

RFP #2023-001 (COUNTY PHONE SYSTEM) QUESTIONS AND ANSWERS

1. Please confirm the total number of phones. My understanding from the RFP is that you require 600 physical phones. a. Are you looking for different “levels” of phones, or should they all be identical? For instance, do you require a “standard phone” and an “executive phone” for certain users?

Yes, we will require approximately 600 phones. We are interested in different levels of phones, but the large majority of the units would be "standard" ones. We would request a per unit cost for upgrading to higher tier models.

2. Regarding the “private fiber” connection between your 10 facilities, do the remote facilities also have a DIA connection, or do they receive their internet connectivity over the private fiber from your primary location?

Remote facilities receive their internet connectivity over the private fiber.

3. Is there a failover ISP in each location?

The County does have multiple ISPs and our network structure between buildings is robust enough to handle failure of single connectivity links.

4. Is your current PRI circuit under a long term contract, or is it month to month? If under contract, what is the buyout amount if that contract is terminated at an earlier date?

At present, month to month.

5. Do you intend to port all 350 DIDs, or are you considering the cancelation of some of these DIDs?

Yes, we will port all 350 DIDs

6. Would the County consider an eFax solution to replace existing analog fax lines?

Our assumption is the recurring costs of eFax would exceed the costs of simply providing an analog connection to our pre-existing MFP machines (which we would maintain regardless for printing and copying), but yes, we would consider eFax.

7. Would the County consider an LTE solution through your alarm vendors to supply connectivity to the alarm system?

We have not inquired with our alarm vendors about any potential LTE options they may have available, so we do not want to make an assumption that this would even be feasible.

8. Would the County be ok with an ATA device providing service to current elevator phones, or do you wish to work with your elevator maintenance company to provide a solution for this connectivity?

Yes, we would be OK with an ATA device

9. Do you require any intercom / overhead paging solution or integration?

As stated in the RFP, the desire is to have paging/announcements as a feature of the phone system. There is no other system in place for such that would be integrated into the phone system.

10. Under Required Features – S18 “Support for analog Devices” – are these devices the previously listed, fax, alarm, and elevator connections or are there other analog devices that need to be considered?

Yes, S18 refers to the previously listed devices

11. Under Desired Features – OPT-S13 “Auto-dialer” can you please explain the context in which you might need or use autodialing? We can include an autodialing feature, but it requires an additional fee and additional setup.

The auto-dialer could be utilized for a multitude of scenarios, but to provide an example, there may be a group of people who have an appointment with a County office the following day, and we would want the ability to pre-record a message and have a listing of phone numbers dialed and said message played once the call is answered to remind about the appointment and provide some notable information.

12. Under Desired Features-OPT-S15 “Office level/dept level billing” – Can you confirm if group / DID reporting will suffice for this desired need? Our hosted platform typically comes as “one monthly bill” to the entity, but we can provide very granular reporting any way you prefer.

Our offices may not be cleanly split between groups and DIDs so we would need something more granular. Ideally we could classify certain extensions/numbers as belonging to a particular department and then generate reports based on that, regardless of which group/DID said extension may or may not be in

13. Do you have POE and QOS available on all switching infrastructure at this time?

Not at this time

14. Do you have enough available ports to deploy new phones side by side with existing phones at this time? If not or if in-part, what percentage of the new phones could be deployed side-by-side with existing phones

Current phones are analog/digital and are not running through network infrastructure. The assumption/hope is that the proposed phones would have pass through ports and as such, we would be able to deploy regardless of a port is "available" in a location or not.

15. Will a physical walk-through of your facilities be offered prior to the bidding deadline? If so, when? If not, may we request one?

We can accommodate that; please email RFP_Phones@co.champaign.il.us to get a day/time scheduled.

1. Do you need any dedicated "conference style" phones?

At this time, no we do not, but if you are able to provide pricing for such, that would be welcomed.

2. Do you need any video conferencing hardware?

No, we do not.

Do you have a preference for an on prem solution or hosted?

All things equal, no we do not. If one has to be chosen, likely on prem due to lowered ongoing/recurring monthly costs.

