TAHOE TRUCKEE
UNIFIED SCHOOL DISTRICT

PATHWAYS TO POSSIBILITIES AND STUDENT SUCCESS

Request for Proposal:

Hosted VoIP
Telephone System and Services

TTUSD TS-RFP-01 2025.11

1.0 ADMINISTRATIVE INFORMATION

1.1 Notice of Request for Proposals

NOTICE IS HEREBY GIVEN that Tahoe Truckee Unified School District ("District") is seeking proposals from qualified vendors to provide a comprehensive cloud-based Voice over Internet Protocol (VoIP) telephone system and related services.

1.2 Submission Deadline and Location

Respondents to this RFP should mail or deliver five (3) bound copies, one (1) unbound copy, and one (1) electronic copy as a single, searchable PDF on a flash drive of their Submittal, labeled "RFP Submittal for Hosted VoIP Telephone System," to:

Edward Hilton, Chief Technology Officer
Technology Services
TAHOE TRUCKEE UNIFIED SCHOOL DISTRICT
11603 Donner Pass Road
Truckee, CA 96161

Additionally, one (1) electronic copy as a single, searchable PDF must be submitted by the deadline. This electronic copy may be included on a flash drive with the physical submittal OR provided as a secure download link emailed to the contacts listed in Section 1.4.

ALL RESPONSES ARE DUE BY December 5, 2025, 4:00 p.m. Oral, telegraphic, facsimile, telephone, and/or email Submittals will not be accepted. Submittals received after this date and time will not be accepted and will be returned unopened.

1.3 Schedule of Events

The District reserves the right to change the dates on the schedule at its sole discretion.

DATE/TIME	EVENT
November 7, 2025	Release of RFP.
November 21, 2025 at 4:00 p.m.	Deadline to receive written questions from Respondents.
December 2, 2025 at 4:00 p.m.	Deadline for the District to issue Addenda to answer questions.
December 5, 2025 at 4:00 P.M.	Deadline for Submittals in response to RFP.
Week of December 8-11	Interview notifications, if any.
Week of December 15-19	Interviews, if any, of the Respondents.

Anticipated by December 19	Notice to selected Respondent(s) for contract negotiation. Anticipated contract approval before December 31, 2025.

1.4 Question and Answer Protocol

Questions regarding this RFP must be directed in writing to Edward Hilton (ehilton@ttusd.org) AND Sergiu Balint (sbalint@ttusd.org) by the deadline specified. All questions and their official answers will be compiled and issued as a formal, numbered addendum to the RFP. Respondents must explicitly acknowledge receipt of all addenda in their proposal cover letter.

1.5 General Terms and Conditions

- Cost of Proposal
  The District is not liable for any costs incurred by vendors in the preparation or submission of their proposals.
- Confidentiality of Proposals
  All submitted proposals become the property of the District and are subject to disclosure under the California Public Records Act. If a vendor designates information as a trade secret, they must clearly mark those specific sections and provide a legal justification for the exemption. The District will make the final determination regarding disclosure in accordance with state law.
- Restrictions on Contacts
  From the issuance of this RFP until the award of a contract, no Respondent shall contact or engage in any discussion regarding this RFP with any District Governing Board member, employee, or selection committee member, other than the designated contacts. Any such contact shall be grounds for disqualification.

2.0 BACKGROUND AND PROJECT OVERVIEW

The Tahoe Truckee Unified School District is a public K-12 district serving approximately 4,200 students across twelve school sites and district facilities within a 720-square-mile area. The primary objective of this RFP is to migrate from the District's on-premises Cisco Call Manager and Unity system (version 14) to a modern, reliable, and secure cloud-based solution. The new system is a critical component of the District’s communication and life-safety infrastructure.

3.0 SCOPE OF WORK AND REQUIREMENTS

The selected vendor shall provide a complete, turn-key, cloud-hosted VoIP solution. This includes all hardware, software, licensing, implementation, migration, training, and ongoing support services. Respondents must complete a point-by-point response to all items in sections 3.1, 3.2, and 3.3.

