



ADDENDUM TO BID DOCUMENTS

Addendum No.	3
Project Name	VOIP and Paging Upgrade
Bid Number	7-29500001
Date	8/5/2026

I. PURPOSE OF ADDENDUM

The purpose of this addendum is to answer questions that were not answered in Addendum 2 even though they were submitted within the allotted time frame. Given that some bidders did not have their questions answered at the same time, UCPS has decided to move the bid opening to **August 13th at 2:00pm local time**. This is to ensure fair and equal opportunity for all bidders.

II. CHANGE OF BID DUE DATE

The due date for bids will now be **August 13th at 2:00pm local time**.

Please see below for the additional questions and answers.

Vendor Questions

RFP #7-29500001 — District VoIP and Paging Upgrade

Union County Public Schools

Environment & Identity

1. **Are you currently using Office 365? If yes, is Microsoft Teams your primary collaboration tool today?**

A: Yes

2. **What Office 365 licensing tier is currently in use (E3, E5, A3, A5, etc.)?**

A: A3

3. **Is Exchange Online in use?**

Yes

4. **Is Entra ID hybrid or cloud-only?**

Hybrid

5. **Do you currently use any Zoom collaboration services? If so, what licensing, and is it procured through a partner or direct from Zoom?**

A: No

6. **Is SSO/Entra ID integration required for the phone system's admin portal and/or softphone login?**

A: Not required

Existing System & Migration

7. **Are you in any binding contracts with your existing PRI/voice circuits (Frontier/Nuwave), or can these be cancelled at any time as part of migration?** Unaware of any contracts

8. **Is decommissioning of the existing Cisco Call Manager environment and associated Cisco phone hardware in scope for this RFP, or will the district handle that separately? DID utilization only.** Phones will be retained by UCPS

9. **Is coexistence/interop between the legacy Cisco environment and the new platform required during a phased cutover (e.g., internal extension dialing across both systems)?** Yes

10. **What are the top pain points with the current Cisco/Nuwave voice environment that the district is hoping to solve with this upgrade?** Outdated software

11. Are there any specific use cases end users or IT staff are looking for in the next-generation platform?

A: No

12. Is compatibility with the existing Yealink T34w SIP phones an absolute requirement, or is reuse of these phones preferred but not mandatory — would UCPS consider alternate/new handsets if proposed as part of a bidder's platform?

A: T34w acceptance is required as UCPS owns a significant amount after previous VoIP attempt. Other like devices can be considered for the remaining standard user.

13. Does the district want to retain existing extension dialing (internal short-code dialing between staff/sites) in the new system, and if so, is current extension/numbering plan documentation available to bidders?

A: Yes we would like to maintain existing extension. It will be shared to the winning bid

14. Is district-wide extension dialing required (e.g., a 4- or 5-digit extension) that lets staff at any of the 53 sites dial any other site's extension directly, or is extension dialing only expected to work within a single site/building?

A: Across all 53 sites

15. What is the current extension length and numbering format (e.g., 4-digit, 5-digit), and does UCPS want to preserve these exact extensions during migration, or is a redesigned dial plan acceptable? 4 digit and preserve

16. Are extensions currently unique across the entire district, or do they repeat by site (e.g., extension 100 exists at multiple schools)? Unique

17. Does every extension map to a direct-dial DID today, or are some extensions internal-only with no direct outside line? Some are internal only

18. Is abbreviated/short-code dialing required between specific paired locations (e.g., a school and the district office) in addition to general district-wide extension dialing? Yes

19. Should the new dial plan support the same extensions during a phased/parallel-run migration so users on the old and new systems can still reach each other by extension? Yes

20. Does each of the 53 school sites have its own direct internet circuit, or is this a hub-and-spoke topology routing through a central data center via MPLS/WAN?

A: A dedicated fiber WAN connected to all schools back to our data center for their internet connection.

21. If hub-and-spoke, what happens to internet-dependent services (including VoIP) at a site if the WAN link to the hub goes down, even if the hub's internet connection is up?

A: See question 20

22. Is there a backup/secondary internet circuit at each site (or at the hub), and if so, from which provider(s) and what bandwidth?

A: No

23. What is the failover mechanism between primary and backup circuits — automatic, or does it require manual intervention?

A: See above answer regarding sites

24. What internet bandwidth is currently provisioned at each site, and is it dedicated or shared with other traffic (student/guest Wi-Fi, security cameras, etc.)?

A: 5gig at MS/HS 1 Gig everywhere else. Shared

25. Is there a central data center or network hub that sites route through, and if so, is that facility's own connectivity redundant (dual carriers, diverse paths)?