1. Can you please define what a "VOIP hybrid system" means to the county?

"Hybrid" per our definition would be a VoIP system that utilizes traditional telephone infrastructure on the back-end as opposed to using newer technology such as SIP

Are you open to a cloud only solution?

All things equal, we are open to a cloud only solution. The preference would be on-prem based on the assumption that it would bring lowered ongoing/recurring monthly costs.

1. Could the County please provide a breakdown of the number of phones and analog lines at each location along with the address?

Listed below

2. Will the County's network be used for the phones or are separate switches, routers, etc. required?

The County's network would be used.

1. Do you currently have a VMWare or Hyper-V Environment that can be utilized?

Yes

2. Do you have a breakdown of existing/required analog/ digital/ IP devices per location?

Information is provided below, all phones are analog/digital

3. What network switches are you using at the core/edge? Are they PoE?

Our current switches are enterprise-grade, managed gigabit switches, but do not have PoE or QoS.

4. Is Category 5e/6 cabling at each new IP set location?

We can ensure that all locations have Cat 5 cabling with about half having Cat 5e or Cat 6.

5. Will you be sharing the IP drop with the PC or will it be dedicated to phones?

There may or may not be "free" data ports in all phone locations. Some locations may only have a single network jack that is currently being utilized by a computer. While we may have work-arounds we can employ, the hope is that the proposed phones would have pass through ports, and with such, we would be able to deploy in locations regardless of if a "free" data port is available or not.

6. Can work be done during regular time? Will cutover be after hours?

Depending on the extent of the work, the County would allow work to be performed during normal business hours. The preference/assumption is that the cutover, however, will occur after hours.

7. Who is the current network provider?

The County has multiple ISPs, one of which is Consolidated Communications

8. Are the PRI's going to be reused at both locations or will you be converting to SIP trunks?

We are able to accommodate either option

9. How many users are looking for cell phone forwarding?

That is going to be an option made available to any/all County employees; as such, we have no way of predicting how many will want to take advantage/have no way of providing a count for how many employees will want to forward to their cell phone.

10. How many total mailboxes on the system today?

Approximately 600

11. Are any ACD (automatic call distribution), advanced ring groups or call center applications being used today?

Yes

12. For Enhanced 911, what specifically are you looking for? Emergency Notification, lockdown, Dispatchable location, etc.?

We understand certain providers will have different offerings in regard to E-911, but things along the lines of location and notifications are aspects we desire.

13. How many users will be taking their phone home?

That is going to be an option made available to any/all County employees; as such, we have no way of predicting how many will want to take advantage/have no way of providing a count for how many employees will want to take their office/work phone home. In a situation where we might have another State lockdown, we could potentially have the large majority of our employees needing to take their office/work phone home.

14. For Option S3, how many sets need the ability to be recorded?

Potentially, all.

15. For faxing, are you looking for analog lines or a fax server/service?

We would be open to either option.

16. What will the auto-dialer be used for? Contact center callbacks, campaigns, marketing, emergencies, etc.?

The auto-dialer could be utilized for a multitude of scenarios, but to provide an example, there may be a group of people who have an appointment with a County office the following day, and we would want the ability to pre-record a message and have a listing of phone numbers dialed and said message played once the call is answered to remind about the appointment and provide some notable information.

17. What will the IVR be used for? Attendant features, contact center, etc. ?

Initially, the IVR would be used to simply substitute button presses when a member of the public calls into a County office. E.g., someone may call the County Clerk's office and once connected, they could verbally state "Marriage Licenses" to be transferred to staff members who assist with such.

18. You mention wireless phones for roaming. Do you have proper coverage with Access Points for Wi-Fi and can we use that network?

Yes, existing access points can be used.

1. Do all phone locations have a Cat5 cable or better?

We can ensure that all locations have Cat 5 cabling, with about half having Cat 5e or Cat 6.

2. Do you have POE switches with available ports for the new phones?

Our current switches are enterprise-grade, managed Gigabit, and they do not offer PoE.

3. Can you please provide some details on the 600 voice lines/extensions? Are any of these devices common area phones?

A very small amount (less than 5%) are what we would classify as common area phones, the large majority of the phones are desk phones sitting on staff member's desk or service desks and would be what some might classify as a "standard" phone.