3.1 Technical and Functional Requirements

- Current Environment
  - System
    On-premises Cisco Call Manager and Unity (version 14)
  - Users
    Approximately 700
  - DIDs
    Approximately 300
  - Analog Lines
    Approximately 50 critical copper lines for elevator, fire, and burglar alarms. Respondents must describe, in detail, their proposed solution for migrating the ~50 analog lines. The description must include the hardware to be used (e.g., ATAs, cellular gateways), how it provides for power/WAN failure, and how it will be monitored.
- Handset Personas
  The proposed handsets must meet the minimum requirements for the following District personas. Respondents must state the manufacturer and model number proposed for each persona.
  - Persona A:
    Basic (Qty: ~75) - Current Cisco 6901
    Minimum 2-line keys
    Non-color display
    Message waiting indicator light
    Basic call functions (hold, transfer, park)
  - Persona B:
    Classroom/Admin/Office (Qty: ~650) - Current Cisco 7942/46; 8861
    Minimum 4-line keys
    Color display
    Minimum 4 programmable soft keys
  - Persona C:
    Reception/Video (Qty: ~25): Current Cisco 8845
    Minimum 8-line keys or support for sidecar/expansion module
    Video calling capabilities (or state if this is met via soft client)
    Integration with third-party intercom, keypad systems, and access control (e.g., Cyberdata, Avigilon/OpenPath, etc.)
- Platform and Migration
  - The vendor must provide a detailed plan for a seamless migration, including porting all DIDs, user profiles, and call flows.
  - The vendor must describe their network assessment methodology to verify the District's WAN/LAN readiness (jitter, latency, packet loss) and take ownership of end-to-end call quality.
- Core System Features
  - The system must retain the District’s 5-digit internal dialing plan.
  - The system must provide robust call features, including Hunt Groups,

Auto-Attendants, Voicemail-to-Email, and configurable Class of Service restrictions.
    - The solution must include full-featured mobile (iOS/Android) and web-based clients for all users.
    - The system must provide SMS/MMS capability for designated users.
- E-911 and Emergency Services
    - The solution must be fully compliant with Kari's Law and the RAY BAUM'S Act.
    - The vendor must describe in detail how the solution provides a "dispatchable location" for all devices, including mobile softphones.
    - The system must provide immediate, simultaneous on-site notification (including caller name and dispatchable location) to designated personnel when a 911 call is placed.
- System Administration and Management
    - The solution must provide a centralized administrative web portal for self-service MACDs, bulk user management, and detailed reporting and analytics.
    - The portal must integrate with Google Workspace for SSO.
- Required Integrations
    - Informacast Fusion Integration and Upgrade
      The proposal must include the complete upgrade of the District's existing Informacast Advanced system to Informacast Fusion, inclusive of all necessary licensing, professional services, and redundancy. The proposed VoIP solution must be certified for use with Informacast Fusion. The vendor must provide an architectural description of the integration and at least three K-12 client references for this specific integration.
    - Overhead Paging and Access Control
      The vendor must describe their solution for integrating with the District's existing analog overhead paging systems and IP-based endpoints such as Cyberdata video doorbells/intercoms.
    - API Access
      The solution must offer a well-documented RESTful API. The vendor must provide a link to their public developer documentation.
    - Platform Extensibility and Future Integrations
      Leveraging the required RESTful API, the vendor must describe the platform's capability to integrate with future third-party systems. This description should include a brief architectural overview of how it could connect with security systems (e.g., video camera feeds, access control alerts) and other emerging safety and security platforms.

3.2 Security and Compliance Requirements

The vendor must provide specific, verifiable details for the following:

- Data Encryption
  Describe the encryption standards used for data at rest (e.g., AES-256) and in transit (e.g., TLS 1.2+).
- Access Control

Describe support for Role-Based Access Control (RBAC) and the availability of immutable administrative audit logs.

- Third-Party Audits
  Provide evidence of current SOC 2 Type II reports and/or ISO 27001 certification.
- Data Residency
  Confirm that all District data (voicemails, CDRs, recordings, backups) will reside exclusively within the continental United States.
- Incident Response
  Provide a copy of the vendor's data breach notification policy and commitment times for notifying the District of a security incident.
- FERPA Compliance
  Describe the control mechanisms in place to ensure and document FERPA compliance.

3.3 Service, Support, and Contractual Requirements

- Minimum Service Level Agreement (SLA)
  The proposed solution must meet or exceed the following minimum metrics. The SLA must include service credit remedies for failure to meet these guarantees.
  - Availability/Uptime
    Guaranteed 99.99% service availability, calculated monthly.
  - Call Quality
    Maintain a Mean Opinion Score (MOS) of 4.0 or higher, jitter below 30ms, and packet loss below 1%.
  - Support Response and Resolution Times
    - Severity 1 (System-wide outage)
      15-minute response; 4-hour resolution.
    - Severity 2 (Major feature failure)
      1-hour response; 8-hour resolution.
    - Severity 3 (Single-user issue)
      4-hour response; 24-hour resolution.
- Implementation and Project Management
  - The proposal must identify a dedicated Project Manager and provide their resume.
  - The proposal must include a sample project plan, a description of the change management process, and a formal User Acceptance Testing (UAT) plan.
- Training and Support
  - The vendor must provide administrator, end-user, and "train-the-trainer" sessions, along with a complete set of professional training materials (guides, videos).
  - The vendor must provide 24/7/365 technical support, with a preference for US-based personnel.
- Data Ownership and Exit Strategy
  - The vendor must affirm that TTUSD retains all right, title, and interest in its data.
  - The vendor must describe the de-provisioning process, including the format, timeline, method of delivery, and a complete itemized list of all costs associated with exporting all District data upon contract termination.

