

RFP # WCS-TEC-2016-010
Q&A October 19, 2016

1. 6.1.6.9 says “call tracing capable” Can you expand on that and give specific requirements?

We would like to know where a call came from in case of a threat or other need. On our current system, when the operator gets at threatening call, he/she hangs up, presses *57 then calls the Nuisance Hotline number and the call gets traced to its source and reported to the authorities. We would also like to include internal calls as well.

2. How many simultaneous users do you want to be able to have on a conference bridge?

30

3. How many auto attendants do you want to have for call routing? One per site?

This depends on how we end up building the system out. For worst case you could plan on putting 1 in at each site. But, I would like to see 1 for the entire district that people call and are then routed to the school based on their selection. This is up for discussion and would need to be approved by the Superintendent on how we ended up doing this.

4. Out of the 1703 phones needed:

Number of classrooms – ~1338

Number of offices/admin – ~339

Number of receptionist – ~26

5. How many require side cars or extended button sets?

Plan on 1 per school as an Optional add on

6. Is the MPLS cloud currently configured for QOS for voice traffic? If not, can it be?

It is not but can be.

7. What location does the current internet come in to?

Central Office

8. Are the Cisco 2960 models “S” or “X”?

All Schools have X. Our Student Services, Operations, and Central office has a mix of S and X

9. Do all voicemail boxes require voice to text?

I would like to see it quoted as an option

10. Do all extensions require user initiated recording? If not, how many?

No, we would want ~3 per building

11. Do you mean internal or external 'Call Tracing'?

See answer #1

12. Can your PSTN provide a call volume report?

Current PSTN says they can't provide this.

13. How many simultaneous inbound calls are to be supported?

~200 but up for discussion

14. How many simultaneous outbound calls are to be supported?

~200 but up for discussion

15. Could you please confirm that a hosted or hybrid solution is of interest to the district in addition to an on premise solution?

Yes we are interested in seeing all options.

16. Could we propose SIP trunking as part of our proposal if we think it would be an advantage financially and technically over the current PRI setup?

Yes please do

17. 6.1.4.1 - What is the make(s) and model(s) of the current paging system(s)?

Valcom 2006A

18. Does Whitfield County Schools (WCS) prefer to have the phone system completely managed or does the district prefer to self-manage and lean on a partner for more complex troubleshooting?

For a hosted solution we would like the option of doing add, moves, changes ourselves or calling it in. Everything else would be on you.

For an on prem system we would do it all ourselves and lean on a partner for more complex troubleshooting.

19. Does WCS prefer to have the system virtualized off site (data center) besides the equipment required to support local trunking and Analog connectivity at each location?

If we do an on prem we would prefer a virtual option in our datacenter

20. Does WCS prefer to have the system virtualized at the Schools' data center besides the equipment to support local trunking/analog connectivity at each location?

I would be interested in discussing the idea.

21. Our typical deployment and management model is to provide all onsite installation and training upfront then provide remote management of the voice solution remotely as there will be minimal hardware onsite. In this model, does the district still wish to have a full-time person onsite? As VoIP systems have progressed, the need for an additional full time staffed member has all but gone away.

If you feel you can support us completely in this manner then we are fine with this offering. However, having to pull someone to “help troubleshoot” is not as attractive to me as having someone onsite.

22. Please confirm it is acceptable to submit multiple bids. For example, we may submit an on-premise solution, a hybrid solution, a hosted solution, or two to three different solutions. If we submit multiple proposals, should they be completed as entirely separate sealed bids?

You may submit them as one response, however they need to be completely separate proposals. For ex. Company A wants to offer and on prem and a hosted option. They would submit one response packet with an Option 1 and Option 2. Each option needs to be complete as to what you are offering for that option.

23. 6.1.4.1 Paging integration - How many paging zones per location? If unspecified we will assume one per site.

6 zones per location

24. 6.1.6.5 Call Queues for Helpdesk services:

- For the call queues do you require real-time statistics?

Telling the person what number they are in line.

- Is it desired that callers be placed on hold and hear recorded announcements (RAD) then distributed to users in the helpdesk group, or do you want calls ringing a group of phones in a predetermined order?

I like the idea of RAD then distributed

25. Could you please provide a specific number of receptionist type users and their preference PC based, Attendant Console or Physical Phone with expansion modules?

This was answered on under another Q&A that was posted before. The PC piece would be an option that we would consider for receptionist.

26. Do all 25 locations require paging, if no please list locations that do not require paging integration?

All locations.

27. Who will install actual phones, Contractor or Whitfield staff?

Quote it both ways

28. RFP lists multiple model phones on existing system, do new replacement phones) for each type(base, admin, reception) have a minimum number of line keys required?

Minimum of 2 lines.

29. If single line key can support multiple calls is that sufficient?

No