



Anchorage School District

Educating All Students for Success in Life

Purchasing Department, 4919 Van Buren Street, Anchorage, AK 99517-3137

REQUEST FOR PROPOSAL

THIS IS NOT AN ORDER

Show the following on the outside of the sealed proposal package/envelope:

RFP 2025-613

Telecommunication Services

DATE ISSUED:
February 19, 2025

DUE: **Prior to 10:00 a.m., Local Time**
DATE: **March 12, 2025**

The Anchorage School District (referred to as the “District”) invites sealed proposals from qualified persons/firms to Provide Telecommunication Services, including Local and Long-Distance Services to the District, in accordance with the following documents that are a part of this RFP 2025-613:

| Cover Page | This Notice/Cover Page | Pages 1 – 2 |
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| Section I | Instructions to Offerors | Pages 3 – 13 |
| Section II | Evaluation of Proposals | Pages 14 – 16 |
| Section III | Proposal Format | Pages 17 – 18 |
| Section IV | Specifications/Scope of Services | Pages 19 – 22 |
| Attachment A | Proposal Transmittal Form | Consisting of 1 page |
| Attachment B | Fee Proposal Form | Consisting of 1 page |
| Attachment C | Mandatory Requirements for Local Telephone Services (MS Excel Format) | Consisting of 3 pages |
| Attachment D | Mandatory Requirements for Long Distance (Toll) Services (MS Excel Format) | Consisting of 1 page |
| Attachment E | Mandatory Requirements for All Services (MS Excel Format) | Consisting of 2 pages |
| Attachment F | Firm’s Experience Questionnaire (MS Excel Format) | Consisting of 4 pages |
| Attachment G | Local Telephone Services Unit Cost Worksheet (MS Excel Format) | Consisting of 1 page |
| Attachment H | Long Distance (Toll) Services Worksheet (MS Excel Format) | Consisting of 1 page |
| Attachment I | Proposer’s Checklist | Consisting of 1 page |
| Exhibit 1 | State of Alaska Sex Offender/Child Kidnapper Registry Contractor Certification | Consisting of 1 page |
| Exhibit 2 | List of District Locations | Consisting of 2 pages |
| Exhibit 3 | Service Level Agreement Minimum Requirements | Consisting of 3 pages |
| Exhibit 4 | Example Electronic Invoice Format | Consisting of 1 page |
| Exhibit 5 | Telephone System Overview | Consisting of 3 pages |

AVAILABILITY OF RFP: This Request for Proposals (.pdf) is available electronically at the District’s Purchasing website: www.asdk12.org/purchasing/.

SUBMISSION OF PROPOSALS: Proposals must be submitted to the Anchorage School District Purchasing Department, 4919 Van Buren Street, Anchorage, AK 99517-3137 prior to the date and time specified above. Proposals received after that time will not be considered and will be returned. FAXED or ELECTRONIC proposals are not acceptable. Proposals must be submitted in a SEALED package/envelope with the outside of the package clearly marked with the offeror's name, address, and phone number, and as follows:

REQUEST FOR PROPOSAL – RFP 2025-613
Telecommunication Services
Due: Prior to 10:00 a.m., Local Time
Date: March 12, 2025

PRE-PROPOSAL CONFERENCE: A pre-proposal conference will be held at 10:00 a.m., Local Time, March 4, 2025, at the Purchasing Department's Conference Room located at 4919 Van Buren Street, Anchorage, Alaska to discuss any matter concerned with this RFP. Prospective offerors who wish to participate by teleconference may participate by calling (907) 742-6750. The line will be available approximately five (5) minutes prior to the conference start time.

PLAN HOLDER'S LIST:

A copy of the current plan holder's list can be viewed at:

http://apps.asdk12.org/depts/purchasing/meeting/Plan_Holders/2025/613.xlsx

SECTION I
INSTRUCTIONS TO OFFERORS

A. GENERAL REQUIREMENTS

This solicitation is a REQUEST FOR PROPOSAL (referred to as “RFP”) governed by applicable Anchorage School Board Policies, including Section 3311 of said Policies. School Board Policies are available at www.boarddocs.com/ak/asdk12/Board.nsf. Offerors should read this RFP carefully and review all instructions contained herein. Incomplete or incorrect proposals may be rejected as not conforming to the essential requirements of this RFP. Proposals submitted on other than the prescribed forms contained in this RFP will be rejected. Offerors may copy the forms contained in the RFP for use in their proposals; however, substitute forms or formats are unacceptable. Electronic copies of the forms which offerors must submit as part of any proposal, if any - if not provided with this RFP - may be obtained by contacting the District’s Purchasing Department. Forms shall not be altered except to supply requested offeror information.

B. INTENT OF SPECIFICATIONS

The District desires to enter into a contract with an offeror whose primary business is to **Provide Telecommunication Services, including Local and Long-Distance (Toll) Services** and to complete the contract in accordance with all of its terms and conditions and in compliance with all applicable laws. The scope of work is considered performance oriented, and it is the intent of the District to rely on the experience and expertise of the offeror to fully appraise itself of the work required to fulfil the terms of the contract resulting from the RFP.

C. EXAMINATION OF DOCUMENTS

Offerors should read this RFP carefully and review all instructions contained herein. The submission of a proposal shall constitute acknowledgement that the offeror has thoroughly examined and is familiar with the solicitation documents.

D. DEBARMENT AND SUSPENSION

Offerors must fully comply with the requirements regarding debarment and suspension in Subpart C of 2 CFR Part 180, as adopted by the Department of Education at 2 CFR §3485.12. Offerors are responsible for ensuring lower tier covered transactions include a term or condition requiring compliance with Subpart C of 2 CFR Part 180 and 2 CFR Part 3485, entitled Responsibilities of Participants Regarding Transactions. Contractors, subcontractors, or suppliers that appear on the Excluded Parties List System are not eligible for award of contracts that are a covered transaction under Subpart B of 2 CFR Part 180 and 2 CFR Part 3485. Offerors may access the Excluded Parties List System at www.sam.gov.

E. CONDITIONS OF THE WORK

Each offeror must acquaint itself thoroughly as to the character and nature of the services to be provided to fulfill the requirements of the resulting contract. Each offeror must complete a careful examination of the existing systems, infrastructure, geographical features, and prevailing weather conditions, as applicable, and must inform itself fully as to the difficulties to be encountered in the performance of the work, the availability of a qualified work force and other conditions related to providing the required services. No claim of ignorance of conditions that exist or hereafter may exist, or difficulties that may be encountered in the execution of the work, as a result of failures to make necessary investigations and examinations, will be accepted as an excuse for any failure or omission on the part of a successful offeror(s) to fulfill all of the requirements of the contract documents and to complete the work for the consideration set forth therein, or as the basis for any claim whatsoever.

F. ALASKA BUSINESS LICENSE

The selected offeror must provide the District with the offeror's Alaska business license number prior to award. Offerors should contact the State of Alaska; Department of Commerce, Community and Economic Development; Division of Corporations, Business & Professional Licensing, for information regarding business licensing. Contact information, information regarding business licensing, and business licenses, is available at www.commerce.alaska.gov/web/cbpl/BusinessLicensing.aspx.

G. CONFLICT OF INTEREST

1. The Offeror agrees to certify that District employees, School Board members, or a member of their household are not in conflict of interest with the contract and Board Policy 3311, Administrative Regulation 3311.1(e).1.
2. Board Members, District employees, and their household and/or immediate family members are required to comply with Board Policy 3311, Administrative Regulation 3311.1(e).1 and the Municipal Ethics Code by disclosing conflicts of interest. The responsibility for complete and timely filing rests solely with the Board Member or District employee.

Note: Notice of Intent to Respond to Public Solicitation shall be filed with the Municipal Clerk's office in advance to allow a minimum of seven (7) calendar days to elapse between electronic publication by the clerk and the final date for submitting a response to the solicitation. The form may be obtained from the Municipality of Anchorage website, www.muni.org/.

District *Disclosure* and *Request for Waiver* forms and instructions may be obtained from the District's Purchasing Department webpages, <https://www.asdk12.org/Page/8014>

H. FIRM OFFER

Offers made in response to this RFP must be good and firm for a period of one hundred twenty (120) calendar days from the date specified for submitting proposals.

I. WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn on written request delivered to the District's Senior Purchasing Director only prior to the time specified for submittal. Proposals not withdrawn prior to the specified time may not be withdrawn for a period of one hundred twenty (120) calendar days after the time for receipt of proposals.

J. AVAILABILITY OF FUNDS

1. The District reserves the right, at its sole discretion, to cancel this RFP or any part thereof, at any time, prior to the award of contract under this solicitation.
2. Awards are contingent upon the availability of funds.

K. FEDERAL EXCISE TAXES

The District is exempt from Federal Excise Taxes. An Exemption Certificate will be furnished when required.

L. QUESTIONS; METHOD FOR CLARIFICATION

Any offeror in doubt as to the true meaning of any part of this RFP may submit to the District a written request for an interpretation thereof. Questions must be received by the District's Purchasing Department no later than seven (7) calendar days prior to the date set for the submission of proposals. If such date falls on a weekend or holiday, the deadline shall be the last business day before the weekend or holiday. Oral questions cannot be answered and are not binding for this RFP. Questions can be submitted as follows:

Reference: RFP 2025-613 Telecommunication Services
Email: purchasing@asdk12.org
[OR fax: Anchorage School District Purchasing Department @ 907-243-6293]
Attn: Dane Sutterfield, Purchasing Supervisor
Mail: Anchorage School District Purchasing Department, 4919 Van Buren Street,
Anchorage, AK 99517-3137

Two types of questions generally arise. One may be answered by directing the offeror to a specific section of the RFP. These questions may be answered by direct communication with the offeror submitting the question. Questions which in the opinion of the Purchasing Director require a more detailed or complex reply, or require an answer that may affect responses to this RFP or may be prejudicial to other prospective offerors, will be answered by issuing an addendum to all RFP plan holders prior to the submittal opening.

