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

Addendum #2, September 22, 2015

Question: Is there an electronic drawing that shows the system?
Response: Attached.

Question: What is the goal of the RFP?
Response: Our goal is to replace our original Harris phone system with a VoIP system.

Question: Do you still have technicians?
Response: Yes

Question: Is this an RFI?
Response: No, this is a RFP.

Question: Does the campus have inter-campus connectivity? If so, please include in addendum drawings.
Response: Attached.

Question: Are you basically looking for a phone system with switches included?
Response: The College recently upgraded to new POE switches.

Question: What brand of switches?
Response: Cisco. Mostly 2960.

Question: What about time and availability?
Response: The College wants system to always be available. If a campus has a power outage, the system needs to automatically re-route to another campus.

Question: Would a hybrid system such as VoIP and TDM be an option? Alternate route out copper for call routing?
Response: The College would entertain this option.

Question: Does vendor need to submit separate bids for different options or a single bid with multiple options?
Response: Single bid with multiple options.

Question: Is e911 a requirement?
Response: Yes, with campus and buildings specified and sent to local and campus police departments.

Question: Is there a requirement for call accounting?
Response: Yes for reporting (6.4.17).

Question: Is the Call Center a Hunt Group or Call Center functionality?
Response: The College would like the option for both.

Question: What is the size and quantity of agents (persons) to create the Call Center functionality?
Response: Proposals should include pricing for (1) group with (10) agents as a group with an option to expand with established pricing.

Question: What year did you buy the Harris?
Response: 2000 or 2001.

Question: What is Cat 5E or CAT 6 by building? Is everything CAT 5E?
Response: Most cabling should be at a minimum CAT5E. If cabling needs to be upgraded to CAT5E, this would be a separate project for the College.

Question: Will the RFP include or is there a separate RFP for the following:
(4) PRI at main campus for local calls
(1) PRI at main campus for long distance calls
(1) each Tie T1 between Pensacola and Milton, and Pensacola and Warrington campuses
Response: These are existing connections and should be used during the installation. Additional connections can be suggested and will be reviewed as needed.

Question: Clarify if this is a PBX CPE RFP only or if we need to quote the existing Network PRI's as well?
Response: The Network PRIs already exist and so does the PBX – we wish to replace the PBX

Question: The only specifications I could find would be directed to the Current Equipment Section 2.2
2200 DID extensions/7 locations
No specifications outlined on a per site basis. This would affect labor, PBX and networking equipment quantities.
Response: We do not have an exact count of phones per site. The following is an approximation of the number needed for each location.

Campus/Center	# IP Phones	# Analog Devices
Pensacola Campus	1800	220
Warrington Campus	225	32
Milton Campus	150	24
South Santa Rosa Center	50	0
Downtown Center	20	0
Century Center	20	0
Additional Location	2	0

Question: Vendors offer multiple phone types based on the work responsibilities of the individual. No requirements specified as to phone types and quantities per site
Response: Section 6.5.1 details the phone instrument requirements and approximated total purchase quantities. The College does not have this breakdown by site.

Question: 2.2 Current Environment outlines 300 phones partially deployed
What does partially deployed mean?
Are these phones spread across multiple locations?
Response: The College has a Lync 2013 installed and about 300 devices deployed in various locations across all sites (this was a pilot installation that was never brought to completion). The Lync system is currently integrated with the Harris PBX using the Sonus and AudioCodes gateways.

