VoIP Phone System RFP 21-SFY-06
Q&A Document

Question 1: There is an error with the sample contract link in the RFP. Can you provide an updated link? http://www.clarkdjfs.org/DocumentCenter/View/1204/Sample-Contract-Template

Question 2: Will CCDJFS be using the same cabling infrastructure on the state network as is being used currently? CCDJFS hopes to use existing cabling and the State network as long as the State is in agreement with the awarded vendor's proposal.

Question 3: Is the phone network different from the data network? Phone and data are on separate networks. CCDJFS wishes to move away from the current county phone network and utilize the state infrastructure for the new VoIP solution.

Question 4: Does CCDJFS want to utilize the same PoE, 3Com switches? CCDJFS hopes to utilize the state network switches.

Question 5: Does CCDJFS have enough switches on site for the state system? Yes, there should be enough room on the current switches. This will need to be reviewed with the State of Ohio.

Question 6: Is CCDJFS hoping to hot cut the phone system? We rely on the vendor expertise in telecommunication to best meet the needs of our agency.

Question 7: How many buildings would be included in the upgrade? CCDJFS campus includes:
1345 Lagonda Avenue – Buildings A, B and C
1346 Lagonda Avenue – Building D
766 Pauline Street – Maintenance Warehouse
525 E. Home Rd. – Visitation Center, Administration Building, Gymnasium (maybe)

Question 8: How are the buildings at 525 E. Home Road connected to the buildings on Lagonda Avenue? Currently we have a PTP connection with our ISP Datayard for the existing phone system. We also have a state circuit for connectivity to the state network. The buildings on home road are connected through fiber.

Question 9: Is CCDJFS on PRI? What kind of dial tone is used? There are four (4) PRI's and several POTS lines for elevators, alarms, etc. We are unsure about the type of dial tone used. I have read that 3com created H3 for their equipment. All of our current equipment is 3com.

Question 10: Does CCDJFS want those PRI lines kept separate? We rely on the vendor expertise in telecommunication to best meet the needs of our agency.

Question 11: How many MDF's and IDF's are in each building? This information will be shown on the floor plans available by request.

Question 12: Could CCDJFS provide a breakdown of the number of phones and the types of phones used? CCDJFS has a total of 225 employees and needs about 300 phone sets because of various training and conference rooms. All are using the same phone type (3102).

Question 13: Of the 300 phones being used currently, how many of those are in conference rooms? Is it necessary to have actual phones in each conference room? No conference phones are needed. All phones at CCDJFS are the same.

Question 14: Is there a need for multi-zone or simultaneous multi-zone paging in the new phone system? Yes, CCDJFS will need paging for all campus as well as per building. We do not currently have the need for simultaneous multi-zone paging. If we currently have zones configured for each building and entire campus. If we need to page more than one building, we page the entire campus.

Question 15: How is the agency currently paging? CCDJFS currently paging through the phone system and not currently utilizing intercom. If vendor wishes to propose intercom paging, they will need to provide a separate proposal for intercom and phone paging.

Question 16: Do the interconnects between buildings come back to a central spot or are they daisy chained? The interconnects are daisy chained from CSEA to Maintenance. All of the other buildings come back to Building C Basement Server Room.

Question 17: Does CCDJFS want teleworking capabilities? Yes. CCDJFS would like the capability to take the phone home and hook to the internet or use a soft phone.

Question 18: Is CCDJFS using any type of mobility app? Not for our current phone system.

Question 19: Does CCDJFS know what type of fiber is being used? Multimode inside building. Single mode between CSEA and maintenance. What is the connector type? I believe round ST connections.

Question 20: Is fiber going from the Lagonda Avenue location to the Home Road location? There is a point-to-point through DataYard and a State circuit at the Home Road location as well.

Question 21: Is Building C the only building with multiple stories? Yes. Building C has 4 floors with a basement. All other buildings are single stories, except for the gymnasium is 2 stories with a basement. The gymnasium may not be included in this project.