M. CONTACT WITH DISTRICT PERSONNEL

Offerors shall not contact any District Employee or elected official, except at the request or authorization of the District's Senior Purchasing Director. Please see the preceding paragraph for information regarding questions and methods for clarification.

N. ERRORS AND AMBIGUITIES

Offeror comments concerning discrepancies, defects, ambiguities or other errors in the RFP must be made in writing and received by the District's Purchasing Department at least twenty-one (21) days prior to the date set for the submission of proposals. If such date falls on a weekend or holiday, the deadline shall be the last business day before the weekend or holiday. Comments can be delivered as set forth in Section L above. Any clarifications, changes or corrections to the RFP will be made only by written notice or addendum issued by the District.

If an offeror fails to notify the District of a discrepancy, defect, ambiguity or other error in the RFP, the offeror's proposal shall be submitted at the offeror's own risk and if a contract is awarded as a result of such proposal, the offeror shall not be entitled to additional compensation or other consideration by reason of the discrepancy, defect, ambiguity or other error, or its later correction or clarification. Protests based on any error or omission, or on the content of the solicitation, will be disallowed if the fault has not been brought to the attention of the District, in writing, at least twenty-one (21) days prior to the date set for submission of proposals. If such date falls on a weekend or holiday, the deadline shall be the last business day before the weekend or holiday.

O. ADDENDA

Addenda may be issued when changes, clarifications, or amendments to this RFP are deemed necessary by the District for any reason. If an addendum is issued, the District will make reasonable efforts to ensure that each prospective offeror receives the addendum in a timely fashion; however, the risk of non-receipt of any addendum lies solely with prospective offerors. Offerors should contact the District at the addresses set forth in Section L, above, to ascertain if any addenda have been issued. Offerors must acknowledge receipt of each addendum issued in the space provided on the appropriate addendum form and submit such a signed addendum with the proposal. No oral change or interpretation of this RFP shall be relied upon by prospective offerors or shall be binding on the District whether issued at a pre-proposal conference or otherwise.

P. SUBMISSION OF PROPOSALS

1. Proposals must be submitted to the Anchorage School District Purchasing Department, 4919 Van Buren Street, Anchorage, AK 99517-3137 prior to the date and time specified on the Notice/Cover Page of this RFP. Proposals received after that time will not be considered and will be returned.
2. Proposals must be submitted in the format specified in Section III of this RFP.
3. All proposals, addenda, and forms must be manually signed.
4. Proposals must be submitted in a SEALED package with the outside of the package clearly marked with the offeror's name, address, and phone number, and as follows:

REQUEST FOR PROPOSALS
RFP 2025-613 Telecommunication Services
DUE: Prior to 10:00 a.m., Local Time
DATE: March 12, 2025

5. **One (1) original and five (5) copies of the proposal, for a total of six (6) must be submitted.** Include with your proposal packet a flash/thumb drive containing an electronic copy of the proposal.
6. The Fee Proposal Form, fee schedule attachments, and worksheets must be submitted in a **separate sealed envelope** (clearly marked as Fee Proposal) and included within the proposal package.
7. Proposals delivered by telefax, facsimile or by electronic means are not acceptable and will not be considered.
8. Offerors are solely responsible for ensuring that the offeror's proposal package is received by the District's Purchasing Department prior to the deadline.
9. Late proposals will not be considered and will be returned to the offeror unopened.
10. Offerors may submit only one (1) proposal for evaluation.
11. No responsibility will attach to any officer or agent of the District for the premature opening of, or the failure to open, a proposal not properly addressed and identified.
12. Any proposal and associated bid package not clearly identified or submitted incomplete, not conforming to the instructions herein, which cannot be verified or otherwise confirmed for purposes of determining responsiveness to the solicitation, may be considered non-responsive and may not be considered for evaluation (see Paragraph R – Right of Rejection of Proposals).

Q. FEE PROPOSAL

1. Each proposal shall specify prices on the Fee Proposal Form (Attachment B) & completed unit cost and fee schedule worksheets (Attachments G & H) typed or written in ink for each item called for. In the case of discrepancies between the unit prices and the sum total specified, unit prices shall govern. In the event that there is a discrepancy between the Fee Proposal Form and the Pricing Worksheet, the Pricing Worksheet will be the governing document.
2. The fee shall be fixed unit prices that will included all costs for providing Telecommunication Services, including Local and Long Distance Services required by this RFP, including research/data gathering, preparation of reports, facilitating public meetings, and presentations, but not be limited to all labor, material, equipment, travel, shipping, and administrative costs to complete the contract in accordance with all of its terms and conditions and in compliance with all applicable laws.

R. RIGHT OF REJECTION OF PROPOSALS

1. Offerors must comply with all of the terms of this RFP, and all applicable local, state, and federal laws, codes and regulations. The District may reject any proposal that does not comply with all of the material and substantial terms, conditions, and performance requirements of this RFP and any proposal which contains information or material which cannot be verified or otherwise confirmed for purposes of determining responsiveness to the solicitation.
2. The District reserves the right to waive informalities and minor irregularities, and/or reject any and all proposals, and to not award the proposed contract, if in its best interest. "Informalities and minor irregularities" means matters of form rather than substance which are evident from the submittal or are insignificant matters that have a negligible effect on price, quantity, quality, delivery, or contractual conditions and that can be waived or corrected without prejudice to other offerors. These include items that:
 - a. Do not affect responsiveness;
 - b. Are merely a matter of form or format;
 - c. Do not change the relative standing or otherwise prejudice other offers;
 - d. Do not change the meaning or scope of the RFP;
 - e. Are trivial, negligible, or immaterial in nature;
 - f. Do not reflect a material change in the work; or
 - g. Do not constitute a substantial reservation against a requirement or provision of the RFP.

S. RESPONSIBLE OFFERORS

1. A contract will be awarded only to prospective offerors who are determined to be responsible.
2. In order to determine responsibility of a prospective offeror, the District may require offerors to supply additional information or documentation and may perform on-site pre-award surveys. Failure of an offeror to promptly cooperate or supply information in connection with a District inquiry with respect to responsibility may result in a determination of non-responsibility with respect to the offeror.
3. To be determined responsible, a prospective offeror must:
 - a. Have adequate financial resources to perform the contract or the ability to obtain them;
 - b. Be able to comply with the contract performance schedule taking into consideration all existing other business commitments;
 - c. Have a satisfactory performance record;
 - d. Have a satisfactory record of integrity, and business ethics;
 - e. Have the necessary organization personnel, experience, accounting and operational controls, and technical skills, or the ability to obtain them;
 - f. Have the necessary equipment and facilities or the ability to obtain them; and
 - g. Be otherwise qualified and eligible to receive an award under applicable laws and regulations.

T. SELECTION FOR AWARD

1. Selection for award will be accomplished in accordance with Anchorage School Board Policy 3311, Administrative Regulation 3311.1(a).1. with preference to local bidders applied in accordance with Board Policy. and the terms and conditions of this solicitation. A recommendation for award(s), based upon the evaluation criteria specified in this RFP, will be made to the School Board for approval, unless approval is not required under Board Policy 3311, Administrative Regulation 3311.1(e).1.
2. The District will award a single contract for telephone and long-distance services on the basis of initial proposals received, without discussion. Therefore, each proposal should contain the offeror's best efforts from a technical standpoint.
3. For those awards requiring Board approval, the District's Purchasing Department will make public in the Purchasing Department each 'Notice of Intent to Award' ten (10) calendar days prior to the scheduled date for award by the Board. Offerors may, upon request to the Purchasing Department, review the proposal scoring summary prior to the scheduled Board award date.
4. Any contract awarded as a result of this solicitation will incorporate the contents of this RFP and the successful offeror's proposal, subject to the reservations set forth herein for provisions of a proposal that do not comply with material and substantial terms, conditions, and requirements of this RFP or that impermissibly restrict the rights of the District. The successful offeror(s) will be required to execute a written contract in the form included as part of this RFP and comply with its terms.

U. NEGOTIATIONS

After final evaluation, the District may negotiate with the offeror of the highest-ranking proposal. Negotiations, if held, shall be within the scope of the RFP and limited to those items which would not have an effect on the ranking of proposals. The District reserves the right to change terms and conditions during contract negotiations. The District also reserves the right to negotiate unit prices which are identified in the unit price worksheets with offeror(s) for items that appear to be unbalanced or where the District considers unit price(s) not to be cost reasonable for similar industry services. If the highest-ranked offeror fails to provide necessary information for negotiations in a timely manner or fails to negotiate in good faith, or if the offeror and the District, after a good faith effort, cannot come to terms, the District may terminate negotiations and commence negotiations with the offeror of the next highest-ranking proposal.

V. DISTRICT NOT RESPONSIBLE FOR PREPARATION COSTS

The District will not pay any cost associated with the preparation, submittal, presentation, or evaluation of any offer. The District shall not be liable for any cost incurred by an offeror in responding to this solicitation or incurred for any work done, even in good faith, prior to execution of a contract and issuance of a notice to proceed, including but not limited to: offer preparation costs and costs, including attorney fees associated with any challenge (administrative, judicial or otherwise) to the determination of the lowest responsive, responsible offeror and/or award of contract and/or rejection of offers. By submitting an offer, each offeror agrees to be bound in this respect and waives all claims for such costs and fees.

W. AWARD AND EXECUTION OF CONTRACT(S)

It is the District's intent to award a single contract award as a result of this RFP.

1. Award of Contract(s)

Selection of the successful offeror(s) will be by a notice in writing signed by a duly authorized representative of the District and no other act of the District or its representative will constitute an acceptance of a proposal.