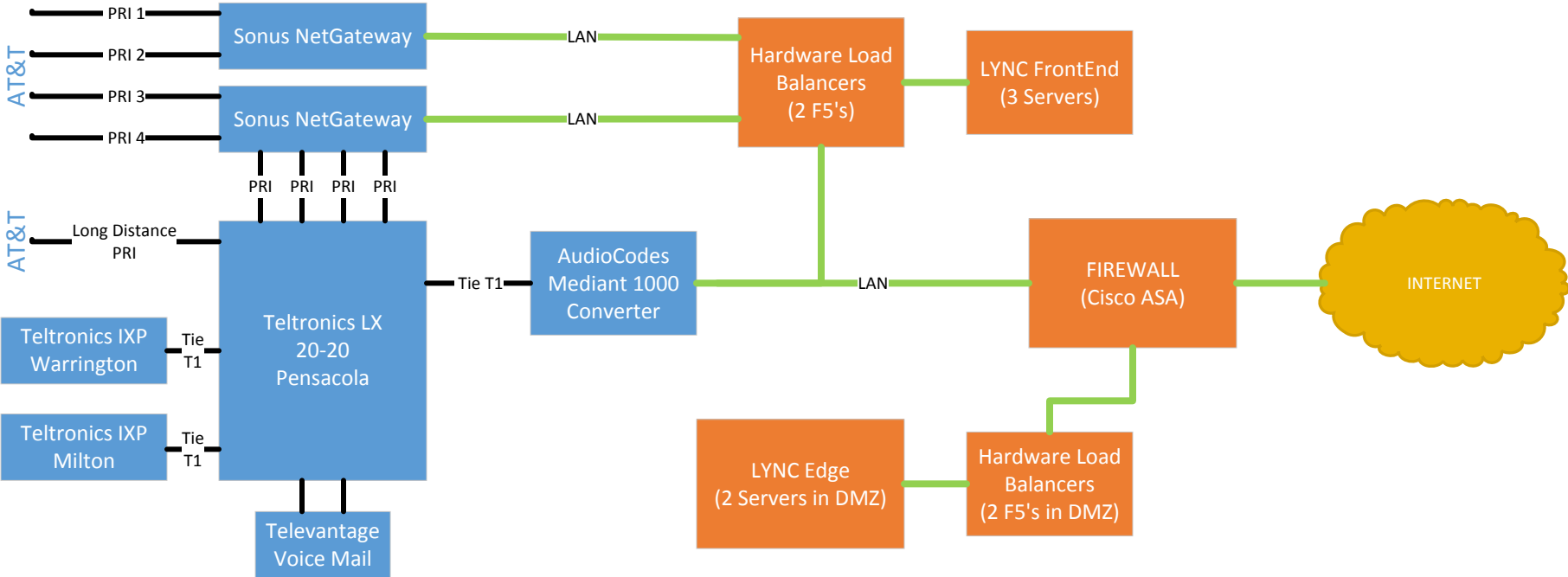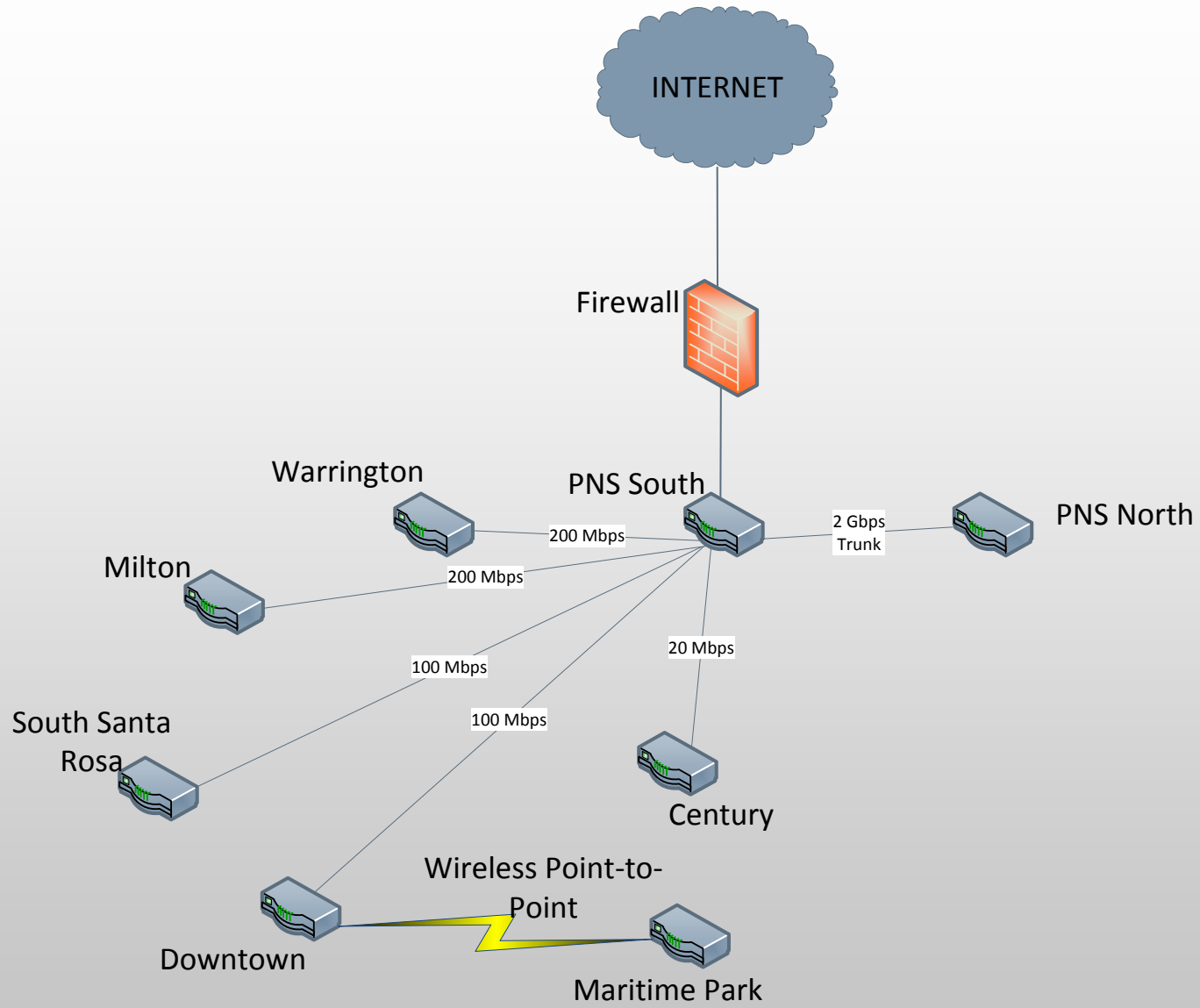|	
Question:	Call Center functionality and training requested in 6.7.1 but no agent requirements outlined.
Response:	Initial requirement – 1 call center, 10 agents – must be expandable as needed.
Question:	No specifications for analog phones such as FAX, ATM or alarms.
Response:	Standard analog protocols need to be supported.
Question:	No specifications for disaster recovery or alternate routing.
Response:	"Survivability" is requested. We expect the proposer to provide a solution.
Question:	Is the College interested in a Premise Based solution versus Hosted Based Solution?
Response:	Yes. Premise based.
Question:	Is the College more interested in a Capex versus Opex solution?
Response:	Although the College may consider a lease option, generally the College purchases versus leases.
Question:	In section 6.6.5 you state that the proposer must provide equipment for current network, however no details by site of the network.
Response:	The equipment required is for the VOIP phone system. All network infrastructures will be CPE other than the patch cables and connectors.
Question:	In the total number of phones identified, are any of those considered common area or classroom p hones? If so, how many?
Response:	Yes, there are a few but the count is unknown. Percentage of overall will be a small in comparison.
Question:	Of the various phone types listed, how many do not have POE and will need power supplies?
Response:	Unknown. Not all switches were replaced with POE because current use did not dictate the need. If future use dictates a need for POE or when current switches are end of life, they will then be replaced with POE. Some will need power supplies but the percentage of overall will be small in comparison. Bidders may include with their proposal the additional charge for power supply if needed.
Question:	Can you identify how many fax machines you have and if any of those should be converted from analog to digital? How many high volume fax machines do you have?
Response:	Approximately 269 are identified as Fax, Alarm and Elevator. Exact Fax count is not known.
Question:	Do the total number of DID's listed include toll-free numbers? If not, how many do you have?
Response:	No. We have just the 1 toll free number tied to 484-1000
Question:	WAN connectivity between different campuses - whether MPLS or point to point leased circuits/ tie trunks.
Response:	Point to point with all circuits homed at main campus.
Question:	What is the current cabling infrastructure in the main and other campuses? Is it fiber/CAT 6 etc?
Response:	Multi-mode fiber between buildings, Cat5 in most buildings, some Cat5e and Cat6 have been used in renovations.
Question:	Details of the main campus data center where the current equipment is deployed? Rack space, power, cooling, floor space etc
Response:	The computer room has 3 air handlers to keep temperature and moisture levels in check. Electrical connections to servers are redundant and are on a central UPS with Diesel generator backup. Outlets are 220 Volts. There is currently plenty rack space for servers and there will be additional space as LYNC is decommissioned. Racks are standard 20" wide for Dell servers. Floor space is minimal, so we would

