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Information
Technology

CORTLAND COUNTY

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Director

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REQUEST FOR QUOTATION OF IP TELEPHONY SYSTEM

Questions and Answers Addendum 3/27/2015

1. The three additional analog lines being added. Are these Analog POTS lines or analog station lines? And to what location does this apply to.
 - a. I am not sure I understand the difference. We need the ability to plug in an analog phone or fax or other device to this port on the system. Ultimately the device will go out thru the PRI's feeding the system. The location will be the Public Safety Building although the ports can be at the County Office Building since we have copper thru out all the buildings.
2. On Page 6, section b, item 1 it states that all phones must have built in Gigabit Ethernet port for a computer. Does this apply for all single line phones? Do you need a gig port for all single line phones or will 10/100 be ok for the single line phones?
 - a. No. We plan on having one wiring plant that we maintain for VoIP phones and computers and it is a Gigabit network. One advantage to VoIP is the ability to use one network for everything and we do not have 2 ports for every station, one for computer and one for phone. If this is a huge price difference please quote both.
3. On Page 6, section b, items 4,5,6 refer to wireless phones. Can you further explain the differences of "Cordless Handset Phones" and "Cordless Phones" "Wireless Phones" To me the first two are pretty much the same and the last is the ability to add an app to a smart phone that will turn your smart phone into a business phones by downloading the app.
 - a. The first two are not the same. One is your standard cordless phone that you would buy at Wal-mart except it plugs into the network instead of the POTS line. The piece you carry around with you communicates to the base and you can make and receive calls from the hand piece without going back to the base. The other, cordless handset, is most like a blue tooth headset or earpiece connected to a phone that is plugged into the network. A wireless phone could be an app on a smart phone that uses the County's wireless network to connect to the VoIP system but since the County does not as a rule issue smart phones we need the option of a wireless phone that is self-contained that uses the wireless network instead of being plugged into a network cable and runs on batteries.
4. Regarding the table on page 15 that designates how many and what style of phone you need. The cordless has a total of (23) phones how many of these phones are "Cordless Handset Phones" and "Cordless Phones" "Wireless Phones"?
 - a. A present all these phones are cordless phones . We want individual pricing for the other types of phones and we will determine based mostly on price as to whether or not we will swap them out for something else.
5. Again regarding the table on page 15, I don't see any "Executive Phones", do you need any?
 - a. We want individual pricing for the other types of phones and we will determine based mostly on price as to whether or not we will swap them out for something else.
6. Our telephony system has the ability to be virtualized. It can be virtualized in two separate instances for the redundancy that you need. Are you running VMware? Would you be open to virtualization?

- a. We are open to virtualization and we do run VMWare but only the free version.
7. On page 14, Item 3 and 4, for the Mental Health and County Office Buildings is mentions special call handling. What does that exactly mean?
 - a. Basically it is Day/Night answering schemes with schedules.
8. Re section 2.d about the response by April 17th, do you want just one printed copy?
 - a. Two copies please and an electronic copy.
9. Re section 5.a.xiii about recording, do you mean the ability of any staff person to record their own conversation with a button push? If the County wants to record all calls at some extension for some period of time, how many simultaneously -and if this is for the 911 center - where do the recordings need to be stored and what are the retrieval requirements?
 - a. The main purpose of this is for calls coming into and out of the Sheriff's Department but occasionally may be other phones/extensions.
 - b. Only certain staff in IT would be able to change what is being recorded. For the most part it will be set and left alone to record.
 - c. Ideally retrieval would be by client that we could install on up to 3 computers and only certain logins would be allowed to retrieve the recordings.
10. Re section 5.a.xvi.12 digit modification, in what way/for what purpose?
 - a. Basically a translation for incoming DID's. For instance we have a DID coming in as 1806 and we need that translated to 2806. Currently we cannot use numbers that start with an 8 because the digit 8 is used for a tie line to another building. We are hoping all these will go away so this may not be a problem.
11. Re section 5.b.i 1 "all phones" built-in gigabit, do you mean desk phones not the cordless phones?
 - a. Any base that plugs into the network that we can plug a computer into also must be a gigabit connection. This only pertains to the base of a cordless phone.
12. Re section 5.b.i 2 voice mail for all phones, even the cordless?
 - a. Yes. My understanding is that voicemail is attached to an extension and all extensions must be capable of voicemail. This is not to say all extensions will have voicemail but the capability needs to be there.
13. Re section 5.b.iv and v, please elaborate on the differences between the two types, cordless handset phones vs cordless phones.
 - a. See #3 above.
14. Re section 5.b.viii fax server/option, what volume is anticipated, # of pages per day estimate?
 - a. Unknown – We are looking to replace a good number of our fax machines with a fax server and do not know the volume.
15. Re section 10 training, please define your expectations, just "train the trainer" (to save the County \$) or classroom sessions for everyone with a certain classroom size and duration?
 - a. Train the trainer is fine. Most of the phones are basic phones with voicemail and the only thing training would be required is accessing the voicemail and the basic call pick up and transfer.
 - b. We will need admin training for about 4-6 people from IT.
16. Page 4, Item 5.a.iv – Does the County currently have any video conferencing equipment in place? If so, what is the make and model ?
 - a. No
17. Page 6, Item 5.b.vi – Wireless Phones. Does the County have a WiFi (802.11) network currently in place ? If so, what is the make and model ?
 - a. Yes. Cisco WAP 4410 and 321.
18. Page 7, Item 5.b.viii – Fax Server. This is listed as a Option. How many Ports are required for the optional Fax Server option ?
 - a. Unknown – We are looking to replace a good number of our fax machines with a fax server and do not know the volume. How do they come standard, 4,8,16? It will depend on cost and a more in-depth look at how people use their fax machines and volume.