2. Execution of Contract(s)

- a. The offeror(s) whose proposal is accepted by the District shall execute a single contract and furnish the required insurance within five (5) days after presentation of the contract for signature. Failure or neglect to provide the required insurance or to execute the contract within the time specified, or within such additional time as the District, in its sole discretion, may allow, shall constitute a breach of the agreement affecting the award. The damages to the District for such breach shall include loss due to delay and interference with the District's general operations improvements program, and increased administrative expense, and other items whose accurate amount would be difficult or impossible to compute.
- b. Upon receipt of the above referenced contract executed by the offeror, and all required insurance certificates, the properly authorized District representatives will execute the contract. The contract shall not be effective until it is executed by a properly authorized representative of the District.

X. STANDARD CONTRACT TERMS

In addition to reading all of the information in the RFP, bidders must read and review the standard contract terms and conditions. The successful bidder shall be required to enter into an agreement with the District which will be substantially similar to the sample.

A sample copy of the form of contract can be viewed at:

http://apps.asdk12.org/depts/purchasing/meeting/Sample_Contract/FORM_OF_CONTRACT.dotx

Y. CONTRACT INDUCEMENTS

No payment, gratuity of offer of employment shall be made in connection with any contract, by or on behalf of the subcontractor to the prime contractor or higher tier subcontractor or any person associated therewith, as an inducement for the award of a subcontract or order.

Z. PROTEST AND APPEAL PROCESS FOR AGGRIEVED OFFERORS/PROPOSERS

1. Protest

- a. An interested party may protest a solicitation or a proposed award of a contract.
 - i) A protest as to the specifications and/or terms and conditions of a solicitation must be received by the Purchasing Senior Director at least five (5) calendar days prior to the due date of the bid or proposal; failure to protest as provided herein constitutes a waiver of any objection to the solicitation.
 - ii) For construction projects and architectural/engineering design services, the protest of a proposed award of a contract must be received by the Purchasing Senior Director within ten (10) calendar days after issuance of the notice of intent to award, except that for purchases under one hundred thousand dollars (\$100,000), the protest must be received within three (3) business days.
 - iii) For goods or services, the protest of a proposed award of a contract must be received by the Purchasing Senior Director within seven (7) calendar days after issuance of the notice of intent to award, except that for purchases under one hundred thousand dollars (\$100,000), the protest must be received within three (3) business days.
 - iv) The protest must include the name of the person submitting the protest, the name of the bidder/proposer represented by that person, the specific action or bid/request for proposal contract award, which is being protested, a detailed explanation of the reasons for the protest, and the relief requested.

- v) The aggrieved person must serve all other interested parties with its protest.
 - b. The Purchasing Senior Director shall stay the intended award of a contract unless the Purchasing Senior Director determines the award of the contract without further delay is necessary to protect the District's best interest. The Purchasing Senior Director may, in his/her sole discretion, hold a hearing.
 - c. The rights and remedies granted by this section are not available for informal small purchases with an actual or potential value of less than twenty-five thousand dollars (\$25,000). Failure to protest as provided herein constitutes a waiver of any objection to the solicitation and contract award.
2. Appeal
- a. A decision by the Purchasing Senior Director may be appealed to the Anchorage School Board. Any appeal shall be filed with the Superintendent within five (5) days after the decision is received by the protester and must include the name of the person submitting the appeal, the name of the bidder/proposer represented by that person, and a detailed explanation of the basis for the appeal. The aggrieved bidder/proposer must serve all other interested parties with its appeal. Emergency Contract Awards are not appealable.
 - b. The Superintendent may obtain an independent review of the appeal issues if the Superintendent determines such review will assist consideration of the appeal. The independent review shall be conducted by a not directly involved District employee or an experienced but disinterested third party from outside the District.
 - c. Failure to appeal to the Anchorage School Board as provided herein constitutes a waiver of any objections to the solicitation and the contract award.
3. Consideration of Appeal
- a. The decision being appealed and the findings from the independent review, if any, will be reported to the Board. Upon consideration of the appeal and allowing interested parties an opportunity to address the issues on appeal, the Board may:
 - i) Award the contract as recommended, if applicable, indicating its reasons for rejecting the appeal;
 - ii) Grant the appeal, indicating its reasons for granting the appeal, and determining an appropriate remedy consistent with Board policy. The Board may award the contract at that meeting to some other bidder/proposer if it finds that a delay in making the award would adversely affect the District;
 - iii) Stay any award of the contract to permit further consideration of the appeal, with action to be scheduled as soon as practicable, but in no event more than twenty (20) days after the stay as initiated;
 - iv) Reject all bids/proposals in accordance with Board Policy 3311, Administrative Regulation 3311.1(a).13;
 - v) Take such other action as appears appropriate and in the best interest of the District under the circumstances, in accordance with Board policy.
4. Frivolous Protests

- a. The signature of an attorney or party on a request for review, protest, motion, or other document constitutes a certificate by the signer that the signer has read the document, to the best of his/her knowledge, information, and belief formed after reasonable inquiry it is well grounded in fact and is warranted by existing law or a good faith argument for the extension, modification, or reversal of existing law, and that it is not interposed for an improper purpose, such as to harass, limit competition, or to cause unnecessary delay or needless increase in the cost of the procurement or of the litigation.
- b. If a request for review, protest, pleading, motion, or other document filed with the Purchasing Senior Director is signed in violation of the paragraph above, the Board, may impose upon the person who signed it, a represented party, or both, an appropriate sanction, that may include an order to pay to the other party or parties the amount of the reasonable expenses incurred because of the filing of the protest, pleading, motion, or other paper, including a reasonable attorney's fee.

AA. PROTECTION OF PROPERTY

The contractor assumes full responsibility for and shall indemnify the District for any loss or damage to any District property, resulting in whole or in part from the negligent acts or omissions of the contractor, or any employee, agent or representative of the contractor.

BB. PUBLIC RECORDS CLAUSE/CONFIDENTIALITY

1. This RFP and the resulting proposals received, together with copies of all documents pertaining to the award of a contract, will be kept by the District's Purchasing Department and made part of the record which will be open to public inspection after contract award. Proposers, upon request to the Purchasing Director, may review the proposal scoring summary after the issuance of the 'Notice of Intent to Award' has been issued, except to the extent permissibly restricted by the offeror.
2. Offerors are advised to consult School Board Policy 1340 and the Alaska Public Records Act, A.S. 40.25.100-40.25.295 to verify if any of their proposal information may qualify for exemption from public disclosure. Exemptions to public disclosure requirements are narrowly construed. As such, the District cannot exempt materials that are not of a truly proprietary nature under applicable law and policy, and cannot be held liable for the disclosure of such information, even if marked for restriction by an offeror.
3. If a proposal contains any information that an offeror reasonably believes is proprietary or confidential, and is subject to protection under applicable law, each such page of the proposal must be marked "Confidential" by the offeror and the offeror must explain the basis for its determination that the information is not subject to disclosure under applicable public records laws. Cost or price information may not be restricted and will be open to public inspection. Marking an entire proposal "Confidential" is not acceptable and may result in disclosure of the entire proposal.
4. By submitting a proposal, the offeror agrees to release the District from any liability resulting from the District's disclosure of information not clearly marked "Confidential." The offeror also agrees to defend any action seeking release of information marked "Confidential" and to indemnify and hold the District, its Board, employees and agents, harmless from any judgments, damages and costs awarded against the District, its Board, employees or agents, in favor of a party requesting information submitted by an offeror. Additionally, the offeror understands and agrees that if a request is made under applicable public records laws, the District will notify the offeror of such request but under no circumstance shall the District be required to commence or defend any action to prevent the disclosure of any information submitted by an offeror, including information the offeror believes to be confidential or proprietary.

CC. CONFLICT OF INTEREST

1. The Contractor agrees to certify that Anchorage School District employees, School Board members, or a member of their household are not in conflict of interest with the contract and Board Policy as follows (AR3311.1(e).1 Disclosure and Waiver of Conflict of Interest):

- a. No Board member, employee, or a member of their household, shall acquire, directly or indirectly, an economic interest in a District or Municipal contract, or engage in business with the District or the municipality, unless the contract is competitively solicited and other requirements of Section 3311 of Board Policy and section 1.15 of the Anchorage Municipal Code are met.
 - b. The following acts and circumstances shall not be deemed to be in conflict with the performance of official duties if, at the earliest opportunity after having acquired such knowledge, the Board member or employee files a disclosure pursuant to AR3311.1(e).1 or requests and obtains a waiver pursuant to Board Policy AR3311.1(e).2:
 1. Such person owns a sole proprietorship, or is a partner in a partnership, or is an officer, director, major shareholder (five percent (5%) or more of the outstanding shares) or has management control in a corporation that submits a bid, proposal or quotation to the District or attempts to enter or enters into a contract with the District;
 2. Such person has any significant (five percent (5%) or more) financial interest in any sale, lease or rental to the District of any service or property and such person has knowledge that the District intends to purchase, lease or rent the property or service;
 3. Such person wishes to sell or receive royalties on books or materials sold to the District for use in the school system for which the employee is the author;
 4. Such person is an employee who has been providing private services to a child who transfers to a new school or class or advances to a higher grade and the child becomes a student in the class being taught/aided by his/her provider.
2. Board Members, District employees, and their household and/or immediate family members are required to comply with Board Policies and the Municipal Ethics Code by disclosing conflicts of interest.
 - a. When a board member, employee, or their household and/or immediate family member intends to do business with the District, the appropriate District and Municipal forms must be filed by the Board Member or District employee with the Municipal Clerk's Office and the Purchasing Department.

Note: *Notice of Intent to Respond to Public Solicitation* shall be filed with the Municipal Clerk's office in advance to allow a minimum of **7 calendar days to elapse between electronic publication by the clerk and the final date** for submitting a response to the solicitation. The form may be obtained from the Municipality of Anchorage website, www.muni.org.