4. What type of physical desk phones are you looking for?

Not being familiar with the different types of desk phones your company offers, the best approach would likely be for you to quote your base model and then provide per-unit upgrade costs if we wanted a more advanced model.

5. What are your plans for elevator lines and building alarms? Cloud systems today utilize SIP technology and most local jurisdictions do not allow these circuits to run over SIP lines.

Our plans were to utilize an ATA device (or something of that type)

6. Under Desired Supplemental features can explain the features you are looking for in an Auto Dialer?

The auto-dialer could be utilized for a multitude of scenarios, but to provide an example, there may be a group of people who have an appointment with a County office the following day, and we would want the ability to pre-record a message and have a listing of phone numbers dialed and said message played once the call is answered to remind about the appointment and provide some notable information.

7. Can you please explain the Automated Callback Service?

The County defines Automatic Callback as a feature of a phone system that will allow a caller to choose to be called back rather than wait on hold in the phone queue (e.g., they may be #12 in a call queue with an estimated 20-minute wait). As time passes and the customer gets closer to the top of the queue, the phone system would call them back, and once the customer answers, they would be put back in the call queue (potentially at the #2 or #3 slot, only requiring a few minutes of time on hold before the agent answers).

8. Under the Phone features you are looking to support a wireless/cordless phone. Do you have a wireless network for the phones to roam or are you looking for a cordless phone with a limited range from the base station?

Yes we do have a wireless network for the phones to roam.

1. Can final submission be done electronically thru RFP_Phones@co.champaign.il.us &/or emailed directly to Mr. M.C. Neal labeled in the subject line: "SEALED PROPOSAL – RFP 2023-001 – Countywide Phone System/Service"?

No. Submissions must follow the guidelines provided on page 5 of the RFP.

2. The County currently utilizes (2) PRI's for PSTN, is it the County's desire to migrate this service to SIP on the new solution?

We would be open to either option.

3. It is stated that the County has 30 miscellaneous analog lines, do you have a breakdown of the number of analog devices needed per facility?

Information is provided below.

1. Analog devices- Can we get a list of fax numbers by building please as we need to account for these ports and devices?

Information is provided below.

2. What is the internet/ broadband coming into each building for internet services?

The County has multiple ISPs, one of which is Consolidated Communications.

3. Some solutions require telephone services to be changed from traditional ISDN PRI to SIP (Telephone service over Internet Protocol). Is it your intent to make these changes if you select such a solution or can we provide a solution for these SIP services along with our telephone solution as well?

We are open to either staying with ISDN PRI or transitioning to SIP.

1. Page 8, Section S1 "Voice redundancy" Please provide a definition of what you are looking for here.

An example of voice redundancy may be a system that has a cellular backup option so if the County's Internet connection goes down, phone calls would still be able to be placed/received.

2. Page 7 regarding the County's current system. You report that there are "30 miscellaneous analog lines". Is it your desire to have these lines interface with the new telephone PBX? If so, how many lines are assigned to each of the ten (10) locations listed in the RFP document?

Information is provided below.

3. The system we will propose varieties variations of IP phones available. Can you provide a list of the type of telephones you would like us to quote? It would be most helpful if you can classify your types as follows:a. Receptionist Telephones b.Executive Telephones c.Staff Telephones d.Telephones for "public" areas such as lobbies.

We are interested in different levels of phones, but the large majority of the units would be "standard" ones. We would recommend including your "standard" phone model in your bid/submission, and then include a per-unit price for upgrading to higher-tier models with more functionality.

4. Our proposed solution will work using your existing IT Network. Can you please identify the following:

Our current switches are managed Gigabit, and they do not offer PoE.

a. This section specifies 2 ISDN PRIs with 600 extensions, 350 DIDs and 30 Analog lines. b. Is there a breakdown available of the current and desired quantity of phones with specific features or do all users have the same type of desktop phone? Generally, we see 2 – 3 types of phones deployed at most Counties based on the users' roles.

