

RFP Questions and Answers

1. **E-Verify and Iran Divestment Act Certification. Do you know if these is a place on your website or could you possibly direct me to find the forms for the E-Verify and Iran Divestment Act Certification forms?**

For the E-verify, this is a confirmation that you participate in that process. Basically, you have complied with employment requirements and use the Form I-9 and confirm validity to work in the US. It applies to larger companies with more than 25 employees and its checks for work authorization for all new hires.

[Iran Divestment Form](#)

2. **Since that is a feature mentioned in the RFP, and full-time recording is not. Should we bid on this RFP if we do not currently have this feature Call recording but it can record all the time if you choose to do so.**

Yes, please submit a bid. Call recording is not required. I can modify that section or state here that our current system allows users to leave a voice mail and then the voice mail can be sent to the user via email. We do not need the capability to record calls.

C. Voice, Messaging, and Advanced Features

- Voice Messaging: Integrated voicemail-to-email services for all personnel with unlimited storage and archival capabilities.
- Conferencing: Provisioning of a "Meet Me" conference bridge supporting a minimum of 150 concurrent attendees.
- Presence & ACD: A live graphical interface to monitor user status/presence and robust Automatic Call Distribution (ACD) with optional call center functionality.
- Call Control: User-defined "Find Me/Follow Me" routing, system-wide/ad-hoc call recording, and granular calling privileges (e.g., restricting international dialing) programmable by extension.

2. **The B1 line replacement can be done several ways. I can provide FAX from a separate vendor at a reduced rate to further help the impact on the County. You do not have to manage the FAX line once it is established, so will that be allowed?**

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Yes, it will be allowed.

3. Do you have a working list of lines that you want/need ported? Listed on the website.

4. Is it one FAX per school or are you going to have more than one at any site?

One per school and multiple here at Central Office.

5. Do we need to plan for providing lines for Fire alarm, security, voice 2 way for elevator area of refuge or emergency phone, modem or any other line type? Not at this time but would be interested in the future to save costs.

6. How many seats per location? Consider every extension needing inbound/outbound call access is a licensed seat.

This listing was added to the website. The two sites closing will be New Hope Elementary and Carver Elementary. Those sites will fold into Dabney and EO Young. The quantity of telephones may increase at those sites or possibly others depending on where students transfer. Parents have the right to ask for transfers to other schools within our county if they provide transportation. Once the bid is awarded, we should be able to change quantities based on our needs. We also would reserve the right to add or remove as needed.

7. Will every one of those identified seats require a paired physical phone? Consider that licenses include a mobile app/softphone making physical phones optional. Currently, there is a physical phone in every classroom and every administrative location.

8. Is paging only targeted to the overhead systems or is paging to phones/groups of phones required? If groups of phones, are any paging groups larger than 25 target devices? Our current system allows us to page up to 50 phones through the system. That is a limitation that impacts a couple of schools. The larger schools have paging with a console currently. We want our telephone system to integrate into it so that we can page from anywhere in the building. The vendor promised us that when the paging was installed. Our old TekNet is working through the phones through a Cisco ATA box. I would love to remove that eventually and award a paging contract.

9. Do you need to maintain a pool of unused DIDs? If so, how many? Consider that each seat includes either a new or ported DID -

We would only need a few spare DID numbers for additional phones at sites. For example, if we add a 4th grade to a school based on increased enrollment, I'd like to

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add a phone. These classrooms do not actually need DID numbers. We mask those now and only use them for administrative staff. We are only porting main school numbers and fax lines at this time. If required, DIDs can all be new for phones if that is required except for the main school lines which have been the same since each site opened and our main line. Fax lines fall in that same category.

Paging Questions (per building):

How does paging work today? See PDF on website

Is paging to just phones or is there a paging system? See PDF on website

If a paging system what is the model number (please list each for compatibility verification)?

How many devices are in each paging group? Valcom paging includes speakers in all rooms, sites with VoIP include up to 50 telephones currently.

If paging to multiple groups in a building how do you handle that now ?

The RFP requests references from North Carolina public school districts of similar size and complexity. Would Vance County Schools consider references from K-12 school districts of equal or greater size and comparable scope located outside of North Carolina, particularly where the proposed solution is actively deployed and supports multi-site UCaaS/VoIP environments? Please submit whatever references you have.

What is the communications system / platform used by the district today? This information is posted on the district website as Paging Information Sheet.

Please provide the OEM model numbers and quantities for all current phones.

A list of the numbers you would like to port – This is just to verify that we can provide service to all. This information is listed on our district website.

What is your current telephony setup? This is a VoIP system that is cloud based currently. We use Cisco ATA at some schools to integrate paging.

You mention removal and decommissioning. Is it just equipment at sites or are there additional servers/headends located centrally to also remove? This is just telephones at each site. There is no additional equipment.

Seat Counts & Hardware

- ***Central Office Fax: Provide a specific count for the "multiple" fax lines required at the Central Office to ensure accurate licensing and ATA hardware totals. Information is listed on the district website.***

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- **Consolidation Hardware:** Confirm if the ~740 baseline requires all new hardware for the receiving sites (Dabney and EO Young) or if existing handsets from New Hope and Carver will be repurposed. All new hardware will be required as our current equipment is leased.
- **Classroom DIDs:** Confirm that no external DIDs are required for any classroom extensions, as current policy masks these for administrative staff only. External DIDs are not required for classrooms. All numbers are currently masked. Admin will still need DIDs but can be new except for direct numbers for each site.

Technical & Infrastructure

- **PoE Availability:** Confirm if PoE (802.3af/at) is available on all switches at all 17 post-consolidation sites. Current phones are all POE.
- **Cabling Standard:** Identify the category of existing cabling (Cat5e, Cat6) at each location. Most are Cat6 but some are still Cat5e.
- **WAN/Internet:** Provide the current WAN bandwidth and internet connectivity speeds for each site to ensure platform stability. Secondary schools are 10 GB and all elementary schools at 5GB. The Central Office is 50 GB and 2 remote sites are 1 GB.

Paging Integration

- **Cisco ATA Models:** Identify the specific models of the Cisco ATAs currently used for TekNet integration at the 8 Valcom sites. This equipment is leased from the vendor and will need to be returned. It may need to be replaced. Cisco 122 ATA
- **Valcom Controllers:** Confirm if Valcom controller models are consistent across all 8 sites to ensure integration compatibility. Currently controlled through Cisco 122 ATA.
- **Rauland Protocol:** Confirm if the 5 Rauland TCC2000 sites require SIP Registration, Multicast, or both. Need vendor assistance with this information as SIP integration has not been processed yet since inception of new paging at those sites.
- **Paging Capacity:** Indicate if the district wants hardware replacement options for the larger schools currently restricted by the 50-phone paging limit. This is an option but not necessary as our primary objective is telephone service.

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Logistics & Submission

- ***Submission Format: Confirm if the April 17 submission must be physical, electronic, or both. Can be either or both.***
- ***Pre-Bid Surveys: Confirm if vendors may conduct site surveys prior to the April 17 deadline. No site survey needed. Vendors can reach out to Andrew Holtzman if site survey is requested.***
- ***Incumbent Provider: Identify the current service provider and the contract expiration date to assist with the porting timeline. The current vendor is Lumen and we are not under a contract at all sites.***

Is it OK to Email the RFP Response to Marsha Abbott <mabbott@vcs.k12.nc.us>, or does it need to be physically mailed? Email response is acceptable.