District *Disclosure* and *Request for Waiver* forms and instructions may be obtained from the Conflict of Interest link on the Procurement Department page of the ASD website, www.asdk12.org.

- b. The responsibility for complete and timely filing rests solely with the Board Member or District employee.

DD. SEX OFFENDER/CHILD KIDNAPPER REGISTRY

Alaska School Board Policy 3515.5 prohibits a contractor whose employees or agents may have direct or incidental contact with Anchorage School District (the District) students from sending any employee or agent to district property who has been convicted of a sex offense under federal law or the law of any state and who is required to register as a sex offender under Alaska law or by court order, or who has been convicted of child kidnapping under federal law or the law of any state and who is required under Alaska law or court order to register on the Alaska Department of Public Safety Sex Offender/Child Kidnapper Central Registry. Board Policy 3515.5 requires contractors to certify in writing the contractor's knowledge

of and compliance with Board Policy 3515.5. **Prior to executing a contract** for this project, the selected Contractor shall verify that no employee or agent who will be on district property is registered as a sex offender or child kidnapper in Alaska [Alaska Department of Public Safety “Sex Offender/Child Kidnapper Registry”] or in any other state. In addition, the contractor shall certify that, to its knowledge, no employee or agent is a convicted sex offender or child kidnapper. Certification(s) will be required at time of award.

EE. TENTATIVE SCHEDULE FOR SOLICITATION

The District reserves the right to deviate from this solicitation schedule.

| Requirement | Anticipated Dates |
|---|-----------------------------|
| Public Notice of RFP | February 19, 2025 |
| Pre-Proposal Conference | March 4, 2025 |
| Deadline for Receipt of Written Questions | March 4, 2025 |
| Response to Written Questions | Approximately March 5, 2025 |
| Deadline for Receipt of Written Proposals | March 12, 2025 |
| Issuance of Notice of Intent to Award | Approximately: March 2025 |
| School Board Approval | Approximately: April 2025 |
| Contract Award(s) | Approximately: May 2025 |
| Contract(s) Begins | June 1, 2025 |

END OF SECTION I

SECTION II
EVALUATION OF PROPOSALS

A. EVALUATION OF PROPOSALS

1. All proposals will be reviewed by the District's Purchasing Department to evaluate administrative responsiveness of proposals to determine if offerors have complied with the administrative proposal requirements and to determine if proposals meet the minimum mandatory criteria set forth in this RFP.
2. Proposals meeting minimum mandatory requirements will then be evaluated by an evaluation committee comprised of District employees or other persons deemed appropriate by the District using the Evaluation Criteria specified in this RFP. Evaluation of proposals in accordance with the evaluation criteria will result in a numerical score for each proposal. Each criterion has an assigned weight for this RFP which demonstrates its relative importance. Evaluation of proposals will be accomplished as follows:

- a. Each evaluator will individually review and score each offeror's proposal on a scale of 0 to 1 for each of the Technical Evaluation Criteria.

A rating of "0" indicates a proposal which is non-responsive and/or provides no quality or value to the District and a rating of "1" indicates a proposal which is completely responsive and/or provides significant quality and value to the District. Ratings within the range indicate the level at which the proposal is responsive and/or provides quality and value to the District.

- b. After completion of ratings by each evaluator, the evaluation committee may discuss the proposal. Evaluators may then alter their ratings; however, any changes shall be based only on the proposal and the evaluation criteria.
- c. The chairperson will obtain the ratings for the evaluation criteria and ratings will then be multiplied against the points available for each criterion. The sum of the weighted scores for each proposal will result in a total weighted score from each member of the evaluation committee. The total weighted scores of all evaluators will be summed to determine the total weighted score for each proposal. The maximum score obtainable for any proposal is equal to the product of the maximum points for the evaluation criteria multiplied by the number of evaluators.
- d. Based upon the results of the proposal scoring, the District may, in its discretion, conduct discussions with offerors whose proposals are determined to be reasonably susceptible to award. Such discussions, visits and presentations are for the purposes of ensuring full understanding of the requirements of the RFP and offeror proposals and may not result in any material or substantive change to proposals. Offerors selected by the evaluation committee for interviews may be required to submit final written, graphic and verbal presentation information for consideration by the evaluation committee in response to the aforementioned purposes. Only those members of the offeror's staff who will be in responsible charge and/or will carry out the actual tasks should participate in the interviews.
- e. Subsequent to the interviews, the evaluation committee will make a final rating based upon the evaluation criteria. The evaluation committee shall use the same procedure as specified for the initial proposal rankings. The final ranking may or may not be the same as the order of ranking after completion of the initial ranking.
- f. The District reserves the right to request the highest-ranking proposers whose proposals are determined to be reasonably susceptible to award to review their previous proposals with consideration of any additions, clarifications or modifications, submit revised fee schedules for Best and Final Offers (fee proposals). If Best and Final Offers are requested, selected offerors must submit revised fee proposals on the forms provided by the District to be considered for evaluation and award. Offerors who do not submit a Best and Final Offer (revised fee proposals) will not be

considered for evaluation and award and their proposals will be rejected and considered non-responsive.

- g. For purposes of this RFP, proposals that are “reasonably susceptible to award” means the three (3) highest scoring proposals, unless, in the sole discretion of the District’s Purchasing Director, one or more of the three (3) highest scoring proposals did not achieve a score high enough to be within the competitive range and to remain under consideration for award when ranked with other proposals or the District received one or more additional proposals that are within the competitive range of the three (3) highest scoring proposals such that the additional proposal(s) may remain under consideration when ranked with the other proposals. This is not a strict mathematical formula and may not be challenged on that basis except in the case of obvious arithmetic errors.

- 3. The District reserves the right, at any time, to determine that a proposal is non-responsive and to request additional information to determine responsiveness.

B. EVALUATION CRITERIA

Proposals will be scored using the criteria listed below to determine which proposal best meets the needs of the District. The criteria to be considered during the evaluation and their associated weights are as follows:

| <u>Item</u> | <u>Criteria</u> | <u>Points</u> |
|-------------------------------|--|---------------|
| 1. | Proposal Vision | 8 |
| 2. | Proposal Value Proposition | 15 |
| 3. | Service Level Agreement | 8 |
| 4. | Service Level Agreement Reporting | 2 |
| 5. | Meetings and Reports | 2 |
| 6. | Personnel and Experience | 5 |
| 7. | References | 5 |
| Sub Total: | | 45 |
| <u>Fees</u> | | |
| 8. | Fee Proposal for Local Telephone Components, Years 1-3 | 39 |
| 9. | Fee Proposal for Long Distance Telephone Components, Years 1-3 | 16 |
| Sub Total: | | 55 |
| Total Points Possible: | | 100 |

C. FEE PROPOSAL

Please submit one (1) copy of each completed Fee Proposal Form (Attachment B) & completed unit cost and fee schedule worksheets in a **separate sealed envelope**, clearly marked as Fee Proposal, as follows:

- Group 1 – Local Telephone Services: Attachments B & G; and**
- Group 2 – Long Distance Services: Attachments B & H.**

The proposed fee will be scored based on the total proposed price, weighting eligible and ineligible components, with the maximum possible points awarded to the lowest total fee proposal. Fee Proposal Form, fee schedule attachments, and worksheets will be examined to determine if they are consistent with the rest of the proposal and that their calculations are accurate. The offeror is entirely responsible for the accuracy, completeness, and consistency of its Fee Proposal Form and associated Fee Schedules.

Proposed fee will be scored using the following formula:

$$\frac{PL}{PE} \times PP = PA$$

Lowest Proposal Fee = PL

Proposal Fee of proposal being evaluated = PE

Points Possible = PP

Points Assigned = PA

END OF SECTION II

SECTION III
PROPOSAL FORMAT

Each response must be identified and keyed to the applicable criterion and assembled in the order in which the criterion are listed in Section II, Part B, so the criterion to which information applies shall be plainly evident. Material not so identified or assembled may be discarded without evaluation. Each proposal shall be submitted on standard 8 1/2" x 11" bond paper bound on one side. Proposals should be prepared simply and economically, providing a straightforward, concise delineation of the capabilities proposed to satisfy the requirements of this RFP. In addition, small print or typeface that is difficult to read may affect scoring.

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposals be organized in the manner specified below. Proposals shall not exceed twenty-five (25) pages in length (excluding letter of transmittal, resumes (resumes shall not exceed two (2) pages in length), table of contents, attachments, or dividers. Information in excess of those allowed will not be evaluated or scored. One page shall be interpreted as one side of single lined, typed, 8 1/2" X 11", piece of paper.

To ensure that proposals are evaluated fairly and that comparisons between proposals are accurate, offerors must submit proposals in the format outlined below. Failure to comply with these requirements may cause a proposal to be rejected as non-responsive and eliminated from further consideration.

A. PROPOSAL TRANSMITTAL FORM

Submit the completed Proposal Transmittal Form (Attachment A) as the first page of the proposal. The Proposal Transmittal Form must be signed by an authorized representative of the offeror.

B. PROPOSAL NARRATIVE

1. Mandatory Requirements Pass/Fail

Group 1: Local Telephone Services – Attachments C, E & F
Group 2: Long Distance Services – Attachments D, E & F

2. Proposal Vision Weight: 8

Proposal must outline the approach and methods for accomplishing the proposed contract, including perceived objectives and scope. Considerations as to what, when, where, how, and in what sequence the work will be done should be addressed to demonstrate a complete understanding of the technical and substantive issues associated with the project over the duration of the contract. Define any assumptions made in formulating the response. Provide a preliminary overall schedule with sufficient detail to indicate a thorough understanding of the process. Demonstrated reliability of service is a critical factor.

3. Proposal Value Proposition Weight: 15

Proposal must describe the innovations, services, and features that make this proposal a desirable course of action over the duration of the contract. Describe the aspects of the solution that make it technically superior, provide evidence of a higher level of customer satisfaction, and highlight areas where the solution exceeds expectations. Denote reasons the proposal provides better odds of successful future performance.