- Key Contractual Terms
  The final agreement must include clauses for Termination for Convenience and Price Protection (e.g., price increases upon renewal capped at CPI or a fixed percentage).

4.0 SUBMITTAL REQUIREMENTS

Proposals must be no more than thirty (30) single-sided pages (excluding covers, tabs, and appendices) and organized with divider tabs for each section below.

1. Cover Letter
   A letter of introduction signed by an authorized officer, including a statement of suitability, a declaration that all information is true and correct, and acknowledgment of all issued addenda. The letter must also state whether the Respondent accepts the District's form of agreement or has included objections in the appendix.
2. Business Information
   Provide company name, address, contact information, Federal Tax I.D. number, and a brief company history.
3. Relevant Project Experience & Qualifications
   Describe experience in implementing VoIP systems for California K-12 districts. Provide information for a minimum of five (5) similar K-12 projects from the last ten (10) years, including a District contact person for reference.
4. Proposed Project Team
   Identify key team members and state their qualifications, experience with public school projects, and anticipated roles.
5. Litigation History
   Provide a comprehensive five (5)-year summary of the Respondent’s litigation history with any clients. A Submittal failing to provide this information will be considered non-responsive.
6. Response to Scope of Work and Requirements
   Provide a point-by-point response demonstrating how the proposed solution meets or exceeds all requirements in Section 3.0.
7. Cost Proposal
   - Purchasing Cooperative Agreement
     Proposals must be based on pricing from a current, valid purchasing cooperative agreement eligible for use by California K-12 districts (e.g., Omnia Partners, Sourcewell, etc.). Respondents must clearly identify the cooperative agreement name and contract number.
   - Mandatory Pricing Template
     Respondents must complete the Mandatory Pricing Template (Attachment D) using the pricing from their identified cooperative agreement. A copy of the co-op's official pricing for the proposed items must be included in the appendix. Proposals that fail to use the mandatory template may be considered non-responsive.
   - Analog Line Solution Costs

Respondents must itemize all one-time and recurring costs associated with their proposed Analog Line Migration solution as specified in the pricing template.

8. Project Plan & Sample SLA
   Include a sample project plan, timeline, and a copy of the proposed Service Level Agreement (SLA) that meets or exceeds the minimums in Section 3.3.
9. Appendix
   - Executed Non-Collusion Declaration (Attachment B)
   - Executed Iran Contracting Act Certification (Attachment C)
   - Certificate(s) of Insurance
   - Copy of Cooperative Agreement Pricing
   - Key team member resumes (optional)
   - Objections to District's form of agreement (optional)

5.0 EVALUATION AND AWARD

5.1 Evaluation Process
A committee will review all responsive proposals using a weighted scoring matrix. The District may elect to interview and require scripted product demonstrations from finalists. Finalist vendors may also be required to execute a Non-Disclosure Agreement (NDA).
5.2 Evaluation Criteria and Weighting
Proposals will be evaluated based on the following weighted criteria:

Evaluation Category	**Weight (%)**
Technical Solution & Functional Fit	35%
Vendor Qualifications & Experience	20%
Security, Compliance & Reliability	15%
Project Plan, Support & SLA	15%
Total Cost of Ownership (TCO)	15%
TOTAL	**100%**

5.3 Final Determination
The award of a contract, if any, is at the sole discretion of the District.

ATTACHMENT A

Form of Agreement

Attached starting on the next page.

ATTACHMENT B

NON-COLLUSION DECLARATION
(Public Contract Code Section 7106)

The undersigned declares:

I am the _____ of _____, the party making the foregoing
[Title] [Name of Firm]
bid/proposal.

