

Madison County Bidder's Conference for Telephone RFP
County Office Building
Monday, June 30, 2014
11 a.m.

<u>Attendee</u>	<u>Company</u>
Terry Abbott	SMP
Tony Annese	SMP
Dan Nash	ICS Telecom/Frontrunner
Dale Keegan	ICS Telecom/Frontrunner
Joel Katz	Tag Solutions
Stacy Myron	Tag Solutions
Greg Nellis	CDW-G
Ernest Small	ePlus
Mike Fasano	ePlus
Ray Buchming Jr	Twinstates
Paul Hart	Twinstates
Joseph Kaufman	Twinstates
Zack Mulvaney	MAC Source Communications
Troy Gray	MAC Source Communications
Todd Burdekin	Priority Connections
Richard Messinger	Finger Lakes
Greg Houppert	Finger Lakes
Becky Marsala	Madison County
Mark Scimone	Madison County
Edward Bean	Madison County
Matthew Clute	Madison County
Peter Gray	PAG Services, Inc.

Responses to questions asked at the June 30, 2014 bidder's conference held at the Madison County Office Building, Wampsville, New York.

General statements of clarification:

- 1- Second year maintenance and support should not be part of the base bid.
- 2- The County's Department of Social Services currently is manually dialing individuals to remind them of appointments. Their management system can output the schedule as a .csv file. The ability to import this file into the telephone / voice processing system and used to outcall is desirable, either as a text notification or a voice message. This feature should not be part of the base bid. If available list the pricing separately.
- 3- The County currently has approximately 420 extensions. Public Safety has 34 of these. There are 600 voice mailboxes required to accommodate future expansion and public informational boxes.
- 4- System documentation, when printed, can be large. As such system documentation may be submitted in electronic form only. Bidders will be required to submit printed documentation if selected for further review. All other information requested by this RFP must be in printed form.
- 5- ~~The County's needs are deemed to be 'vanilla', straightforward and likely to be satisfied with basic systems.~~ Features not requested should not be included in the base bid. Exceptions should be noted in the response, as should any additional information deemed to be important.

Q: What needs to be done in case of a 911 call?

A: If anyone on campus dials 911 or 9911, the call should register on the 911 console as bldg., floor and extension. Additionally notification should be given to various users based upon the location that originated the call. For example, should a 911 call originate from a user located on the second floor of the DSS building, notification should be given to the department supervisor(s) and others. As such, 911 calls originating from different users will send notification to different person(s).

Q: Is there only 1 controller? Are p-nodes co-located or are there p-nodes in each building?

A: Joe Kaufman from Twinstates answered for us -2 nodes at DSS everything else in the County Office Building. They are not totally maxed. There are 5 nodes and 1 w/ DSU for a total of 6.

Q: Must all phones be 1 gig?

A: Yes

Q: The RFP talks about basic, standard and executive phone counts. Is there a number for each?

A: Quote all phones as basic. The standard and executive phones should be quoted as the differential between basic phones and standard/executive sets.

Q: How many analog phones are needed for emergency?

A: 12 phones, 2 per building.

Q: Will all phones be replaced with IP sets?

A: Yes, for the total system replacement. Should we choose to upgrade the Mitel, we will replace sets incrementally. There is no need to quote analog sets.

Q: Will all cabling and data switches be provided?
A: All cabling will be provided by the County; data switches are part of RFP

Q: Will back-up and recovery be in hosted environment?
A: Yes

Q: What is the system currently running on today?
A: 3 XS servers

Q: Is the system running over subscribed?
A: No. We have 33 Virtual Machines and 72 Virtual Processors. Unused and available are vCPU = 110 GHz, vRAM = 227 GHz, Storage = 7TB. All functions of the proposed system must be able to run in a virtual environment.

Q: For the configuration of the 3850 switches, which network module is required?
A: Currently used is Cisco GLC-SX-MM, 30-1301-02 LN#50, Class 1 21CFR1040.10. SN:FNS12160H90

Q: ~~What SAN is the county using and how is it connected to the rest of the network?~~
A: The County uses a Dell Equilogic SAN connected by Ethernet / iSCSI.

Q: What type of SFP (Small Form-Factor Pluggable Transceiver) is required?
A: 1 Gig multi-mode.