4. Service Level Agreement Weight: 8

Proposal must describe the administrative and operational structures that will be used to meet and maintain the Service Level Agreement reference values identified in Exhibit 3.

5. Service Level Agreement Reporting Weight: 2

Proposal must describe the systems and processes for continuous or periodic reporting of Service Level Agreement statistics to the District.

6. Meetings and Reports Weight: 2

Proposal must describe the proposed solution for keeping the District informed of implementation progress, service delivery status updates, issue tracking, and periodic reporting of the same.

7. Personnel and Experience Weight: 5

Proposal must describe the administrative and operational structures that will be used for performing the proposed contract. Discuss the offeror's and proposed subcontractor's background and qualifications to establish experience and performance as a team. Describe previous experience implementing similar systems with similar functions, size, number of sites, and complexity. Describe the national presence for the proposed solution.

8. References Weight: 5

Proposal must describe previous successes with other customers and how it relates to this project. Include experience with school districts of similar size and with any organizations of similar size, especially organizations within the state of Alaska.

9. Fee Proposal Weight: 55

Proposers must submit pricing for each item on the Fee Proposal Form, fee schedule attachments, and worksheets. Fee Proposal. The proposed fee will be scored based on the total proposed price, weighting eligible and ineligible components, with the maximum possible points awarded to the lowest total fee proposal. Fee Proposal Form, fee schedule attachments, and worksheets will be examined to determine if they are consistent with the rest of the proposal and that their calculations are accurate. The offeror is entirely responsible for the accuracy, completeness, and consistency of its Fee Proposal Form and Fee Detail. In the event that there is a discrepancy between the Fee Proposal Form and the Pricing Worksheet, the Pricing Worksheet will be the governing document.

END OF SECTION III

SECTION IV
SPECIFICATIONS/ SCOPE OF SERVICES

A. SCOPE

This solicitation is conducted in accordance with the requirements contained herein. It is the Offeror's responsibility to understand and comply with all rules and procedures governing telephone and long-distance services.

B. BACKGROUND

1. The District is comprised of one hundred and eight (108) facility locations with network connectivity, as identified in Exhibit 2: List of District Locations spread throughout an area of 1,922 square miles. With over eight (8) million square feet of facilities.
2. The District currently utilizes approximately 1,000 analog lines and 6,200 VoIP lines.
3. The District logs approximately 55,000 long distance minutes per week, on average, during the school year.
4. The District has its own Autonomous System (AS46932) and associated /21 IPv4 address space.

C. DISTRICT OBJECTIVES & GENERAL REQUIREMENTS

1. It is the expectation that evaluation of cost of services to determine the most cost-effective solution for delivery of the requirements specified. The District is willing to entertain any proposal for delivery of service as long as it can be evaluated and proven to be a valid economic and stable solution. If a change to existing services is proposed, an implementation timeline and project plan will be submitted as part of the proposal and require approval by the District. All costs need to be accounted for, including but not limited to transitional costs from existing services, costs to remediate environment for additional impacts (e.g. power, cooling, additional connectivity), or additional support. It is the overall intent of this proposal to provide an equivalent or superior level of Telecommunication Services to those currently being provided to all District locations as indicated on the Appendixes, which are then billed monthly from the Telecommunication Services provider.
2. The Offeror shall be responsible for the installation and removal of all Offeror equipment, excluding the District equipment being retained by the District. All costs related to such removal, at the end of the contract, shall be the responsibility of the Offeror.
3. New services must begin on June 1, 2025, which represents the anticipated end of the current services.
4. The Offeror shall provide a Service Level Agreement (SLA) for all services rendered. Circuit and outage response SLA requirements are outlined in Exhibit 3: Service Level Agreement Minimum Requirements.
5. The District expects the Offeror to anticipate downward competitive pressure ("price compression") over the duration of the resulting contract, with the potential to renegotiate pricing before the end of the contract term. Minimally, Offerors should be aware of the Federal Communication Commission's lowest corresponding price (LCP).
6. Failure to include any costs or information listed as required may be considered non-responsive.
7. The District has rated cost of service as the highest weighted factor in its decision criteria.
8. The offeror accepts fiscal responsibility for any error by the offeror.

D. SERVICE GROUPING

1. The District will consider proposals within the following groups:

GROUP 1 – LOCAL TELEPHONE SERVICES
GROUP 2 – LONG DISTANCE SERVICES

2. Each group will be separately evaluated based on the criteria in Section II – Evaluation of Proposals, Paragraph B – Evaluation Criteria.

E. SERVICE LEVEL AGREEMENT

The Offeror shall provide a Service Level Agreement (SLA) for all services rendered. Circuit and outage response SLA requirements are outlined in Exhibit 3: Service Level Agreement Minimum Requirements.

F. INVOICING

The District requires timely and accurate electronic invoicing in either Comma-Separated Values (CSV) or Microsoft Excel (XLS or XLSX) format using at minimum the data elements provided in Exhibit 4: Example Electronic Invoice Format, in addition to Portable Document Format (PDF) versions of any paper invoices. The District will coordinate with the successful Offeror in regards to this process, and invoice PDFs may be sent to the District Accounting office at accounting@asdk12.org.

G. SERVICE LEVEL AGREEMENT REPORTING

The District requires timely and accurate electronic reporting of SLAs in either Comma-Separated Values (CSV) or Microsoft Excel (XLS or XLSX) format, in addition to Portable Document Format (PDF) versions of any paper reports. The District will coordinate with the successful Offeror in regard to this process.

H. TRAINING

The Offeror shall provide training on the use of the proposed system if necessary, as part of the pricing of the proposed service. Any technical support training required will be provided on site for up to ten (10) District staff members.

I. CONTRACT TERM

The term of any contract resulting from this solicitation shall be from June 1, 2025 through May 31, 2028. At the conclusion of the contract, the District shall have the option to extend the contract for four (4) additional one-year terms, under the same terms and conditions. The District may exercise the allowable contract extension(s) by giving written notice to the offeror, prior to the expiration of the then-existing term, if it is found to be in the District's best interest. Extension of the contract is by mutual consent. The District reserves the right to modify or cancel the existing contract with no penalty.

J. CONTRACT MANAGEMENT

At the commencement of the resulting contract, the District and the successful Offeror shall each designate a project manager. Such persons shall be the respective party's single point of contact for purposes of management of the contract. The Offeror's project manager shall assume responsibility for the coordination of all contract issues under the contract.

K. SUBCONTRACTORS

1. Subcontractors may be used to perform work under the contract resulting from the RFP. If an Offeror intends to use subcontractors, the Offeror must identify, in its proposal, the name of the

subcontractor(s), the specific tasks and portions of the work the subcontractors(s) will perform, and the qualifications of the subcontractor. All proposed subcontractors will be bound by the terms and conditions of the RFP and any resulting contract. Copies of any agreements that have been entered into between an Offeror and proposed subcontractors must be included in the proposal.

2. The Offeror shall ensure that any prospective subcontractors are appropriately licensed, insured and bonded and of sufficient high quality to meet all requirements of the RFP. If a proposal with subcontractors is selected, the Offeror must provide the following information concerning each prospective subcontractor within five (5) working days of request notice by the District: complete name and address of the subcontractor; the type of work the subcontractor will perform; the percentage of work the subcontractor will perform; evidence, as required in the RFP, of the subcontractor(s) Alaska Business License; and a written statement, signed by each proposed subcontractor, that clearly verifies that the subcontractor is committed to render the services required by the contract.

L. OFFEROR PERSONNEL

The personnel identified or described in the Offeror's proposal shall perform the services provided for the District under any resulting contract. The Offeror agrees that any personnel substituted during the term of the contract must be able to conduct the required work to industry standards and be equally or better qualified than the personnel originally assigned. The District reserves the right to approve personnel assigned to work under the contract, and any changes or substitutions to such personnel. The District's approval of a substitution will not be unreasonably withheld. Any such approval or disapproval shall not relieve the Offeror from its obligations under the contract. In the event that Offeror personnel become unavailable, it will be the Offeror's responsibility to provide an equally qualified replacement in time to avoid delays to the work.

M. MEETINGS AND REPORTS

1. **Technical or Contractual Problems.** The Offeror will be required to meet with the district's personnel, or designated representatives, to resolve technical or contractual problems that may arise during the term of the contract, at no additional cost to the district. Meetings will occur within District boundaries as problems arise and will be coordinated by the District. Failure to participate in problem resolution meetings or failure to make a good faith effort to resolve problems may result in termination of the contract.
2. **Status Meetings.** During the term of the contract, the Offeror will meet no less than monthly with the District to discuss service delivery. Individual meetings may be cancelled or rescheduled upon mutual agreement between the Offeror and the District. All meetings will take place physically within the Municipality of Anchorage.
3. **Progress Meetings.** During the term of the contract, the District's project manager will plan and schedule regular project status meetings with the successful Offeror to discuss the progress (schedule, accomplished and pending scope, cost, & quality) made by the Offeror and the District in the performance of their respective obligations under the contract. Project managers for all subcontractors and suppliers of Offeror who are then performing work on the project or whose work affects the status of the project shall participate in person or by telephone conferencing in the project status meeting. At each such meeting, the successful Offeror shall provide the District with a written status report that identifies project status including all work completed and milestones completed, issue tracking/resolution including projected schedule to resolve issues, change management, any problem or circumstance encountered by Offeror, or of which Offeror gained knowledge during the period since the last such status report, which may prevent Offeror from completing any of its obligations as required or that may generate charges in excess of those previously agreed to by the parties. The successful Offeror shall identify the amount of excess charges, if any, and the cause of any identified problem or circumstance and the steps taken to remedy the same. Either party may also request additional progress status meetings. Upon two (2) business days prior to telephone, email, or written notice from a party, the other party shall use good faith efforts to make itself available for any meetings during

business hours reasonably requested by the other party. The successful Offeror's subcontractors and suppliers shall make good faith efforts to attend such meetings if requested by the District.

