

February 5, 2020

Questions from Vendors on the Phone RFP

We had a couple vendors have questions on the RFP for all vendors to review

3.2.1.3 and 3.2.1.4 and 3.2.1.5

This is referencing an Intelligent Network Infrastructure? I am curious what your definition is and if we will be responsible for the WAN/LAN infrastructure. This is normally maintained by the IT company, not the VOIP provider. Does the VOIP provider need to provide POE data switches, cabling, servers, and UPS? **Please refer to the RFP it clearly denotes Delaware County will be providing POE Switches and to coordinate Vlan assignments with the Delaware County IT department.**

3.3.1.1.

Most Hosted VOIP solutions do not require a gatekeeper. This is in reference to Wildix per their website.

This is not a true statement there are countless of others that use Quality Of Service (gatekeeper boxes) to include edge mark devices used for QOS in shared Voice and data scenarios.

3.4.1.5

UPS are also typically provided by the IT company. Do we need to include these units for your POE switches? **Please refer to Delaware County IT department for UPS Equipment needed however you need to inform them of your loading standards per RFP.**

3.6.1.1 and 3.6.1.3

This is a very strange question as all VOIP phones require Ethernet. "Pairs" are only used for digital and analog phones. Cabling redundancy is also a strange question, or I am not understanding the question. **This is very straight forward 4 pairs for ethernet, however sometimes side cars need more cabling than one, others do not. So what cabling requirements will you need. This will determine if the preexisting installed infrastructure is adequate for your system.**

4.3

Is referencing PRI Protocol....this is not used in hosted VOIP solutions. **That is not correct in some cloud systems PRI can be used as back up or to feed lines into the local system for disaster back up/recovery . This is a general question for your system to see if it supports PRI protocol in case client requires more redundancy in case of Cloud failure.**

4.3 Features that are listed as PBX Basic, UC Essential, UC Business, and UC Premium

This is directly from Wildix website <https://www.wildix.com/licensing/>

These terms are used synonyms across board with most VOIP carriers, However you may list them different please provide your set of levels of licensing. This proposal is not written to one specific vendor, however we have to come up with a base line of terminology.

February 20, 2020

Questions on Delaware County RFP

1/ In the Notice to Bidders, Paragraph 2 a pure hosted application is requested. A pure hosted system by your definition would have no on-site equipment. In several later sections the bid references on site call processing hardware. Please clarify.

Answer: The equipment on site could be an on site Quality of Service Box (such as edgewater box) being used to keep the quality of service when phones are being used behind a computer and to allow the web applications to tether better. What we are not wanting is a PBX Box onsite that does VOIP or acts as gateway for all phones in all locations, or a small or non redundant PBX box in a single data center serving all locations.

2/ Please provide the name and company name of the consult who helped prepare this bid.

Frank Rust from Entouch

3/ Section 1.3 requests

375 Extension

2 conference phones

2- DECT handset

Is the real total of users 379?

Answer: **The totals for the extension equipment needed are in section 1.3 (see below in yellow)**

Plus additional phones added on the Spread Sheet matrix as indicated as spares (Add 10 Spare Phones, plus 1 Spare Operator Add On Module) These would be your totals depending on how your system is set up to count total extensions/or License. (These totals do not include Spares Parts indicated in paragraph 7.3.1.8)

Section 1.3

DELAWARE COUNTY GOVERNMENT CENTER seeks an Enterprise Cloud Hosted VOIP Unified Communications System solution that will replace the current systems and have a unified voice/data network that will seamlessly serve the County reliably. Locally Private Hosted or Hybrid onsite VOIP PBX systems will NOT be accepted, and vendor must prove their system meets a Globally Hosted VOIP protocol which is to say they can provide service to any location in the continental United States thru multiple data centers, with a multicarrier failover, they own and or have Co-Locations that are within their control and the phones do not require an on-site box to work.

The proposed voice solution should accommodate **400+ Gigabit users** minimum. We are requesting the existing vendor provide in their proposal a detailed description of the trunking needed to accomplish the requested system and how the vendor will provide the trunking to the clients site. The new system will need at least 150 simultaneous talk paths to serve the 11 locations.

The 11 locations are detailed on the attached spreadsheet; however, the new Jail is not anticipated to be brought online until Nov of 2020, therefore a majority of those extensions/trunks will remain at their appointed location for the time being. Vendor will be required to assist with the moving of these phones from the Justice Center and County Building to the New Jail at that time. See attached extension list for these details.

One (1) analog (ATA) line will be required for the CASA / Juvenile Probation site for the purpose of utilizing traditional fax machine. The rest of the County will be converting to all E-Fax transmission. **Seventy-Six (76) E-Fax will be required** for the 11 sites for the purpose of Electronic Facsimile.

The proposed system should easily accommodate the addition, deletion, or moving of phones via a web interface whether on or off site.

All replaced telephones will support business grade VOIP telephony features and be Gigabit capable. Also, for ease of use, an employee should be able to plug in their IP phone anywhere on the network and automatically receive calls without administrative intervention.

A total number of 375 Gigabit Extensions for support Staff will require Direct Inward Dial numbers and be capable to redirect calls from hard or soft phones to remote cellular telephones and or provide for off-site collaboration.

375 Executive style Gigabit phones, with 16 button capability will be utilized by most employees, unless otherwise indicated. These button appearances can be scrolling to get to the total of 16 button minimum. There will be Two (2) additional Polycom Conference Phones needed at the Planning and commission site. There will be Three (3) additional receptionist style side cars needed to expand button appearances for Prosecutors office needing (1) and The DCCC Office needing (2). There will be Three (3) wireless headsets needed for the Health Department. There will be One (1) Dect Wireless base system utilizing Two (2) wireless handsets for Treasurer's office. There will be a total of 119 PC Based softphones and 117 mobile phone application/ integrations will be needed at a minimum across the County. The attached spreadsheet shows the exact count of needed equipment/counts. There will need to be 11 or more paging zones, one call page zone, across the county, to be delivered thru the VOIP phone speakers, no external zones at this time. The Sheriff's department MUST be able to page all County phones across all zones/buildings in case of emergencies.

4/ Section 5 refers to the ability of the system to support 400 to 600 mailboxes. Please clarify is this for future growth or for current users without phones who need voicemail. How many current users without phones are there?

This is to make sure the hosted system will have the availability that the county needs in the future for growth.

5/ 7.3.1.8 Spare Parts –Ten (10) each of the 16 button types of handsets will be required for a Hot swap onsite spares kit. Ten (10) each of the different types of handset external power sources, (for EOC Emergency Management kit) will be included with the onsite spares kit. One (1) each of the different types of phones, that differ from the 16-button provided will be required for a Hot Swap onsite spares kit as well. Describe other onsite spare kit items deemed necessary by the vendor to ensure the uptime and reliability of the proposed system. Do you want (1) spare phone and power adaptor for each model of phone available?

Yes, one phone of each type that differs from the 16 button phones (if applicable)

6/ How many copies of the RFP needed?

3 Copies