There is not a breakdown. We are interested in different levels of phones, but the large majority of the units would be "standard" ones. We would recommend including your "standard" phone model in your bid/submission, and then include a per-unit price for upgrading to higher-tier models with more functionality.

c. Please confirm the desire is for vendors to propose 600 phones.

Yes.

d. Are there voicemail extension only users today? If yes, how many?

No.

e. Are there users that would require a softphone, but not a deskphone?

No.

f. Are there users that do not have a dedicated phone, but use a common shared phone at times? If yes, how many out of 600 are shared phones and what is the total number of users sharing?

No.

2. Section Background - County Facilities. a. Does the County have an approximate breakdown of the number of phones per building? This will assist us with sizing any proposed geo-redundancy efforts.

Information below.

b. Does the County wish to retain the current ISDN PRIs at Brookens Administration Building and the Courthouse if an on-premise solution is proposed, or is it open to alternative solutions such as SIP?

The County is open to either option.

c. Are the PRIs under current contract with the County?

No, they are month to month.

3. Section Required Features - Service. a. S4 – what service does the County currently use for E911 services? How many unique ELINs (Emergency Line Identification)

At present, there is no such service.

b. S22 – softphone/application for Windows and Mobile OS – is this a requirement for all users or a subset of the 600 phones?

That is going to be an option made available to any/all County employees; as such, we have no way of predicting how many will want to take advantage/have no way of providing a count for how many would want to utilize a softphone (either in lieu of a physical phone or in combination such as potentially only activating the softphone when they are out of the office on vacation/at a conference/etc.).

4. Section Desired Supplemental Features – Service. a. Opt-S3 – Ability to record phone calls – would this option be for all users or a subset of users/specific lines?

That is going to be an option made available to any/all County employees; as such, we have no way of predicting how many will want to take advantage/have no way of providing a count for how many would want to utilize a softphone (either in lieu of a physical phone or in combination such as potentially only activating the softphone when they are out of the office on vacation/at a conference/etc.).

b. Opt-S6, S7, S7, S14, S16 – some of these are related to ACD and others are more advanced Contact Center features. Does the County use any ACD queuing today? If so, how many agents and groups?

We do not use queuing today.

c. Opt-P5 – wireless/cordless phones, allowing roaming throughout buildings. Does the County have WiFi coverage throughout all buildings today? If so, what is the manufacturer of any controllers and WAPs? Does the County have good cellular wireless coverage throughout most buildings? Does the County provide employees with mobile phones?

Yes we do have WiFi coverage throughout the buildings. While coverage is spotty within buildings, cell phones can be used. Yes, the County provides some employees with mobile phones.

5. General Questions. a. Does the County use VMware or Hyper-V? If yes, please specify if our solution can leverage that environment. If yes, please specify the version number and physical host locations.

Yes and Yes. For security reasons, we will not be publicizing versioning or locations.

b. Network infrastructure – What type of switches are in place at the NW Edge? Should we assume PoE coverage and internal wiring/available ports is a non-issue or out of scope?

Our current switches are enterprise-grade, managed Gigabit, and they do not offer PoE.

1. Is it possible to get an extension on the response?

At this time, the County will not be offering extensions.

2. Are site visits and walkthroughs available?

We can accommodate that; please email RFP_Phones@co.champaign.il.us to get a day/time scheduled.

3. Can you provide more details on quantity and types of phones in each location?

Quantity of phones per location is listed below; we have no information available on types of phones, but the large majority are what some might classify as "standard"

4. How many analog lines are required in each location?

At present we have 24 lines available at the two locations mentioned in the RFP

5. Is there customer provided VMWare or do you want vendor provided servers?

Please quote both options.

6. Is web based training acceptable or do you require on site live sessions?

If live sessions are feasible, please quote both options.

7. Is Cat 5 or better cabling available at each phone location?

We can ensure that all locations have Cat 5 cabling with about half having Cat 5e or Cat 6.

8. Are elevator and alarm lines to stay on new proposed system, if so can you provide counts for each location, or move to POTS lines?

Yes. Information is provided below.

9. Are data network ports, POE, and VLAN capabilities available for each phone location?

Yes to data network ports (though phones with pass-through Ethernet may be required in some locations) and yes to VLANs. At present, our infrastructure does not offer PoE

10. Please provide addresses for each location?

Information is provided below.

