

Request for Proposals
Voice over Internet Protocol Unified Communications System
10-2015/2016



PENSACOLA
S T A T E C O L L E G E

Addendum #3, September 24, 2015

Question: On Addendum 1 this question is asked and answered that conflict with Addendum 2's response, which is correct?

Addendum 1

Question: Does the College have an interest in a (Unified Communications as a Service with a monthly all-inclusive service where the provider houses all of the common equipment in one or two of our class-5 data centers, and provides a full-featured UC solution as a monthly expense item, including all installation, training, maintenance & upkeep for the length of the contracted term?

Response: Bidders can bid on this type of service. The College will review.

Addendum 2

Question: Is the College interested in a Premise Based solution versus Hosted Based Solution?

Response: Yes. Premise based.

Response: The College will entertain a cloud based solution.

Question: Reference the current Voice Gateways "PJC01 and PJC02", do all the Telco circuits terminate into one of these gateways, and then route to the correct voice system (Harris, LYNC), or do Telco circuit go direct to the respective call handling system?

Response: No – 4 incoming PRI's from ATT terminate at the gateways; the Long Distance PRI terminates directly into the Harris switch.

Question: Number of stations running Attendant software?

Response: 3

Question: Contact Center – What features and functionality does PSC require for agents: i.e., voice only, or multiple channels, text, IM, email, etc?

Response: Not specified

Question: Contact Center – Does PSC have remote agents, or will they all be in one campus in one place?

Response: Not specified

Question: Contact Center – Does PSC have an IVR today, if so, whose and what type of functionality are they providing?
Response: Yes – menu-driven routing

Question: Contact Center – Does PSC need speech enablement?
Response: Not specified

Question: Contact Center – What kind of data does the college need for the agents to process the customer’s request?
Response: Not specified

Question: High Availability –Does the college need high availability or high resiliency?
Response: Yes

Question: Trunking- Does PSC want to keep their existing T1’s or move to SIP trunking? If keeping T1’s, how many terminate into their DC’s?
Response: See Addendum and RFP. T1’s will be kept.

Question: Capacity-Amount of disk storage needed in the DC?
Response: Unknown

Question: Average number of users at each of the sites?
Response: See previous addendum

Question: Applications-What applications are needed at the remote sites and DC?
Response: Same functionality at all sites

Question: Does the E911 solution need to have the capability of supporting real-time location discovery for IP & SIP devices as they register on the network via both Layer 2 (to switch or port level) and Layer 3 (to subnet level)?
Response: Layer 3

Question: Does the E911 solution need to be able to automatically track the movement of TDM (analog/digital phones)?
Response: No

Question: Does the E911 solution need to be capable and configured to provide automatic tracking and 911 call routing for nomadic IP softphone and remote workers that are "off-campus" (i.e. work from home, while on business trips connected back to core PBX)?
Response: No

Question: Do you need an E911 solution that can track WiFi voice end users as they move between access points and updating location detail in real time "Day One" or at some point in the future? If Day One, what type of wireless infrastructure and controller do you have or plan to have)?
Response: Not currently

Question: In addition to routing 9-1-1 calls to the appropriate Public Safety Answering Point (PSAP), and providing real-time, on-site notification (email, SMS text and "screen-pop"), does the E911 solutions also need to provide to your on-site staff, the capability of monitoring and recording 9-1-1 calls in progress?
Response: No

Question: Are your network switches RFC1493 or 4188 compliant?
Response: See previous addendum for switch equipment

Question: Section 6.4.15.b: Call Hand Off - Allow user to hand off active call from desk phone to mobile or from mobile to desk phone without interrupting the call. Please define interrupting the call. The solution we provide handles this but there is a slight delay from desk to cell and I want to make sure this meets your needs.
Response: Interrupting means break the call – a delay is permissible

Question: Section 6.5.2.j: Minimum of 12(displayed at once) fully programmable line/feature keys, each capable of BLF/DSS, additional users' voice message waiting indication. Will 8-button display phones work if the user software is capable of meeting the above requirements?
Response: Minimum of 12 physical buttons – expansion device is acceptable

Question: Section 6.5.1.g: Gigabit Ethernet port for associated PC
Is this required for ALL handsets or are there locations where multiple drops reside and you will not be using the phone as a pass through for the PC?
Response: Yes

Question: Current Environment shows 4 PRIs at the main campus for local calls and 1 PRI at the main campus for long distance calls. Is there any voice service (PRIs or POTS lines) at the remote campuses? If so, how many at each location? If not, are all campuses connected via WAN of a T1 as specified for PNS to Milton and PNS to Warrington?
Response: See Previous Addendum

Question: How are the Gulf Breeze, Century and Downtown campuses connected back to the main campus?
Response: See Previous Addendum

Question: Are you currently running any kind of virtual platform (VMWare or Hyper V)? If so, are you using the DR functionality for the solution? Please elaborate.
Response: HyperV – No

Question: What is the station count by type (VoIP, analog) at the main site and the remote sites?
Response: See Previous Addendum

Question: If PSC envisions the new phone system being located at the data center is there adequate copper cable from the data center back to the main building to support the required analog extensions, or will gateways be needed to service analog extensions, or is their adequate cable from the data center to support the analog requirement?
Response: Gateways will be needed to service analog extensions

Question: The RFP specifies “Gigabit Ethernet port” for associated PC for Voice Terminals. Will phones with 100Megabit Ethernet port be considered if the voice terminal meets the other requirements?
Response: No

Question: Please define ACD/Call Center requirements. Number of agents, number of supervisors? Will the ACD user/agent use a desk VoIP phone or do you want PC soft phone support for ACD user/agent. We assume you want contact center reports but do you require any “wallboard displays” for lice contact center performance display? Will contact center be for just voice calls or will they handle E-Mail contacts too?
Response: See Previous Addendum; Desk phones will be required; No wallboard display necessary; Just voice

Question: Can you describe your vision of integrating seamlessly with existing MS Active Directory?
Response: System integrates with current Active Directory for user/group management

Question: How many users of the 2200 extension users will have full featured unified messaging such as presence, find me / follow me, text to speech, call hand off, etc.? Is it all or a subset of the 2200? Or will some users just have voice mail with maybe E-mail forwarding of voice mails with a wav file attachment?
Response: No less than 1500 full-featured.