4. **Failure to Notify.** In the event successful Offeror fails to specify, in writing, any problem or circumstance with respect to the period during the term covered by Offeror's status report, it shall be conclusively presumed for purposes of the resulting contract that no such problem or circumstance arose during such period, and the Offeror shall not be entitled to rely upon such problem or circumstance as a purported justification for either claiming it is entitled to receive any amount (including without limitation damages or additional charges arising out of a breach by the District of any District obligation) with respect to any of Offeror's obligations under the contract in excess of those previously agreed to; or failing to complete any of Offeror's obligations. Submission by the successful Offeror of the status reports shall not alter, amend or modify the Offeror's or the District's rights or obligations pursuant to any provision of the resulting contract.
5. **District's Failure or Delay.** For a problem or circumstance identified in the Offeror's status report, which the Offeror claims was the result of the district's failure or delay in discharging any district obligation, the district shall review the same and determine if such problem or circumstance was in fact the result of such alleged failure or delay. If the district agrees as to the cause of such problems or circumstance, then the parties shall extend any deadlines or due dates affected thereby. If the district does not agree as to the cause of such problems or circumstance, the parties shall each attempt to resolve the problem or circumstance in a manner satisfactory to both parties.

END OF SECTION IV

ATTACHMENT A
PROPOSAL TRANSMITTAL FORM
This form must be returned with the offeror's proposal.

Note: In order to submit a responsive proposal for both Group 1 and 2, offerors must submit a proposal, completed questionnaires, and the associated fee schedules for each service group.

Addendum Number(s) _____ is/are hereby acknowledged.

FIRM'S NAME: _____

MAILING ADDRESS: _____

CITY/STATE/ZIP: _____

PHYSICAL BUSINESS ADDRESS: _____

CITY/STATE/ZIP: _____

CONTACT PERSON FOR THIS SOLICITATION: _____

TELEPHONE: _____ FAX NUMBER: _____

EMAIL ADDRESS: _____

ALASKA BUSINESS LICENSE NO: _____ FEDERAL TAX ID NO: _____

| |
|----------------------|
| CERTIFICATION |
|----------------------|

I certify that I am a duly authorized representative of the firm listed above and that the information and materials enclosed with this proposal accurately represent the capabilities of the firm to provide the services indicated in compliance with the requirements of the solicitation. I certify that no member of the School Board or District employee, or spouse or other member of his/her household, has or shall have any undisclosed interest in the firm or this proposal, as provided in the Instructions to Offerors ("Conflicts of Interest"). The District is hereby authorized to request from any individual any pertinent information deemed necessary to verify information regarding the capacity of the firm and for purposes of determining responsiveness of the proposal or responsibility of the firm as a prospective contractor.

In compliance with the solicitation, the offeror agrees, if this offer is accepted within one hundred twenty days (120) calendar days from the date specified in the solicitation for receipt offers, to furnish any or all items on which prices are offered at the price set opposite each item, delivered at the designated places, within the times specified in the solicitation.

SIGNATURE: _____

PRINTED NAME AND TITLE: _____

DATE: _____

ATTACHMENT B
FEE PROPOSAL FORM

| Item | Group 1 | Local Telephone Services | Estimated Total Cost |
|------|-----------------|--------------------------|----------------------|
| 1. | Attachment G | Combined Total | \$ _____ |

| Item | Group 2 | Long-Distance Services | Estimated Total Cost |
|------|-----------------|------------------------|----------------------|
| 2. | Attachment H | Combined Total | \$ _____ |

TOTAL (Attachments G & H): \$ _____

Contract Volume: The items and quantities listed in the attachments and exhibits are estimated annual quantities and may be increased or decreased to meet the requirements of the District. The District expects but does not guarantee to purchase the quantities listed. The estimated annual quantities are based on historical data and are subject to change due to several factors, including availability of funding and program priorities. No warranty is given or implied as to the exact quantities that will be used during the term of this contract.

SIGNATURE: _____

PRINTED NAME AND TITLE: _____

DATE: _____

Firms Name: _____

ATTACHMENT I
PROPOSER'S CHECKLIST

INSTRUCTIONS

A. GENERAL

Proposers/Offerors are advised that, notwithstanding any instructions or implications elsewhere in this RFP, only the documents shown and detailed on this Check List need to be submitted with and made part of their proposal/offer. Other documents may be required to be submitted after offer time, but prior to award. Proposers/Offerors are hereby advised that failure to submit the documents shown and detailed on this Check List may be justification for rendering the proposal/offer non-responsive.

B. REQUIRED DOCUMENTS FOR OFFER SUBMISSION

1. Attachment A, Proposal Transmittal Form (Consisting of 1-Page), must be manually signed.
2. Attachment B, Fee Proposal Form (Consisting of 1-Page), must be manually signed.
3. Attachment E, Mandatory Requirements – All Services, must be completed.
4. Attachment F, Firm's Experience Questionnaire, must be completed.
5. Exhibit 1 – State of Alaska Sex Offender/Child Kidnapper Registry Contractor Certification, must be completed and manually signed.
6. Group 1 Proposals Only – Local Telephone Services:
 - a. Attachment C – Mandatory Requirements – Local Telephone Services, must be completed.
 - b. Attachment G – Local Telephone Services Unit Cost Work Sheet, must be completed.
7. Group 2 Proposals Only – Long Distance Telephone Services:
 - a. Attachment D – Mandatory Requirements – Long Distance Telephone Services, must be completed.
 - b. Attachment H– Long Distance (Toll) Services Worksheet, must be completed.
8. Erasures of other changes made to the Offer Form(s) must be initialed by the person signing the offer.
9. All addenda issued should be acknowledged by manually signing the Addenda sheet and submitting it prior to the offer opening, or by indicating acknowledgement in the space provided on the Signature Page - Attachment A.

C. Any requested documents and/or other information deemed necessary, at the sole discretion of the District, are to be submitted within five (5) calendar days from notification by the Purchasing Department. Failure to do so may cause your proposal to be considered non-responsive.

1. Any other documents or information deemed necessary by the Senior Purchasing Director or designee.

EXHIBIT 1
STATE OF ALASKA SEX OFFENDER/CHILD KIDNAPPER REGISTRY
CONTRACTOR CERTIFICATION

Pursuant to Board Policy 3515.5, Sex Offenders and Child Kidnappers, I
_____ the undersigned Principal for
_____ on Solicitation _____, certify:

1. That I, either personally or through a person designated by me, have researched the State of Alaska Sex Offender/Child Kidnapper Registry to confirm that no employee or agent who may enter Anchorage School District property in connection with the contract is listed in the Registry.
2. That I have required all subcontractors and any of their sub-subcontractors to certify, or they will require all subcontractors and any of their sub-subcontractors to certify, that they researched the State of Alaska Sex Offender/Child Kidnapper Registry to confirm that no employee or agent who may enter district property in connection with the contract is listed in the Registry. I will provide all such certification to the district upon request.
3. To my knowledge, no any employee or agent of bidder, or any sub-contractor or sub-sub-contractor of bidder, who may enter district property in connection with the contract is: (a) listed in the sex offender/child kidnapper registry of any other state; or, (b) is a convicted sex offender or child kidnapper.
4. I have read Board Policy 3515.5 and certify that the bidder will comply with Board Policy 3515.5. Bidder will not send any employee or agent who is a sex offender or child kidnapper to District property, as that term is defined in Board Policy 3515.5.

