

ADDENDUM NO. 1

Q and A TTUSD TS-RFP-02 2026.03

Hosted VoIP Telephone System, Emergency Notifications, and Analog Redundancy

Date: April 10, 2026
To: All Interested Proposers
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This Addendum forms a part of RFP-02 2026.03 and is issued to provide clarifications and answers to questions received regarding the above-referenced RFP. The questions and District responses are posted at the District RFP website here: <https://www.ttusd.org/rfps>

Respondents must acknowledge receipt of this Addendum in their proposal cover letter.

District-Initiated Changes to RFP:

- In section 4.0 (Submittal Requirements) under the Cost Proposal section, the fourth paragraph, stating “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,” is replaced with the following:
 - “Respondents must complete the Mandatory Pricing Template (Attachment D) using their pricing. If cooperative purchasing is used, a copy of the co-op's official pricing for the proposed items must be included in the appendix.”
 - In section 4.0 (Submittal Requirements) under the Appendix section, the reference to “Copy of Cooperative Agreement Pricing” is replaced with the following:
 - “Copy of Cooperative Agreement Pricing (if applicable)”
 - In Attachment D (Mandatory Pricing Template) the first sentence under Instructions, stating “Respondents must complete all sections of this template using pricing from their identified Purchasing Cooperative Agreement,” is replaced with the following:
 - “Respondents must complete all sections of this template using their applicable pricing.”
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Responses to Proposer Questions:

Questions submitted by IT Management Corporation (ITMC)

Question 1

For accurate Total Cost of Ownership (TCO) modeling, should proposers include full handset replacement costs given the EOL/EOS status of existing Cisco models?

District Response

The District requests that vendors provide pricing for both "New Hardware" and "Reused Hardware Licensing" as specified in Section 3.1.

While the District acknowledges the End-of-Life status of certain models, the final decision to replace or reuse will be based on the TCO analysis and the capabilities of the proposed platform.

Vendors should use the 10-year TCO estimate to reflect any anticipated hardware refresh cycles.

Question 2

Regarding Persona C (Video Endpoints), can the District specify required capabilities, codecs, and confirm the quantity of 25?

District Response

The quantity of 25 is confirmed.

These units are primarily for reception and administrative offices. Standard H.264/H.265 support is expected. Primary use cases include internal collaboration and visual verification for building entry (if integrated with future door systems).

Question 3

Are there requirements for conference phones or headsets? Is physical installation included in the scope?

District Response

- **Conference Phones**

Not currently in scope for this RFP.

- **Headsets**

Not currently in scope for this RFP.

- **Installation**

To clarify Section 3.1, the District Technology Services team will handle the physical placement of configured handsets into classrooms, on desks, and in staff offices using existing hardwired connections.

The vendor remains responsible for all backend system configuration, project management, network assessment, and final validation of each endpoint to ensure full functionality.

Question 4

Are softphone licenses required? If yes, how many?

District Response

Yes. All 700 staff members identified in Section 3.1 should have softphone/mobile app capability included in their license profile.

Question 5

Can the District specify the required number of SIP trunks and concurrent call paths?

District Response

The District expects a solution that provides enough concurrent call paths to support a 4,200-student district (approx. 700 staff) without blockage. Proposers should define their recommended capacity based on the "Persona" counts provided.

Question 6

For A2P 10DLC registration, how many DIDs require SMS capability?

District Response

Approximately 150 DIDs (primarily school reception and administrative staff) will require outbound SMS/MMS capabilities for parent communication.

Question 7

Does the District require electronic fax (fax-to-email)?

District Response

No. The district has an implemented fax-to-email solution.

Question 8

Are AI capabilities like multilingual voicemail transcription or text-to-speech required?

District Response

Standard voicemail-to-email transcription is required. Multilingual transcription (English/Spanish) is a preference. AI text-to-speech for auto-attendants is preferred but not mandatory.

Question 9

Will the District require E911 warning labeling on existing IP handsets if reused?

District Response

Yes, the vendor must ensure compliance with all FCC regulations, including providing and applying E911 stickers if existing hardware is reused.

