

Please use the updated Excel Spreadsheet that is posted on <https://www.providenceschools.org/domain/2666> and BidNet Direct

1. Is Call Recording on demand required for all users? **No**
2. What is the plan for existing fax and alarm lines? **Keep alarm lines as is, fax lines - please indicate potential solution/alternative to POTS fax lines in your response**
3. Some of the newer NEC systems are using paper label digital phones, (about 75 phones total) do these phones need to be replaced with IP? **please indicate potential solution/alternative in your response**
4. Is it a requirement that all 40 sites be able to extension dial between each other? **No**
 - a. Note: they do not have that capability now and if you do want it, all existing

phones will not be service impacting to PPSD.

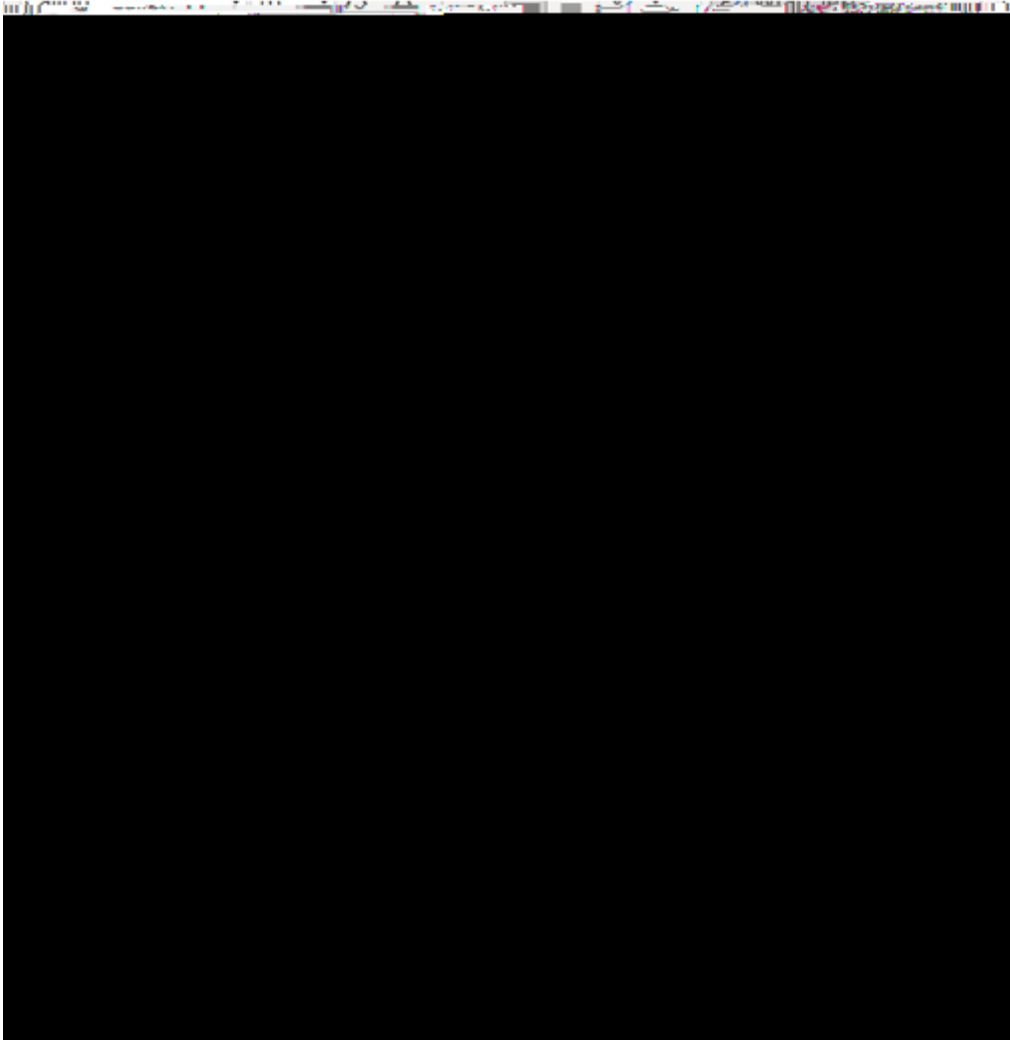
6. We have accurate count for all schools with the NEC sv9100 systems. If you care to update the RFP. Most of the estimated counts on the RFP is much lower than what is already in place. **Use counts in RFP**

7. By state law, Telecom installations in RI are supposed to be performed by a licenses RI Telecom Contractor. We did not see that defined specifically in the RFP. [Acknowledged](#)

8. The excel spread sheet did not have a place to input 1 time cost for a premise PBX system (actual control unit, with cards and licenses, etc..)
 - a. [Please see RFP and spreadsheet](#)

9. On Schedule A, line 96:
 - a. Inter-

11. The column for "Count" seems to have a broken link



12. Will Providence Public Schools accept a response that only includes the replacement of Unified Communications and not Paging System and Clocks and Bells System? [PPSD are seeking a comprehensive solution that meets all of the requirements indicated in the RFP](#)

13. Will Providence Public Schools accept alternative survivability options to copper lines at

24. Are English and Spanish the only languages required for prompts, attendants, IVRs etc.? [Not Known at this time](#)
25. Will we be asset tagging and recording the installed gear? [To Be Determined](#)
26. Is there a need for warehousing equipment prior to installation? [To Be Determined](#)

