REQUEST FOR PROPOSALS: PBX Solution
Addendum - 01

Associated RFP: REQUEST FOR PROPOSALS: PBX Solution - Published 9/3/2019 and posted at www.kippnyc.org/techrfp **under** *Opportunity Name – KIPP NYC Schools Phone System*

Original Bids Due from Associated RFP: Friday 11/8/2019 by 5:00PM

Date Due for this Addendum: **January 24, 2020 by 5:00PM**

Send your Reply to: TechBids@kippnyc.org

Anticipated Bid Award Date (Changed from Original RFP):
Approximately Friday 2/10/2020 (for some, part, or all of the work, TBD; date subject to delay pending internal processes and budgetary considerations)

Anticipated Implementation Timeframe:

- February - March 2020 - Planning for Phase I *(*Change from original RFP)*
- March 2020 - Install/Testing for Phase I *(*Change from original RFP)*
- April 6, 2020 - April 8, 2020 - Cutover & testing for Phase I of work, as our schools are closed for Spring Break (April 9 - 17, 2020) while our co-location schools are open April 6-8. Phase I to be defined based on the selected solution and budget. *(*Change from original RFP)*
- April 2020 - December 2020 - installation & commissioning of additional phases of the work. Additional phases to be defined based on the selected solution and budget. *(*Change from original RFP)*

Addendum Overview

One of our key goals is to broadcast emergency and other announcements over the Wall or Office Phone, in order to reduce costs by minimizing the use of standalone speakers. We would like to know exactly your methodology of using the Wall or Office Phone in the classrooms and offices. Our concern is that if the volume is turned down or off by the end user of the Wall or Office Phone, that will not be possible and would impede delivery of the emergency announcement. We seek to understand if and how your system can resolve that concern while taking advantage of the phone. Our major concern is related to broadcasting emergency communications.

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Please be as explicit as you can related to the items below.

If any of these components/functions are not currently supported on the system but are on the product development/release roadmap, please specify as such as well as estimated date of availability to the customer.

1. What is the decibel level for the loudest volume of the alert on the wall phone? Can this be locked/set to prevent the wall phone volume from being reduced or turned off altogether? What models of phone are required? If there are any changes in the server side requirements from the original proposal, please also specify.
2. Volume control for an emergency notification if the volume is low on the wall phone.
3. Volume control for an emergency notification if the volume is disabled on the wall phone.
4. Desktop Notifications: Is it possible to send notifications to Windows, Mac, and Chromebook laptops? For each platform, can the notification override whatever else is on the device?
5. The ability to receive emergency notifications over an iOS device.
6. The ability to configure/send emergency notifications initiated from an iOS device?
7. Any options for special ringtone to allow for utilization of wall phones for special alerting or for bell system?
8. If a softphone, what type of options are there for alerting – getting the attention of the user with video and/or sound (decibel level, even if muted).
9. The ability to notify not only the on premise staff and/or students but to notify parents and bus companies, etc. (via One Call), using different notifications based on one alert button/notification.

As related to the software being proposed:

1. What is the name, version, and cost of the software system required for the emergency notifications to be played through the Wall or Office Phones and to issue the desktop notifications to the laptops and Chromebooks?
   a. One time costs
   b. Recurring costs
   c. What is the support for the software, both ticketing/calling and support contract options? Is this an additional cost or included? What is the maintenance cost for years 2-5?
2. Can we set up role-based permissioning for developing and sending notifications? Can we set up specific groups of users to have the rights to do certain specific functions? Is there a limit on the

number of groups we can set up per school? Please provide
screenshots or link to the documentation supporting role-based permissioning.

3. Provide documentation related to the software platform covering database requirements, and what platform the software is built on.
4. Explain the maintenance approach for the software (i.e.: how often are security/feature releases made? How is the software developed and maintained? Is it written by employees, contractors or both? How many software versions back are supported?)
5. Are there any additional software licensing requirements not previously specified affecting cost? (For example, if a Virtual Environment is required, is there a specific Virtual Environment required, i.e. HyperV or VMWare?)

We are extremely concerned with ease and flexibility to make canned and dynamic message notifications and to distribute those notifications across the Wall and Office Phones instead of needing to install a separate Wall or Office Phone and speaker in each space, which is prohibitively expensive. (Additionally, installing separate intercom speakers from the Wall or Office Phones is duplicative in our DOE co-located spaces.)

1. We know you provided references. Could you provide or highlight the references for schools that are currently utilizing their phones for emergency notifications?
2. What is the training for our staff specifically related to emergency notifications? Please provide samples or links to these documents. this would be for both administrators of the software as well as for the school-based end users (Principals, Assistant Principals, Operations staff)
3. Is there a possibility to do a limited test with a school for 90 days before purchasing to demonstrate/test using wall phones to broadcast emergency notifications?

NOTE: Please submit your reply by 1/24/2020 at 5:00 PM to TechBids@kippnyc.org