

City of Milwaukee VoIP RFP

VENDOR QUESTIONS

If vendors need further clarification on the following answers please indicate in your RFP response and we will address them as necessary.

1. In order to provide sufficient detail and accuracy for the implementation/project plan, are we to assume that the City will provide a fully QoS enabled and functional LAN/WAN prior to implementation? Or, should we include a period of time after contract award for the City to design, program, and assess the LAN/WAN for VoIP?
The City of Milwaukee will provide a fully functional LAN/WAN.
2. The Core Voice Switching System Requirements (20.2, page 28) identifies the requirement that the secondary controller must be configurable in a geographically dispersed location; however the System Configuration Specification allows respondents to locate the base system and the redundant hardware at a single location with the option of SRG's at the other locations. These appear to be conflicting requirements; therefore, please clarify.
On Pages 16-19 you will see the license requirements of each location.
3. Power Considerations (Page 19). Are we to understand that the UPS requirements are only applicable to the equipment that we are furnishing as part of our proposed solution?
DO NOT BID UPS Solutions as the City will utilize their current UPS hardware.
4. Disaster Recovery and Business Continuation (Page 19). Are we to assume that the secondary controller is required (licensed) to pick up the IP phone support for entire solution should only the PSTN phone circuits get disrupted?
I want survivable systems at each location to handle those IP stations utilizing Analog trunks specified in the RFP.
5. Are we to assume that the requirement matrix starting at page 26 is a capability (but not necessarily equipped) matrix, rather than an installed solution matrix? The reason for this assumption is that 8.1.2 identifies E&M (trunking); however, there are no fixed requirements for E&M trunks in the RFP. Additionally, 9.1.3 identifies ISDN-BRI (Basic Rate), and there are no fixed requirements in the RFP.
The equipped requirements start on page 16-18. No E&M trunks necessary just want the capability of the system to provide if necessary.
6. Page 27, Reliability. 19.1 states that IP switching core must be non-blocking. In almost all current peer-to-peer IP solutions, the data network is the switch fabric. Is the City guaranteeing a non-blocking data network?
The City will supply a network that prioritizes the Voice traffic.
7. Page 27, Reliability. 19.2 discusses prioritization of voice over data. Can we assume that the City is guaranteeing that their data and other non-real-time communications traffic (including any streaming media) will always have a lower priority?

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Yes.

8. When “or” qualifiers are used in a requirement, such as “Blue Tooth compatibility in a VoIP station appliance (stationary or wireless)”, does a Yes response mean that both are supported? Or can it mean that we are committing to one or the other, but not both?

A YES would support both if you support only one part then state that fact and supply a description of the offering and additional costs if required.

9. Are automatic PS/ALI database updates available at no expense (fees or subscriptions) from the Telephone Company / PSAP?

I am assuming that your solution would provide any updates to that database to the PSAP.

10. If the automatic PS/ALI database updates has an expense or require a subscription, are we to assume that the City will procure this separately?

YES

11. Page 32. RAID (Redundant Array of Inexpensive Disks) is no longer current technology. Rather, does the City mean Redundant Array of Independent Disks, which is the current typical technology?

That is a typo and should read Redundant Array of Independent Disks.

12. Page 32. Does the term “support VoIP protocols natively” refer to non-proprietary protocols, meaning protocols without vendor extensions?

No.

13. Page 67. Since the City has not specifically defined their telephone set requirements, what does the “Telephone Sets per specification” mean in the Proposal Price Schedule refer to?

The set types have not been determined but the number of devices has been set starting on page 16. The City is looking for you to provide the different set types available with the appropriate cost for each type. The City staff will determine the number of each type of instrument for each department and location.

14. How many ACD Agents & Supervisors?

I am looking for just basic ACD as they currently do not have any agents or utilize any type of call center application. If this is an extra cost you can show the basic price for the application and a per agent price in an attachment document.

