

**IP phone RFP Pre-Bid meeting
Oct 4, 2016**

Introduction of everyone

Tim – Anything you send to me copy Rose

Goal – to come off of a piece meal – Nortel system

We are on several different versions from Nortel 5.5 to Avaya 5.8

Beginning to have issues with parts

We need a Fail-Over Gateway at some sites but not all 23

Valley Point Elementary/Valley Point Middle are on example. They share an internet site & would like them as one system

We don't currently have a Tele-presence, not interested in one right now

We are not opposed to a hosted solution

If your bid is for a hosted and on-prem solution – enter as two separate solutions

Questions

Explain the “on site technician for a year”

Tim – We don't have anyone trained to implement, use, and train users. Also, we don't have time to train my guys so they can do it. This would only be an issue if we go with an on-prem solution.

Will you be keeping your current phones?

Tim – No

How are you trunked?

Tim – Layer 3 at schools MPLS network

Are you looking at PRI or SIP?

Tim – We don't have proper Fail-Over now. We will go with your recommendation.

What is your current inventory of PRI lines?

Jim – We have five total at \$400 a month each

Tim – I want to see what you recommend. It might be that we keep them all or only a couple

Are fax machines a part of this?

Tim – No, we've made too many changes already this year. We'll be keeping \ the fax machines analog.

How many years are we looking at for the contract?

Tim – A minimum of 5 yrs

What is the current paging system now?

William – Valcom, self-amped speakers, nothing fancy

Will the phones be tied to the paging at every site?

Tim – Yes

Will other analog ports be needed?

Tim – Nothing except the Gateways

How extensive is your Wi-Fi?

Tim – Cisco in every classroom 2960, 3650 Main core is 4500

Is the diagram we got representative of this?

Tim – We only use 10%-15% on a peak day. Hopefully we'll have 2-1g links to each site by next year.

Are all lines with Windstream now?

Tim – Yes

You mentioned recording calls, is there a certain time limit you want recorded?

Tim – We want to be able to dump to something like a thumb drive, so the limit would be whatever the thumb drive would hold.

Jim – It needs to be able to go back and pick up the entire call not just pick up from where we hit record if there is an emergency.

Tim – For the on-prem solution we are an entire Vm shop. Look at the WAN attachment one leg is at Dalton Utilities.

Are you locations Cat 5 or 6?

Tim – Most are 6. We still have seven or eight still on 5e. We have 10g between IDFs.

Who will tag ports on switch?

Tim – Us, we will configure them. All switches are POE

Do you have loud ringers or strobes in the cafeterias?

William – We have neither

How does the on-site tech work?

Tim – We want one person here every day for 1 yr to configure, assist the end user training, troubleshoot issues, and train the techs.

Do they have to physically be on site or can they do remote?

Tim – We can discuss it. I want to look at it from worst case scenario

If you go with the hosted solution would the on-site for 1 yr be necessary?

Tim – No

You had a hybrid solution listed, can you explain?

Tim - If you can fully manage without logging into my network I consider that as hosted.

Are you saying throw it out there?

Tim – I want to see everything and I'll choose what is best for our district.

You have several things listed under options should those be quoted as quantity 1?

Tim – Yes. On the soft phone piece, I would like everyone with a smartphone to be able to have that; but, it might be something that we get or don't due to cost. We might have to just give it to a limited number of people. I'll have to get you the count of smartphones.

Jim - It needs to run over Wi-Fi.

Is the storage of the recordings ok to be centralized?

Tim – Yes

Tim – Any more questions? Email Jim and copy Rose if you think of something else. All answers will be posted to Vendor Registry site. I won't look at any products until after the due date. When we start looking at the quotes the highest will be cut first. Cost is the important. We'll get it down to three maybe four then we'll get in touch with those for a closer look.

Tim – We will verify the PRI count

Counts that needed verification will be posted under Q&A by date on Vendor Registry.