Question 10

What are the District's expectations for hardware warranty and advance replacement?

District Response

The District prefers a minimum 3-year manufacturer warranty on all new hardware. Proposers should specify their "Next Business Day" replacement capabilities in their response.

Question 11

Should proposers include sales tax in the pricing?

District Response

Yes. Please include a specific line item for California Sales Tax (Truckee rate, zip code 96161) in the "Other Hardware & Fees" section of Attachment D.

Question 12

Does the District require site survivability for emergency notifications during a WAN failure? Is LTE failover required?

District Response

Site survivability is a critical requirement. If a cloud-based notification (Singlewire Fusion or equivalent) is proposed, the vendor must describe how local IP speakers and phones will receive alerts during a WAN outage. LTE failover for the primary notification appliance is highly encouraged.

Question 13

Does the District require 50 single-port devices or are multi-port gateways acceptable?

District Response

Multi-port gateways are acceptable and preferred for density, provided they meet the 24-hour battery backup requirements specified in Section 3.3 for the lines connected to them.

Question 14

Are proposers responsible for full on-site installation of the analog solution?

District Response

Yes. This includes the physical mounting of gateways, connection to the existing 66-blocks/110-blocks, and validation of dial tone with the life-safety vendor (Elevator/Fire Alarm).

Question 15

Can the District provide target start/completion dates and phasing?

District Response

Target Start: June 1, 2026. Target Completion: August 15, 2026, prior to the start of the new school year. Phasing will be determined during the project kickoff, likely by school site.

This timeline could be flexible based on the solutions and responses received.

Question 16

Please specify training hours and if remote delivery is acceptable?

District Response

- **Admin Training**
Minimum 8 hours (can be split across days).
- **End-User Training**
Minimum 1 session per site (12 sites total).
- Recorded/on-demand modules are required for ongoing onboarding, but the initial "Train-the-Trainer" and Admin sessions should be live (in-person or synchronous remote).

Question 17

Is Cybersecurity or E&O insurance required from the provider?

District Response

Yes. Refer to Section 18 of the Independent Consultant Agreement. If the proposer is a reseller, the underlying service provider's SOC 2 reports and security posture will be evaluated as part of the risk assessment.

Question 18

Is a bid bond or performance bond required?

District Response

No bid bond or performance bond is required for this project.

Question 19

Will the District accept purchasing vehicles such as CMAS?

District Response

The District will accept proposals that leverage cooperative purchasing vehicles.

Although using a cooperative agreement is not mandatory for submission under the

competitive RFP process defined in Public Contract Code Section 20118.2, proposers who choose to utilize such a vehicle (e.g., CMAS) to support their pricing must clearly identify the contract name, number, and expiration date. Additionally, the proposer must provide the official cooperative contract documentation with their response so the District can verify the pricing's eligibility.

Question 20

Would the District consider separating "Experience with TTUSD" and "References"?

District Response

The evaluation weighting remains as stated in Section 5.0. "Experience with TTUSD" includes any successful past projects, while "References" allows new vendors to demonstrate excellence in comparable K-12 environments. Both are valued together within that 25% category.

Question 21

The pricing worksheet lacks fields for SIP trunks and call paths. Should we modify it?

District Response

Yes. Proposers are permitted and encouraged to add additional rows to any section of the pricing worksheet (Attachment D) where necessary to provide a transparent and detailed breakdown of costs.

This includes, but is not limited to, adding specific line items for SIP trunking and concurrent call paths under "Service Costs." The District's goal is to ensure all one-time and recurring costs are clearly identified for the TCO calculations.

Question 22

Does the District have a preference for working with a CLEC-certified provider?

District Response

While CLEC certification is not a mandatory requirement, the District will consider the regulatory oversight and SLA accountability associated with a CLEC as part of the "Experience and Qualifications" evaluation.

Question 23

Should proposers identify if they are a regulated carrier or a reseller?

District Response

Yes. Proposers must clearly state their relationship to the underlying service provider to ensure clarity in support and escalation paths.

Questions submitted by Packet Fusion

Question 24

Would you consider accepting a fully electronic submission (via secure download link or email) in lieu of the physical bound copies?

