

**Request for Proposal - 2020 VoIP Telecommunication System**

*Questions and Responses*

*Q. Please confirm that the City is looking for an On-Premise solution vs. a hosted platform? Would you accept a second proposal based upon a Hosted Solution?*

A. Preference is for an on-premise solution. A second proposal would be accepted.

*Q. Are attended consoles defined as the user being able to see all extensions and presence of all users on the system?*

A. Yes.

*Q. Can you please define "Extended Line Phones"? Are vendors providing these in the RFP or are they existing?*

A. RFP Page 4, "Extended line phones should be capable of showing 6 line appearances simultaneously." Vendor to provide new telephone devices.

*Q. Are the "analog devices" listed at the location analog phones? If so, are vendors required to provide them in the RFP?*

A. No. Connectivity to fax / security system / fire / elevators.

*Q. I want to know if you have any form for virtual data center that they will provide resources or if we should provide a purely physical solution.*

A. No. Assume physical solution.

*Q. Can you provide the make/model of the legacy Toshiba in place today.*

A. Two Toshiba CIX670, two Toshiba CIX40.  
94 IP Toshiba IP2010-SD  
3 IP Toshiba IP2020-SD  
15 Digital Toshiba DTK 3210SD  
4 Digital Toshiba DTK 3220SD

Q. *The Feature list calls out "Voice Mail to Email Transcription". Please define the functionality desired as this has become a vague term in the industry. Also define the users and concurrent users that may require this functionality if applicable.*

A. Functionality is voicemail to text, delivered via email and/or text message. Number of users is undetermined, please provide cost per user.

Q. *The Feature list calls out "Computer Telephony Integration" Please define the functionality desired as this also has become a vague term in the industry.*

A. No specific functionality determined at this time. Potential uses are Softphone, dial directly from Outlook.

Q. *Please identify quantity and location of physical overhead paging systems that need to be integrated.*

A. Paging is used at Yankee Trace. Police Department has existing speakers, currently not integrated.

Q. *Two sites have identified Attendant Consoles. Please provide a description of desired console. If Soft Console is appropriate, please confirm if that location requires a telephone or if this is already part of the count.*

A. Attendant consoles switchboard operators for the City, and a secondary operator at the Public Works facility. A soft console may be used. Telephone device is already included in the count.

Q. *There is not differentiation of Standard Phones and Extended Line Phones*

A. RFP Page 4, "Extended line phones should be capable of showing 6 line appearances simultaneously."

Q. *One location identifies a "Cordless" phone requirement. Please confirm that analog cordless is the preferred technology or was WiFi or DECT intended?*

A. For purposes of this RFP, assume analog or DECT.

Q. *It is understood that options for maintenance levels is desired. However what is the term of the maintenance desired?*

A. For purposes of this RFP, assume five years.

Q. *Is your intention to replace the current phone system fed by those 2 PRI circuits?*

- *If yes, then Granite can propose a Granite owned, hosted VoIP system that will not require PRI circuits. Access to the system can be via your internet connection or Granite can propose new standalone access, either via dedicated internet or private MPLS circuit.*

- *If the answer is no and you want to keep your current phone system, Granite can propose an SIP alternative inbound/outbound replacement to your current PRI including keeping one or more of those in place with failover between the two PRIs.*

- *The other possibility is that you want to replace your current phone system with a premises based but VoIP phone system that will still require PRI circuits for inbound/outbound calling. Please advise if this is your intention*

A. Intention is to replace current telephone system. Preference is for an on-premise solution. For purposes of this RFQ, the system should be able to use PRI's or SIP trunks.

Q. *Clarify the minimum requirement "Local survivability in case of WAN connectivity problems".*

A. For purposes of this RFP, internal extensions should be able to communicate when external connectivity is lost (PRI, POTs lines).

Q. *Survivability. In Section 4 in category Current Voice Environment, the RFP asks for Survivability between the Municipal building and the Police station. It is a little unclear if you are just asking that if 1 PRI is down, users can automatically connect out via the other PRI. Or if you mean that if 1 system is down, users can connect to the other system. Depending on your answer to this question, it may conflict with Section 5 in category System Requirements that says each site needs to have a local controller to survive during a WAN failure?*

A. Both. See answer above.

Q. *The RFP asks us to include POE LAN ports in our quote. Does each building only have 1 switch closet? Are you going to use these switch ports for both PC and phone, or just phone? Do the ports need to be Gigabit or 10/100. Are we uplinking to existing switches to add POE capability or do we need to include Fiber Optic modules to connect to the private fiber? If so, what type of fiber is used now (single mode vs multi mode). What brand of switch do you currently use?*

A. For purposes of this RFQ, assume all POE switches and networking are in place. All ports are Gigabit. Ports are used for workstations and telephones.

