

ADDENDUM #1: Questions & Answers

Project: District-Wide Cloud-Based Phone System **Date:** May 4, 2026

I. Infrastructure & Licensing

- **Do you prefer 3 or 5 years, monthly or annually?**
 - A **3-year licensing term** is required, to be paid **annually**. An optional 5-year pricing proposal may also be submitted.
 - How will your solution provide adjustments for additional license and handset need over the 3 or 5 year term
 - If solution proposed is only a monthly/annual subscription, please indicate but submit estimated total cost of ownership for a minimum of 3 years
- **Can you please provide a site-by-site audit of lines and devices in spreadsheet format?**
 - The district currently operates across 5 existing locations and one new middle school. A general breakdown of users and phones is provided in the RFP and below are estimates:
 - **Total Users/Extensions:** 200
 - **Voicemail Users:** 160
 - **MS/HS:** 57 Users (8 Admin / 49 Classroom)
 - **ELC/Elementary:** 75 Users (6 Admin / 67 Classroom)
 - **Admin Offices:** 7 Users (7 Admin)
 - **Grandwood:** 26 Users (4 Admin / 22 Classroom)
 - **New Middle School:** 35 Users (7 Admin / 28 Classroom)
 - Specific Audit / Breakdown not available - Requests in the RFP are for 170 classroom phones, 35 admin phones (spare units included)
 - Estimated total Extensions 200 with 160 voicemail/users for the upcoming fiscal year
 - With the launch of the new building, there is repurposing and shifting of positions and spaces across the district.
 - Licensing need has not been static and adjusts to staffing needs and construction/remodel

II. Hardware & Endpoints

- **How many classroom phones do you have vs admin phones?**
 - The project requires **35 Reception/Admin** phones and **170 Classroom** handsets. (Included in RFP)
- **Do you prefer to rent or buy the handsets? We can do pricing where we will do the handset provisioning and deployment or we do the provisioning and you do the deployment (unbox and set out).**
 - The district is open to both solutions, purchase or rent

- The district currently intends to place handsets across the district with existing staffing
- **Would you like pricing for one or the other or both?**
 - Per RFP - Vendors should provide an **itemized cost proposal** clearly breaking down initial and recurring costs. Any "Specifications Not Met" regarding your preferred deployment model must be clearly identified.
 - Both are not required as some solutions may not support both

III. Paging & Legacy Integration

- **Do you know what sort of integration is needed for the paging systems? FXO, FXS, etc.? What is the brand/model of WG's current intercom system? Is it the same across all buildings? Are the paging systems zone paging?**
 - The solution must integrate with existing analog paging systems via **SIP endpoints, paging gateways**, or vendor-specific integration.
 - Current MS/HS Telecor - Zoning
 - New MS Telecor - Zoning
 - Elementary/ELC - Bogen - Zoning
 - Zoning currently connecting via shortcodes in Avaya system

IV. Conference Rooms & Unified Communications

- **With regards to the conference room integration, what are you looking for specifically?**
 - The district is requesting hardware/software that provides seamless communication with various common meeting space platforms utilized on a day-to-day basis
- **What is the current state of the 8 conference rooms WG is requesting an ecosystem and hardware for?**
 - The district currently utilizes Airtame 2's in the conference rooms which rely on the audio and video of a users computer frequently resulting in echoing and interference with display audio
 - The district is looking for conference room hardware that supports audio/video conferencing with support for Google Meet, Zoom, and Microsoft Teams
 - Google Meet is the district's primary in-district meeting software, Zoom is secondary and utilized by many of our EDU partners
- **Will these rooms be built from scratch, or supplement existing room AV with additional hardware that meets the needs of the proposed VOIP/UCAAS system?**
 - Supplement, each room currently has a TV/Display with built-in audio.

V. E911 & Local Survivability

- **Does the district have specific requirements for the Local Survivability request? Is the request for all buildings to have Local Survivability, and is there a preferred method (backup 3rd party internet line, backup POTS line, cellular rollover, etc.)?**
 - The district requests coordination with the district to existing redundant connections (secondary ISP, Epik Solution through Granite Communications backup currently in place).
 - Vendors must coordinate with the district on **E911 configuration** and detail the plan to maintain emergency communications
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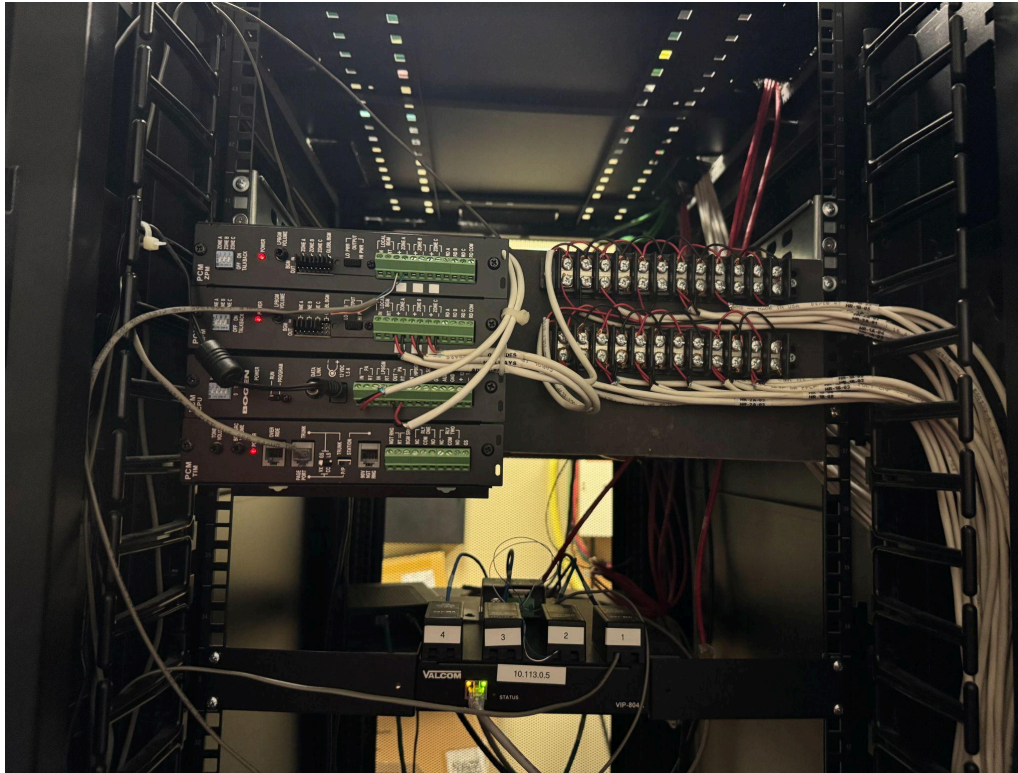
Submission Deadline

Proposals remain due by **Wednesday, May 13, 2026, at 3 PM CST**. They must be delivered in a **sealed envelope** to the Administrative Offices in Granger, IA.

Current MS/HS Paging



ELEM



ELC