District Response

No. As specified in Section 1.3 of the RFP, the District requires three (3) bound copies and one (1) electronic copy of the response. Fully electronic-only submissions will not be accepted.

Question 25

How many InformaCast EX servers are currently deployed across the district, and are they physical or virtual?

District Response

The District currently operates a single centralized virtual InformaCast EX instance running on our VMWare ESXI stack . There are no physical appliances or distributed server instances.

Question 26

What is the exact version and operating system of the current InformaCast EX deployment?

District Response

The current deployment is running version 14.x on a Linux-based virtual appliance. All software and underlying OS components are current and supported under our existing maintenance agreement.

Question 27

Does the District have a current Singlewire-issued license key file and active support contract?

District Response

Yes. The District maintains an active Singlewire support and maintenance contract. License entitlement documentation will be provided to the awarded vendor to ensure all 700 users, 750 phones, and 850 speakers remain covered during the migration to Fusion.

Question 28

Is InformaCast currently integrated with Cisco Call Manager via AXL/JTAPI?

District Response

Yes. The current integration utilizes AXL and JTAPI with approximately 10 CTI ports configured for alert broadcasting and call monitoring.

Question 29

Are there any customizations or API integrations built on the current InformaCast EX deployment?

District Response

There are no custom scripts or third-party API integrations. The District utilizes standard InformaCast features for bell scheduling and emergency paging.

Question 30

What is the WAN bandwidth at each site, and are VLANs currently segmented for voice?

District Response

11 sites are connected via a 1Gbps fiber WAN, one small site is connected at 100Mbps. QoS is currently configured for voice traffic. VLANs are already segmented for voice and data across the district and will not require redesign as part of this project.

Question 31

Is there a redundant/failover internet connection at any sites?

District Response

The Truckee High School connection (NOC) has a redundant internet connection to the CA HSN (High Speed Network). CA HSN nodes connect to South Lake Tahoe and Sacramento.

All school sites rely on a single fiber path back to the district core via AT&T switched Ethernet.

Question 32

Are analog lines for life-safety systems home-run to a single room or distributed?

District Response

Analog lines are typically home-run to the MDF at each site, though some larger sites may have lines terminated in an IDF. Vendors should assume a distributed environment and include signal testing for LTE gateways at each termination point.

Question 33

Who is responsible for coordinating with elevator and fire alarm service contractors during cutover?

District Response

The awarded vendor is responsible for primary coordination with the District's existing life-safety contractors. District Facilities staff will provide site access and basic oversight.

Question 34

Does the district use an identity provider for Single Sign-On (SSO) and Multi-Factor Authentication (MFA)?

District Response

The District utilizes Google Workspace as our primary identity provider. Integration for SSO and MFA via Google is a firm requirement for the new platform's administrative portal.

Questions submitted by Forerunner Technologies, Inc.**Question 35**

Do you have a breakdown of sets per location?

District Response

A detailed site-by-site breakdown of handset personas (A, B, and C) will be provided to shortlisted vendors after the initial evaluation phase. For the purposes of the proposal, please use the district-wide totals provided in Section 3.1.

Question 36 Could you provide the area code and exchange or a list of the telephone numbers so we can determine if the numbers are portable?

District Response

All District numbers are within the 530 area code. The primary exchanges are 582 and 550.

All numbers are confirmed as portable.

Question 37

Do you have any 800 numbers? If so, how many?

District Response

The District does not currently utilize any 800 or toll-free numbers.

Question 38

How many users require voice mail?

District Response

All 700 staff users identified in Section 3.1 require voicemail and voicemail-to-email capabilities.

Question 39

Is faxing a requirement, if so, how many fax machines?

District Response As noted in Section 3.3, the District does not require any dedicated analog lines for physical fax machines. Electronic faxing is handled via an existing solution (refer to Question 7).

Questions submitted by GCTI**Question 40**

If multiple vendors are selected across Parts, will one vendor be expected to act as a prime integrator responsible for overall system performance?

