Questions/Answers

1. Are there any specific features and/or functionality for e911 or notification / broadcast system?
   – In terms of e911, we are looking to have the vendors provide us with proposals regarding what is available and what are best practices in this area with the newer VoIP technology and systems.
   - As for the broadcast system, we will consider options that will provide a reliable, easy to use system. Vendors should describe how the system operates and how broadcast areas or zones are maintained.
     a. What is existing outdoor PA system? – ICOM.

2. E911
   a. Level of granularity to location information – what do you want/need? – Vendors should provide options regarding the level of granularity that is available in your solution.

3. Will the District provide the network gear switches with PoE? – Yes.

4. Would you prefer to keep your current dial plan? – While there are some main phone numbers that we need to keep in place, we are not wedded to the current dial plan. That is why we are soliciting professional opinions on the current state of our dial plan and recommendations for a dial plan as we migrate into a new system.

5. Is there a requirement for the new VoIP system to support cordless phones? – The current phone system does not have cordless phones and we do not foresee a need for cordless phones on the new system.

6. Is there a requirement for a “softphone” client or a mobile app? – Please refer to page 12 items 15 & 16 of the RFP.

7. What are you looking from a DR (Disaster Recovery) point of view, hence number of sites? – The District has two sites, Grossmont campus and Cuyamaca campus. Vendors should describe what DR capabilities exist between the two sites.

8. What levels of redundancy are you asking for? – We expect as a minimum that each campus should have local survivability. Each vendor should describe the level of HA and/or redundancy based on the solution proposed. How much of the solution is virtualized vs. physical hardware?

9. Can we use your existing VMWare environment, our current version is 6.5? – Yes, please provide requirements.
   a. Should we propose the hardware? – If the vendor believes it is necessary for their solution.
   b. Are the two VM environments independent? – Yes.
   c. Can you use vMotion across the WAN between Grossmont and Cuyamaca? – No.
   d. Are both the Grossmont and Cuyamaca locations VMWare 6.5? – Yes.

10. What does item 1 on page 7 mean? – This means all contractors have made themselves familiar with the scope of work and the existing conditions of equipment/etc. that will be a part of this proposal.

11. What is vendor expectation for cabling and patch panel? – None at this time.

12. What percentage of phones are wall mounted or quantity? (they require a special bracket) – Approximately 245 phones are wall mounted.
15. What are the operating systems of the mobile devices that our District users are using? – Mobile devices are not the property of the District so OSes vary.
16. What is the expected use of the classroom phones? – Classroom phone are in place predominately for emergency use. Currently buttons are programed to dial 911 and the campus security office. There is also an ability to make internal calls to get classroom help e.g. technology needs.
17. Do the classroom phones need access to voicemail? – They currently do not have voicemail and it is not foreseeable that the classroom phone will require voicemail.
18. Would you like the instructors to be able to have their “profile” follow them across classroom phones? – No.
19. Is there a desire to have a feature that allows users to redirect incoming calls or twin incoming calls to a virtual phone, an on-premises phone, or a cell phone? If so how many? – Vendors should describe what are the benefits to the users? What are the impacts on the system e.g. more trunk usage? Are these licenses included with the basic cost or are they an extra cost?
20. How many extensions will ring to a virtual destination without ringing to a physical phone? – It is not known at this time.
   c. How many classrooms? – Approx. 245.
   d. How many voice mailboxes? – Approx. 2350.
22. Is there a need for Ethernet pass-through on the handsets, if so how many? – Yes, every handset must have a 1GB pass-through port.
23. How many conference room phones do you want? – What are our options and the prices?
24. Can vendors get the RFP in Word to facilitate better editing? – Purchasing has posted a Word version of the RFP on the website as of Nov. 9, 2017.
25. Do we need to respond inline to the RFP or can respond on separate documents? – Yes, please provide inline responses to the RFP. If additional documentation is being provided, that information can be attached separately.
26. How are the T1’s being used in page 20 chart? – These are being used as the connection to the voicemail server.
27. How do you scale for additional trunks? – We contact AT&T and request more trunks.
28. What kind of assistance do we get in tracking call volume? – We currently use TapIt.
29. How do currently use your current call accounting system? – Current call accounting system keeps a record of incoming and outgoing calls. It is used to run ad-hoc reports. It is also used by Student Services for staff level planning.
   a. What is your desired use of call accounting? – At least the same level of functionality with a user interface that is easy to navigate and understand for the non-technician.
30. If cabling is required between telco and the server rooms, will the District provide it? – Yes.
31. Will there be any need for conference room type phones? – We currently have a few analog Polycom conference phones. Most conference rooms use the speaker on a regular phone. However we would like to know our options. Please show us some appropriate models and pricing.

32. Do you have any overhead paging integrations? – No.

33. How many available T1/PRI/E1 ports do you have available for integration? – We need to review the proposed plan(s) for integrating the two systems and decide on the best course. Please see page 11, items 8 & 9 of the RFP.

34. Does the current system support SIP trunking? – The Feature and Sizing Authorization for the Tadiran software shows that two of the three switches are licensed for SIP trunking.

35. Types of Phone: Can you please provide a breakdown of Lobby Phone, Desktop Phone, Executive Phone required. – We don’t use lobby phones per se. We current have a no display phone with 8 programmable buttons that is used as an emergency phone in classrooms. This accounts for about 15% of the phones. The “Executive” phone has a display and 24 programmable buttons. This accounts for about 5% of the phones. The rest of the phones have a display and 8 programmable buttons.
   a. Are they all gigabit? – We want all phones proposed to have gigabit pass-through.

36. Consoles: How many users will need Operator Software? - 3

37. The ShoreTel should be able to utilize your existing TTY devices. If customer would like new TTY equipment. – Not at this time.

38. Does Customer want a Contact Center? If so how many Agents and Supervisors would they like? Would you like an Email and Web Chat Option as well? – This is not in scope.

39. I wanted to ask if you had received any other request and if you intend to extend the due date of the RFP? – No, the RFP will be due on Nov. 27, 2017 @ 2:00 P.M.