



Cloud-Based VoIP Phone System RFP Q&A Response

System and Compatibility

Q: Are you all looking to stay on a Cisco platform?

A: We are open to platforms beyond Cisco; however, we are interested in retaining our existing Cisco phones if they are compatible with the new cloud-hosted system (e.g., by updating to [multiplatform firmware](#)) as a way to manage costs in the transition. We would need to understand what functionality and manageability the platform could provide if we pursue this option. We would also like to have the costs for the firmware upgrade included in the proposal. If you are not able to support this, please follow the RFP instructions to include a hardware migration plan.

Q: What type of integration to Zoom and Google video are [you] requiring?

A: We prefer solutions that provide seamless transitions between text, call, and video, leveraging one or more of our existing platforms (Zoom or Google). If you can provide a holistic solution that is appropriate for a K-8 environment please ensure you note how this solution compares to utilizing the existing platforms.

Q: How does the Carehawk system integrate with the Cisco phone system today?

A: The Carehawk CH1000 integrates with the Cisco phone system through a Cisco 4321 gateway using an FXS port. A route pattern in CUCM directs paging calls to the Carehawk system.

Q: Is [the Carehawk system] an IP based solution or an analog solution?

A: The central system is IP-based but connects to some analog speaker endpoints.

Q: What model of CareHawk PA systems is installed at each of the schools?

A: CH1000LT.

Telephony Endpoints & Devices

Q: Of the 180 endpoints, how many are classroom-style versus office users, and do common area endpoints require outbound calling?

A: We currently deploy phones in all classrooms with a DID assigned to the primary teacher. Some locations have only a common area line that is not assigned to a specific user. Our approximate breakdown is:

- 30 – Common area endpoints (all with full outbound calling capability)
- 145 – Teacher and office endpoints
- 5 – Main office endpoints

Q: Can the district please provide a breakdown by location on the number of telephones?

A: Here is a device breakdown:

Device Type	McCracken / District	Middleton	Meyer	Grand Total
Cisco 6901	4		2	6
Cisco 7821	52	63	33	148
Cisco 8811	16	5	3	24
Cisco 8832		1		1
Grand Total	72	69	38	179

Q: How many users will need Call Queue live reporting for time in queue, abandoned calls, overflowed to VM?

A: We would expect potentially 4 lines to require this but maybe more.

Q: Do you want headsets quoted? If so, how many wireless and how many wired?

A: If new hardware is being proposed we would be interested in seeing the costs for wireless and wired headsets and you can include 10 as a starting point.

Q: If new phones must be purchased, do you have a preference between Yealink and Poly?

A: We would prefer the most cost effective solution that meets the needs of our school operations.

Fax & Analog Devices

Q: Can the district provide the quantity of analog lines (fax, elevator) by location that need to be transitioned to the cloud platform?

A: The details for analog lines are below.

- MC: 2 Fax lines, 1 Elevator line
- MD: 1 Fax line
- MY: 1 Fax line

Q: How many total fax numbers will need to be ported to an eFax service? Do your fax services require HIPAA compliance? What is your total monthly outbound fax volume?

A: The district would be interested in seeing an e-fax service to transition to but may still require ATA adapters for the existing hardware. The final direction on this will depend on the faxing service's compliance with HIPAA (required) and the ease of use. We do not have a volume available.

Installation & Implementation

Q: Should the proposal include a "white glove" installation?

A: In most cases, we can provide the physical labor to switch out phones unless there are considerable time requirements due to unforeseen complexities (e.g., upgrading phone firmware) but we would still anticipate needing remote support from the vendor for any new hardware setup or troubleshooting.

Q: What is the potential timeframe to start the implementation and when would you like to see it finished?

A: Earliest we could start would be June 3rd and the project completion date is on the RFP but the sooner the better. We do need to continue running our existing phones for summer school through June so we do need to have an idea of when we may be on a temporary line or without services should number porting take longer than expected.

Q: Would there be any consideration in extending the Submission due date past April 10th?

A: We need initial proposals by April 10th but there will be a finalist round where refinements can be made. We would like to have a final proposal by April 22nd.

Security & Compliance

Q: FERPA is a security compliance requirement for higher education and a smaller set of the NIST 800-53 requirements. 8x8 has not undergone a specific FERPA audit and does not know what data customers are using our systems for. 8x8 has been validated by a QSA as meeting NIST 800-53 requirements. Would this suffice for the district's security requirements?

A: While FERPA compliance is not directly applicable to the phone system itself, it would be required if the solution includes:

- E-faxing or fax transmissions of HIPAA and FERPA-protected information (e.g., student records, IEPs, transcripts).
- In these cases, the platform handling the fax data must:
 - Ensure end-to-end encryption of transmitted data.
 - Meet FERPA-compliant data handling standards.
 - Include contractual language or a Data Privacy Agreement (DPA) to safeguard student information.

Survivability and Resilience

Q: Do you require survivability at your data center(s)? Or do you require local survivability at each location? If at each location provide the total location count.

A: We would be interested in seeing this for the Middleton and Meyer locations.

Q: Do you have multiple internet service providers in your data center? Do you have last-mile resiliency?

A: Each site will have a single 10G fiber circuit with a secondary circuit at McCracken only.

User-specific Features & Reporting

Q: How many users will need Call Queue live reporting for time in queue, abandoned calls, overflowed to VM?

A: Currently, our system does not utilize hunt groups or call queues. We primarily use shared lines for our communication. However, we recognize the potential benefits of implementing call queues and live reporting, particularly for specific lines. We would be interested in exploring these features further and would need the vendor's assistance with gathering the necessary requirements. Potential use cases we see for this feature include:

- Attendance hotlines (3)
- Main office lines (3)
- Tech support line (1)
- District emergency contact line (1)

We would appreciate the vendor's guidance on how to best implement and utilize these features.

Miscellaneous

Q: Can you please tell how many classrooms you have in the school district?

A: Approximately:

- Meyer - 14
- Middleton - 40
- McCracken - 28