A: Yes, there is a data center and a backup center with internet connectivity capability.

Paging/Intercom & Ancillary Devices

26. For the Valcom MultiPath, Valcom VEIP6K-1, and Bogen Nyquist paging systems — can you provide manufacturer/model and connectivity type (SIP vs. analog) by site, or a per-site breakdown of which system is deployed where? See bid documents

27. Are there any door phones, modems, or credit card machines currently connected to the phone system? No

Call Volume & Usage Data

28. Do you currently have toll-free numbers? If yes, how many, and what is the average monthly toll-free minute volume? No

29. What is the average monthly outbound local/long-distance minute volume?

Please provide at least 3 months of data if available. Unavailable at this time

30. What is peak concurrent call volume across the district? Unknown

31. What is the average number of voice/telecom-related support tickets per month? ~20

MACD / Managed Services

32. Do you require ongoing moves/adds/changes/deletes (MACD) as part of managed services, or will district IT staff handle this?

A: District IT will manage

33. If MACD is to be included, what is the average number of MACDs performed per month under the current arrangement?

A: Not necessary

Contact Center / Call Handling

34. Beyond basic auto-attendant/hunt groups, are there any departments requiring ACD/call queue functionality with reporting (e.g., front office, transportation, enrollment)?

A: No

35. Are there any enhanced contact center integrations required, such as CRM or ITSM integration?

A: No

36. Is workforce management functionality required?

A: Not required

37. Are supervisor dashboards required for any queues?

A: No

38. Is emergency mass notification a requirement for all users or is this an optional component?

A: Not a requirement but would like to know the functionality and cost as an add-on feature.

39. Is SMS a requirement for individual #'s or users?

A: Not a requirement

40. Are there any compliance call recording requirements?

A: No

Resiliency & Survivability

- 41. What are the district's expectations for voice resiliency — is a 99.999% uptime SLA from the cloud provider sufficient, or is on-premise/local survivability hardware required for dial tone during an internet outage?**

A: See answer 42

- 42. During an internet or WAN outage, which services must remain operational (e.g., 911 calling, internal extension dialing, PSTN inbound/outbound)?**

A: 911 and internal extension/paging

- 43. Is inbound and outbound PSTN failover required during an outage?**

A: No

- 44. What percentage of users/sites must remain functional during a survivability event?**

A: See previous answers

Deployment & Cutover

- 45. For handset deployment, is the vendor expected to place/label phones at each desk per a co-developed project schedule, or will district staff handle final placement?**

A: District staff will handle final placement

- 46. For site cutover, is onsite first-day-of-business support required, or is remote support sufficient?**

A: On-site is required

- 47. Should all phone sets be uniform, or would UCPS like bidders to propose tiered options (basic vs. advanced handsets) for different user types?**

A: See answer from previous vendors

Commercial

- 48. Is there a preference for CapEx vs. OpEx procurement/licensing models?**

A: No

- 49. Is there a budget range or not-to-exceed figure that can be shared to help vendors right-size the proposal?**

A: No

50. How should vendor reflect professional services in the table within the Cost Proposal Sheet?

A: Cost of support per hour beyond initial implementation and warranty period.

Proposal Organization

51. Can you clarify what you are looking for in regard to “Onsite Support Agreements” within the Supporting Documentation section of the Proposal Requirements?

A: an Onsite support agreement included to ensure the vendor provides support after installation, and onboarding.

52. As part of your preparation for this RFP, could you share whether your team engaged directly with any vendors during the research phase? If so, which vendors were involved?

A: UCPS developed this solicitation based on its assessment of operational requirements and available industry information. All information necessary for proposal preparation is contained in the RFP and any issued addenda. All vendors will receive the same information through the formal procurement process.

53. Additionally, did your organization participate in any proof-of-concept activities, whether paid or unpaid, with any of those vendors.

A: No

54. Is this RFP intended for a VoIP provider to integrate its platform with both the existing and newly upgraded paging systems, with the paging hardware procurement and installation handled separately outside of this bid?

A: No. Everything is together

55. Should vendors assume that a separate contractor has already been identified or will be engaged to procure, install, and deploy new paging equipment at the upgrade sites?

A: See above answer

56. If paging equipment and installation are part of this bid, does the district have a preferred paging brand for upgrade sites, or are vendors free to recommend any solution that meets the functional requirements?

A: Valcom or Bogen.

57. Can you provide a timeline for the award decision and when the district expects to begin deployment?

A: Not required to be shared

58. Can the district provide approximate phone quantities by tier (classroom, administrative, reception, and conference) per site?

A: See answer from previous Q&A addendum.

