pricing if applicable.

4. Paging Practices

Vendor Question: Does the office in a school at USD 470 ever page into specific classrooms or just use the overhead speaker for the whole building?

District Response: Paging is currently limited to building-wide announcements through overhead systems. Classroom-level paging is not in use today.

5. Paging Systems

Vendor Question: What system does USD 470 use for paging?

District Response: The District currently utilizes:

- **Simplex** at six (6) locations
- **Valcom** at two (2) locations

The District intends to transition toward IP-based paging solutions (e.g., Valcom or equivalent) over time.

6. Alyssa's Law / Panic Buttons

Vendor Question: How has the district reacted to Alyssa's Law and is the district interested in incorporating panic buttons in classrooms?

District Response: This is not a requirement for proposal submission. Vendors may include optional pricing and must describe how their solution integrates with:

- E911 services
- Internal alerting/notifications
- Existing safety systems

7. Fire Alarm Connectivity

Vendor Question: How are the fire panels in buildings connected to alert emergency services?

District Response: Fire alarm panels utilize cellular connections and are not integrated with the phone system. No integration is required.

8. Voice Infrastructure

Vendor Question: How many voice switches does the district use?

District Response: The District currently operates 14 voice switches supporting its on-premises VoIP system.

9. Survivability / Redundancy

Vendor Question: What does your survivability/redundancy look like, currently?

District Response: The current system includes:

- Primary connection at the Tech Office
- Backup connection at the Middle School

This provides limited survivability. The District is seeking enhanced resiliency and redundancy in the proposed solution.

10. End User Devices

Vendor Question: Is USD 470 interested in upgraded phones or including headsets?

District Response: The District is interested in updated phone hardware and requests:

- Pricing for multiple handset options (if available)
- Optional pricing for headsets (for select staff use cases)

11. Facility Relocation Address

Vendor Question: To what address are the Central Office and the Tech Office moving?

District Response:

510 West Radio Lane

Arkansas City, KS 67005

12. Installation Requirements (Cloud Solutions)

Vendor Question: The solution we plan to propose is a cloud-based SaaS (Software as a Service) platform. Therefore, on-site installation is not required to fully deploy the service. In this case, is it a requirement to include on-site installation services as a part of our submission?

District Response: The solution requires integration with the paging system and fax lines. The vendor is responsible for the installation or setup of these solutions, including any required on-site work necessary to ensure a fully operational, turnkey deployment as outlined in the RFP