District Response

The District reserves the right to award Parts 1, 2, and 3 separately. If awarded to multiple vendors, each vendor is responsible for the performance of their respective scope and for coordinating with the other awarded vendors to ensure seamless integration. The District Technology Services team will act as the final oversight.

Question 41

For survivability, is the district more interested in mobile and cellular continuity versus local gateway or appliance-based failover?

District Response

As stated in Section 3.1, the District prefers cloud-native survivability via mobile apps over cellular data.

However, for classroom safety, vendors must demonstrate how internal emergency alerting (Part 2) remains functional during a WAN outage.

Question 42

What models and quantities of Cisco handsets does the District currently have?

District Response

Refer to Section 3.1 for the breakdown of Personas and the equivalent current models (Cisco 6901, 7942/46, 8861, and 8845).

Question 43

Regarding reuse of existing Cisco handsets, is native support required, or will third-party SIP conversion be acceptable?

District Response

Native support is preferred to minimize operational complexity. Third-party SIP conversion is acceptable only if the vendor can demonstrate full feature parity for the specified Personas and no impact on E911 location accuracy.

Question 44

Is the District more concerned with minimizing upfront cost or long-term operational complexity when considering endpoint reuse?

District Response

The District prioritizes long-term operational reliability and standardization (as cited in Section 1.2).

While upfront costs are a major factor (35% weighting), solutions that introduce excessive operational complexity or security risks through conversion layers will be weighted accordingly.

Question 45

Are there specific Cisco handset models that the district already considers end-of-life regardless of vendor support?

District Response

The District aligns with Cisco's official EOL/EOS milestones. Specifically, the 7900 series and 6901 models are prioritized for replacement due to their limited feature set and aging hardware.

Cisco 8800 series is now at the end of sale for both versions we have in production and will be obsolete on July 31, 2029 (8845) and December 31, 2030 (8861).

Question 46

If Cisco video phones like the 8845 are reused, are full video features required, or will audio-only be acceptable?

District Response

Refer to Question 2. For Persona C users, full video capabilities are expected.

Question 47

Will the District provide any existing LAN or WAN assessments to respondents?

District Response

The District will provide high-level network documentation to the awarded vendor. Proposers should assume the network is voice-ready but must include their own assessment as part of the professional services scope in Section 3.1.

Question 48

Should vendors assume responsibility for validating QoS readiness at all sites prior to deployment?

District Response

Yes. Section 3.1 requires a complete network assessment prior to deployment. The awarded vendor is responsible for validating that the District's current QoS configurations are adequate for the proposed solution.

Question 49

How will responsibility be determined if post-implementation call quality issues are linked to local network conditions?

District Response

The vendor is responsible for a pre-deployment assessment to identify any network deficiencies. If quality issues arise post-implementation, the vendor must collaborate with District IT to troubleshoot; however, the vendor's primary responsibility is ensuring the hosted platform and endpoint configurations meet the agreed-upon SLA.

Question 50

Is ongoing call-quality monitoring expected to be included in the base solution?

District Response

Yes. The administrative portal must provide real-time and historical call quality metrics (MOS, jitter, packet loss) as required in Section 3.1.

Question 51

Does the District require proactive alerting for degradation before end users report issues?

District Response

Proactive system health alerting is a strong preference. The District values solutions that allow administrators to identify and resolve issues before they impact the end-user experience.

Question 52

Beyond uptime, are there specific delivery or response time metrics expected for emergency notifications?

District Response

Yes. For emergency alerts, the District expects "near-instantaneous" delivery (typically under 10 seconds) for IP speaker broadcasts and endpoint notifications once triggered.

Question 53

Does the District require device-level supervision for IP speakers, phones, and bells?

District Response

Yes. The solution must provide administrative visibility and proactive alerting for the health and connectivity status of all licensed endpoints.

Question 54

Should vendors assume responsibility for validating existing AtlasIED speaker configurations?

District Response

The awarded vendor for Part 2 is responsible for discovering all existing speakers and ensuring they are correctly configured to receive alerts from the new cloud-based notification platform.

Question 55

Is interoperability testing between the VoIP system and the emergency notification platform required prior to acceptance?

