



Addendum #2

To: Interested Vendors
From: Matt Lindner – Plante Moran
Date: January 26, 2022
Re: GPPSS VoIP System RFP

The following constitutes a new RFP requirement.

Integration to existing intercom stations is strongly desired for the purpose of door release, voice communication, and video display capabilities. It is expected that this will be accomplished via a combination of SIP for voice communication, DTMF for door release control, and H.264 for video streaming. Existing Axis network intercom stations include models A8004-VE, A8105-E. This requirement would be generally limited to front office and receiving handsets.

The following constitutes clarified requirements from the RFP

1. Section 1.4 is clarified as follows:

Vendors are to include the following originals and copies with their bid submission:

- (1) Printed signed original
 - (1) Unbound printed copy
 - (1) Bound printed copy
 - (2) Thumb drives consisting of the two files identified in Section 1.4 of the RFP
2. A revised Appendix C has been released with this Addendum which removes references to E-Rate funding.
 3. The location for the public bid opening on February 1, 2022 at 11am is clarified as:

20601 Morningside
Grosse Pointe Woods, MI 48236
 4. Note that the District needs to change the anticipated dates for post-bid interviews and demonstrations are February 17 and 18. Bidders are encouraged to hold time on these dates accordingly to ensure their availability to attend in the event that they are identified as a finalist.

If you have any questions, please contact me at Matt.Lindner@plantemoran.com

The following constitutes all questions and requests for clarification received for the Grosse Pointe Public Schools – VOIP System RFP to date, as well as the corresponding response.

Question 1

Q: Please confirm that hosted solutions will not be considered.

A: Confirmed, due to restrictions on the use of bond funds in the State of Michigan the District will only consider on-premise based solutions.

Question 2

Q: Is Bluetooth connectivity required for all handsets? If so, is native Bluetooth required or can this be accomplished via a separate base unit?

A: Bluetooth is now only required for all Type 2 handsets. For Type 1 (Classroom phones), a voluntary alternate may be provided that supports native Bluetooth.

Question 3

Q: Please clarify how many programmable buttons are required for each handset type.

A: Type 1 handsets require a minimum of two programmable buttons, Type 2 require a minimum of 5. Vendors may propose whatever they feel is appropriate for Type 3 conference phones and Type 4 ruggedized handsets.

Question 4

Q: Are bidders required to include cabling in their proposals if they only desire to bid on the phone system?

A: Bidders may take an exception to exclude the cabling unit costs if desired. The District reserves the right to consider completeness of proposals in their evaluation but will not disqualify a bidder for excluding cabling.

Question 5

Q: How many ports are in use on the current legacy voicemail solution?

A: This information will be provided to the awarded bidder during initial design and discovery sessions.

Question 6

Q: Please clarify the District's policy for criminal background checks.

A: Bidders will be required to comply with the Criminal Background Check requirements identified in Section 1.49 of the RFP and certify as such with the School Safety Affidavit in Appendix A. Note that for any project team members who will be working in school buildings while students are present will be required

to undergo a District background check as well. Bidders will be required to identify these team members appropriately.

Question 7

Q: Will the District consider solutions where licensing and support are bundled, given the restriction of use of bond funds with regards to subscription services:

A: If the proposed licensing is required for use of the system this model is acceptable.

Question 8

Q: Regarding paging requirements, will a model with zone paging through phones with one overhead be satisfactory?

A: Paging requirements are to interface with existing Carehawk systems as specified in Section 2.20.

Question 9

Q: Can a GAI Electronics enclosure be used in lieu of ruggedized Type 4 handsets?

A: Enclosure can be bid as a voluntary alternate, please propose a handset that you best feel is suited to a pool environment as your base bid.

Question 10

Q: Are color or black-and-white displays required for handsets?

A: Type 1 handsets may have black-and-white displays, color are required for Type 2. Type 3 and Type 4 may be bid at the vendor's discretion.

Question 11

Q: How many hours of training should be quoted?

A: Include AT NO COST TO THE DISTRICT the training hours you feel are sufficient satisfy the requirements in Sections 2.42 and 2.46. Indicate in your bid response the number of hours provided.

Question 12

Q: What information will be provided by the District related to E-911?

A: The District intends to provide the awarded bidder with sufficient detail regarding locations, numbers, users, etc. to allow the vendor to satisfy the requirements of the RFP Sections 2.13, 2.14 and 2.15. Vendors are to indicate in their bid response any information that is out of the ordinary that they will require to satisfy these requirements.

Question 13

Q: Is the District or the vendor required to order SIP trunks for the migration from PRI trunking? How many SIP trunks are anticipated? Will the SIP Trunks be brought into the Parcels data center as a single circuit?