Question 22: If organization had to run fiber into the building, can the potential vendor do a site check? If so, who should the vendor contact about setting that up? That request can be made to the Clark_Contract_Development@jfs.ohio.gov email box.

Question 23: Will completion of work need to be done during business hours or can it be done after hours? CCDJFS is open to both.

Question 24: Would CCDJFS be able to provide a diagram of drops and phones? If so, what is the timeframe of when that could be sent out? Yes, a diagram can be done and can be released prior to the Q&A document. If released it will be posted on our website with other RFP-related documents.

Question 25: Does CCDJFS have a need for any 2-way intercoms? There are two "hot phones" located on the premises. One is located on an outside wall of the Maintenance building on Pauline St. It is believed that it rings to the front desk of Building C. This phone is tied into the current system. The agency would like to keep this phone. There is another phone located in building A. It is an older phone. Not much is

known about this phone and MIS has no information on it. It appears CCDJFS is not being billed for it. The phone in building A will remain and is outside the scope of this project.

Question 26: Does CCDJFS want a cloud-based solution or an on-site solution? CCDJFS is open to both options and will weigh the cost of both systems. CCDJFS is trying to do as much as possible through the cloud but also understands the benefit of an on-premise solution.

Question 27: What kind of bandwidth does CCDJFS have? This is unknown and would need to be discussed with the ODJFS.

Question 28: Is there a current disaster recovery plan for the phone system? There is currently no disaster recovery plan for the phone system.

Question 29: Is CCDJFS committed to using the Cisco system? Yes, because CCDJFS has discussed merging with the County in the future and that is the system they use.

Question 30: Are we to assume all cabling and POE switches are in place? CCDJFS intends to use the state network/switches that are currently in place. The wiring should be reviewed during the walkthrough to ensure that it meets current required specifications.

Question 31: On page 3:
5. Basic Service: y. Integration with our current OpenText/RightFax solution/appliance
-        Is this required? See 2nd part of question.
-        Can you give more detail around integration? Per our RightFax vendor, as long as PRI is available, our solution will not require any additional integration.

Question 32: How many POTS lines are at each location that will be required on the system excluding security, alarm, and elevator? This information will be available by request.

Question 33: Will alternates be accepted? You can certainly submit a proposal. As mentioned previously we are preparing for the future possibility of one county-wide phone system.

Question 34: Would you accept any other manufacture besides Cisco? You can certainly submit a proposal. As mentioned previously we are preparing for the future possibility of one county-wide phone system.

Question 35: Please clarify the reference to "Cisco" in the request for a "Cisco VoIP system". CCDJFS would like to position the agency to meet the future needs of the county. Standardized hardware is an important step in this process.

Question 36: The sample contract URL listed on page 1 leads to a link with an error message. Please provide Sample contract. Please see Question 1.

Question 37: System Architecture, specifically to network switches, internal Cabling, and building Interconnects, please explain which are desired to be managed by Clark County Jobs & Family Services, and which parts are to be provided, installed, and managed by the Vendor. The vendor is expected to install a complete solution. If CCDJFS utilizes the State of Ohio's network, the State of Ohio will manage their switches. Interconnects are already in place and are managed by CCDJFS/ODJFS. Wiring is TBD.

Question 38: Will bidders have the opportunity to present the solution? We may request several vendors to provide a demonstration. These demonstrations will either be in person or over the internet. The vendors will be contacted to arrange the demonstration after the close of the RFP time frame.

Question 39: During walk-through, reference to utilizing state provided Switches were made, which contradicts the request for bidders to provide information on Switches, Routers, etc.,. It is the intention of CCDJFS to utilize state provided switches. This requires approval by ODJFS. CCDJFS would like unit cost in the event that our project needs to remain separate from the state.

Question 40: If Analog Ports can be provided through the same vendor, yet outside of the requested VoIP service, would that be within scope? Yes

Question 41: Paging: How many zones? Will simultaneous-zone paging be required? Will paging be required from one side of Lagonda Ave to the other be required? Please see question 14

Question 42: Call Barge – How many users/seats, would need to be monitored with Barge capability? Typically this feature is used for training and is limited to less than 10 users.

