



21 North Main Street * Sumter, South Carolina 29150

ADDENDUM #2 – November 21, 2013

REQUEST FOR PROPOSALS # 01-13/14

FOR

IP TELEPHONY PROJECT

CITY OF SUMTER

Q&A Session 2 MEETING NOTES & Questions

Questions:

1. Corrections –

a. p.4, 1.2, sentence should read:

- i. If awarded, a system implementation will be performed by June 30, 2014.
- b. Stadium Rd has 6 phones with 2 lines. The additional 2 shown are administered by the county and outside the scope of the RFP
- c. There is a paging system in the Opera House that is currently connected to the Meridian/Nortel system.
- d. The Council Chambers is being remodeled and will be able to be linked into the phone system. Once a interface and device is settled on by the A/V Vendor we will relay that to all bidders. We have asked for a SIP-compatible interface. This will be an additional line for the Opera House.
- e. In our on-site tour of the Stadium Rd. Fire Department we determined the current wiring is likely inadequate unless the proposed system can run on the currently supplied phone block/CAT3 wiring. As such, vendors may propose wiring and network equipment for the facility as an option, but otherwise may assume that the City will take responsibility for any wiring and networking equipment needed beyond that which currently exists without penalty.

2. Interim Questions:

The following questions came in between the two Q&A Sessions:

- a. RFP page 20 of 38 - Section 3.8 Features. Could you please clarify or give further information on the following:
 - i. Custom call-hold system allowing for announcements by the City
 1. When the City places someone on hold we'd like the option to play, in stead of music, a series of announcements about upcoming events at the City. Being able to record and change this message easily will be a plus.
 - ii. Menu system customizable by City Staff.
 1. This is for the incoming phone tree, not the phone system itself or the phone screens. We'd like to easily change our 'press 1 for City Administration, Press 2 for ... ' easily to add other departments, insert emergency alerts, before the regular message, etc..
 - iii. Time - and - date schedulable menu changes to handle after-hours and holiday changes to the menu on a by department basis.
 1. Some departments may want different messages to greet callers based on time and date. For example, the after hours message may run from 5pm to 8am on weekdays, all day Saturday and Sunday, and Thanksgiving and Christmas days. We'd like to be able to set that at initial startup and not have to perform any manual intervention.
 - iv. . Ad-hoc conference lines available to outside users. (Conferencing was one of the goals listed on page 4, section 1, then 1.2 Background so we want to be sure we understand what is wanted/needed by the City.)
 1. Ideally a few DID's that are reservable by city staff through some interface. Once reserved the user would receive a custom registration code and would prompt Outlook to create an appointment that would already include

all the call-in information. Minimally, we'd like to set aside 3-5 lines that could be used for people as open conference lines (aka party lines)