Existing switching

27. Is multicast currently configured on the network and configured as routable? [No](#)
28. Has the existing switching infrastructure been verified for POE requirements for this solution? [Yes](#)
29. Switch changes will be required for QOS/VLANs/E911 etc. [Any changes will be managed by PPSD IT staff](#)
30. Will an inventory of this equipment be made available? [Not at this time](#)
31. We will also need wireless information for location and location awareness of Wi-Fi phones. [Not at this time](#)

Physical Installation Questions

32. In some instances, wall repair may be required when removing or replacing old clock/sr (e)T0 (i)6 (ng)1 (i)6ke (i)6rtrl (pr)17 (-)32 ()-3t Td()Tn s0.62LBody AMCI d(N)44 BDC -16.

36. Section 6.1

6.1.10: Speakers in an individual office will require volume control for that speaker.

37. Is this expected to be a physical control, such as a knob, or is software control acceptable? Will this feature be end-user adjustable? – if the latter will, volume overrides be required for paging/bells or alerts. [All responses that meet the terms and conditions detailed in the RFP will be reviewed](#)
38. Example: The end user turns a speaker volume to zero. There is an urgent page that all must hear – Will the paging system be required to overrule the set volume to a new level? [All responses that meet the terms and conditions detailed in the RFP will be reviewed](#)
39. Are ‘Flashers’ desired for five color code notifications (Alyssa’s Law – Homeland Security)? [Not part of the scope of this project](#)

Phone Service

3.2: PPSD has an agreement with Cox Communication to provide 4 analog lines at each school.

40. Will these be used for day-to-day PSTN calls? [Potentially, based upon the architecture of the proposed solution](#)
41. Does PPSD have centralized SIP or PRI requirements? If so, what is the quantity of desired channels? [Not part of the scope of this project](#)

SLA

42. 8.4: What are the standard Service Level Agreement associated with your solution? [See RFP](#)
43. In addition to the manufacturer's warranty, are you looking for some form of managed services to accompany our proposed solution? [Not part of the scope of this project](#)

Users

44. Can you provide a total number of 'knowledge workers' across all of the proposed locations? # of Providence Public Schools staff/contractors who will have a physical phone or softphone assigned to them on the system? Not common area/classroom phones. [See RFP](#)
45. What percentage of the end-user base assigned an extension and voicemail will also be allocated or require nomadic E911 softphone support, e.g., 50%, 75%, 100%? [See RFP](#)

Soft Client

46. Thinking of your power users or employees managing more than one extension, what would be the max number of lines, DIDs, and/or extensions this person would be responsible for

53. There are count differences between schedule B and the tab called "count". Can you clarify which numbers we should go by? [Please see updated spreadsheet on https://www.providenceschools.org/domain/2666](https://www.providenceschools.org/domain/2666) and BidNet Direct
54. The RFP references Contact/Call Center, Call Accounting and Call Recording. Does the district want these features included? [All responses that meet the terms and conditions detailed in the RFP will be reviewed](#)
55. Do the classrooms require 1 Gig for the phones? [See previously answered question\(s\) in this addendum](#)
56. How many cages would be needed for the clocks? [Not known at this time](#)
57. Does the district require call contact center? If so, how many supervisors and how many agents? [Not part of the scope of this RFP](#)
58. Does the District want spare phones and speakers included? If so, what is the percentage or count? [Not part of the scope of this RFP](#)
59. Please confirm that the BIDDING PARTY must hold a current TSC license in the State of Rhode Island to be able to bid on this project. [See RFP](#)
60. Does Bid Form 1 need to be submitted PRIOR to the bid date in order to be made aware of addendum etc.? [See RFP](#)
61. Does this RFP intend to encompass a solution for intercom to the main offices from school entries (outside doors)? [See RFP](#)
62. The spec calls for classroom telephones (Sec 5.1.1) which have the ability to receive hands free intercom (Sec 5.4.3) AND for each classroom to have a paging speaker which has its own intercom number (zone) and also supports two way (hands free) communication (Sec 6.1.2 - Sec 6.1.4). Is the intent of this RFP that ALL classrooms have TWO means of two way communication? One through the Phone System/UC and one through the Paging system? [See RFP](#)
63. Is it the intent of this RFP that the Telephone System and Paging System and Clock system are all served by the same equipment or host? Or will multiple systems/manufacturers be accepted? [See RFP](#)
64. Do the redundancy requirements apply to ALL systems? Telephone, Paging and Clocks? [See RFP](#)

86. Per paragraph 4.3.1.1, are the vendors providing telco service, POTS lines, and SIP trunks? [See RFP](#)
87. A cordless telephone will allow selected staff to answer calls to their shared phone while away from their station and provide basic call transfer and rudimentary multiline functionality. Describe any Digital Enhanced Cordless Telecommunications (DECT) capable telephones available with multi-line functionality. Is the intention to have the staff be able to use this cordless phone throughout the facility? [See RFP](#)
88. Classroom telephones should have all the features of Standard telephones but only need to support 1 extension appearance. These phones do not need a voicemail as they are not associated with a particular user. Classroom phones should have a display that shows Caller ID and text-based messages from the EA/PA system if that feature is purchased. Please explain the text-based message feature. Does the paging vendor provide this? [Not part of the scope of this project](#)