District Response

Yes. A formal User Acceptance Testing (UAT) phase is required (Section 3.1), which must include end-to-end testing of the integration between Part 1 and Part 2.

Question 56

Will the District require recurring emergency system testing and reporting as part of operations?

District Response

The District performs its own recurring safety drills. The system must support the automated scheduling of these tests and provide logs to document successful delivery.

Question 57

Will the District require formal approval from local Authorities Having Jurisdiction (AHJ) prior to decommissioning copper lines?

District Response

The awarded vendor for Part 3 must coordinate with the District's fire and life-safety contractors to ensure the new solution is tested and accepted by the AHJ. Formal decommissioning of copper lines will only occur after AHJ validation.

Question 58

Should vendors include AHJ coordination and inspection support in their pricing?

District Response

Yes. Vendors should include professional services time for coordinating with District staff and external life-safety contractors during the inspection process.

Question 59

Is battery runtime beyond the minimum 24 hours considered a scoring advantage?

District Response

Yes. While 24 hours is the regulatory minimum, solutions offering extended standby time or superior battery health monitoring will be viewed favorably.

Question 60 Is the District open to cellular plan pooling across sites, or must plans be isolated per line?

District Response

The District is open to cellular plan pooling across sites to optimize recurring costs, provided the solution maintains the required redundancy and reliability for each individual life-safety line.

Question 61

Will the District require monitoring and alerting on battery health and cellular signal integrity?

District Response

Yes. The proposed solution for Part 3 must provide a management portal that allows District staff to monitor the signal strength and battery health of the analog redundancy gateways.

Question 62

Is there a preferred deployment window aligned to the academic calendar?

District Response

Refer to Question 15. The preferred window is June 1 through August 15.

Question 63

Approximately how many system administrators will require advanced technical training?

District Response

The District anticipates requiring advanced technical training for 4 to 6 core Technology Services staff.

Question 64

Does the District expect end-user training to be live, recorded, or both?

District Response

Refer to Question 16. The District requires a combination of live "train-the-trainer" sessions and professionally produced recorded modules for ongoing staff onboarding.

Question 65

Is ongoing training for new staff expected to be included in licensing?

District Response

Access to the vendor's digital training library and recorded materials should be included in the annual recurring costs.

Question 66

Will vendors be evaluated on the completeness of their UAT and change-management approach?

District Response

Yes. The completeness and maturity of the proposed User Acceptance Testing (UAT) and change management plans are part of the evaluation under the "Terms of Service and Timeline" category (20%).

Question 67

Are SOC 2 Type II and US-only data residency considered mandatory or weighted evaluation criteria?

District Response

SOC 2 Type II compliance and US-based data residency are mandatory technical requirements.

Question 68

Does the District require immutable administrative audit logs with defined retention periods?

District Response

Yes. The platform must provide immutable audit logs for all administrative actions, with a minimum retention period of 12 months.

Questions submitted by MGT**Question 69**

How many DIDs need to be enabled for SMS?

District Response

Refer to Question 6. Approximately 150 DIDs require SMS/MMS capability.

Question 70

If a respondent does not respond to all parts, will this affect scoring?

District Response

No. As stated in Section 2.0, vendors may submit proposals for one or more Parts. Each Part is evaluated on its own merit within the weighted scoring matrix.

However, the District values solutions that offer seamless integration between the VoIP foundation (Part 1), emergency notifications (Part 2), and analog redundancy (Part 3). Proposers who demonstrate cohesive interoperability and streamlined management across multiple parts may receive higher consideration during the evaluation of technical reliability and standardization.

Questions submitted by UCaaS Inc.**Question 71**

Will the District accept a documented “functionally equivalent” alternative to Singlewire Informacast Fusion?

District Response

Yes, provided the alternative is cloud-hosted and integrates natively with the existing 850 AtlasIED IP speakers and the proposed VoIP platform.

Question 72

For AtlasIED IP speakers and zone controllers, can the District provide network diagrams and current software/firmware inventory?

District Response

High-level network maps will be provided to the awarded vendor. For the purposes of the proposal, vendors should assume the existing 850 AtlasIED endpoints are running current firmware or that the vendor will perform bulk updates using the AtlasIED Discover tool as part of the implementation.