- v. 4-digit transfer between this system and the Fire Dept. and Public Services buildings. To which Fire Dept. and Public Services buildings are you referring?
 1. The Fire Department HQ and the Public Services Building. During the conference, Farmer's Telecom shared that the FD HQ has a Commial 120 system and the Public Services building has a EDI 200 system.
 - vi. 'recordings are managed by 911 Dispatch'... Further info please.
 1. Dispatch records all calls coming into or out of all lines within the Police Department. On-demand, the administrators of that system need to be able to:
 - a. Identify a call by extension, date, and time.
 - b. Pull up the recording
 - c. Provide it to the requestor
 - vii. Can we get an equipment list for the existing buildings?
3. **Does the existing NICE system have an the ability to hook up to the digital system?**
Currently it is all tied via analog but it looks like there's capability to tie it in digitally.
 4. **For Four digit transfer, do we want to divide that by site (1xxx – Opera House, 2xxx – Liberty Center, etc.), would that also be the case for transfer to FD and Public Works?**
We are open to that possibility as long as the external numbers into users are not affected. The current system has grown organically so there isn't a clear organization along those lines at this point.
 5. **For the Satellite systems that aren't Centrex – for the integration with the Fire Department and Public Works, will it be covered?**
We do have maintenance contracts with the current systems but those costs will likely not be covered by that contract. We will take responsibility for determining that cost from our side. If there are specific requirements or tasks that you will need to have performed by the vendor of the systems with which you will be integrating, please outline those within your response.
 6. **How are the Centrex lines delivered to each location and are they analog?**
Outside of the PRI for the Liberty Center listed in the RFP, the lines are delivered to a demarc at each building and are all copper.
 7. **Outside of the sites connected via fiber, what is the connectivity?** Only VPN over Internet.
 8. **Do we want to maintain the current VPN connectivity to the Visitor's Center and Stadium Rd Fire Department?**
While we certainly want to maintain or enhance connectivity, we are certainly open to other options for the method of connection.
 9. **Question on Opera and PD: we have 44 lines listed at the Opera House. How are those trunked?**
We have one phone per line for both the Opera House and PD. While the Meridian provides line status, conferencing, and four digit dialing, Centrex provides voicemail, DID, and all other services.
 10. **So the count of lines is accurate for the PD and Opera House for the number of phones?**
Yes
 11. **Do you have an IT Department handling the network and Call Manager maintenance?**
Those are handled under a maintenance contract with our outsourced IT vendor VC3.
 12. **Are the vendors expected to provide PoE Switches for the locations?**
The City has the equipment listed in Attachment 1 below. If PoE is a requirement of your system for all lines (versus power bricks, etc.). We are not planning to upgrade our network

equipment at this time. One caveat: the Opera House 4th floor is currently under renovation and we will be installing an additional 48-port PoE Switch on that floor.

13. **What is your intention for inter-building connectivity for the phone system? Are you planning to leverage the existing network switches and integrate data and voice or is dark fiber available to separate the traffic?**

It is our intent to leverage the existing linkages and integrate data and voice. If a vendor wanted to create a separate network and leverage the dark fiber, there should be enough dark pairs available to do so. Connectivity between each building is layer-3 already so QoS is available.

14. **Would we be open to integrating copper (such a Ethernet) into the inter-building connectivity configuration?**

Yes. We are looking for the best solution for the City and are open to any reconfiguration that your recommend. Please be sure to include the business reasons for any reconfiguration so we may take those into account when evaluating your proposal. Otherwise we may simply assume that the reasons are either vendor-specific or cost-based and have no other bearing on the solution.

15. **Are we open to a private VPN / Ethernet Cloud solution to connect the buildings voice network?**

Yes we are.

16. **Does VC3 maintain the fiber network?**

They maintain the routers and switches. Public Services maintains the physical layer.

17. **Regarding the FD and the PD Narcotics, is there CAT5 to each desktop?**

Yes, in Narcotics. At the FD, see the clarification above.

18. **Do we have a logical diagram?**

We do. If we have the ability to release it without a security risk to the City, we will do so.

19. **Do we expect a design that encompasses full redundancy? There's some opportunity for consolidation and failover, but there's a cost for that. Would we like to see that?**

We want to know if there are opportunities for redundancy. We would propose to all vendors that have that capability to provide it as options that are above and beyond the basic pricing levels so we can make a best apples-to-apples comparison

20. **The current Call Manager is managed by VC3. Will the new system be managed by them as well?**

We want numbers for support. Our current support contract with VC3 with a fixed price contract for infrastructure so we may well lean toward having them support any infrastructure (switch& routers versus phone system) components proposed so we have one vendor responsible, but if you are proposing infrastructure equipment we would like to see pricing on those pieces.

21. **Do we have reports on call load?**

No. We don't expect our users to be beyond benchmark user loads for an average company/municipality. We plan to average out the proposed incoming line values so that vendors proposing different numbers of PRIs (for example) aren't unfairly disadvantaged. We are looking for your best recommendations and logic. Your arguments and proposals will play into our understanding of your level of expertise, but we'll try and rightsize connectivity proposals from a pricing standpoint so we can compare apples-to-apples.