Q. *Section 5 in category System Requirements, you ask for the Ability to Publish and Identify Presence Information. Could you elaborate? I assume you are asking for software that can be loaded onto users PCs so they can set their status and so that others can see their status. What constitutes Status for you? Examples may include: Using your phone vs an Idle phone, Reading a message set by the user such as Out to Lunch, Reading a message established by a users Calendar (if so, what do you use for Calendar such as Office 365?), Seeing if a User has turned their PC/Client on? If this is what you are seeking, are all the users on PCs, or do some have MACs. Also, if it costs extra, does anyone need to see this information from their Smart Phone?*

A. For purposes of this RFQ, at a minimum the console (switchboard) should be able to view idle, using phone and out. We have a Windows environment. We utilize Exchange 2016 for calendaring. If additional costs, please provide cost per user.

Q. *The RFP asks for 165 phones in Section 4 in the Category Current Voice Environment. In Section 6 sites, you break this down by user type. How many of these users will need a voice mail box. Are these the same number of users who need a way to read user Presence? Do you have any departments that need more voice mail boxes than the number of phones so I can add more mailboxes for those users? (typical example might be Policemen).*

A. All users will need voicemail. We would like the capability to support 250 voice mail boxes.

Q. 5. *The RFP in Section 5 in the category System Requirements says that the voice mail system must include voice mail to email capability plus voicemail to email transcription. Will all voice mail boxes require these two features? If not, how many boxes should have these two capabilities?*

A. Number of users is for each feature undetermined. If additional, please provide cost per user.

Q. *If part of our quote requires a PC, do you have VM Ware or Hyper V that we can use to run that application? Or must we provide a PC for that application?*

A. For purposes of this RFQ, no VM Ware or Hyper V available. Assume physical solution.

Q. *-If we could eliminate the need for ISDN PRI's all together while maintaining the ability to provide DID's to all users as needed, would this be acceptable? We would be able to easily provide failover from one facility to the other for inbound calls.*

A. For purposes of this RFQ, the system should be able to use PRI's or SIP trunks.

Q. *-Are the PRI's under a contract with the carrier?*

A. Yes, through 11/18/2020.

Q. *-How many DID's are needed/wanted?*

A. We currently have 198 DID's.

Q. *-What are the analog devices mentioned being used for?*

A. Fax / security system / fire / elevators.

Q. *-What type of conference phone models are currently in use? Would we be replacing these?*

A. Current model is ClearOne MAX Wireless (analog). Yes, replacing all conference phones.

Q. *-What type of amplifier/equipment is in use for overhead paging currently at each site? Would this be replaced or re-used with the new system?*

A. Equipment would be re-used. Yankee Trace is only location currently using, Peavey PZS 80.

Q. *Section 4 Current Voice Environment- Which building is the Toshiba system installed in? Do you have a preference for the new system to be installed at the Police State or the Municipal Building?*

A. Toshiba systems are currently installed at Benhams Grove, Municipal Building, Police Department, and Yankee Trace. Toshiba systems are interconnected to act as a single system. The new system should provide redundancy should there be a hardware failure.

Q. *Section 6 Sites: What is the connectivity type at each site? You mentioned PRI's at the Police and Municipal Building. What do you have at the Golf Club, Public Works and Benham's Grove? Are you using POTS LINES or Internet Connectivity for local voice? What is the current number of POTS lines needed on the system?*

A. All sites are connected by 1GB fiber backbone.  
-Benhams Grove has 5 POTS lines.  
-Municipal Building has 1 PRI and 1 POTS line.  
-Police Department has 1 PRI and 5 POTS lines.  
-Public Works has 3 POTS lines, IP phones currently connected via Municipal Building Toshiba system.  
-Yankee Trace has 17 POTS lines.

Q. *Do you want the capability to page to all overhead paging speakers from the phone system individually and as an all call page group?*

A. Yes, both capabilities.