



Department of Procurement Services

160 S Hollywood St · Room 126 · Memphis, TN 38112 · (901) 416-5376

QUESTIONS AND ANSWERS

RFP 110325DW POTS Lines Replacement

1. How soon does Memphis-Shelby County Schools plan to announce the RFP winner and when is there a targeted start date and end date for this project?

Once the committee scoring is finalized, the Intent to Award Letter will be sent to all the respondents via email by the end of the RFP due date week or the beginning of the following week.

We cannot start the project until the Board approves the spend/contract at the end of January 2026. February 1st, 2026, would be the targeted start date. We are unsure of how fast the selected vendor can implement their solution. So, we cannot provide a completion date. ASAP is preferred.

2. If awarded, will T-Mobile have access to the LAN / Wired internet connection onsite along with the T-Mobile SIM to enable our patented multi-path / active-active configuration?

This applies only where network cabling is available in the device area. Historically, only POTS lines have been present at these service locations.

3. How many estimated lines/use cases are in scope for this project?

1010 lines

4. What device types are in scope for this project? Security & Fire Panels, elevators?

Yes. These types of devices are in scope of the project.

5. Will Memphis-Shelby County Schools be porting existing numbers or asking for new numbers to be assigned?

We will be porting some numbers and also requesting new numbers.

6. Would Memphis-Shelby County Schools consider granting an extension to the current proposal submission deadline to allow vendors sufficient time to prepare comprehensive and fully compliant responses?

No. To meet deadlines of internal processes we cannot extend the submission window.

7. Can you provide the number of POTS lines per location and a breakdown of the the number of alarm and elevator per location?
Under 200 Security panels / Under 200 fire panels / Under 200 elevator phones / 0 fax machines. A list of locations is in the RFP package.
8. Due the fact that the number of sites which will require external antennas or weather related enclosures cannot be determined until after the site surveys are conducted how should we display costs for these items? Should we provide optional pricing for various antennas or should we include the costs for these items at all locations in our response?
Any hardware needed for your solution should be included in the costs for all locations in the response.
9. Should we provide the pricing for the secondary wireless provider in our response?
Yes. Include everything in the pricing that is needed for the proposed solution.
10. The answers to these questions are crucial in designing and pricing the best solution for Memphis Shelby County Schools. Due to the fact that questions are to be submitted by 10/21/25 and responses to the questions will not be posted until 10/24/25 that would only leave 5 working days to create the right response. Please consider extending the due date for responses to 11/17/25.
No. To meet our internal deadlines, we cannot move the due date.
11. Would the County accept partial bids?
No
12. Would the County be able to provide a breakdown of lines per site?
Under 200 Security panels / Under 200 fire panels / Under 200 elevator phones / 0 fax machines. A list of locations is in the RFP package.
13. Offeror is a privately-held company and as such has a policy to provide its audited financial statements only upon execution of a mutual non-disclosure agreement. Will the board be amenable to review of one of the alternative methods listed as a. through f.?
Financial review is part of the solicitation process. If there is paperwork you are asking to be put in place before receiving those, please provide a contact and any paperwork that needs to be received ASAP so our legal department can review. Pending paperwork will not alter the timeline for our scoring process.

14. The system must provide 100 Mbps download and 20 Mbps upload speeds with latency not exceeding 50 ms. Unlimited unthrottled data is required with a contractual uptime SLA of 99.99%.” LTE access is a best-effort service. Upload download and latency cannot be guaranteed at all times. Due to the triple redundancy our solution offers the uptime SLA will be met. Is that acceptable?

If the solution meets the SLA request, it will be reviewed.

15. Does the County want Internet access as well as analog replacement for the 1FB lines?

No. Just analog replacement.

16. Can the County’s Internet access be used in conjunction with the LTE connection?

Only where current network drops are already installed.

17. In order to provide a more advantageous proposal would the County give a one-week extension?

No. To meet our internal deadlines, we cannot move the due date.

18. Is MSCS seeking role-based access control (RBAC) functionality within the proposed management console? If so, are there specific expectations associated with this requirement?

No

19. Can MSCS clarify whether the 100 Mbps down / 20 Mbps up requirement applies to each individual FWT device or to the aggregate site bandwidth?

Applies to each individual FWT (Fixed Wireless Terminal)

20. Is MSCS open to alternative architectures (e.g., centralized LTE gateways with analog extensions) if they meet the SLA and compatibility requirements?

No

21. Can MSCS provide a breakdown of analog device types per site (e.g., fire panels, elevator phones, fax machines) to inform compatibility planning?

Under 200 Security panels / Under 200 fire panels / Under 200 elevator phones / 0 fax machines

22. Can MSCS clarify the expected format and duration of onsite and virtual training sessions?

Onsite and virtual training sessions should last 1-2 hours.

Phase 1: Assessment & Planning

Phase 2: Design & Architecture

Phase 3: Implementation

Phase 4: Testing & Compliance Validation

Phase 5: Decommission Legacy Lines

23. Would MSCS prefer dual-carrier failover via eSIM or physical dual-SIM, given the variability in LTE coverage across Shelby County?

No, this would make us have to have 2 different carriers awarded the contract.

24. Is MSCS looking for centralized battery health monitoring across all sites, or is local alerting sufficient?

MSCS wants a unified web console to monitor all network devices and UPS/battery systems.

Thank you,

Procurement Services