The bid/proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation. The bid/proposal is genuine and not collusive or sham. The bidder/proposer has not directly or indirectly induced or solicited any other bidder/proposer to put in a false or sham bid/proposal. The bidder/proposer has not directly or indirectly colluded, conspired, connived, or agreed with any bidder/proposer or anyone else to put in a sham bid/proposal, or to refrain from bidding/proposing. The bidder/proposer has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid/proposal price of the bidder/proposer or any other bidder/proposer, or to fix any overhead, profit, or cost element of the bid/proposal price, or of that of any other bidder/proposer. All statements contained in the bid/proposal are true. The bidder/proposer has not, directly or indirectly, submitted its bid/proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, to any corporation, partnership, company, association, organization, depository, or to any member or agent thereof, to effectuate a collusive or sham bid/proposal, and has not paid, and will not pay, any person or entity for such purpose.

Any person executing this declaration on behalf of a bidder/proposer that is a corporation, partnership, joint venture, limited liability company, limited liability partnership, or any other entity, hereby represents that he or she has full power to execute, and does execute, this declaration on behalf of the bidder/proposer.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration is executed on _____,
[Date]
at _____, _____.
[City] [State]

Date: _____
Proper Name of Bidder/Proposer: _____
Signature: _____
Print Name: _____
Title: _____

END OF DOCUMENT

ATTACHMENT C

IRAN CONTRACTING ACT CERTIFICATION
(Public Contract Code Sections 2202-2208)

Before bidding on or submitting a proposal for a contract for goods or services of $1,000,000 or more, the bidder/proposer must submit this certification pursuant to Public Contract Code section 2204.

The bidder/proposer must complete **ONLY ONE** of the following two options. To complete OPTION 1, check the corresponding box **and** complete the certification below. To complete OPTION 2, check the corresponding box, complete the certification below, and attach documentation demonstrating the exemption approval.

☐ **OPTION 1.** Bidder/Proposer is not on the current list of persons engaged in investment activities in Iran created by the California Department of General Services ("DGS") pursuant to Public Contract Code section 2203(b), and we are not a financial institution extending twenty million dollars ($20,000,000) or more in credit to another person, for 45 days or more, if that other person will use the credit to provide goods or services in the energy sector in Iran and is identified on the current list of persons engaged in investment activities in Iran created by DGS.

☐ **OPTION 2.** Bidder/Proposer has received a written exemption from the certification requirement pursuant to Public Contract Code sections 2203(c) and (d). *A copy of the written documentation demonstrating the exemption approval is included with our bid/proposal.*

CERTIFICATION:

I, the official named below, CERTIFY UNDER PENALTY OF PERJURY, that I am duly authorized to legally bind the bidder/proposer to the OPTION selected above. This certification is made under the laws of the State of California.

Vendor Name/Financial Institution (Printed)	*Federal ID Number (or n/a)*
By (Authorized Signature)	
Printed Name and Title of Person Signing	*Date Executed*

END OF DOCUMENT

ATTACHMENT D

MANDATORY PRICING TEMPLATE

Instructions: Respondents must complete all sections of this template using pricing from their identified Purchasing Cooperative Agreement. All costs associated with the proposed solution must be included.

Part 1: One-Time (Non-Recurring) Costs

Item	Description	Quantity	Unit Cost	Total Cost
Hardware				
Persona A Handset	Model: [Specify]	75		
Persona B Handset	Model: [Specify]	650		
Persona C Handset	Model: [Specify]	25		
Other Hardware				
Analog Line Solution				
Analog Gateways/Hardware	Model: [Specify]	[Specify]		
Professional Services				
Implementation & System Config		1	(Lump Sum)	
Project Management		1	(Lump Sum)	
Network Assessment		1	(Lump Sum)	
Number Porting	Fee for all ~300 DIDs	1	(Lump Sum)	

Training				
Administrator Training		[Specify # Sessions]		
End-User Training		[Specify # Sessions]		
Informacast				
Informacast Fusion Upgrade	(All licensing & services)	1	(Lump Sum)	
TOTAL ONE-TIME COSTS				**$**

Part 2: Recurring Costs (Annual)

Item	Description	Quantity	Unit Cost (Monthly)	Total Annual Cost
User Licensing				
Persona A License		75		
Persona B License		650		
Persona C License		25		
Service Costs				
DID Numbers		~300		
Analog Line Service	(Per-line recurring cost)	~50		
E-911 Fees		[Specify unit]		
Other Taxes/Surcharges	(USF, etc. - Itemize below)			

Itemize Surcharge 1				
Itemize Surcharge 2				
Support & Maintenance	(If not incl. in licenses)	1	(Lump Sum)	
TOTAL RECURRING COST (YEAR 1)				**$**

Part 3: Total Cost of Ownership (TCO) Summary

Contract Term	Total One-Time Costs	Total Annual Recurring Cost	Total Cost of Ownership
3-Year Term	$	$	**$**
5-Year Term	$	$	**$**
10-Year Term	$	$	**$**