



Otsego County

Questions and Answers for BID 2021-21

Administration/Department Telephone System

1. Currently, do all telephone locations have a data jack with available PoE?

YES

2. Other than the (2) "Analog Conference Phones" are all current telephones IP Telephones?

YES

3. In Table 5.2.1; what defines a business phone over a basic phone in the current system?

Basic phones are for support staff with basic phone needs

Business phones are used by administrative and managerial staff

4. What model Toshiba telephones are currently in place for the phones labeled "Basic Phones" in the RFP?

5131-sdl - 10 button

5. What model Toshiba telephones are currently in place for the phones labeled "Business Phones" in the RFP?

5631-sdl - 20 button

6. How will these (Business & Basic) phone be used?

Traditional office environment with occasional full duplex speakerphone usage

7. Do any telephones currently have a key expansion module to allow the user to see other's extensions?

No - just the integrated 10 or 20 buttons

8. On Table 5.2.1 "Current Telephones and Systems" Location "County" shows (16) Basic Phones, (25) Business Phones, (1) Analog Conference Phone for a total of (42) telephones. However, the same location shows (71) Phone numbers and (89) Extensions.

So that we may properly understand the total required counts, are there truly more extensions than telephones? If so what are the additional extensions used for?

Yes - some are mailbox only extensions, some are fax lines, etc.

9. Please define the definition of "Phone Numbers" Is this DID numbers?

Yes Phone Numbers are DIDs

10. Please define the definition of "Extensions"

Internal dialing numbers (e.g. 4 digit numbers)

11. Please verify that the telephone count for this "County" location is (42)

There are 42 physical phones at the County. Also refer to Question #8.

12. Do any of the County's locations currently have Overhead Paging speakers?

All paging option is setup through current phone system and broadcasts via desksets

13. If so...which sites?

N/A

14. What is the manufacturer and model number of the page control units at each site?

N/A

15. Who is your current voice circuit provider? What is the current contract term date?

123Net

16. How many users require a desktop app for collaboration and softphone capability?

None are required. However, the county may be interested in adding this capability. The county would want to discuss this further.

17. Is voicemail to email a desired feature?

YES

18. If so, would the transcription of the message in the body of the email be helpful?

YES - but itemize this cost separately.

19. Do any departments have the need to queue calls to a group of users?

The County uses hunt groups currently. Queues may be useful to the County if the system offers that capability.

20. Do any users (agents) log in and log out of a call queue?

NO

21. If so, how many users (agents) will require the ability to login and logout of call queues?

N/A

22. Do any agents require desktop display of call queue stats? (i.e. number of calls in queue, avg wait time, etc.)

N/A

23. Will any users require Supervisor functionality for the Call Queues? (i.e. being able to monitor queue traffic and agent call stats)

Yes, if queues are used.

24. Do you require real-time live statistics and reporting or just historical reporting?

Historical Only

25. Is there a need for the ability to record the audio of calls?

Yes, but itemize this cost separately.

26. If so, is this On-Demand recording where the user will push a button on their phone to begin recording a call or always on call recording where every call is automatically recorded?

On-demand only.

27. If On-Demand call recording is desired, how many users require the call recording functionality?

An estimated 20 users.

28. Does the County desire to have the ability to send and receive electronic faxes?

YES

29. Does the County desire to continue using the current installed fax machines?

YES

30. Does the County desire to use both electronic faxes and current fax machines?

YES

31. If a cloud-based solution with pre-programmed telephones is proposed, do you desire the vendor to provide onsite installation of all telephone handsets or will the County's IT staff plug the telephones in at each workstation?

In a 100% hosted solution the County can install the desk phones. Though a detailed migration plan will be required from the vendor since there is not sufficient cabling or PoE switchports to have both the Toshiba and new phones connected at the same time.