A: Ordering telco services will be the District's responsibility. It is anticipated that SIP trunks will terminate to the Parcels data center. For the purposes of base bid proposals, vendors are to assume that 50 SIP trunks will be provisioned. The awarded bidder will be required to work with the District to finalize a design that is optimized for their solution and their understanding of the District's anticipated calling needs.

Question 14

Q: Is an original copy of the bid bond required to be included with the bid response?

A: Yes, per Section 1.4 include it with your signed, original response.

Question 15

Q: For Diagram Design 1.8.3, do you mean we should provide a diagram of the proposed solution? There are not any drawings of the buildings provided.

A: Correct, bidders are to provide a detailed logical design diagram show equipment at and connectivity between buildings.

Question 16

Q: For Section 2.5 can you please elaborate on how many drops you need pricing for in the case any are needed? Are you saying price 10 drops per building or 10 drops per end user?

A: Unit costs for a bundle of 10 drops at a given building are required, not for ten drops to a single location. Please provide a single drop unit cost as well.

Question 17

Q: How many concurrent audio users on the meet-me e911 conference?

A: Related to Section 2.14, bidders are to design for a minimum of 2 building administrative staff plus a minimum of one centralized user.

Question 18

Q: Appendix B IDs (80) softphone licenses, but is this the QTY 80 the total users the district expects to have rights for mobile client (cell phone), Presence and IM? Should all (943) VM boxes include rights for IM, Presence, rights for creating conference meet-me's etc?

A: All users should have VM access including instant messaging and presence, 80 of those users will require Softphones in addition to instant messaging, presence and VM capability.

Question 19

Q: Does Grosse Pointe Schools have virtual servers? If yes, can the communications systems software be deployed on the servers? What platform do you have? I.E. VMware, Hyper-V, other? Is there a preferred server manufacturer?

A: Virtual servers are implemented at the District using the VMware platform. Vendors are to assume that virtual servers can not be used in their base bid but may provide an alternate showing the deduct if district virtual servers are used. The District's preferred server manufacturer is Dell.

Question 20

Q: Section 1.49 – Does the district have the ability to perform the background checks?

A: See response to Question 6 above.

Question 21

Q: Are Analog phones acceptable for the Type #4 pool phones?

A: Analog phones will be acceptable. Bidders are to ensure that all required equipment to support additional analog devices are included in their proposal.

Question 22

Q: What is the anticipated date of completed contracts?

A: With an anticipated Board of Education award on March 28, it is anticipated that contracts can be completed by April 15.

Question 23

Q: How many days following contract execution will we be allowed to begin Installation, excluding student areas?

A: Project kickoff, design and installation in non-instructional spaces can begin immediately upon execution of contracts.

Question 24

Q: Who is the internet provider? What is the bandwidth? Is internet delivered to multiple locations, or a single location?

A: Everstream provides a 10 Gbps symmetrical Internet circuit to a single location. District WAN is private fiber currently provisioned at 20 Gbps to each site.

Question 25

Q: Is the paging equipment located in the same room where the survivable gateway will be located? Is the paging vendor responsible for providing an FXO connection to the paging systems to connect to the phone system?

A: Yes. The paging system provides an FXS port. The phone system vendor will be responsible for providing an FXO connection to the paging system.

Question 26

Q: Are UPS units provided in each location requiring a survivable Gateway?

A: Yes, UPS equipment is deployed at all building head-ends where it is anticipated that survivable gateways will be implemented.

Question 27

Q: Redundancy for call processing and messaging should be part of the final design solution. Can you define the redundancy requirements in detail? What are you referring to by “messaging”?

A: Redundancy for call processing and messaging (voicemail, instant messaging and presence) is defined as the solution is designed so as the failure of a major component (server, power supply, hard drive) does not result in a total system outage.

Question 28

Q: Are survivable gateways required for Maintenance and Technology?

A: It is anticipated that Maintenance and Technology will be served by the equipment at Parcels Middle School and dedicated gateways will not be required.

Question 29

Q: Is compliance with the Ray Baum act also required to provide location information for softphones?

A: Yes, softphones should maintain all E-911 compliance regardless of their physical location in or outside of the District.

Question 30

Q: Will the Carehawk systems provide the zone paging? I.E. A user accessed the paging system by dialing a code, or pressing a “page button” then dial the desired zone.

A: Correct, Carehawk systems will provide zone paging capabilities.

Question 31

Q: Will Grosse Pointe Schools provide the MOH source?

A: Correct, music on hold source(s) will be provided by the District.

Question 32

Q: Conference Calling (Meet Me) states Please see Appendix B for the number attendees per conferencing session. Appendix B does not list the number of attendees per session. Please provide.