11. Does each location require local survivability and if so what PSTN services are required at each?

If staying with ISDN PRI, it would just be the two mentioned locations in the RFP.

12. How many users will require call recording, how often will their calls be recorded, and how long is storage required?

Potentially all. We currently do not have call recording capabilities so we are unable to estimate things such as frequency of the calls being recorded.

13. Can you provide more details on how you want auto dialer to work?

The auto-dialer could be utilized for a multitude of scenarios, but to provide an example, there may be a group of people who have an appointment with a County office the following day, and we would want the ability to pre-record a message and have a listing of phone numbers dialed and said message played once the call is answered to remind about the appointment and provide some notable information.

14. Can you define how you want IVR to work, any expected integrations, etc.?

Initially, the IVR would be used to simply substitute button presses when a member of the public calls into a County office. E.g., someone may call the County Clerk's office, and once connected, they could verbally state "Marriage Licenses" to be transferred to staff members who assist with such.

15. Is billing for inbound/outbound calling or is additional billing required?

This appears to be an incomplete question; please just outline all the options you have available for billing within your proposal.

16. Please provide details on how you would like the call back service to function?

The County defines Automatic Callback as a feature of a phone system that will allow a caller to choose to be called back rather than wait on hold in the phone queue (e.g., they may be #12 in a call queue with an estimated 20-minute wait). As time passes and the customer gets closer to the top of the queue, the phone system would call them back, and once the customer answers, they would be put back in the call queue (potentially at the #2 or #3 slot, only requiring a few minutes of time on hold before the agent answers).

17. Is rack space available or will vendor need to provide?

Rack space can be made available.

18. If vendor provided racks are required is there ample room in each facility for standard 7 ft rack?

Rack space can be made available.

19. Do you have cable records for all non IP telephones or will those locations need to be identified by vendor?

We do not have any such records.

20. Are data ports available to connect new equipment to existing data network?

There may or may not be "free" data ports in all phone locations. Some locations may only have a single network jack that is currently being utilized by a computer. While we may have work-arounds we can employ, the hope is that the proposed phones would have pass-through ports, and with such, we would be able to deploy in locations regardless of if a "free" data port is available or not.

21. Can you provide a network diagram of the City/County wide data network?

For security reasons, we will not be publicizing our network diagrams.

22. Is cutover required during normal business hours or completed after hours?

After hours would be the County's preference.

23. Is the cutover to be phased by building or all at once?

We would consider both approaches.

24. Is the existing Toshiba system analog/digital or IP phones?

Analog/digital.

25. Are the data ports available to deploy phones prior to cutover or in use on the Toshiba now?

Toshiba phones are not IP based/are not utilizing network data jacks.

Please explain what you are looking for in a hybrid solution.

"Hybrid" per our definition would be a VoIP system that utilizes traditional telephone infrastructure on the back-end as opposed to using newer technology such as SIP

Please explain your use case for Auto-Dialers.

The auto-dialer could be utilized for a multitude of scenarios, but to provide an example, there may be a group of people who have an appointment with a County office the following day, and we would want the ability to pre-record a message and have a listing of phone numbers dialed and said message played once the call is answered to remind about the appointment and provide some notable information.

Please explain your use case for Automated Call Back.

The County defines Automatic Callback as a feature of a phone system that will allow a caller to choose to be called back rather than wait on hold in the phone queue (e.g., they may be #12 in a call queue with an estimated 20-minute wait). As time passes and the customer gets closer to the top of the queue, the phone system would call them back, and once the customer answers, they would be put back in the call queue (potentially at the #2 or #3 slot, only requiring a few minutes of time on hold before the agent answers).

1. Can you please provide the site addresses for the county facilities and total number of users per site?

Information is below.

2. Where are your Internet connections and do you have redundancy? Please provide network diagram including bandwidths.

For security purposes we will not be publicizing our network diagrams. The County does have multiple ISPs and our network infrastructure between buildings is robust enough to handle failure of single connectivity links.

