



ADDENDUM TO BID DOCUMENTS

Addendum No.	2
Project Name	VOIP and Paging Upgrade
Bid Number	7-29500001
Date	8/4/2026

I. PURPOSE OF ADDENDUM

The purpose of this addendum is to answer questions received during and after the pre bid meeting, along with provide supplemental information to bidders.

II. QUESTIONS/SUPPLEMENTAL INFORMATION

Questions Asked at Bid Meeting

1. **Do all the rooms that have phones in them have access points?**

A: Yes

2. **Connect to old Bogen what codec we use?**

A: 711

3. **Are there speakers in every classroom?**

A: Yes. Some are round, some are rectangle 1x2, and wall mount. Offices, gyms, outside etc.

4. **Explain notification system – what does yours entail, what options do you provide.**

A: Currently have areas without intercoms, we use Cisco – Informacast

5. **In elevators what powers the phones?**

A: Elevator phones are not included and they use cellular. This includes fire alarms and security. No fire, elevator, fax lines are included in this RFP

6. Anything outside the scope, emergency, etc, Is this okay to quote, and do you want the Bogen system to be completely replaced?

A: Yes, you can quote separately as an optional add-on. We would like to keep as much infrastructure as possible (speakers, wiring, call buttons, etc.)

7. Does phone system integrate with door control?

A: No. It does not need to be included in the bid.

8. Do any of the schools have door calls to be able to call the office?

A: Yes, but it is separate

9. Any interest in AI reception?

A: Not at this time. Currently use auto-attendant.

10. Keep paging and remove paging on the list?

A: We provided a unit price sheet to fill out so we can pick and choose. Paperwork also shows schools where we have previously made upgrades.

11. Include wall mounts?

A: No

12. Do we use cisco desktop apps for phone capabilities?

A: Some engineers use cellphone software, but this is not something we are looking for. Maintain current operability.

13. What is our onsite support expectation after implementation?

A: Previous site we upgraded we have had occasional outages, and some features have never worked. We ask for 6 months to a year of trouble shooting assistance. We expect growing pains

14. What about implementation?

A: This should be turn-key, must demonstrate at one school first. MUST have a rollout plan with little disruption as possible.

15. Meeting platform we use?

A: Teams

16. Do we allow access to the network to help with the phones?

A: Yes, you receive VPN access and what you need to assist remotely

17. Who provides current setup?

A: Frontier

18. Do we have a preference between admin and receptionist phones?

A: Wi-Fi capabilities, do not need teams, user ease, cost and device lifespan are the priority

19. Any preferences on using teams as dial tone vs outside service?

A: No to using teams as a dial tone

20. Migration process, are we looking to "hot cut" over winter/summer?

A: Ideally over a break and with minimal school disruptions.

21. Will we provide a number of extensions per school?

A: We can provide a current count, but this is fluid.

22. 2 conference rooms everywhere?

A: This is all approximate which is why we ask for unit pricing

Questions Received Post Bid Meeting

1. Are all PRIs delivered to 1 address?

A: Yes

2. Do you have a breakdown of classroom and admin users for VoIP either by building for the pricing table or just in general classroom vs admin user count to price out?

A: Duplicate Question

3. Do you need any other phone hardware outside of the T34Ws for admin offices and if so, how many?

A: 5 per site

4. The Questions and Answers state that the district has "675 DIDs, but we do not use all of them." Should the responses provide pricing for the porting and monthly service for all 675 DIDs?

A: Please provide pricing for 250 DIDs

5. Our system will integrate with the existing Intercom Paging Units. Will the list of 32 paging units needing an upgrade be provided separately from this RFP? If the upgrades are included

in this RFP, will the district allow for alternative IP Paging solutions (including new classroom wiring and speakers)?

A: Those locations are included in the bid document

- 6. The spreadsheet includes columns for Speakers and Call Buttons, I assume it is appropriate to leave those columns blank for the schools which the Intercom is marked KEEP on the list of schools needing UPGRADES or KEEP.**

A: Correct. What was put on the price sheets was for example purposes. We desire to keep as much current infrastructure as possible. If speakers/call buttons can be kept at locations where paging needs an upgrade, that is a plus.

- 7. The spreadsheet includes a column for Device, is this the column for Classroom (non-admin) Phones? Is the spreadsheet requesting unit costs for each column, or totals for each school? (Example: Admin Phones 20 x \$350 = \$7000**

A: Correct

- 8. How many phones does the district need to be replaced? Please provide a list by location and by type.**

A: See attached supplemental information

- 9. Bulk provisioning is currently not supported and would require an ICB - Is this a dealbreaker?**

A: Bulk provisioning is a requirement

- 10. To integrate with existing Yealink Phones we would need to review this as Bring Your Own Device (as an ICB) – Is this a dealbreaker?**

A: Yes

- 11. Please define “Classroom talkback” features, functions, use case, etc.)**

A: When a user dials the code for a room intercom; the end user (teacher) can talk to the person on a phone.