19. Page 14, Appendix A, under Notes in both the Highway and PSB, the spec asks for connectivity to existing Page Systems. What is the make and model of the existing systems ?
 - a. Unknown at present. Basically they take audio line input signals. There are no zones on the PA equipment itself. Any zones are controlled by the phone system to different amplifiers.
20. Page 14, Appendix A, under Notes, 2 – Public Safety – is this Intercom/Call Box existing or is this unit a requirement to the Base Pricing?
 - a. It is existing. It is basically an analog phone that when the button is pressed a predefined extension is called.
21. Page 15, Appendix B, Single Line. Are these phones to be “Analog” or IP ?
 - a. IP
22. Pg3, Sec. 4, Item 5: What exactly do you mean by satisfactory demo? Does that mean all applications and all equipment will be demonstrated at the County, a show of the phone system, or seeing it in an already setup office?
 - a. Ideally at the County Office Building. A basic system with one of each type of phone showing the capabilities and ease of use. This also allows us to see the quality of the equipment. A brief overview of the ease of administration of the system. If this is not practical please provide an alternative that does not involve travel is possible since we may have some Department Heads and/or Legislators that would be interested in seeing where the County is investing their taxpayers money.
23. Pg4, sec. 5, Item A7: What type of exact integration will be needed with the HP switching?
 - a. Integration is probable not the best term. Our IP network is comprised of these switches and the phones and other peripherals must work with this network.
24. Pg 4, Sec. 5 Item A-13: How many devices will need recording capability? Will this be on demand or always on? How long would you like to retain the recorded calls? What is your average recorded call time?
 - a. See question #9 above.
25. There are several areas where you mention a wireless, cordless, and baseless phone? Which ones will be needed and are they indeed WiFi phones or units with a base that puts out signal?
 - a. Cordless phones have a base and wireless phones use the wifi.
 - b. Since we do not have any wireless phones at this time we need the pricing to determine if we are going to add any and how many.
26. Section 5C: When it comes to QOS we are not responsible for your network when it comes to route/switch. In section E2 also states that your network is already QOS ready. I just want to make absolutely certain that the QOS we are guaranteeing is that of the phone system not you data network infrastructure. We can do both but it will change the price so I want to be extremely clear on that.
 - a. Yes just the phone system and not the network.
27. Section 10 Training: What training would you like us to provide? Phone, Jabber, Webex, Project Squared and all other applications that come along with the system? Will we be training each individual on your staff or will we be training administrators that will then train all of the staff?
 - a. Train the trainer approach and administration training for 4-5 IT staff.
28. Appendix B: When you mention the POTS lines in each building do they come into a central Dmark?
 - a. There is a central demark in each building with the POTS lines which will also be where any centralized equipment for that building would reside.