Question 73

Are there specific manufacturers for cellular POTS alternatives already approved by local AHJs?

District Response

The District does not have a pre-approved list. The awarded vendor must provide a solution that they have successfully deployed in California for NFPA 72 compliance.

Question 74

Must the analog replacement solution integrate with desk telephony?

District Response

No. A full separation between life-safety lines and the primary voice system is acceptable, provided the life-safety solution is fully code-compliant.

Question 75

Does TTUSD require local failover for hard-wired classroom phones?

District Response

Refer to Section 3.1. The District prefers cloud-native survivability via mobile and web-based apps. Local appliance-based failover for classroom handsets is a secondary preference but must be compatible with the District's SCALE Computing environment if proposed.

Question 76

If a local survivability appliance is required and the current environment requires virtual machines, are there specific resource limits?

District Response

If a local virtual appliance is proposed for survivability, it must be compatible with our SCALE Computing (KVM-based) environment. The vendor should specify the required CPU, RAM, and storage footprints in their technical response.

Question 77

Will the District require a detailed professional services breakdown by phase (e.g., Discovery, Design, Implementation)?

District Response

Yes. Proposers must provide a detailed breakdown of their professional services scope, including estimated hours or lump-sum costs per project phase.

In accordance with the response to Question 21, vendors are permitted and encouraged to add rows to Attachment D to provide this level of detail to ensure the District has a complete understanding of the implementation effort.

Question 78

Is ongoing performance monitoring and reporting required as part of the managed service?

District Response

Refer to Questions 52 and 53. The solution must provide robust monitoring and reporting capabilities for system health and call quality.

Question 79

Does the District have defined SLA responsiveness tiers for standard vs. emergency incidents?

District Response

Section 3.1 outlines the minimum availability and quality metrics. Proposers should include their standard support SLA, clearly defining response and resolution targets for various incident severity levels.

Question 80

Is a US-based technical support team required for all escalated incidents?

District Response

Section 3.1 states a preference for US-based personnel. Proposals must clearly define where their support tiers are located.

Question 81

Are there any anticipated security or compliance policy changes in the next three years?

District Response

The District continuously monitors CIPA and FERPA compliance. Any changes in policy will be addressed via standard change management, but vendors should propose platforms that stay current with modern security standards.

Question 82

To clarify itemized pricing, should warranties be quoted on all handsets, even reused endpoints?

District Response

Warranties should be quoted for all newly purchased equipment. For reused endpoints, the vendor is responsible for licensing and basic support but not for the hardware replacement of aging Cisco units.

Question 83

Will the District accept cooperative purchasing contract numbers and references in the pricing template?

District Response

Yes. District will accept proposals that leverage cooperative purchasing vehicles. Although using a cooperative agreement is not mandatory for submission under the competitive RFP process defined in Public Contract Code Section 20118.2, proposers who choose to utilize such a vehicle (e.g., CMAS) to support their pricing must clearly identify the contract name, number, and expiration date. Additionally, the proposer

must provide the official cooperative contract documentation with their response so the District can verify the pricing's eligibility.

Question 84

What other campus systems (security, bell schedules, mass notification, student information, etc.) must the new VoIP or alerting solution interoperate with?

District Response

The primary integrations are with the Google Workspace IDP (SSO/MFA) and the legacy AtlasIED speaker network.

Question 85

If an open API is provided by the awarded vendor for integrations, is the District prepared to manage some configurations internally?

District Response

The District prefers a fully managed service for the initial implementation. Post-deployment, the District expects access to open APIs to allow Technology Services staff to manage or develop custom integrations as needed.

Question 86

As part of your preparation for this RFP, did your team engage directly with any vendors or participate in proof-of-concept activities?

District Response

The District conducted independent research and met with several platform providers (including Zoom, 8x8, Cisco/Webex, 101Voice, and AT&T) to define the scope of the Personas and site requirements.

No formal paid proof-of-concept was conducted.

End of submitted questions received by 4:00 p.m. on 2026.04.03.

Except as provided herein, all other portions of the RFP remain unchanged.