A: Bidders are to design for the capability for conference calling with up to 20 participants.

Question 33

Q: 2.32 & 2.38.5 - Other than the 80 softphone users required, how many users require mobile features?

A: See response to question 18 above.

Question 34

Q: 2.36.1 – What email client does Grosse Pointe Schools use? I.E. Outlook.

A: Grosse Pointe Schools uses Gmail as their email client.

Question 35

Q: All phone types (except Type #3) should be able to sit on a desk or be mounted on the wall. Can you provide the number of phones that actually need to be wall mounted?

A: Final quantities will be confirmed with the awarded bidder. For the purposes of your base bid proposal assume that two wall mounted phones will be required per instructional building.

Question 36

Q: All phone types must support Bluetooth – Do you want the phones to be equipped with Bluetooth, or have the ability to support it as an option?

A: See response to Question 2 above.

Question 37

Q: 2.38.9 – Are the Cat5e patch cords, provided by the manufacturer, acceptable?

A: Cat 6 patch cords are required.

Question 38

Q: Appendix B - Future State Quantities, shows Analog devices. Can you define what these are and if we are required to provide them?

A: These quantities were provided in error, no legacy analog devices exist that need to be supported by the new system.

Question 39

Q: Appendix C-Sample Agreement – section 3.4, can we bill for stored hardware / software?

A: It is not anticipated that billing for stored materials will be allowed, however the District has allowed it in special circumstances in the past. Billing for stored materials may be approved on an individual case basis where the vendor will be required to store material for an inordinate amount of time.

Question 40

Q: Can you provide a list of companies who submitted an “Intent to propose”?

A: That information is not available at this time.

Question 41

Q: Would you entertain a bid to upgrade and refresh your existing Cisco UC environment instead of a complete rip and replace? If not, can we submit a voluntary alternate that would remove some of the required services for a greenfield deployment and do an in-place upgrade and update of your existing devices and dial plan?

A: Propose any upgrade as a voluntary alternate, base bid proposals should include full system replacement.

Question 42

Q: Will the district accept a phased deployment method if we can utilize some of the existing hardware temporarily? Due to the current supply chain shortages, receiving all hardware and doing a full deployment by the required date might not be possible. The plan may include replacing the existing servers, installing the applications, and deploying new features/functionality day 1, but replacing handsets and adding redundant voice gateways as hardware becomes available and/or during future school breaks.

A: Vendors should include an implementation plan with their proposals that includes any consideration needed for a phased approach due to supply chain issues. Any such plan must include consideration for continuity of services and no disruption of instruction in the event that the deployment extends into the school year.

Question 43

Q: There was a square footage breakdown per building supplied, but can you also supply a classroom count for each building as well as how many floors?

A: Square footage by floor is not available at this time but will be available for the awarded bidder. Floor and classroom counts by building are as follows:

Building	Floors	Classrooms
Defer ES	3	28
Ferry ES	2	35
Kerby ES	1	21
Maire ES	3	27
Mason ES	2	24
Monteith ES	2	31
Richard ES	3	26
Brownell MS	2	52
Parcells MS	2	51
Pierce MS	2	41
GP North HS	3	108
GP South HS	3	105
Barnes Early Childhood	2	17

Question 44

Q: How many total employees will have a phone and voicemail associated to them?

A: Bidders are to assume 850 total staff count for the purposes of phones and voicemail.

Question 45

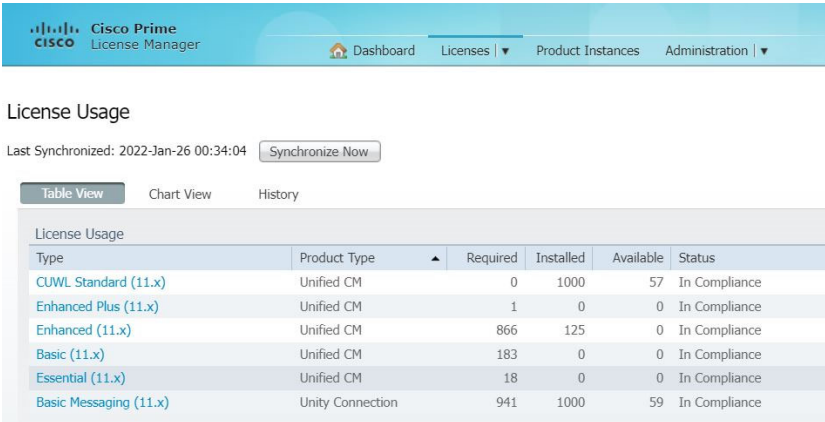
Q: With the desire to go to SIP trunks, will a Session Border Controller be needed in the Base Bid? Or as an option? A Session Border Controller is either provided by the SIP provider or can be provided by phone system vendor/manufacturer.