59. Can the district provide the total number of VoIP licenses or extensions required across all 53 schools and district facilities?

A: See answer from previous Q&A addendum.

60. Can the district provide a per-site breakdown of required extensions by user type? This is essential for all respondents to submit comparable and accurate pricing.

A: See answer from previous Q&A addendum.

61. Of the 675 DIDs, how many are actively in service today versus dormant?

A: 250 to be brought over

62. For non-upgrade sites, can the district provide paging system model numbers and firmware versions prior to bid submission so vendors can confirm SIP integration compatibility?

A: See previous answers from other vendor questions

63. Will the district provide administrative access credentials to existing paging head-units for pre-construction programming documentation, or will vendors coordinate access through district IT

A: See Bid Meeting Q&A

64. For outdoor and offsite locations listed as TBD, will scope and quantities be defined before bid submission or post-award?

A: Post Award

65. Will vendors have an opportunity to present or demonstrate their solution prior to award?

A: Not at this time

66. Does the district use a student information system such as PowerSchool or Infinite Campus, and is integration with the communications platform a current or future requirement?

A: No, it is not a requirement

67. Is mass notification expected to be delivered through the phone and paging system only, or should it also integrate with parent and student platforms such as ParentSquare or Remind?

A: Not a requirement

68. Does the district have an existing emergency notification platform, and should the proposed solution integrate with or replace it?

A: It does not

69. Are there SSO or identity management systems such as Active Directory, Google Workspace, or Azure AD that the VoIP platform must authenticate against?

A: Entra/Azure would be a plus but not required.

70. Is there an existing helpdesk or ITSM platform the vendor would be expected to integrate with for support and device management?

A: Yes, but integration is not required

71. If we propose executing the final agreement on 8x8's standard Service Agreement rather than the UCPS contract template (Attachment A, Contract for Services and/or Goods Under \$500,000), will that disqualify our bid or render it non-responsive?

A: You can submit your agreement as a supplemental attachment. Fill out the required documents per the bid documents.

72. The mandatory pre-bid conference was attended by a member of a prospective proposer's project team. If that entity is identified in the proposal as a subcontractor or implementation partner, would the prime proposer be considered to have satisfied the mandatory pre-bid attendance requirement.

A: No. The "prime proposer" must have attended the meeting.

Licensing	We are counting a total 2400 Class Room Phones, 500 Users in Offices, and 100 Conference Rooms? Please clarify:	A: This is fluid B: 1-2 per site C:
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	a. How many lines are for end users without offices? b. How many lines are for common area devices (breakrooms, etc.)? c. How many call queues will be necessary?	
Porting / DID's	How many total DIDs are in current inventory? How many are active, and how many will be reserved? What quantity will need to be ported over?	675 current 250 in the future
Desk phones	Will you need new phones? Can you provide how many phones will be needed by user type? a. Common Area device (breakroom) b. Knowledge Worker c. Receptionist d. Sidecars for Receptionist phones e. Conference Phone f. Executive Phone g. WIFI enabled phones by type	5 admin/reception level phones per site. The rest will be standard level not counting the conference room devices.
Phones	If new phones must be purchased do you have a	No

	preference between Yealink and Poly?	
Internet Circuits	Do you have multiple internet service providers in your data center? Do you have last mile resiliency?	One provider No
ATAs	How many total ATA ports are required? (fax machines, elevators, etc). Can you give a breakdown of ATA ports by location so we can properly scope the ATA models and quantities.	Not required
Electronic Faxing	How many total Fax numbers will need to be ported to an eFax service? Do your Fax services require HIPAA compliance? What is your total monthly outbound fax volume?	Not required
Survivability	Do you require survivability at your data center(s)? Or do you require local survivability at each location? If at each location provide the total location count.	Need 911 and internal calling/paging at each site.
Call Queue Reporting	How many users will need Call Queue live reporting for time in queue, abandoned calls, overflowed to VM. The proposed solution supports historical reporting without additional licensing.	1 per site for school locations. More for central office.

Hardware - Headsets	Do you want headsets quoted? If so how many wireless and how many wired?	No
Implementation	Do you require onsite services (Boots on the Ground) for hardware setup, ATA, desk phones? If so, do you have potential number of phones and hardware to be deploy with onsite technicians to help ensure accurate pricing?	On-site for cutover. Deployment of phones can be handled in district.
Implementation Timeframe	What is the potential timeframe to start the implementation and when would you potentially like to have it be completed? What is the anticipated "Go Live" date?	That is part of your implementation plan.
Integrations	What integrations will be required for the new VoIP system?	Extension routing ot the old system would be beneficial but not required.