15. Will the City be using any Analog E&M trunks? MANDATORY Requirements 8.1.2. E & M (via peripheral)- **NO**

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16. 2. Will the UPS(es) we are asked to provide need to support anything other than the telephone system? **SEE ANSWER BELOW IN #17.**
17. Page 19: “The power failure design for the replacement system should adhere to the current design minimums for the core servers/switches of four (4) hours and each remote server/switch two (2) hours. All IDF closets will be required to have UPS system for a minimum of 2 hours.”
- The telephone system can be designed to provide 4 or 2 hours of power autonomy for just the telephone system
 - Does the UPS need to support the POE switches provided by someone else?
- DO NOT BID UPS EQUIPMENT. The City will utilize their current UPS Systems for this project.**

Mandatory Requirement Description:

18. 3. Page 20: “The City is also requesting the respondents to quote Polycom Conference units that will be installed in conference rooms at each site location.”
- How many Polycom Conference Phones do you want for each site? **Public Safety Building -2, City Hall-2, Public Works-1.**

19. Page 27: “

Station Connectivity: Supported connections must include these options:

7.1. A 10/100BaseT Ethernet connection is required for the IP sets to connect through an Ethernet LAN to the system. PoE handsets are required to have two 10/100 Ethernet ports. One for the phone and one for daisy chaining a PC.”

- Is this a requirement for all IP sets? Is there a place for a less expensive IP set as an “area phone” that only has the one Ethernet port. **The actual Set Types have not been determined but there will be locations that less expensive IP sets can be placed. Describe those IP sets and the associated costs.**

20. Page 27: “7.5. Provision for support of external bells or lights. Required for warehouse and transportation.

- How many bells and or lights does the City require at each site? **At the present time the City has one external Bell at the Johnson Creek Building (JCB) which rings when receptionist staff are away from their main consoles. This may change in the future after implementation and would be addressed at that time.**

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21. Page 29: “24. Hot Desking Function. The system must be able to provide a “Hot Desking” function, whereby:

24.1. A pool of phones is being shared by a number of users;

24.2. A user has a specific Directory Number, but not a specific phone;

24.3. When the user logs into a shared phone, the user’s attributes are assigned to that phone. Attributes would include: directory number, class of service, call forwarding, voice mail and message waiting, feature keys, speed dial keys, and call restrictions.

a. How many Directory Numbers will require this “Hot Desking” service?

Estimated 1-2 at each location.

22. Page 31: “Call Recording

The ability of any telephone user to record a conversation by dialing an access code or pressing a feature button. This recording must capture the entire conversation whether the user starts the recording in the middle or the end of the conversation. This recording must be exportable inside and outside of the City of Milwaukee network.”

a. In order to be able to record the part of the conversation before the “Record” button is pushed means that the Call Recording system must already be recording the call. If all phones must have this ability, then the Call Recording system must have 187 ports.

b. Does the City need this service for all IP sets? **This will be used mainly by the Police Department and the Court. However I would like the ability for everyone within the City staff to have the ability to record a conversation on demand when necessary.**

c. Pricing for Call Recording is dependent on how many simultaneous recordings. How many simultaneous recordings

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This is undetermined at this point. I would estimate maybe 10-12.

23. Page 66:

ACD Base Price

ACD basic reporting software (describe)

ACD advanced reporting software (describe)

ACD Business continuation –

There is no reference to the City using ACD/Call Center and yet there are quite a few questions about MANDATORY Requirements for ACD.

- a. If you do want a Call Center/ACD quoted, how many total agents, how many concurrent agents, how many supervisors? **The City currently has no call center agents. If your solution provides basic call center functionality please describe the features and functionality. Otherwise provide the cost for this application.**

24. Nowhere did I see Terms? Net 30 or ? Did I miss It (attachment 2)- **Terms will be worked out between the selected vendor and the City of Milwaukie. However please provide a copy of your contract and associated terms.**

25. Page 47- Compensation. What is the procedure if a change requested by the authorized person, page 56, will make the \$\$ exceed what is on the contract? **Any change that is outside the scope of work will have to be reviewed by the IST director and approved by the City Council if it exceeds the authorized budget.**

26. What product Solution is the City currently using for call recording? **The City is currently using a service with access codes that is cumbersome to utilize. This is used only by the Police Department at this time but with easier access the City will expand the use of this application.**

27. Can the City extend the RFP due date 4 days?- **NO**

28. A UPS is required. Is that UPS going to keep power to the VoIP switch only or will

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it provide power to the VoIP switch AND the Juniper POE switches which power the phones? If the latter then we need to know what the power consumption is of the Juniper switches they purchased under load in order to calculate a proper UPS size. **DO NOT BID ANY UPS EQUIPMENT. The city will utilize their current system.**

