Inquiries/Questions for PBX Maintenance RFP

Listed below are responses/inquiries submitted as of November 19, 2009.

1. Current Software Versions

PBX   Software Version 5.5
Nortel Norstar   4.0

2. Available Serial Numbers for Equipment

Equipment Type   *Serial Number*

Option 81   Z02130
Option 61   D14842
Option 61   D14843
Option 61   D14844
Option 61   D14845
Option 61   D14846
Option 61   D14847
Option 61   D14848

3. Port Counts Clarification

On the table titled, Port Count Break Down, located on pages 9 and 10 of the RFP, the following definitions should clarify the table. All information given on the table accurately describes the environment currently in place at Birmingham City Schools.

Digital Ports - Digital Trunk Ports
Analog Ports - Analog Trunk Ports
Total Telephone Ports - Total number of handset ports (Digital / Analog) per location

4. Pricing Format

Birmingham City Schools was asked to consider a pricing format that was itemized by site. The pricing format should be distributed to all responding vendors.

The proposal must include a section labeled E-rate Eligible Items and E-rate Ineligible Items. These sections should clearly identify pricing structure for E-rate Eligible Items and E-rate Ineligible Items. A total cost for E-rate Eligible Items and a total cost for E-rate Ineligible Items should be clearly identified in the responses.

5. Voicemail Technical Specifications

PBX Voice mail is centrally located at the Board of Education and is call pilot 600R. The Norstars that are located at remote locations have voicemail locally which is StarTalk Flash.

6. Do we require coverage on the voicemail system?

Yes, we do require coverage on the voicemail system.

7. What is installed at each site in reference to AC and lightning protection?

A Serial UPS is currently the form of AC protection involved at each location with the HUB sites receiving appropriate grounding and power protection. Lightning protection consist of appropriate communication line protection devices which are maintained under the current agreement.

8. How do we handle lightning protection now?

Any cost of any equipment that is damaged by lightning is protected no questions asked.

9. How are we connected to the Norstar? T1 cards vs. channel backs?

T1 Cards

10. On page 16 of the RFP, we require 24X7X365 remote monitoring of the Nortel PBX system. Is this remote monitoring to be done via Site Event Buffers, SEB's? If so how many SEB's are in BCS's network and does BCS own these SEB's?

Site Event Buffers – One per PBX and current provider owns the SEB's.

11. Your addendum provided serial numbers for seven (7) Option 61s. However, your Telecom System list identifies only six (6). Which number is correct?

There are Seven (7) Hub locations. Listed on the Hub Site Port Count Break Down, there are seven (7) sites listed. Wenonah High School (Which recently replaced Jones Valley as a hub site) has both an Option 61 and Norstar onsite.

12. Your addendum did not include serial numbers for the Option 11 PBXs. Please provide the actual quantity of Option 11s and the serial numbers.

There are four Option 11s as indicated on page 14 of the RFP. Serial numbers are listed below.

Option 11 Serial Numbers
318816589
318816592
10327802
10285141

13. Is the Board utilizing Nortel Signaling Servers? If so, please specify the type and quantity of Signaling Servers (at each PBX location) requiring coverage under the proposed PBX maintenance agreement.

Yes, Birmingham City Schools does have is using Nortel Signaling Servers**.** The type is Gateway Media Cards (CP-PM) and there is one for each PBX.

14. If you are indeed using Signaling Servers, please specify the quantity of voice gateway media cards per PBX location.

See above response.

15. Your addendum stated that all of the Norstars at the remote locations have local voice mail, specifically StarTalk Flash. Does this mean that your require coverage of 56 StarTalk Flash voice mail systems (or will this quantity change)?

Yes, we do require coverage on all voice mail systems. However, the quantity may be extended or reduced depending on the number of operating schools during the awarded contract. Therefore, additional schools that come on line during the contract years and optional extended years should also be covered.

16. Please specify the type of StarTalk Flash systems. (Flash 2 or Flash 4)

Birmingham City Schools has Flash 4 Star Talk Flash systems.

17. In the RFP, it is asked for The Certificate of Insurance but it also give you the option to provide the certificate up to three days after an award. Does Birmingham City Schools want The Certificate of Insurance now or after the award?

The Certificate of Insurance shall be submitted with the proposal as indicated on page 20 of the RFP.

18. We would like to make sure that Birmingham City Schools does not want maintenance coverage on the desk sets?

Birmingham City Schools does not want maintenance coverage on the desk sets.

19. How many technicians does Birmingham City Schools want to have as their onsite support?

Birmingham City Schools is seeking dedicated technicians as indicated in the RFP. Furthermore, Birmingham City Schools cannot make a determination on how many person(s) a vendor's solution for the outlined infrastructure will need. Using the RFP as a guide, the responding vendor should submit the response with the appropriate dedicated persons that would provide complete support for the infrastructure and descriptions listed in the RFP.

20. We would like to have a clarification on the systems. Jones Valley is listed on the hub count breakdown but it is not listed on the Telecom list. Is Jones Valley included?

Jones Valley is currently under construction but will be in-service in 2010-2011 school year as a regular Nortel Norstar site. As previously stated, in inquiry number 15, the sites may be reduced or expanded during the length of the contract.

21. What is more important to the schools, the amount it spends on non erateable items verses erateable items?

According to the evaluation guide, the cost of E-rate eligible items/services is 40% while the cost of E-rate ineligible items/services is 15%. Therefore, the cost of E-rate eligible items/services carries more weight.

22. Will Birmingham City Schools consider an alternate maintenance solution?

No, Birmingham City Schools will not consider alternative solutions to what has been requested in the RFP. However, any value-added item that a vendor would like to highlight should be clearly marked in the vendor's response, but the basis of the response must be in alignment with the original RFP.