Contractor Name: _____

Dated: _____

By: _____

Signature

Printed Name

Title: _____

EXHIBIT 2
LIST OF DISTRICT LOCATIONS

| Location Name | Physical Address 1 | Physical Address 2 | City | State | ZIP Code | Service Required |
|--|-----------------------------|--------------------|-------------|-------|----------|------------------|
| Airport Heights Elementary | 1510 Alder Dr | | Anchorage | AK | 99508 | Yes |
| Alaska Middle College School | 2650 E Northern Lights Blvd | | Anchorage | AK | 99508 | Yes |
| Alaska Native Cultural Charter School | 8427 Lake Otis Pkwy | | Anchorage | AK | 99507 | Yes |
| Alpenglow Elementary | 19201 Driftwood Bay Dr | | Eagle River | AK | 99577 | Yes |
| Anchorage STReAM Academy | 7801 E 32 Ave | | Anchorage | AK | 99504 | Yes |
| Aquarian Charter | 1705 W 32nd Ave | | Anchorage | AK | 99517 | Yes |
| ASD Education Center | 5530 E Northern Lights Blvd | | Anchorage | AK | 99504 | Yes |
| ASD Facilities/Maintenance | 1301 Labar St | | Anchorage | AK | 99515 | Yes |
| ASD Purchasing/Warehouse | 4919 Van Buren Dr | | Anchorage | AK | 99517 | Yes |
| ASD Student Nutrition | 1307 Labar St | | Anchorage | AK | 99515 | Yes |
| ASD Transportation | 3580 Tudor Road | | Anchorage | AK | 99507 | Yes |
| Aurora Elementary | 5085 10th Street | | JBER | AK | 99506 | Yes |
| Bartlett High | 1101 Golden Bear Dr | | Anchorage | AK | 99504 | Yes |
| Baxter Elementary | 2991 Baxter Rd | | Anchorage | AK | 99504 | Yes |
| Bayshore Elementary | 10500 Bayshore Dr | | Anchorage | AK | 99515 | Yes |
| Bear Valley Elementary | 15001 Mountain Air Dr | | Anchorage | AK | 99516 | Yes |
| Begich Middle School | 7440 Creekside Center Dr | | Anchorage | AK | 99504 | Yes |
| Benny Benson Alternative High | 4515 Campbell Airstrip Rd | | Anchorage | AK | 99507 | Yes |
| Birchwood ABC | 17010 Birchtree St | | Chugiak | AK | 99567 | Yes |
| Bowman Elementary | 11700 Gregory Rd | | Anchorage | AK | 99516 | Yes |
| Campbell Elementary | 7206 Rovenna St | | Anchorage | AK | 99518 | Yes |
| Central Middle | 1405 E St | | Anchorage | AK | 99501 | Yes |
| Chester Valley Elementary | 1750 Patterson St | | Anchorage | AK | 99504 | Yes |
| Chinook Elementary | 3101 W 88th Ave | | Anchorage | AK | 99502 | Yes |
| Chugach Optional Elementary | 1205 E St | | Anchorage | AK | 99501 | Yes |
| Chugiak Elementary | 19932 Old Glenn Hwy | | Chugiak | AK | 99567 | Yes |
| Chugiak High | 16525 S Birchwood Loop Rd | | Chugiak | AK | 99567 | Yes |
| Clark Middle | 150 S Bragaw St | | Anchorage | AK | 99508 | Yes |
| College Gate Elementary | 3101 Sunflower St | | Anchorage | AK | 99508 | Yes |
| Covenant House | 755 A St | | Anchorage | AK | 99501 | Yes |
| Creekside Park Elementary | 7500 E 6th Ave | | Anchorage | AK | 99504 | Yes |
| Denali Elementary | 952 Cordova St | | Anchorage | AK | 99501 | Yes |
| Dimond High | 2909 W 88th Ave | | Anchorage | AK | 99502 | Yes |
| Eagle Academy Charter | 10901 Mausel St | | Eagle River | AK | 99577 | Yes |
| Eagle River Elementary | 10900 Old Eagle River Rd | | Eagle River | AK | 99577 | Yes |
| Eagle River High | 8701 Wolf Den Dr | | Eagle River | AK | 99577 | Yes |
| Bettye Davis East Anchorage High | 4025 E Northern Lights Blvd | | Anchorage | AK | 99508 | Yes |
| Dr. Etheldra Davis - Fairview Elementary | 1327 Nelchina St | | Anchorage | AK | 99501 | Yes |
| Family Partnership Correspondence School | 4400 Business Park Blvd | Ste B-22 | Anchorage | AK | 99503 | Yes |
| Fire Lake Elementary | 13801 Harry McDonald Rd | | Eagle River | AK | 99577 | Yes |
| Frontier Charter School | 400 W Northern Lights Blvd | Ste 6 | Anchorage | AK | 99503 | Yes |
| Frontier Charter School - Eagle River | 16707 Coronado St | | Eagle River | AK | 99577 | Yes |
| Girdwood School | 680 Hightower Rd | | Girdwood | AK | 99587 | Yes |
| Gladys Wood Elementary | 7001 Cranberry St | | Anchorage | AK | 99502 | Yes |
| Goldenview Middle | 15800 Golden View Drive | | Anchorage | AK | 99516 | Yes |
| Government Hill Elementary | 525 E Bluff Dr | | Anchorage | AK | 99501 | Yes |
| Gruening Middle | 9601 Lee St | | Eagle River | AK | 99577 | Yes |
| Hanshaw Middle | 10121 Lake Otis Pkwy | | Anchorage | AK | 99507 | Yes |
| Highland Academy Charter | 5530 E Northern Lights Blvd | Ste 1 | Anchorage | AK | 99504 | Yes |
| Homestead Elementary | 18001 Baronoff Ave | | Eagle River | AK | 99577 | Yes |
| Huffman Elementary | 12000 Lorraine St | | Anchorage | AK | 99516 | Yes |
| Inlet View Elementary | 1219 N St | | Anchorage | AK | 99501 | Yes |
| Kasuun Elementary | 4000 E 68th Ave | | Anchorage | AK | 99507 | Yes |
| Kennedy Data Center | 540 Dyea Ave | | JBER | AK | 99505 | Yes |
| Kincaid Elementary | 4900 Raspberry Rd | | Anchorage | AK | 99502 | Yes |
| Martin Luther King Jr. Technical High | 2650 E Northern Lights Blvd | | Anchorage | AK | 99508 | Yes |
| Klatt Elementary | 11900 Puma St | | Anchorage | AK | 99515 | Yes |
| Lake Hood Elementary | 3601 W 40th Ave | | Anchorage | AK | 99517 | Yes |
| Lake Otis Elementary | 3331 Lake Otis Pkwy | | Anchorage | AK | 99508 | Yes |
| McLaughlin Youth Center | 2600 Providence Dr | | Anchorage | AK | 99508 | Yes |
| Mears Middle | 2700 W 100th Ave | | Anchorage | AK | 99515 | Yes |
| Mirror Lake Middle | 22901 Lake Hill Dr | | Chugiak | AK | 99567 | Yes |
| Mountain View Elementary | 4005 McPhee Ave | | Anchorage | AK | 99508 | Yes |

EXHIBIT 2
LIST OF DISTRICT LOCATIONS

| Location Name | Physical Address 1 | Physical Address 2 | City | State | ZIP Code | Service Required |
|--------------------------|--------------------------------|--------------------|-------------|-------|----------|------------------|
| Muldoon Elementary | 525 Cherry St | | Anchorage | AK | 99504 | Yes |
| North Star Elementary | 605 W Fireweed Ln | | Anchorage | AK | 99503 | Yes |
| Northern Lights ABC | 2424 E Dowling Rd | | Anchorage | AK | 99507 | Yes |
| Northwood Elementary | 4807 Northwood Dr | | Anchorage | AK | 99517 | Yes |
| Nunaka Valley Elementary | 1905 Twining Dr | | Anchorage | AK | 99504 | Yes |
| Ocean View Elementary | 11911 Johns Rd | | Anchorage | AK | 99515 | Yes |
| O'Malley Elementary | 11100 Rockridge Dr | | Anchorage | AK | 99516 | Yes |
| Orion Elementary | 5112 Arctic Warrior Dr | | JBER | AK | 99506 | Yes |
| AKChoice K-12 Learning | 1405 E St | | Anchorage | AK | 99501 | Yes |
| Polaris | 6200 Ashwood St | | Anchorage | AK | 99507 | Yes |
| Ptarmigan Elementary | 888 Edward St | | Anchorage | AK | 99504 | Yes |
| Rabbit Creek Elementary | 13650 Lake Otis Pkwy | | Anchorage | AK | 99516 | Yes |
| Ravenwood Elementary | 9500 Wren Cir | | Eagle River | AK | 99577 | Yes |
| Rilke Schule Charter | 1846 E 64th Ave | | Anchorage | AK | 99507 | Yes |
| Rogers Park Elementary | 1400 E Northern Lights Blvd | | Anchorage | AK | 99508 | Yes |
| Romig Middle | 2500 Minnesota Dr | | Anchorage | AK | 99503 | Yes |
| Russian Jack Elementary | 4300 E 20th Ave | | Anchorage | AK | 99508 | Yes |
| Sand Lake Elementary | 7500 Jewel Lake Rd | | Anchorage | AK | 99502 | Yes |
| S.A.V.E | 410 E 56th Ave | | Anchorage | AK | 99518 | Yes |
| Scenic Park Elementary | 3933 Patterson St | | Anchorage | AK | 99504 | Yes |
| Service High School | 5577 Abbott Rd | | Anchorage | AK | 99507 | Yes |
| South Anchorage High | 13400 Elmore Rd | | Anchorage | AK | 99516 | Yes |
| Spring Hill Elementary | 9911 Lake Otis Pkwy | | Anchorage | AK | 99507 | Yes |
| Steller Secondary | 2508 Blueberry Rd | | Anchorage | AK | 99503 | Yes |
| Susitna Elementary | 7500 Tyone Ct | | Anchorage | AK | 99504 | Yes |
| Taku Elementary | 701 E 72nd Ave | | Anchorage | AK | 99518 | Yes |
| Trailside Elementary | 5151 Abbott Rd | | Anchorage | AK | 99507 | Yes |
| Tudor Elementary | 1666 Cache Dr | | Anchorage | AK | 99507 | Yes |
| Turnagain Elementary | 3500 W Northern Lights Blvd | | Anchorage | AK | 99517 | Yes |
| William Tyson Elementary | 2801 Richmond Ave | | Anchorage | AK | 99508 | Yes |
| Ursa Major Elementary | 454 Dyea Ave | | JBER | AK | 99505 | Yes |
| Ursa Minor Elementary | 336 Hoonah Ave | | JBER | AK | 99505 | Yes |
| Wendler Middle | 2905 Lake Otis Pkwy | | Anchorage | AK | 99508 | Yes |
| West High | 1700 Hillcrest Dr | | Anchorage | AK | 99517 | Yes |
| Whaley Center | 2220 Nichols St | | Anchorage | AK | 99508 | Yes |
| Bragaw Heights | 1500 DeBarr Cir | | Anchorage | AK | 99508 | Yes |
| Cordova Heights | 2600 Cordova St | Ste 101 | Anchorage | AK | 99503 | No |
| DeBarr Heights | 2530 DeBarr Rd | | Anchorage | AK | 99508 | Yes |
| Humphrey Heights | 3210 W 62nd Ave | | Anchorage | AK | 99502 | No |
| Jesse Lee Home | 4600 Abbott Rd | | Anchorage | AK | 99507 | No |
| Maplewood | 2311 Maplewood St | | Anchorage | AK | 99508 | Yes |
| McKinley Heights | 8012 Stewart Mountain Dr | | Eagle River | AK | 99577 | No |
| Piper Heights | 3760 Piper St | | Anchorage | AK | 99508 | No |
| Providence Heights | 3700 Piper St | | Anchorage | AK | 99508 | No |
| Puffin Heights | 4020 Folker St | | Anchorage | AK | 99508 | No |
| Turning Point Heights | 1500 DeBarr Cir | | Anchorage | AK | 99508 | No |
| ACT | 3745 Community Park Loop | | Anchorage | AK | 99508 | Yes |
| Hope Community Resources | 650 W International Airport Rd | | Anchorage | AK | 99518 | Yes |
| Williwaw Elementary | 1200 San Antonio St | | Anchorage | AK | 99508 | Yes |
| Willow Crest Elementary | 1004 W Tudor Rd | | Anchorage | AK | 99503 | Yes |
| Winterberry Charter | 4802 Bryn Mawr Ct | | Anchorage | AK | 99508 | Yes |
| Wonder Park Elementary | 5100 E 4th Ave | | Anchorage | AK | 99508 | Yes |

EXHIBIT 3 SERVICE LEVEL AGREEMENT (SLA) MINIMUM REQUIREMENTS

This SLA outlines the service commitments and performance expectations for Plain Old Telephone Service (POTS) and Voice over Internet Protocol (VoIP) telephone services expected by Anchorage School District. This SLA is designed to balance industry best practices with realistic production-level expectations.