3. Do you have CAT5 cabling in place where all IP phones will be placed?

We can ensure that all locations have Cat 5 cabling with about half having Cat 5e or Cat 6.

4. Do you have PoE in place?

No, we do not

a. If you do not have PoE, do you wish the vendor to provide pricing for PoE?

If needed, please include in the proposal.

b. If yes, please provide # of ports required per building and closet.

Information for phones per building is provided below.

5. Do mission critical locations have generator backup for PoE?

Yes

6. Please provide the number of users by site for each of the below categories. a. Please provide number of users that would use only a hard phone

0

b. Please provide number of users that would use only a softphone

0

c. Please provide number of users that would use both a softphone and a hard phone.

Potentially all

d. Please provide the number of devices that need a specialized conference phone.

0

e. Please provide any analog needs

Please review information below.

Provide detail on what each analog device is being used for.

Elevators, alarms, and faxing

If it is fax, please note if you would accept eFax or if you require support of a physical fax machine.

We would be open to either option

7. Opt-S13 – Auto-dialer – please provide more detail or use case on what is needed?

The auto-dialer could be utilized for a multitude of scenarios, but to provide an example, there may be a group of people who have an appointment with a County office the following day, and we would want the ability to pre-record a message and have a listing of phone numbers dialed and said message played once the call is answered to remind about the appointment and provide some notable information.

a. What is the business purpose of the auto-dialer?

Please see above.

b. How many contacts would be dialed and what is the source of the information for dialing?

Supporting at least 100 contacts would be ideal. We may have a need to include more contacts, but if required, we could contact in batches. Source would be a prerecorded message.

8. Opt-S14 – Interactive Voice response system – please provide more detail or use case on what is needed?

Initially, the IVR would be used to simply substitute button presses when a member of the public calls into a County office. E.g., someone may call the County Clerk's office, and once connected, they could verbally state "Marriage Licenses" to be transferred to staff members who assist with such.

9. How does the equipment accommodate those with disabilities (e.g., vision/hearing/mobility impairment)? – Can you provide more detail on the nature of the disabilities your users have so that we can properly answer?

We would expect a holistic answer, so please include everything you are able to offer in this regard. We do not want to limit to the disabilities of our current users, as tomorrow we could hire new staff that have a disability current staff members do not.

Is a physical, virtual, cloud or hybrid solution preferred?

We would be open to any of those.

For an on-premise solution, do you prefer appliances or VMs? If VM, do you have the server infrastructure to support them?

We would be open to either. We do have server infrastructure to support VMs.

Will an existing PRI continue to be utilized or will the system run on SIP?

We would be open to either option.

Is your PRI under contract?

It is month to month.

If moving to SIP or cloud, how many call paths do you need?

At present, the County has 46; we would (at least initially) plan on continuing with such.

Is High Availability for the primary call management server preferred in case of unplanned downtime?

Yes

Is Local Survivability preferred at the individual buildings in case of an unplanned outage?

Not required, but preferred.

How many extensions do you have?

600

How many handsets do you have by location?

Please see below

How many FXS/FXO ports do you need per location?

Please see below

Is there a need for Call Center Services? If so, how many agents?

We would advise just reviewing the documented requirements within the RFP

Is there a need for Microsoft Teams Integration (ie...making a voice call from the Teams page)?

We would advise just reviewing the documented requirements within the RFP

How many years of licensing & support should be included in the proposal?

We would advise just reviewing the documented requirements within the RFP

How many total extensions do you have?

We would advise just reviewing the information provided within the RFP

Please provide the quantities of the following types of phones you need: basic, high end, receptionist, conference, cordless.

We are interested in different levels of phones, but the large majority of the units would be "standard" ones. We would recommend including your "standard" phone model in your bid/submission, and then include a per-unit price for upgrading to higher-tier models with more functionality.

Do you need wall mounts? If so, how many?

no

How many mobile soft clients do you need?

There is the potential for all users to use soft phones at any point.

How many mobile desktop clients do you need?

There is the potential for all users to use desktop clients at any point.

Do teachers have their own extensions separate from what is in the classrooms? If so, how many extensions?

We would advise reviewing the information provided within the RFP; we are not a school district.

