



May 5, 2025

TO: All Prospective Proposers
FROM: Kim Albritton
Director Financial Operations
RE: ITB 25-21

ADDENDUM 1

This addendum is issued as a part of the aforementioned ITB. The changes incorporated herein are an amendment to and supersede those conditions shown in the original solicitation. The Proposer shall acknowledge receipt of this addendum by signing this form and returning with their submittal. Failure to do so may subject Proposer to disqualification.

Q1. The AVAYA IP office has been end of life since 2020, as AVAYA has moved from premises based systems to HOSTED/CLOUD solutions. Yet the RFP is asking for the new equipment to be capable to integrate with existing IP office systems currently installed at all school districts. What type of integration is required?

A1. We are currently still using Avaya IP Office at all the school sites and our transportation sites. We are looking for Parts, Installation and maintenance of the existing equipment that is installed.

Q2. Are you looking to be able to dial station to station between sites?

A2. No but we do have a few 4 digit extensions built in the IP Office that are short codes

Q3. Are you looking to be able to transfer external callers between locations?

A3. We can currently do that with the IP Office and we will be keeping that. They Transfer and dial as they are making an external call

Q4. Can you do either of these currently?

A4. This is answered in 2 and 3

Q5. Is there any connectivity between the schools within the district currently?

A5. We use SIP trunking for dial tone to our District Office. We do not have connectivity from site to site they are independent

Q6. Do you currently only have the AVAYA IP office installed at each of your schools & any other district buildings?

A6. Yes each site has its own Avaya IP Office installed independently.

Q7. Is there any other manufacturers systems at any of the locations?

A7. No we are strictly Avaya.

Q8. Is it your intention to replace all of the systems?

A8. No this is just for parts, installation, and maintenance in existing School District Facilities on an as needed basis

Q9. Are you only looking for integration until all of the systems are replaced with a common manufacturer?

A9. This is not replacing our existing system, it is for parts, installation, and maintenance in existing School District Facilities on an as needed basis

Q10. Under the scope of work the first item is VOIP capable, yet you ask for a s system that can support digital & analog. Most VOIP systems do not support digital phones they support IP and can add analog through use of an ATA adaptor or an Gateway.

A10. The current Avaya Ip Office supports IP phones, Digital and analog.

Q11. Are any of the IP office units have SIP or VOIP phones?

A11. We are using some IP phones at all sites. The backbone for Dialtone is SIP

Q12. Do have 4 digit dialing between sites today?

A12. Only with Short codes and it is limited.

Q13. Would you be open to maybe a 5 digit dialing plan between locations? The extra digit might be required depending on your dialing plan today?

A13. We are not looking to do this at this time.

Q14. Would you be open to a new numbering plan in order to achieve 4 digit dialing?

A14. This is not needed.

Q15. Do you currently have ACD, If so how many agents, supervisors, how many queues, do you have estimated wait time & number in Que or a queued call back?

A15. We have a call center at transportation and are using the Avaya Ip Office to do the queuing and Datel Contact sweet for the wallboard and reporting - we are not looking to replace it at this time just maintain and possibly add to the existing.

Q16. Do you have any common area, elevator or emergency phones? If so do these also require displays & multi buttons?

A16. No we use analog lines for this

Q17. Do you want voicemail to email capability?

A17. We are currently using Avaya VM Pro and have this capability and we will continue to use it.

Q18. Do you external paging? If so how many sites and are they IP or analog?

A18. Yes and we use an analog port from the IP Office to handoff to integrate this will not change

Q19. Do you have access control or lockdown capabilities with the AVAYA?

A19. No

Q20. Would it possible to get copies of your you telephone bills for the PRI's an analog trunks, so we can prepare a cost justification to move to SIP to help off set costs of new solution?

A20. We have currently moved all the backbone to SIP and this is in a current contract

Q21. Is your current cable infrastructure able to support IP? Is if CAT5E or CAT6?

A21. N/A as this bid is for parts, installation, and maintenance in existing School District Facilities on an as needed basis

Q22. Do you have POE?

A22. YES

Q23. Do you have a separate network for VOICE & Data?

A23. N/A as this bid is for parts, installation, and maintenance in existing School District Facilities on an as needed basis

Q24. Do you have ability to set up VLANS and set voice as a priority over the data? These are 2 best practices of all VOIP manufacturers.

A24. N/A as this bid is for parts, installation, and maintenance in existing School District Facilities on an as needed basis

Q25. You ask for support for full PRI, 30 digital stations, & 60 analog stations is that the configuration for all locations or just 1?

A25. We have migrated off of PRI's and have moved to SIP trunking. And the above is just 1 location

Q26. The top manufacturers systems today all have IP capabilities ae you looking to start as digital then move to IP? Why not start with IP?

A26. N/A as this bid is for parts, installation, and maintenance in existing School District Facilities on an as needed basis not a replacement

Q27. Will all questions from all vendors be publicized on your website or on BONFIRE PORTAL?

A27. Yes, both.

Q28. The first sentence in 2.1 states "Bidder's response to this ITB and any inquires by Bidder during this ITB process must be submitted in writing to the individual and address stated below." Does this mean we will be submitting our response directly to you, in addition to submitting our response through the Bonfire website?

A28. All submissions must be submitted through Bonfire.

Q29. Hello! Are you open to alternative brands besides Avaya?

A29. Please see page 2, item 5 Brand Names.

Q30. "Copy of Applicable Licenses" - Can you provide additional details on the types of licenses that you are asking about? Business license?

A30. This refers to any and all business licenses, state registration, professional licenses needed to service and or provide the goods and services requested in the bid.

Q31. There are several items on the pricing schedule that are End-of-Sale (discontinued) on the list. With that said, do you want pricing on used or refurbished equipment, or do you want to define what replacement models you want? (Items: 9, 11, 12, 19, 33, 34, 35, 38)

A31. If you cannot supply new then state Used or refurbished as these are replacement parts for repairs

Q32. Are we allowed to add items to the pricing schedule?

A32. Yes.

Q33. In the next 4 years, how many phones do you plan to replace?

A33. I do not have a numbers, we replace them as they break.

****** ITB DUE DATE IS: MAY 14, 2025- 3:00 P.M... ******

Name (Please Print)

Company Name

Signature (Authorized Representative of Company)

Date

Failure to file a protest within the time prescribed in s. 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under chapter 120, Florida Statutes. (Note: Florida Statutes 120.57(3) and School Board Policy 6326 contains the entire procedure for filing).