1. Service Scope:

- **Covered Services:** This SLA covers the following services: POTS lines (including local calling, long-distance calling, and 911 service), VoIP lines (including local calling, long-distance calling, and 911 service), voicemail, call forwarding, and caller ID.
- **Excluded Services:** This SLA excludes equipment maintenance (unless provided by the provider under a separate agreement) and any customer-provided internet service (for VoIP). Support for third-party applications integrated with the services is also excluded.

2. Service Availability:

- **Uptime:** Provider targets 99.99% uptime per month for both POTS and VoIP services.
- **Measurement:** Uptime is measured by provider's network monitoring system. Downtime is defined as the complete inability to make or receive calls.
- **Exclusions:** The following are excluded from uptime calculations: scheduled maintenance (with at least 24 hours prior notice), customer-caused outages (e.g., power outages at the customer's site), force majeure events (natural disasters, acts of terrorism), and issues with any customer-provided internet connection (for VoIP).
- **Scheduled Maintenance:** Scheduled maintenance will typically be performed between 1:00 AM and 5:00 AM local time and will be announced at least 24 hours in advance.
- **Unscheduled Maintenance:** Provider shall notify the District of any unscheduled service outage that impacts VoIP services. Notification shall be provided through email, SMS, or an online status page within 15 minutes of detecting the outage. Provider shall also provide an estimated time to resolution (ETR) where possible.

3. Call Quality (VoIP Specific):

- **Mean Opinion Score (MOS):** Provider targets a MOS of 4.0 or higher for VoIP calls.
- **Latency:** Provider targets a round-trip latency of less than 150ms for VoIP calls.
- **Jitter:** Provider targets jitter of less than 30ms for VoIP calls.
- **Packet Loss:** Provider targets a packet loss rate of less than 1% for VoIP calls.
- **Measurement:** Call quality metrics are continuously monitored by provider's network monitoring system.

4. Performance Metrics (POTS and VoIP):

- Call Setup Success Rate: Provider targets a 99% call setup success rate for both POTS and VoIP services.
- Answer Seizure Ratio (ASR) (POTS): Provider targets a 98% ASR for POTS lines.
- Completion Rate: Provider targets a 98% call completion rate for both POTS and VoIP services.
- Trouble Ticket Resolution Time:
 - Critical Issues (complete service outage): 4 hours
 - Major Issues (significant service degradation): 8 hours
 - Minor Issues (minor service impact): 24 hours

5. Support and Maintenance:

- Support Hours: 24 hours a day, 7 days a week.
- Response Times:
 - Critical Issues: 1 hour
 - Major Issues: 2 hours
 - Minor Issues: 4 hours
- Escalation Procedures: If a support issue is not resolved within the target resolution time, the customer can escalate the issue to a supervisor.

6. Service Credits:

- Remedies for SLA Breaches: If the provider fails to meet the service availability target, the customer will be eligible for service credits.
- Credit Calculation: Service credits will be calculated as 5% of the monthly service fee for each 0.1% below the 99.9% uptime target, up to a maximum of 25% of the monthly service fee.
- Claim Process: Customers must submit service credit claims in writing to provider within 30 days of the SLA breach. Claims must include documentation supporting the claimed outage.

7. Reporting:

- Regular Reports: Provider will provide monthly per-location service performance reports to the customer, including SLA metrics outline in 2. *Service Availability* and 3. *Call Quality (VoIP Specific)* above. These reports will be delivered electronically.
- Ad-hoc Reports: Customers can request ad-hoc reports by contacting their account representative.

8. Definitions:

- MOS (Mean Opinion Score): A numerical measure of the perceived quality of speech in a telephone call.

- Latency: The time it takes for a signal to travel from one point to another.
- Jitter: The variation in latency.
- Packet Loss: The percentage of data packets that fail to reach their destination.
- Uptime: The percentage of time that a service is operational and available.

| Invoice Date | Account Number | Account Description | Service Identifier | Charge Type | Service Description | Billed Dollars |
|--------------|----------------|---------------------|--------------------|-------------|---------------------|----------------|
| 7/30/2025 | 12340001 | WONDER PARK ELEM | 907-742-1001 | MRC | Std Business VoIP | 12.34 |
| 7/30/2025 | 12340001 | WONDER PARK ELEM | 907-742-1002 | MRC | Std Business VoIP | 12.34 |
| 7/30/2025 | 12340001 | WONDER PARK ELEM | 907-742-1003 | MRC | Std Business VoIP | 12.34 |
| 7/30/2025 | 12340001 | WONDER PARK ELEM | 907-742-1090 | MRC | Auto Attendant | 34.56 |
| 7/30/2025 | 12340001 | WONDER PARK ELEM | 907-742-1099 | MRC | POTS | 23.45 |
| 7/30/2025 | 12340002 | BAXTER ELEM | 907-742-2001 | MRC | Std Business VoIP | 12.34 |
| 7/30/2025 | 12340002 | BAXTER ELEM | 907-742-2002 | MRC | Std Business VoIP | 12.34 |
| 7/30/2025 | 12340002 | BAXTER ELEM | 907-742-2003 | MRC | Std Business VoIP | 12.34 |
| 7/30/2025 | 12340002 | BAXTER ELEM | 907-742-2090 | MRC | Auto Attendant | 34.56 |
| 7/30/2025 | 12340002 | BAXTER ELEM | 907-742-2099 | MRC | POTS | 23.45 |

EXHIBIT 5 TELEPHONE SYSTEM OVERVIEW

- **Current District LAN and WAN usage**
 - District manages both the local area network (LAN) and wide area network (WAN) for voice
 - In all locations possible, VoIP traffic does not traverse the WAN, getting handed off to the provider on-site

- **Desk Phones**

All desk phones support:

- Multiple lines
- Voicemail and voicemail indicators
- Integrated power over Ethernet (PoE) with optional AC power adapter
- Embedded two (2) port Ethernet switch supporting at least 100 Mbps
- Caller ID
- Call hold
- Call transfer
- Call waiting
- Three-way calling
- Redial
- Do not disturb
- Call screening
- Multi-line hunt groups
- Call screening
- Call pickup
- Call park
- Voicemail to email
- Call trace (a.k.a. malicious call hold)
- Message waiting indicator

All desk phone types may leverage:

- Remote call forwarding
- Follow me call forwarding

District manages:

- E911 information via an online portal
- Expansion module / side car information
- Moving handsets internally
- End-user requests for changes to:
 - Voicemail passwords
 - Voicemail-to-email settings
 - Call forwarding

Provider manages:

- Adding or removing handsets
- Firmware updates for provided devices
- Disaster recovery and call survivability plans

Provider and District collaborate on:

- Call quality monitoring and troubleshooting
- Documentation and training
- Phone configuration and registration

Desk phone usage types:

- **Low Call Volume Phone**
 - For use by individual teachers or support staff
 - May leverage:
 - Wall mount
- **Medium Call Volume Phone**
 - For use by other school or department staff
 - May leverage:
 - Automated attendants
 - Premium attendants
 - Multiple phone sidecars for speed dials, busy indicators, or direct dial stations
- **High Call Volume Phone**
 - For use by agents in call centers
 - Leverages:
 - Enhanced hunt groups
- **Conference Phone**
 - For use in conference rooms
 - Integrated power over Ethernet (PoE) with optional AC power adapter
 - Seven-foot radius microphone pickup
- **Visual alerting IP endpoint (strobe)**
 - For use as alternate call indicator accommodation in locations where staff or students cannot hear the phone
 - Integrated power over Ethernet (PoE) with optional AC power adapter
- **Automated Attendant**
 - Virtual receptionist used to help callers reach their intended destination and improve service in high call volume areas with low receptionist-to-caller ratios
- **Premium Attendant**
 - More advanced automated attendant that may include features such as multiple menu levels, scheduling, and other more complex needs
- **Enhanced Hunt Group (Agent)**

- Regular call center representative to whom calls are automatically distributed
- Requires agent login/logout
- Feeds queue status and reporting data

- **Enhanced Hunt Group (Supervisor)**
 - Call center manager
 - May leverage:
 - Call barge
 - Supervisor dashboard
 - Leverages:
 - Agent login/logout status
 - Realtime call/queue state
 - Hunt group historical reporting

- **Remote Call Forwarding**
 - Allows forwarding of incoming calls to another number

- **Follow Me Call Forwarding**
 - Advanced call forwarding feature allowing incoming calls to ring multiple numbers in an attempt to “follow” the user from desk to desk or desk to mobile before forwarding to voicemail

- **Plain Old Telephone Service (POTS)**
 - Traditional analog system usually implemented over physical copper wires
 - Used for fax machines, fire and alarm reporting, analog failover phones

- **Primary Rate Interface (PRI)**
 - Telecommunications interface standard used for carrying multiple voice and data transmissions
 - Used for legacy multiline implementations