Questions and Answers – January 3, 2020

1. PSTN Requirements: Will this be served from one of the schools or a separate router to be placed at the Datacenter. Will this be SIP or PRI?

   District Response: If the proposed solution is premise-based and requires a server unit, the main server unit shall be housed at the District Datacenter, quote PRI for PSTN.

2. Analog Devices: Are there elevators, emergency devices, and/or analog fax machines?

   District Response: No life safety devices will go through the proposed system. Analog fax machines, will not go through the proposed solution, and use POTS lines. This requirement is for analog paging integration.

3. Paging: Is there IP Paging required?

   District Response: The proposed solution shall permit paging through the analog paging system, IP phones, and potential IP speakers.

4. What type of optional conferencing is required? Will this be audio only or do you require online collaboration tools including video, screen sharing, etc.?

   District Response: The proposed solution shall include online collaboration tools with integration into g-suite.

5. E911: What is the number of zones / areas for each of the locations? Should the configuration services include zone per floor or to the room level?

   District Response: The proposed solution shall be compliant with Kari’s Law and Section 506 of RAY BAUM’S Act.

6. E911: Does San Francisco USD currently have Cisco switches at the access layer at each of the locations?

   District Response: Cisco Switches are at all locations.
7. PoE: Can we assume that PoE switches will be in place at each location?

**District Response:** The proposed solution shall assume POE switches and ports are available at all locations.

8. Under Scope of Services M. “The proposer shall provide a list of languages transcribable by the proposed technology, the district has a strong desire for multilingual transcription.”: Can you clarify if you are asking what languages a voicemail left for a user can be transcribed into? Or do you want to know which languages the prompts in our system can be provided?

**District Response:** We are asking for which languages the voicemail will transcribe from voice to text.

9. Feature Set Section Page 8. “Numbers assigned to staff without handsets Auto Answering at certain hours of the day.”: Please provide a use case or additional information regarding this requirement under the feature set section.

**District Response:** The use case is a floating classroom instructor during class time.

10. Phones: Do you want the phones to be Gig capable? Or can the classroom phones be 100Mb? Should the phones be POE or will you require Power Supplies?

**District Response:** Classroom phones can be 100Mb, and include LCD screen. ALL PHONES shall be POE.

11. Auto Attendant: Please confirm that you want one AA per site to be included in the quotes. It was mentioned in the RFP text, but not listed in the pricing section.

**District Response:** For the purposes of the quote one AA per site.

12. Is the Contact Center located at the same physical location as the technology team or a different site?

**District Response:** The Contact Center is located in two physical locations. One is a Department of Technology physical location. For the purposes of the response, quote as it is a physically separate location.

13. Do the technology staff users that require the softphone also require a hard phone or will they only use a softphone? Are the 20 Knowledge worker phones part of those 35 users. (so there are only 35 users at the technology department that require voice service)

**District Response:** There are only 35 users at the Department of Technology that are
requested for this quote. 20 may receive physical phones, all will access to a softphone and 15 will only use a software phone

14. Can you please provide specific requirements for a “knowledge worker” phone? Number of buttons, features, etc...

   District Response: Quote a phone that would accommodate a key administrative, principle, or a standard office worker. The phone shall be POE and have the ability to pass through 1Gb to an attached desktop computer.

15. Are you looking for a deployment that would include on-site hardware for VoIP? In other words, a hybrid deployment?

   District Response: The District is open to evaluating systems that are On-Prem, in the cloud, or hybrid. The system or solution must demonstrate resiliency throughout the system, including at the site level, with the ability to make outbound calls if a site loses network and internet access.

16. Would the District accept a hosted VoIP environment where all hardware and software would reside in the vendor’s data center?

   District Response: Yes, the system or solution must demonstrate resiliency throughout the system, including at the site level, including the ability to make outbound calls if a site loses network and internet access.

17. The RFP seems to ask for just monthly cost to provide VoIP. What about work that will go into properly scoping this? Has the scoping work already been done?

   District Response: The RFP is for a limited implementation. The full district-wide implementation RFP to come after the conclusion of this implementation.

18. Does the District desire a hosted VoIP system that could include video, messaging, and collaboration?

   District Response: Yes, and the proposed solution shall integrate into the g-suite platform.

19. What phones does the District plan on using? Does the District plan to use only “soft phones” or is it expected that the existing phones be used (many phones can’t be used with VoIP)?

   District Response: The District is looking for a recommendation on phones and has provided quantities in the RFP. The classroom phone shall include an LCD screen and be inexpensive to replace. Knowledge worker shall be a standard phone recommended for an office worker. The Admin phone shall have the ability to attach multiple extension sidecars.