Question: Can you supply detail on the copper and fiber cable plant between building locations, including spare capacity?
Response: No, we cannot provide this.

Question: What is the target implementation timeframe?
Response: Tentatively, Spring 2016

Question: Can you provide a high level WAN drawing including BW between sites and types of circuits between sites?
Response: See Previous Addendum diagram

Question: Is there currently QOS over WAN?
Response: No.

Question: Is MC supported over WAN?
Response: The College is unfamiliar with MC

Question: Is MC supported on LAN?
Response: The College is unfamiliar with MC

Question: Type of network switches and versions on LAN?
Response: See previous addendum

Question: Is the Phone Information / Extension in AD?
Response: Yes, but it is incomplete

Question: What is the intent with LYNC 2013?
Response: Expand Lync or remove it

Question: What is the SONUS being used for?
Response: Analog gateways

Question: What is the Audiocodes being used for?
Response: Used as an interface between Harris and Lync for certain 4-digit dialing across all the campuses

Question: Is there currently a solution on campus for digital signage?
Response: Yes.

Question: Is the Phone system currently tied into the Security system?
Response: No.

Question: Are there currently any apps in place for mass notification?
Response: Yes.

Question: How many concurrent contact center agents should be included?
Response: See Previous Addendum

Question: How many named agents does the system require to be recorded?
Response: All agents

Question: Is screen recording a requirement and if so for how many agents?
Response: Not for Call Center

Question: Is agent evaluation forms a requirement and if so how many seats of that are required?
Response: No

Question: Is ASR a requirement and if so how many ports are required?
Response: Unknown

Question: Can you provide Call Flows for all contact center applicants?
Response: Not necessary for this RFP

Question: Is self-service a requirement and if so please provide a call flow for the self-service including any WEB APIs or Database Integrations needed?
Response: The College is unfamiliar with this process

Question: Is a WorkForce Management solution required?
Response: The College is unfamiliar with this process

Question: Is Database integration required with the contact center?
Response: No

Question: Please provide details around the types of databases to be integrated with and what the application should look like for a call flow and user experience perspective?
Response: Not necessary for this RFP

Question: How many attendant console operators are there?
Response: See Previous Addendum

Question: What are the phone requirements for the different types of users?
Response: See specifications in RFP

Question: Should headsets be included as part of this proposal and what are the requirements of the headsets and quantities needed?
Response: No

Question: For the E911 support what are the requirements for the size of the ERLs?
Response: See Addendum

Question: How many ERLs / ELINS will be included and how many distinct PSAPs do the calls need to route too?
How many voicemail users currently?
Response: Approximately 1500

Question: How many public device type phones are there?
Response: See Previous Addendum for phones in Common areas

Question: What are the analog requirements including quantities of analog devices needed per switch closet / location?
Response: See Addendum for campus requirements

Question: Are the traffic reports for the system going to be used to provide departmental bill back services?
Response: Not at this time

Question: How long of a period of time is designated to cut over to the new system? Will this be a flashcut per site?
Response: Not specified

Question: Should this proposal be turnkey including setting all phones?
Response: See RFP

Question: What is the estimated number of faxes received per day for the entire campus?
Response: Unknown

Question: How many fax machines are currently being used on the campus?
Response: See Previous Addendum

Question: During the transition will MWI be required to be passed between the new system and the existing Harris PBX system?
Response: Yes

Question: During the transition will the Harris system and the new system be expected to integrate with one another?
Response: See RFP

Question: If the systems are expected to integrate is there current T1 capacity on the Harris to support the integration?
Response: Possibly

Question: Can it be assumed that Pensacola State College will be responsible for all configuration of the Harris PBX?
Response: No

Questions: Is there a count of how many additional Cisco POE switches may be needed that we should add to this proposal?
Response: If needed, they POEs will be outside of the scope of this project

Question: What is the Colleges current ERP system?
Response: The College utilizes its own program

Question: Does the college currently have a Service Desk application or CRM that they would like to integrate with this system please provide the types and versions?
Response: No

Question: Are all sites cabled to support IP Telephony?
Response: Yes

Questions: Are analog phones used in the dorms?
Response: Dorms are not included in this scope.

Question: Are there panic buttons installed in the dorms and are they analog or digital?

Response: No

Question: Speech Attendant - Daily Call Volume (or peak hour volume, number of calls daily, see port chart below)?

Response: Call volume varies

Question: Speech Attendant - Number of phone extensions (this includes number of people and number of departments combined)?

Response: See RFP

Question: Speech Attendant - PBX or IVR make and model? (SIP enabled/Session Manager?)

Response: Teltronics (Harris) 20-20, Teltronics IXP

Question: Speech Attendant - Additional Languages needed?

Response: None

Question: Speech Attendant - Do you require a redundant server?

Response: Yes

Question: Port Sizing Table

Avg. call time 25-30 seconds

Peak hourly volume handled

Response: Call volume varies

All questions received have been answered by this and previous addendums. The deadline for questions is now over. The College looks forward to the review of proposal.