Alice: Please remember that pricing is only 15%of the total factor involved. It is much more important for you to position your RFP so that the committee members, laypersons and system users, can best understand your proposal. We will likely remove any pages concerning cost from the responses for the first round of evaluations, so please put those into separate sheets so we can remove them easily.

22. Will any questions asked on the walk-through be included in the addendum? Yes

23. Will there be an opportunity for additional questions? Yes.

24. Is there any intention to extend our fiber?

Yes. However the buildings the with the next highest concentrations tend to be across rail lines or rail yards, making the cost prohibitive. We have also looked at point-to-point wireless.

25. What additional building will be included down the line?

The FD HQ and the Public Services buildings are the next largest and on-net. Public Services is not a 24-hour operation, it operations from 7-5. Wastewater Treatment Plant campus has about 12 users. The main water plant has 4-5 users. The rest of the locations (about ten) are under 5 users. Public Services is about the same size as PD.

Additional Notes:

1. Alice stressed that the reference section is very critical. Please make sure your references are primed and ready to answer.

Walkthrough Questions:

1. The number of fiber lines and route were discussed. The fiber is not in a loop, it is a single line physically connecting the following buildings, in order:
 - a. Liberty Center
 - b. Opera House
 - c. County IT
 - d. Law Enforcement Center
 - e. 7-Story County Building
 - f. Fire Department
 - g. Public Services

Logically, the County IT and 7-Story County Building are bypassed so only City buildings are directly connected.

2. Is there Cat5/3 at all locations In the Opera House? Are they all home-runs?

There is clearly the Centrex-required CAT3 cabling to all phones back to phone blocks. Most locations also have a CAT5 for the computer in the office, etc. There are likely 2-3 locations that don't have a CAT5 port nearby, such as break-room phones. We are open to leveraging solutions that would allow us to use the existing CAT3/Meridian cabling in the interim.

3. Has anyone asked for and/or received an extension? No.

4. In our discussions during the PD tour, dispatch indicated they are open to completely replacing the current NICE system. The replacement would need to handle the analog lines used by dispatch that will continue to exist after the rest of the phone system is replaced.

5. In addition to the ten administrative lines mentioned in the RFP, there are six 'unnumbered' lines that server as rollover for the e-911 lines. These will remain analog.

6. The Visitors Center does not have any mounting hardware in place for equipment. There is about twelve inches of space above the doorway to wall-mount some hardware; that is about it. The room is not climate controlled.

Attachment 1 – Equipment List

Manufacturer	Model	Type	NetworkRole	Location
Cisco	ASA5510	Firewall	Edge-External	Police
Cisco	WS-C3750-48PS-S	Managed-Switch	Distribution	Police
HP	Procurve 2650	Managed-Switch	Access	Police
Cisco	ASA5505	Firewall	Access	Police
Cisco	Cisco 2901	Router	Edge-External	Police
Cisco	WS-C3750-48PS-S	Managed-Switch	Core	Opera House
Cisco	WS-C3750G-12S-S	Managed-Switch	Core	Opera House
Cisco	WS-C3750G-24PS	Managed-Switch	Core	Opera House
HP	Procurve 2650	Managed-Switch	Access	Opera House
Cisco	SGE2010P-48	Managed-Switch	Access	Opera House
Cisco	SG300-28P	Managed-Switch	Access	Opera House
Cisco	ASA5505	Firewall	Access	LibertyCenter
Cisco	WS-C3750V2-48PS	Managed-Switch	Access	LibertyCenter
Cisco	WS-C3560-48PS-S	Managed-Switch	Access	LibertyCenter
Cisco	WS-C3560-24PS-S	Managed-Switch	Access	LibertyCenter
Cisco	WS-C3560-24PS-S	Managed-Switch	Access	LibertyCenter
Cisco	Cisco 2851	Router	Access	LibertyCenter
Cisco	AIR-AP1142N-A-K9	Managed-WAP	Access	LibertyCenter
Cisco	ASA5505	Firewall	Edge-External	Visitors Center
Cisco	SRP521W	Firewall	Edge-External	Stadium FD