A: Bidders may include an SBC in their proposal as an option.

Question 46

Q: Can you provide a screenshot of your existing licensing usage in Prime License Manager (PLM)?

A: Screenshot provided:



The screenshot shows the Cisco Prime License Manager interface. The top navigation bar includes 'Dashboard', 'Licenses', 'Product Instances', and 'Administration'. The main content area is titled 'License Usage' and shows a table with columns for Type, Product Type, Required, Installed, Available, and Status. The table lists several license types, all of which are 'In Compliance'.

Type	Product Type	Required	Installed	Available	Status
CUWL Standard (11.x)	Unified CM	0	1000	57	In Compliance
Enhanced Plus (11.x)	Unified CM	1	0	0	In Compliance
Enhanced (11.x)	Unified CM	866	125	0	In Compliance
Basic (11.x)	Unified CM	183	0	0	In Compliance
Essential (11.x)	Unified CM	18	0	0	In Compliance
Basic Messaging (11.x)	Unity Connection	941	1000	59	In Compliance

Question 47

Q: You have some handsets that are still current models and can continue to be used on most platforms (Cisco 7800/8800-series). If you are okay with re-using these, can you breakdown handset quantities further into handset types?

A: Given the age and level of wear and tear of the existing equipment, new handsets are required.

Question 48

Q: You have an ISR 4431 which is a current platform. Are you open to re-using this for SIP trunking? If so, do you require your secondary ISR (secondary CUBE for SIP Trunking) to be the same model?

A: Any upgrade as an alternative to a new solution should be provided as a voluntary alternate only.

Question 49

Q: In relation to E911, is your environment better suited to switchport-based tracking or subnet-based tracking? Are your subnets designed in a way that would make sense for breaking down zones by subnet?

A: Switchport-based tracking is most likely the logical solution, however final design approach is to be confirmed with the selected vendor after award.

Question 50

Q: Can we assume 2 existing PRIs means ~46-50 concurrent call paths will meet your needs when migrating to SIP Trunking?

A: Correct, vendors are to assume 50 SIP trunks for the purposes of their base bid proposals.

Question 51

Q: Do you have infrastructure at South High School to support a secondary host/server or should all infrastructure be installed in Parcels?

A: All infrastructure to be installed at Parcels.

Question 52

Q: Can you clarify the Bluetooth requirement on all handsets? Do you just need the phones to support Bluetooth headsets, or does the phone itself need to be able to pair with Bluetooth devices?

A: See response to Question 2 above regarding which handsets require Bluetooth support. Minimally the ability to support Bluetooth headsets is required.

Question 53

Q: Do your CH-1000 paging systems include the TC1 Telephone Communications Card required for connection to the PBX?

A: The CH-1000 paging systems are installed with TC2 Telephone Communication Cards.

Question 54

Q: Section 2.22 Conference Calling (Meet Me) – It sounds like you are describing Webex Meetings or comparable solution. Can you confirm?

A: This requirement is for audio conferencing only.

Question 55

Q: Cloud vs. Prem – We understand the phone system needs to be on-prem. Does this requirement apply to all components of the system i.e. Call Accounting, Call Recording, E911, Conferencing? Or would cloud versions of those applications be acceptable?

A: Cloud-based versions of ancillary applications will be acceptable, however the bidder should identify the deployment model for all components proposed.

Question 56

Q: Servers – On the pre-bid meeting, the customer stated that they might have hosts that could be used to host the new virtual machines. Should we assume that is true and leave physical servers out of the response? Or include physical servers as an optional item?

A: See response to Question 19 above.

Question 57

Q: Ruggedized Handsets – Can these be wireless/handheld handsets or do they need to be desk phones?

A: Wired handsets were envisioned for this solution.

Question 58

Q: Cutover – Are you anticipating or requiring phased cutovers? Or would you accept a flash cut of the entire district at one time?

A: Flash cut is desired however the bidder should indicate their proposed approach. Maintaining continuity of services is required regardless of approach.

Question 59

Q: The phone licensing and support from the solution we are proposing can be purchased as a 3, 4 or 5 year pre-paid service. It is required to run the on-premise solution we will be proposing. On year 6 and beyond there will need to be an annual (or a new pre-paid) purchase for the licensing and support. The pricing is locked in at the current rate so there will be no guessing to the go-forward price so you can be assured that there is a cost-containment method in place for this licensing and support model for the voice licenses. Will this be acceptable per section 2.7.1?

A: Yes, this will be acceptable.

- End of Addendum #2 -