Do you have the existing POE switching/cabling necessary to move to an IP system? If not, are you looking for the vendor to provide that?

We do not have PoE equipment. If needed, please include pricing for such in your bid.

Will the County be accepting Public Cloud based offerings or strictly on-site based UC PBX solutions?

The County is open to either option.

Will the County be accepting Public Cloud based offerings or strictly on-site based UC PBX solutions?

The County is open to either option.

How many VOIP based Desktop Telephones are needed in each bldg.?

Please view information below; assume all phones are desktop.

How many VOIP Based Wall mount phones do you require in each Bldg.

None

How many Analog station ports for Fax, Elevator, etc.) are required in each bldg.?

Please view information below.

Does the county intend to retain the 2- existing PRI circuits or will you be converting to SIP Trunking when the new PBX is deployed?

The County is open to either.

Would the county consider replacing the current PSTN phone service provider (Consolidated Communications) providing the 2-PRI circuits as part of this proposal?

Yes.

Approximately how many Auto-attendant Menu trees are in place today- system wide?

A rough estimate of 20.

Does the County require any Voice Only and/or Omni Channel (Voice, Email, Chat, Fax, etc.) based Contact Center/ACD functionality? If yes, can you please elaborate?

The only requirement at this time are the ones outlined in the RFP, but you are free to provide additional information in your proposal for our consideration.

What Email platform is the county using?

Microsoft 365/Cloud.

Does the county already have enough POE and QOS enabled data/Ethernet L3/L4 based Switch ports in place to support the VOIP phones?

Our current switches do not provide PoE or QoS. In regards to the number of switch ports, there may or may not be "free" data ports in all phone locations. Some locations may only have a single network jack that is currently being utilized by a computer. While we may have work-arounds we can employ, the hope is that the proposed phones would have pass-through ports, and with such, we would be able to deploy in locations regardless of if a "free" data port is available or not.

Are there any overhead paging interface requirements?

There are not.

What is the current interface to the Toshiba PBX, Station, or Trunk port(s)?

The current interface is trunk.

What type of End-user training is required? Do you prefer "Train the Trainer" type training or do you prefer classroom based training for all staff members?

Please quote both onsite and virtual training. We would like to receive information on train the trainer as well as all staff.

Please confirm if Cat5 or Cat6 cabling is in place where all phones would be placed. If not, would cabling be handled as part of this project or completed outside of this RFP scope of work?

We can ensure that all locations have Cat 5 cabling with about half having Cat 5e or Cat 6.

Please confirm the make and model of your network switches and whether or not they are POE. If not, please confirm if the County plans on replacing the network switching with POE switching as part of this project or outside of this RFP scope of work? If the County does not plan utilizing POE switches, is there an available power outlet/supply at each location which a phone would be placed.

For security reasons, we will not be publicizing information regarding our infrastructure. Our switches are managed 1GB devices that do not offer PoE. We would consider procuring PoE switches. Power outlets would be available.

Does the County have multiple Internet connections? If so, are they diverse and redundant? Please provide the circuit termination location(s) and bandwidth(s) for each Internet circuit.

The County has multiple ISPs, in regards to bandwidth, the connections are rarely close to saturation. If needed, we can easily increase the speed of our connections.

Regarding the County's Internet connections, does the County own their own IP address block and ANS number for BGP routing?

Yes

Please provide a complete breakdown on the counts of phone lines including, extensions only, voicemail accounts, voicemail only, and analog lines per location.

We do not have a breakdown of this information.

Training - Please confirm the number of end users and system administrators need to be trained. Also, please advise how many of each can be trained at the same time?

This would be offered to all, but not required, so it is difficult to provide a number. Potentially all 600 users and potentially 30 administrators.

Training - Does the County prefer online, remote, or in person training?

Preference would be for on-site.

Opt-S13 - Autodialers - Please describe the County's intent/use of autodialers. Does the County have existing autodialers, currently? If so, please provide make, model, and software version/release.

We do not currently have auto-dialers. The auto-dialer could be utilized for a multitude of scenarios, but to provide an example, there may be a group of people who have an appointment with a County office the following day, and we would want the ability to pre-record a message and have a listing of phone numbers dialed and said message played once the call is answered to remind about the appointment and provide some notable information.

