

Request for Proposal Voice over IP (VoIP)

Addendum 1



Contact:
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Birmingham Board of Education
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Birmingham, AL 35203
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Only

Please find the following to be Addendum 1 for the Voice over IP (VoIP) RFP. Included in this addendum are answers to the questions posed at the Non-Mandatory Pre-Proposal Conference as well as those received in writing on/or before 12:00 PM CST December 10, 2010.

- 1.) Please note that the Voice over IP (VoIP) RFP has been assigned an RFP Number. Please include this RFP Number on the Front Cover of the Proposal. The RFP Number for Voice over IP (VoIP) is RFP# 11232010-7.
- 2.) **Question:** Could you please clarify the column headings on Attachment A?
Answer: The Number of Digital Ports is equal to the number of Digital connections to the PSTN, The Number of Analog Ports is equal to the number of Analog connections to the PSTN. The number of Total Telephone Ports is equal to the total number of handsets that could be connected to the PBX.
- 3.) **Question:** Could you please clarify what a hub site is and the port count breakdown?
Answer: The current district configuration of the existing Phone System utilizes multiple Hub locations. Each Hub location is connected to the PSTN for Dial-tone. These Hub locations are also directly connected to a number of schools for distributing PSTN connectivity. The Number of Digital Ports is equal to the number of Digital connections to the PSTN, The Number of Analog Ports is equal to the number of Analog connections to the PSTN
- 4.) **Question:** Is there an existing E911 system Onsite or hosted that the vendor will need to integrate with?
Answer: No.
- 5.) **Question:** Can the equipment line of the Pricing Table in Section 2.2.A be expanded.
Answer: Please replace the table in Section 2.2.A with the excel Spreadsheet named BCS VoIP Pricing posted at [Http://tinyurl.com/BCSERATE](http://tinyurl.com/BCSERATE).
- 6.) **Question:** Can you clarify Section 3.1.3.d by providing us with the actual HP Switch?
Answer: The HP Switch is a HP Procurve Switch, 3500yl-48G, Part Number J8693A.
- 7.) **Question:** Can you provide the call details or the number of ports desired?
Answer: We can not provide any call details. However, the system at each facility should be sized to have the capability for the Total Telephone Ports listed in the third column of Attachment A. The solution should also assume a 4:1 telephone handset to PSTN connection ratio.
- 8.) **Question:** Could you clarify Section 3.2.1.d; Is a UPS required for each site? Is a UPS required for the remote closets within a school facility.
Answer: Yes, each MDF will require a UPS to handle the proposed solutions equipment. UPS's are not required at each of the schools Intermediate Distribution Frames (IDF's) or remote closets.
- 9.) **Question:** Is the feature in section 3.2.1.f a standard feature?
Answer: Yes.

- 10.) **Question:** What are the number of Agent Licenses desired as specified in section 3.2.1.h?
Answer: Please provision 24 Licenses.
- 11.) **Question:** Does the district currently have a call center?
Answer: No
- 12.) **Question:** Are the requirements for 3.2.1.j and 3.2.1.k common for equipment at each school?
Answer: Yes
- 13.) **Question:** Section 3.2.1.o states that “The call distribution should be sized to distribute up to 800 outside lines from the local exchange carrier to the local call distribution unit for DID/DOD and PRI.” How should this core be designed? Is there a preference? Would it be acceptable to provide multiple designs? Is this interpreted centralized site as the Board of Education, and up to 800 trunks will be terminated at that site, then distributed to each of the 56+ gateways over the WAN?
Answer: It is up the vendor to develop the optimal design for the district. The district’s main goal is to utilize the current Wide Area Network Architecture for the convergence of Voice traffic. It is acceptable to submit multiple designs. However, those multiple designs should be clarified and delineated in Tab 4 of the proposal and clearly articulated in the Pricing Table.
- 14.) **Question:** Is the “630” in Section 3.2.2.c a typo?
Answer: Yes. Please replace 3.2.2.c with “The console can be a DSS/BLF attachment to the sets in Section 3.2.4 or to a multi-line digital handset. Indicate how many DSS/BLF appearances are available (minimum of 16) and how many additional DSS/BLF units can be linked together (minimum of 4). Also indicate the number of system ports required for each additional DSS/BLF unit.”
- 15.) **Question:** On Page 17, Response Requirements, is “Read and Understood” an acceptable response.
Answer: No.
- 16.) **Question:** Is the Metro-E that is in place designed for QoS? Will the vendor be required to configure QoS.
Answer: The Metro Ethernet WAN is capable of QoS however that feature is not yet enabled. The vendor will be required to develop the QoS plan but is not responsible for configuring QoS on the District WAN or LAN.
- 17.) **Question:** Have you considered training at all?
Answer: Yes. Section 2.1.3 lists that as a part of the proposal the vendor should “include a description of the training process and materials to be developed for both the support staff as well as the end users.” This should be included in Tab 3 of the Response.
- 18.) **Question:** Are there any guidelines or expectations for how long the project should take and when work can be done?
Answer: The project will commence after the receipt of the Funding Commitment Decision Letter, which is anticipated on or before January 2012. The project should complete on/or before September 30, 2012. The district prefers for onsite installation to

occur between the hours of 3:00PM and 11:00PM, Monday through Friday while school is in session. During vacations such as summer in which schools are closed, the district prefers for onsite work to be conducted between the hours of 7:30AM and 3:30PM, Monday through Friday.