- 12. Please Verify paging system interface for Bogen and Valcom Systems.**

A: Answered at the bid meeting

- 13. Are all Schools Loop start Trunk interface for paging system?**

A: Loop start thru FXO port on Cisco Router or a sip trunk see 18 in person answer making the fxo port work on Bogen has been the issue unless it is a Cisco Router.
FXO card/port.

- 14. Or using page port? SIP Trunk? SIP Station?**

A: SIP trunks depending on system or Cisco Router with FXO card before like 2010 all

had a Cisco Routers with FXO Card and it worked fine for years and still does.

15. Are you looking one Account to be on one main system or Separate Accounts for each school?

A: All schools can call between schools using 4 digit dialing only certain features like override call forward is per school. Admin phones at certain schools have a way to make the classroom phone ring and only those phones can call that school with hunt group and class of service programming.

16. Were either of the following devices used with the MultiCom-2000:

- a. **Patton SN420 — built for interconnecting SIP systems with legacy analog paging/PBX trunk ports, spec'd for compatibility rather than generic phone-line emulation**
- b. **Algo 8301 — same category, dry contact plus proper line-level output rather than phone-line voltage emulation, which sidesteps the voltage mismatch entirely since it's not trying to be a phone at all**

A: Neither of those devices tried by previous vendor.

17. Is there going to be a UPS for power to the phones, or are there other options being considered for the desk phones?

A: No.

18. Will the network be available if the power is out?

A: We have battery backup units in each network closet that will keep the switches powered up for up to 60 minutes

19. Is UCPS looking for a replacement for the Frontier SIP and PRI lines?

A: Open to option

20. Can we receive floor plans so we can validate distances and locations of closets?

A: Winning bid will receive floor plans

21. Can you provide more details on current paging configurations? Is it one way or 2-way paging?

A: Classrooms/office are 2 way; hallways, common areas, outside are 1 way

22. Are the current tiles 2x2 or 2x4? Are the speakers in the ceiling or surface mounted currently?

A: Depends on the building

23. Will a dumpster be provided for the trash from the installation?

A: Vendor provided if needed

24. Do we need to supply equipment racks and power distribution for the paging or reuse existing?

A: Reuse existing

25. Is there a wiring track in ceiling currently?

A: Depends on the school

26. Is there any locations that will require new cabling?

A: None that we are aware of

27. We know you are using Teams currently. Would you like Teams integration with VoIP?

A: We're not looking to purchase Microsoft Teams calling licenses. If there are no-cost features, please include. We are currently licensed at A3.

28. Paging system in the classroom or other rooms with a call button

- a. Teacher presses paging button
- b. Direct dial calls front desk
- c. Front desk dials that room's 4-digit code to the teachers phone
- d. Teacher answers the call
 - i. But how? By pressing the speaker button or pressing another code?
- e. Microphone on the phone is used but the speaker in the ceiling is the audio link to the front desk for the conversation?

A: See question 11 in POST Bid meeting questions

29. Other paging question

- a. We know a site drawing will be provided to the winning bidder
- b. Will this drawing show which speakers and paging units have a 2-wire and which have a 4-wire cabling installed to the end devices?

A: No

30. Can you confirm the district owns all the required Yealink T34W?

A: We own approximately 1700 T34W which we consider a standard user device. Will need more devices for remaining users.

31. If the district has the required T34W, can you confirm the district has the required power supplies.

A: Yes, we have the requisite power supplies for those devices

32. Please provide the number and model of current Cisco Handsets?

A: This is outside the scope of the bid

33. Please provide the number of current Yealink Handsets?

A: Already answered

34. Please provide the number of users to be configured on the systems.

A: 4400

35. Please clarify version of InformaCast deployed (Advanced, Fusion, Reach)

A: Informacast System is an unsupported version as the Call Manager only works with old version.

Informacast Advanced 12.15.1

36. Are Singlewire Appliances deployed at the current InformaCast sites?

A: No

37. Is Multicast configured over the WAN?

A: Yes

38. Please clarify "We use network to fax" is this done via eFax solution? If yes, what solution is in place?

A: Fax lines are outside of scope

39. Please clarify "Support analog devices already in use, including but not limited to elevators, alarms, and paging systems".

A: Needed for paging only. Elevators and alarms are no longer analog

40. If currently on registered the Cisco UCM, please provide models and quantities of analog gateways. Please breakdown by site if possible.

A: Those are not part of the project

41. Please confirm the quantity of Analog devices that may be required to be replaced.

A: See paging list from Bid documents

42. RFP requirements state "Tiered Hardware for various use levels (classroom, reception, administrative, conference)" however district references using the T34W, please clarify.

A: Currently owned T34W must be part of the proposal. They are intended for most users. If vendor has other capable devices to offer for remaining standard users, that is ok.

43. Is there an established required timeline for deployment?

A: The implementation plan in your bid will establish the timeline

44. Are conference phones required for this project?

A: Yes.