Will the network switch and router QoS configurations be performed by the county or the awardee?

County

Please provide the make, model, and software version of the network switches and routers.

For security reasons, we will not be publicizing information regarding our infrastructure. They are enterprise-grade, managed gigabit switches, but do not have PoE or QoS.

Please provide a breakdown of phones type/features needed per building.

We do not have a breakdown of this information. It is recommend to price your "standard" phone and provide a per-unit upgrade costs for moving to a more advanced model.

Please confirm the switch port speed needed on the phone set - 100 Mbps or 1 Gbps.

1gbps would be preferred, but if there is a noticeable price difference, please quote both.

Most common today with Government agencies we support is a true and integrated Unified Communications architecture strategy approach to changing communications systems - providing workflow integration between different technology mediums. To that end, is the County a Microsoft or Google shop for desktop applications, email and calendar?

Microsoft

Most common today with Government agencies we support is a true and integrated Unified Communications architecture strategy approach to changing communications systems - providing workflow integration between different technology mediums. To that end, what is the County using today for a CHAT platform and functionality? Are there any plans for addition/changes to this approach?

Teams

Most common today with Government agencies we support is a true and integrated Unified Communications architecture strategy approach to changing communications systems - providing workflow integration between different technology mediums. To that end, what is the County using today for a VIDEO CONFERENCING hardware (ie., conference rooms) platform and functionality? Are there any plans for addition/changes to this approach?

Teams and Zoom

Most common today with Government agencies we support is a true and integrated Unified Communications architecture strategy approach to changing communications systems - providing workflow integration between different technology mediums. To that end, what is the County using today for a MEETINGS application and functionality? Are there any plans for addition/changes to this approach?

For virtual meetings, Teams and Zoom.

Most common today with Government agencies we support is a true and integrated Unified Communications architecture strategy approach to changing communications systems - providing workflow integration between different technology mediums. To that end, what is the County using today for a SMS application and functionality? Are there any plans for addition/changes to this approach?

We have a solution we use for such that is separate from our phone system. We would be open to receiving information on any offerings you might have for such.

Is the County using Service Now? If not, what is the ticketing platform?

We are not.

Is the County using Salesforce? If not, what is the CRM platform in use (or related centralized applications)?

We are not.

Is the County currently on a FedRamp certified Google or Microsoft platform?

We are not.

What is the current licensing agreement for Microsoft (ie., "G3 Enterprise Agreement for all users?") and/or Google?

E3

What directory service does the County use today such as Microsoft Active Directory?

AD/AAD

Would the County consider respondent's standard master service agreement with the inclusion of applicable service schedules as the baseline for developing any contract between the parties?

As the baseline, yes.

How many (approximately) staff members are in the ten facilities referenced on page 7?

Please review information included in email

What type of training would the staff require on the new phone system, onsite, virtual or combination?

Please provide pricing for onsite, if available.

Will the training need to include physical handouts/manual, or will the electronic version be sufficient?

Electronic would be sufficient

Does the county require Vendor to decommission old phones and will transportation of decommissioned phones to a designated location be required of the Vendor?

If available, please include pricing for such.

Would any of the required work need to be completed before/after hours?

The expectation is for the official cutover to happen after hours



Building	# of extensions	# of fax lines	# of analog line alarms	# of analog line elevators	Address
Brookens Administration Building	160	10	1	2	1776 E Washington
County Plaza (est. Q1 2024)	0	0	0	0	102 E Main
County Courthouse	270	9	0	3	101 E Main
Sheriff's Office	55	1	0	1	204 E Main
County Jail	35	1	0	0	502 S Lierman
Juvenile Detention Center	30	1	0	0	400 Art Bartell Rd
Animal Control Office	10	1	0	0	210 Art Bartell Rd
Coroner/Physical Plant/Election Supply Building	25	1	0	0	202 Art Bartell Rd
County Highway Building	30	1	0	0	1605 E Main
Emergency Management Agency	20	1	0	0	1905 E Main
TOTALS	635	26	1	6	