- 19.) **Question:** When working onsite, will all vendors and subcontractors require approval by BCS prior to arrival to meet CIPA and other guidelines?

Answer: Yes.

- 20.) **Question:** What allowances will be needed to transition from the existing phone system to the proposed system?

Answer: It is imperative that voice communications are uninterrupted during the implementation of the new solution. The vendor is required to submit a proposed implementation plan that addresses these concerns. After contract award, and prior to commencement of work, the district and the vendor partner will modify that plan and collaborate on the best implementation strategy that mitigates risk.

- 21.) **Question:** What is the meaning of 40% in Section 3.2.1.I

Answer: Please delete Section 3.2.1.I.

- 22.) **Question:** In Section 1.8.7K Birmingham City Schools ask for price in terms of 1 year that is renewable up to 3 years. Will Birmingham city schools consider extending total contract term to 5 years by adding additional renewal options if this provides for lower long term costs?

Answer: No.

- 23.) **Question:** The school district currently has instruments in classrooms at the High Schools, Middle Schools and Elementary Schools. Is it still a desire to have telephone handsets in each of these classrooms?

Answer: No. The district would like a solution that is capable of growing to that number of handsets, but will not be replacing existing handsets with IP Handsets at this time. The district will deploy handsets when they can afford to purchase handsets.

- 24.) **Question:** Can we have an extension until January 15, 2010?

Answer: No

- 25.) **Question:** Can the district provide a complete inventory of equipment?

Answer: Attachment A of this Addendum includes a list of the PBX's by location.

- 26.) **Question:** When each system is replaced, who will own responsibility for the removal from the schools premises? Will BCS be pursuing a trade-in value?

Answer: The vendor is responsible for removing the equipment from each school location. The vendor is responsible for inventorying, reporting and relocating to a district owned facility (TBD) all equipment that was functional at the time of the cut-over to the new system. The vendor is also responsible for removing all handsets and disposing of them appropriately. BCS is not pursuing a trade-in.

- 27.) **Question:** Can the specific quantities and type of IP handset for EACH physical location be provided?

Answer: Please see number 5 above.

28.) **Question:** 3.2.B refers to “voice response function”. Is this interpreted as a standard Automated Attendant which will provide voice prompts, OR Speech Attendant, responding to natural language interrogations from the caller?

Answer: This refers to an automated attendant that can respond to either the entry of a number or the callers voice commands such as “Operator!”

29.) **Question:** 3.2.1.d refers to Power Fail Back up Design. Rack or Tower? With or without Network Interface card for monitoring by BCS network monitoring system?

Answer: The design of the power fail back up is at the discretion of the vendor. It is required that the solution provide for 1 hour of service in the event of a power failure.

30.) **Question:** Please clarify which (soft console or Hard console) should be proposed for purpose of the response at each Call Director/gateway location.

Answer: Hard Console.

31.) **Question:** How many mailboxes are desired at cutover?

Answer: 2000.

32.) **Question:** Is a Bid Bond Required?

Answer: Yes. 5% of the amount of the bid not to exceed \$10,000 is required and it has to be in the form of cashier check, certified check or a bid bond and must be included with the proposal. Copies of the bid bond are not acceptable. It must be the original.

33.) **Question:** Earlier in document, 56 sites are referred to. My count is 63 to 64 PLUS the Board of Education site. Unclear as I assume some sites may be consolidated (like Phillips Meridian and the Phillips Norstar .) Should we stick with the 56 remote sites with Gateways for quoting purposes? If so, which 56 sites? Or some greater number based on the table?

Answer: Please refer to the new pricing table referenced in number 5 above and posted to the district Website where this Addendum was posted.

Attachment A

Telecom System List

Location	Equipment Type	Location	Equipment Type
A.G. Gaston	Norstar	Ossie Ware Mitchell	Norstar
Arrington	Norstar	Parker	Norstar
Arthur	Norstar	Phillips (Hub)	Option 61
Avondale	Norstar	Phillips (Norstar)	Norstar
Barrett	Norstar	Powderly	Norstar
Board of Education	Norstar	Powell	Norstar
Bush	Option 61	Price	Norstar
Carver	Option 11	Princeton	Norstar
Center Street	Norstar	Putnum	Norstar
Central Park	Norstar	Ramsey	Option 61
Christian	Norstar	Rickwood	Norstar
Comer	Norstar	Robinson	Norstar
Council	Norstar	Scott	Norstar
Daniel Payne	Norstar	Smith	Norstar
Davis (Hub)	Option 11	South East Lake	Norstar
Dupuy	Norstar	South Hampton	Norstar
EPIC	Norstar	Sun Valley	Norstar
Gate City	Norstar	Transportation	Norstar
Gibson	Norstar	Tuggle	Norstar
Glen Iris	Norstar	Wenonah	Option 11
Glenn	Norstar	Wenonah (Hub)	Norstar
Going	Norstar	Wenonah Elm	Norstar
Green Acres	Norstar	Whately	Norstar
Hemphill	Norstar	Wilkerson	Norstar
Hill	Norstar	Wilson	Norstar
Hudson	Option 61	Woodlawn	Option 61
Huffman (Hub)	Option 61	Jackson Olin	Option 11
Huffman Middle	Norstar	Martha Gaskins	Norstar
Inglenook	Norstar	Minor	Norstar
Jackson	Norstar	North Birmingham	Norstar
Lane	Norstar	North Roebuck	Norstar
Lee	Norstar	Norwood	Norstar
Lewis	Norstar	BOE	Option 81C
Lincoln	Norstar		