Addendum: VOIP RFP Q & A

1. Can you provide a diagram of your Wide Area Network?
    a. We don't have one.
2. How many analog station ports are required at each location?
    a. Included in RFP
3. Do you have a virtual server environment in place? If yes, is it VMware, HyperV, something else? What version?
    a. Yes, VMware 5.0
4. Would you be willing to consider a virtual solution using your virtual environment?
    a. Yes
5. Page 3 states that "The 10/100 switches terminate at wall jacks or POE switches,". How many PoE switch ports are there District wide that could be used to power new IP Phones?
    a. We have 29 twenty four port POE Switches across the district the number of open ports is unknown.
6. Page 3 states "Most classrooms have 10/100 unmanaged switched hubs". Are those devices switches or hubs?
    a. They are both.
7. Page 4, Item 1. "Switches with adequate ports". That item goes on to talk about redundancy and envisioning two switches at each site. Does the term switch mean an Ethernet Switch or the Phone Switch?
    a. By phone switch are you meaning – PBX? If so, then Ethernet Switches.
8. Page 4, Item 3. "Voice gateways with remote site telephone capabilities".   Please explain what is meant by "remote site telephone capabilities"?
    a. Remote Site capabilities – the capacity to link remote sites into our phone system – for example, if we rent a space somewhere, we would want the phones to be part of our phone system.
9. The district includes in the RFP requirements for analog gateways for fax machines and other analog needs. What provision Is the district making for fax server and other digital gateways in their requirements for this RFP?
    a. We do not have a fax server.
10. On the page 4 Equipment List, Item #1 states that switches should be included. In Item #4 it then states that power bricks should be included where PoE switches are not located. Could you clarify if PoE, access layer switches need to be included in the response?
    a. Yes, PoE access layer switches need to be included. We have a mix of both types of switches.
11. To determine the quantity of either PoE switches or power bricks and assess the required network configuration work, can you supply an existing network diagram with switch descriptions and distribution site routers, including what level of PoE capacity currently exists?
    a. We don't have a network diagram.
    b. We have 29 twenty-four port POE Switches across the district the number of open ports is unknown.
12. Would the district accept responses for a hosted VoIP solution that covers the required servers, software and gateways but does not include the PoE switches?
    a. Yes, but would prefer inclusion of the PoE switches.
13. On page 3, District Data Environment, the RFP states that most user locations have (2) data drops or more with each current user. Can the responder assume that one of these existing data drops will be

used for the VoIP phone and therefore no additional data drops are required as part of the proposal scope?

    a. Yes.

14. On page 4's Equipment list, Item #8 indicates patch cables and other necessary items should be included. Can you clarify where additional patch cables would be needed? Would these be for new cabling to individual phone locations or just the head-end servers and gateways?

    a. It will be on a case by case basis where additional patch cables will be needed. They could be for both new cabling or the head-end servers and gateway.

    b. Does this requirement extend to patch panels, cable management or additional rack space? If so, can you provide detailed records of your existing network closet cabling and space?

        i. This would be rare, if needed. We do not have a single network closet as there would be one in each building.

    c. Does this requirement extend to UPS devices? If UPS devices are needed, can you provide a list of any existing equipment (ex. PoE switches) that would need to be supported by the new UPS?

        i. No.

15. On page 4's Equipment List, Item #6 requires support for analog devices. The District Telephone Environment table on pages 2 and 3 lists a quantity of fax lines at each site. Are these the only analog devices to be covered? For these fax lines, would the district consider an integrated fax server using PDF attachments to SMTP enabled clients (i.e. Email clients, multifunction printers, etc.)?

    a. These are not the only analog devices, as we have fire and burg alarms lines as well. The district is fairly large with geographically distributed buildings. You may propose a fax server, but it is not required in the RFP.

16. On page 4's Equipment List, Item #5 requires "…voicemail system with Unified Communications". Is this a requirement for Unified Messaging and the need to access voicemail from an email client?

    a. Yes.

17. On page 1, Background section, the RFP states that the Edgefield campus has only four dedicated phone lines separate froth main site telecommunication system. Is this campus connected to the district WAN in any other way? How are their data network services provided?

    a. We recently were able to add part of the Edgefield campus to the District's WAN, however, there are some additional buildings not yet connected and will be under renovation. Ultimately, they will all be connected to the District's WAN.

18. Regarding the site telephone and user counts:

    a. The Salish Ponds Elementary only lists 4 total phones. Is that correct?

        i. Yes

    b. Does the district have a need for additional voice mail accounts beyond the number of phones, or should responders assume a 1:1 ration between phones and voice mail accounts?

        i. Yes, additional voicemail accounts will be needed.

    c. The phone count lists classroom and office phones. Does the district have a need for any audio conference phones?

        i. Yes – at least one for each conference room. Assume one conference room per school, and 3 in the Admin Building.

19. Does the district house active directory in its own data center or is this application hosted by Microsoft as part of Office 365?

    a. Yes, we have Active Directory in house. Only Office 365 is hosted.