29. On Page 27 it says,#14 Networking Feature Transparency when using switched (call by call) ISDN.- **The Proper title is “Call by Call Service Selection” This feature enables a single ISDN-PRI trunk group to carry call traffic to more than one facility or service.**
30. Pg.10 - 4.1.13: How does the city have PS/ALI configured? Is it subscribing to any services in this regard?
31. Pg.11 - 5. Scope: What is meant by “expanded E911 information”? **The ability to provide floor, room or quadrant information for all IP devices within the City of Milwaukie network.**
32. Pg.11 = 6. Current Environment: What call recording system is in place today? **The current systems are a service that is cumbersome to utilize and is only used by the Police Department.**
33. Pg.11 = 6. Current Environment: What buildings are the “additional departments” in? **City Hall- Community Service, Finance, Human resources, Municipal Court, City Recorder, Public Safety Building- IST , Police Department, Johnson Creek- Community Development, Engineering, Facilities, Fleet, Operations, Planning, Stormwater, Streets, Wastewater & Water.**
34. Pg.11 = 6. Current Environment: 8.1 System Configuration Specification: What are the quantities needed for ACD agents and/or supervisors? **Please refer to response in question #24.**
35. Pgs.15-18 - 8.1 System Configuration Specification: Is the “Attendant console” intended to be PC-based or phone-based? Are any of the attendants expected to be full-time operators, or is answering primarily to be handled by auto attendants? **In each location they do have staff answer for those specific buildings or departments. The devices can be either PC-based or a combination of both. Provide the City with either type of solution and associated costs for each device in your pricing options.**
36. Pgs.15-18 - 8.1 System Configuration Specification: Can we get a switch count (per IDF) in order to properly size UPS’s? **Do not price out UPS as the City will utilize their current UPS systems.**
37. Pg.19 - 8.1 System Configuration Specification: Are the Juniper switches

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- gigabit? If yes, do the IP Phones need to pass gigabit Ethernet to the local PC connected to the IP Phone? **The City is looking at the following three models of Juniper switch hardware. EX2200, 3200 & 4200 PoE for IP devices.**
38. P.26, Core System Mandatory Requirement Description, 7.5: How are the “bells and lights” used today? **There are no current lights or external ringing devices utilized.**
39. P.29, Core System Mandatory Requirement Description, 29: What is meant by “Telephone Directory Capability for Location Identification”? **The ability to provide specific location information to City Staff in cases of E911 calls.**
40. What is the breakdown of the following location:
- Users- These would be users that would use the software client that runs on the PC- **The City does not have an exact number at this time but from interviews that number would most likely not exceed 15 users.**
 - Voice mail Users- These would be users that would require a voice mail box- **Size the Voice mail System to 350 users.**
 - Physical phones- actual physical count of VoIP phones- **The counts are located on pages 16-18 labeled active VoIP station Ports.**
41. Will any of these be ACD users taking ACD calls? **NO. They do not have any ACD users today. The City is looking for a basic call center application with associated costs that may be utilized at a later period.**
42. How many (or percentage) calls coming into the main numbers are ACD calls versus regular calls? **None**
43. What is the paging system that is being used at each location? **The only location using overhead paging is the Johnson Creek location. The equipment is a Bogen model #TPU-35A. All other locations will use paging through the IP Instruments.**
44. What does Attendant console refer to in Section 8.1? **The City has central answering positions for each location which need IP Devices / Attendant PC Softphones or a combination of the too.**
45. What is the City of Milwaukie’s current corporate email system? **Microsoft Exchange 2003/Outlook 2010. They will be upgrading to Microsoft Exchange 2010 within the next six months.**
46. Is the current system or service that is used to transmit E911 location information to the PSAP? If, so what is that system or service and what physical connection (s) are used for this transmission? **The current system just provides a main location address site location telephone number. At the City Hall location any 911 call from the Ledding Library only provides the City Address and telephone number.**
47. Explain in more detail the requirements for call recording. What is the number of stations at the police department that use call recording today? **This will be**

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used mainly by the Police Department and the Court. However I would like the ability for everyone within the City staff to have the ability to record a conversation on demand when necessary. 15-20 potentially.

- 48.** Does or will all of the necessary routing and switching infrastructure exist to provide site to site IP connectivity and QoS? Does this equipment have the capability to monitor voice quality, analyze jitter, delay, latency, packet loss, and MOS scoring and include dashboards and graphical reporting tools to monitor active calls and review past calls? **The Juniper switches purchased by the City of Milwaukie will provide QoS. The second part of your question is N/A.**