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Dr. John Tucker, Superintendent

The following questions and answers have been provided to various vendors in response to a written (e-mail) request.

What are the models of the ATA Adapters in schools? Are they all the same brand?

The existing ATA devices below to the current provider. You will need to supply the ATA devices.

What version of outlook are you using? Web based? 365?

Office 365

How many talk paths(incoming & ongoing phone calls) would be sufficient? The receptionist mentioned her phone only had 99 line buttons. Do you know how many talk paths currently?

I am not sure of how many talk paths in existing system

Please explain outgoing message only mailboxes for schools, BOE, Transportation, EDP and athletic departments

We need to be able to play a message for after-hours callers without the option for them to leave a VM.

How many numbers would you port over from TDS? I see all the school numbers on RFP just want to make sure they are portable. We would prefer to port all the existing numbers.

Are you in contract with TDS now for hosted phone system?

Yes

Does analog faxing need to be supported at any location under the new phone system?

Some kind of e-fax solution would be acceptable.

Is this a hosted phone system?

Hosted / cloud based – yes

Does the district use any software to integrate the bells into an automatic scheduling application?

No

Are the existing phones tied into a paging or intercom system? Is this a requirement for the new system?

In most schools, yes. It is in the RFP as using ATA devices to connect VIOP to Intercom.

Does the district have any emergency response system that needs to integrate into the proposed solution?

No

What is the current dial plan within the district – within the same building and site-to-site?

We can dial 4 digits between any system phones.

Are any current badge readers linked to your existing phone system?

No

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Board Members:

Jane Brown, Chairman • Jimmy Coffel, Vice-Chairman

Jason Chance • Jonathon Blount • Mark Giddens

Does the district currently have integrated voice messaging that ties into Outlook or Office365?

We do use O365, but not voice messaging or integration

What are the approximate ages of the UPS units within the schools and is there any consideration for unit replacement either within the RFP or outside this RFP?

There is an existing e-rate project to replace them, it was last year's e-rate cycle and funds should be made available shortly. New UPS units should be installed in all locations before the new services go in on July 1, 2021.

I noticed a line within the bid about providing a purchase versus lease option. Are you planning to use eRate funds to purchase the phones? If you are going to lease the phones, how long to you need the lease term quoted for?

E-rate no longer covers phones at all.

Drag and Drop Console; Is the drag and drop feature of the console required or a "nice to have"?

There must be some kind of a receptionist console for the central office.

Can you please provide the use case for this RFP requirement question; "Provide outgoing message only mailboxes for schools, BOE, Transportation, EDP and athletic departments."

The main numbers for the central office and each school have a message that we record for folks that call after hours, it is just a message, there is no option for callers to leave a VM that must be returned the next day.

Security: GoToConnect provides full integration with InformaCast by Single. This allows us to interface with alarms, bells, lights, police, fire, and much more. Would you like to have that pricing included?

Hardware is separate as each school normally has different needs. A discovery call would be needed or we would need a full Visio diagram of each school and what hardware is being used and where.

You can price this as an option and we can explore further if interested.

Please provide more details about the current paging and bell systems especially how they are currently accessed (analog or IP, do they require touch tones from the ATA, etc.) Would you be willing to consider paging adaptors instead of ATAs? We can provide ATA devices but we have found that using an Algo 8301 paging adaptor provides a better customer experience and is not billed as another line. The Algo provides IP and analog voice services to paging platforms and includes bell tones and scheduling. We may also be able to configure it so that only one is needed per location.

Include the ATA in the price with the Algo as an option we can explore if needed.

Will the district consider a proposal response with Special Construction funds included with a monthly recurring payment?

No, we will not.

Please explain what is specifically meant by "office integration" What features and functionality do you require?

Our current standard phones actually have not computer integration, they just have phone options such as transfer, hold, call pickup etc. The ones marked for premium have a computer app with directory access, dial from PC etc.

• Provide outgoing message only mailboxes for schools, BOE, Transportation, EDP and athletic departments. Can you give an example of how this will be used? I'm not clear on what an outgoing mailbox is? It may be what I would call a general mail box?

This is so that we can play a message for after hours callers but they cannot leave us a message.

In light of the ongoing global pandemic and social distancing guidelines, will CCS allow submission by Bidder to Mr. John Bailey via email at: [jbailey@camden.k12.ga.us](mailto:jbailey@camden.k12.ga.us) and waive the requirement for submission in writing with the inclusion of a PDF version?

This is written in board policy, I am not able to change it at this time.

In light of the ongoing global pandemic and social distancing guidelines, will CCS accept electronic signatures on the response (i.e. DocuSign)? Yes

Is Office 365 and/or teams integration a requirement for the phone system? No

Does "inclusion of a PDF version" mean to include a PDF version on a flash drive or in some other manner? Please clarify. It can be on a flash drive included with the mailing or sent via e-mail.

How are the ATA's configured at the schools? For example – does 1 ATA at the school connect to a single Speaker, or to a punch block to a group of speakers (zone), or to an amplifier which connects a group (zone) of speakers?

The ATA connects to a trunk line from the intercom system, it does not connect directly to any speakers..

How are the intercom systems connected within the schools? What device is being used for Intercom? How many devices are there? Is it one way Live Paging or 2 way communication?

There are various models in the schools, they are all two way communication.

For the Fire/Security Lines – would the district want to record any calls made to 911? No

Would the district entertain replacing the ATA/Analog Speaker/Intercom with SIP Speakers? No

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There are 26 ATA attached devices. Typically, two per school for loud bells in the cafeteria and connectivity to intercom systems.

- a. Can you provide the make and model of the intercom system and loud bells? Are these device IP based or analogue?

There are a variety of intercom systems across the schools, some are analog and some are IP based. All currently connect via an ATA device.

Provide pricing for standard and premium office integration along with explanation of each package What are the expectations surrounding Office integration? Is MS Teams integration included in this?

There is no office integration. The computer integration refers to directory lookup and dialing.

Are there any requirements to integrate with Emergency alerting systems currently in place in the schools?

No