prefer installation in our existing racks. <u>Please note that PRI lines are not terminated in the computer center, but are in Building 7.</u>

All questions received through September 22, 2015 have been answered. If you have additional questions, please request by September 23, 2015.

Pensacola State College
Analog/LYNC Phone
Environment

- PRI 1 — Sonus NetGateway
- PRI 2 — Sonus NetGateway
- PRI 3 — Sonus NetGateway
- PRI 4 — Sonus NetGateway

AT&T

LAN — Hardware Load Balancers (2 F5's) — LYNC FrontEnd (3 Servers)

PRI PRI PRI PRI

AT&T — Long Distance PRI

Teltronics LX 20-20 Pensacola

Tie T1 — AudioCodes Mediant 1000 Converter

LAN — FIREWALL (Cisco ASA) — INTERNET

Teltronics IXP Warrington — Tie T1

Teltronics IXP Milton — Tie T1

Televantage Voice Mail

LYNC Edge (2 Servers in DMZ) — Hardware Load Balancers (2 F5's in DMZ)

INTERNET

Firewall

Warrington

PNS South

PNS North

200 Mbps

2 Gbps Trunk

Milton

200 Mbps

100 Mbps

20 Mbps

South Santa Rosa

100 Mbps

Century

Wireless Point-to-Point

Downtown

Maritime Park

Links to perimeter sites are Via SouthernLight Metro