45. Please provide the number of named telephony users for each school and administrative location.

A: See attached supplemental document

46. Please provide the number of users requiring softphone-only access at each school and administrative location.

A: Not required

47. Please provide the required quantity of administrative IP phones for each school.

A: See previous answers

48. Please provide the required quantity of classroom IP phones for each school.

A: See supporting document added to the Q&A

49. Please provide the required quantity of reception/attendant phones for each school.

A: 5 per site

50. Please provide the required quantity of common area phones for each school.

A: Assume 2 per site

51. Please provide the number of conference rooms requiring telephony or collaboration devices and the required quantity of conference phones for each location.

A: Approximate quantities listed in bid documents

52. Existing Cisco Phones Please provide the quantity of existing Cisco IP phones by model and by school: A: These devices are not part of the scope of the project.

53. Please provide the quantity of existing Yealink T34W phones by school.

A: Already answered

54. Please identify the quantity of existing phones to be reused at each school by model.

A: Already answered

55. Please identify the quantity of new IP phones required at each school by device type.

A: Already answered

56. Please provide the number of DIDs assigned to each school and identify the DIDs to be ported.

A: Will be provided to the winning bid

57. Please provide the number of voicemail users to be migrated.

A: 4400

58. Please provide the quantity of Bogen paging controllers/head-end units requiring replacement at each school.

A: See bid documents for approximate building size

59. Please confirm whether the Bogen adapter/head-end is the only component to be replaced at upgrade locations.

A: Assume but winning bidder must verify

60. Please provide the number of paging speakers installed at each school.

A: Vendor responsibility

61. Please confirm whether the existing speakers will remain in service or whether any speakers are to be replaced. If replacement is required, please provide the quantities by school.

A: Assume to remain in service

62. Please provide the number of paging amplifiers installed at each school and identify any amplifiers requiring replacement.

A: Assume to remain in service

63. Please provide the number of Push-to-Talk/Classroom Call Buttons required for each school.

A: Assume to remain in service

64. Please confirm whether the existing classroom Push-to-Talk buttons will be reused or replaced.

A: Assume to remain in service

65. Please provide the number of paging zones configured for each school.

A: See bid documents

66. Please confirm whether existing bell scheduling will remain on the retained paging platform or be included in the proposed solution.

A: Included in the solution

67. Please confirm that Valcom MultiPath systems identified as KEEP will remain operational and only require integration with the proposed hosted VoIP solution.

A: Confirmed

68. Please confirm that Valcom VEIP6K interfaces identified as KEEP will remain operational and only require integration with the proposed hosted VoIP solution.

A: Confirmed

69. Please confirm that Bogen Nyquist systems identified as KEEP will remain operational and only require integration with the proposed hosted VoIP solution.

A: Confirmed

70. Please confirm that InformaCast systems identified as KEEP will remain operational and only require integration with the proposed hosted VoIP solution.

A: Yes

71. Please confirm whether the retained paging systems will integrate using native SIP, SIP trunk, multicast/IP, or analog gateway interfaces.

A: Previously answered

72. Please provide the available Internet bandwidth at each school and administrative location.

A: 5 Gbps at all high and middle schools, 1 Gbps at all elementary schools and admin sites.

73. Please provide a high-level WAN topology showing connectivity between district locations and Internet breakout points.

A: All sites are connected to the Data Center over a dedicated fiber WAN.

74. Please confirm whether the existing Wi-Fi infrastructure is fully capable of supporting wireless voice services.

A: Confirmed

75. Please confirm whether the successful bidder is expected to perform a network readiness assessment before implementation.

A:

76. Please confirm the current PSTN/SIP carrier(s) for each site and identify the circuits that will be migrated.

A: Previously answered

77. Please provide the required testing, pilot, UAT, and acceptance criteria before production cutover.

A: This should be part of your implementation plan

SEE NEXT PAGE FOR ADDITIONAL INFORMATION

Location	Phones Per Location
Antioch	73
Benton Heights	78
CATA	83
Cuth High	121
Cuth Middle	95
Early College	35
East Elementary	48
East Union	85
Fairview	53
Forest Hills	106
Hemby Bridge	55
Indian Trail	63
Kensington	77
Marshville	62
Marvin Elem	66
Marvin Ridge High	115
Marvin Ridge Middle	99
Monroe High	144
Monroe Middle	96
New Salem	34
New Town	75
Parkwood High	107
Parkwood Middle	74
Piedmont High	110
Piedmont Middle	80
Poplin	70
Porter Ridge Elementary	72
Porter Ridge High	121
Porter Ridge Middle	109
Prospect	50
Rea View	57
Rock Rest	70
Rocky River	77
Sandy Ridge	71
Sardis	64
Shiloh Valley Elem	62
Shiloh Primary	68
South Providence	46
Stallings	66
Sun Valley High	117

Sun Valley Middle	86
Union	54
Unionville	66
Waxhaw	66
Walter Bickett Elementary	75
Walter Bickett Education Center	76
Wesley Chapel	66
Wolfe School	31
Wingate	59
Western Union	61
Weddington Elem	66
Weddington High	124
Weddington Middle	88
Transportation	35
Maintenance	37
Tech Services	25
PDC	18
Central Office	104
Old Post Office	71