Q: Which version of Outlook Exchange is Madison County using?
A: 2010

Q: Does the county use any Apple OS X machines?
A: All county machines run Microsoft Windows 7.

Q: The RFP states both voice and data will run on the same VLAN. Is this correct?
A: No. Voice and data should be separate, with QoS enabled on the voice VLAN.

Q: What functionality are you looking for from the UPS(s)?
A: The UPS are to provide back up for switches. They will provide power during transition from loss of power to the time the generators power up (expected within 1 minute.)

Q: The RFP requires 200 unified messaging clients and faxes. Is it the same number for both?
A: Yes

Q: Should there be color display for the executive phone?
A: Yes

Q: What should the warranty coverage be on the sets?
A: Either advance replacement coverage or spares are acceptable. Make notation of your plan in your response.

Q: Is County connected by fiber?
A: The County is connected by fiber between all buildings. A diagram is provided.

Q: What is the number of stacking modules?

A: 1 stack

Q: Is the stacking module going to change?

A: It will be replaced.

Q: Are there single switches in each closet?

A: There are some closets that have several switches that are linked together. There is no stacking.

Q: Will CAD 3 infrastructure be utilized?

A: Yes

Q: Will the vendor be responsible for certification of cabling?

A: No.

Q: What format should the response to the RFP be in, word or .pdf?

A: ~~Either is acceptable. The RFP will be provided in Word format upon request to facilitate~~ responses. Responses do not need to be complex. Keep it simple. Pricing is important.

Q: Is leasing a consideration?

A: No

Q: What is the process by which the County selects a vendor?

A: The responses will be evaluated by Operations, Technology and Finance committees which make a recommendation to the Board of Supervisors. The Board meets one a month.

Q: What type of telephony accounting system does Madison County have?

A: Tapit EX, the most current version with manufacturers' support. It has a serial SMDR connection. Tapit has the capability to record calls. It will not be replaced.

Q: What is expected from the automated attendant and the ability to respond?

A: Respond by voice: 1 for yes, 2 for no, no spell by name. There may be up to ten (10) auto attendants

Q: Is there other languages needed beyond English?

A: No.

Q: Will there be an attendant console?

A: No.

Q: Will the setting of the phones be the same way it is today?

A: Yes. In the future there may be some changes due to call flow.

Q: Will there be page and park?

A: No.

Q: What about the carrier side of the telephone system?
A: It will stay the same; Windstream is the current carrier using two (2) PRI circuits. No traffic study has been conducted. It is believed the second PRI is underutilized.

Q: Does the Public Safety area have servers?
A: All servers are in the County Office Building

Q: What is the intent for Public Safety's 4 CO's and PRI secondary equipment?
A: To provide public network access in the event of loss of connectivity to the main server(s).

Q: Will one PRI be moved to the Public Safety Building?
A: No, a third one will be added.

Q: When Public Safety is being discussed are we talking about the building or a piece app?
A: The building, not an app

~~Q: In the voice mail component it states 200 voice mailboxes that accept faxes with 600 line total.~~
Is the 200 a subset of the 600?

A: Yes.

Q: Are there any future requirements?
A: There is potential for an upgrade to Microsoft Office 365.

Q: Is there a DR site?
A: There will be an off-site DR site next year; right now it on the first floor of the DSS building.

Q: Are certified checks / bonds need with response?
A: No, only successful bidder will issue need to address this. Do not include the price of the bond in your bid.

Q: The training requirements are vague. What is expected?
A: Approximately 420 users will require basic usage training.

Q: Will the County entertain proposals that would utilize shared services with phone systems already installed by other Counties or government agencies?
A: The County will consider all proposals.

Q: Are any connections (PRI, SIP, etc.) needed between the proposed system and the 911 system at the 911 center?
A: No.

Q: Regarding upgrading the Mitel, what is the five (5) year plan for replacing digital sets, and what is the current configuration / inventory of the Mitel?
A: The plan is to replace one hundred (100) sets at system upgrade and an additional 100 sets annually. This number may change according to the departments upgraded, i.e. in a given year the departments selected may not equal 100 exactly. The Mitel inventory is available upon request.

Attachment F County Fiber Map

Madison Co Fiber Backbone (Multimode 62.5um)