Question 43: Record on Demand: What is the use case example of when you would use this feature? CCDJFS is a government agency. We have situations that may present threats or harassment to employees. It would be beneficial to be able to record the call by pressing a button.

Question 44: Supervisory monitoring: How many Supervisors, and how many monitored? Typically this feature is used rarely and is limited to less than 10 users.

Question 45: Bridged Call Appearance: How many Bridged Lines per Phone, and how many phones per bridged appearance? What is the use case example? Type of user? Currently we have Administrative assistants that can monitor the lines of the administrators. They see when the phone is ringing/when they are on the phone, etc. We do not have a specific number in mind and will rely on the vendors expertise. Currently we are limited to I believe the number of lines available on most phones which is 3.

Question 46: Shared Extension: What is the Use Case for this? Are you looking for multiple users to be able to join the same call, or for multiple users to be able to have access to the same line on their desk phone? I believe this is the same thought process as the Bridged Call Appearance.

Question 47: Call Detail Software for reports: What is the use-case for this, and how many users or seats would need. Currently we have multiple people that will pull reports on the number of incoming calls/outgoing calls/internal, etc. We also pull reports on various system statistics such as hold time, ACD group performance. We also use this to trace a call into our agency to find who provided customer service. I would prefer that we have the ability for 10 users to pull this information.

Question 48: Attendant Console: What specific functionality is required by the attendant console? Our attendant console has multiple incoming lines with a side car that allows for easy transfer of calls to various departments/staff members. Our attendant console model for reference is 3105.

Question 49: Please provide Use Case and type of user for the Minimum 3 lines on an IP phone, and the Use Case for the 6 Line Switchboard. All current desk phones have a minimum of 3 incoming lines. Not all of our phones are in an ACD type of environment. The multiple lines can be used for conferencing

calls together, accepting multiple calls and placing them on hold. Etc.   The switchboard uses 6 incoming lines on the attendant console.

Question 50: How Many Phones per Building? Please break down by IP Phone by Floor, or by number of IP Phones connected to each IDF per building, and if any Analog Phone requirements are needed per building, including Door Buzzers, Emergency Phones, Call Boxes, Night Bells, External loud ringers, or general analog adaptors. There is not a breakdown per building. There are so many moving departments and users that we are unable to provide the exact number. There is one "hot phone" that is outside of the maintenance building and is labeled on the plans available by request. When lifted, the phone rings directly to the switchboard. The switchboard pages our maintenance staff to the building. We ask that the vendors provide unit cost based on 300 devices.

Question 51: If Bidder is intended to utilize existing cabling infrastructure, does a dedicated LAN exist for the Voice network? If so, is the wiring at least Cat5 or better? The wiring is CAT5. We are requesting documentation from the state to look for any potential wiring issues.

Question 52: If Bidder is intended to connect to Clark County Jobs & Family Services' LAN with customer managed Switches, please provide make and model of existing switches. We have requested design documents from ODJFS.

Question 53: Is the bidder asked to provide a complete network with equipment, wiring, and drops to phone locations? The vendor is expected to provide a complete solution. It is the intent to utilize existing state equipment and to identify/repair wiring if needed. We do request that the vendors include the cost of equipment, and wiring in their proposals so that we have a better understanding of possible costs.

Question 54: Is available conduit available between buildings? The buildings are connected by fiber.

Question 55: Is there available conduit or interconnect between the North and South side of Lagonda Ave? Yes

Question 56: Will additional Media Streams be requested for call center seats? Examples are Website Requested Call-Back, website Chat/IM agent functionality, Social Media Queue management, or General Agent customer email interaction by Queue? Not at this time. We are always looking for new ideas and ways to interact with our customers.

Question 57: In the RFP it states *"is seeking proposals and intends to award one contract to a vendor to provide complete end to end solution for the installation of a CISCO VoIP system to serve as the telephone system..."* Does this eliminate all providers that do not offer Cisco or support Cisco hardware? Please see question 33-35