32. Is it desired that System Administration training be onsite in-person or remote via online/web session?

Online admin training is agreeable

33. Is it desired that User training be onsite in-person or remote via online/web session?

Onsite is preferable

34. Will onsite User training be train-the-trainer where we train County staff that will then facilitate the training to the end users or is it desired that User training classes for all end users will be held?

Hybrid - training designated staff from each department.

35. If onsite User training for all end users is desired, how many training sessions are desired?

The County estimates 25-30 trainees. The number of training sessions to accomplish this can be recommended by the bidder.

36. What make and model phones are the analog conference phones?

The County would like these to be replaced with IP phones.

37. For call accounting/reporting, do you want real time or are historical reports ok?

Refer to the answer from Question # 24

38. Per section 5.2 of the RFP, for the Airport Location is the "2" under the "Circuits Lines" column referring to the number of analog POTS lines? If not, what does this number refer to?

POTS

39. How many voicemail ports is your system licensed for?

County Location – 31 ports with 23 in use and 84 active mailboxes

Alpine Center Location – 32 ports with 32 in use and 105 active mailboxes

40. Does the county intend on using existing PRI's for the new solution or is it acceptable to configure for SIP trunks?

Either option would be considered, the current PRIs are out of contract therefore can be renewed or an alternative solution used.

41. The use of a mobile app for some users was discussed in the pre-bid meeting and is also mentioned in the RFP. Are mobile app's required. If so, for how many users?

Mobile apps are not required but the option may be desirable for some mobile staff (e.g. Construction Codes inspectors, Sheriff, Administrators, Elected officials).

The county would want to discuss this further.

42. It is the responsibility of the vendor to determine all wiring and software requirements for all conditions.

All wiring required shall be priced separately and any wiring installed by the vendor shall be the property of the County under general terms of the agreement.

43. Can you verify that any CAT5e/CAT6 station cabling that may be required will not be part of this RFP.

With the possible exception of the analog conference room speaker phones, No wiring is expected to be necessary as all phones are currently PoE.

44. Remote Site and Local Survivability. The County understands there are differences between on-premise and hosted solutions and requires that appropriate considerations must be in place for local survivability for the type of system proposed. Regardless of the system type, the solution must support centralized programming of all extensions, voicemail, and electronic phone book through a single interface.

45. Which sites/locations require local survivability?

County Building

Animal Shelter

Land Use Services

Alpine Center

Community Center

(These locations are all connected using county-owned fiber and can be viewed as ONE location from a network perspective. Itemize this cost separately.)

46. Scalability. The proposed solution must be able to scale the number of phones, voicemail boxes, and other features, as required over the next 5 years. Can you provide expected growth over the next five years?

2-3% increase

47. Under Section 2.3(B); there is mention of "... designed to insure proper function of automated call processing," are there specifics for what will satisfy this requirement?

Proper alarming of the system to report errors and notify phone system support staff of these errors.

48. Under Section 2.3(B); what is meant by "independent verification" and "automatic verification" in this context?

Again management tools that will allow phone system support staff to both manually inspect system status as well as automated alarms to notify staff of system issues.

49. Under Section 2.3(F.19); how many locations are expected and are those locations intended to be added to a centralized system installed at the County's main location?

The purpose of this clause is to insure the system has capacity to expand both within the current locations as well as to new geographical locations without needing to replace core equipment. Any new location added should appear to all users as part of the same phone system. There are no definitive plans to add more County entities to the system at this time.

50. Under Section 3.6(B); is a rubric available? Can it be expanded on what constitutes "Understanding of the Project"?

This section is offered as a courtesy to the bidders so they have a general understanding of the bid review process. There are not further specifics defining how the County will classify a bidder as having an "Understanding of the project".

51. Under Section 4.13(C); what additional coverage the County is looking for beyond the general liability coverage required in section 4.13(B) and the Technology E&O policy in section 4.13(D)? Additionally, what limits (if any) are required?

Refer to the information provided in the RFP document.

52. In Table 5.2.1; 2 PRI's are noted in both the County and Alpine Center, are both being fully utilized? If not, what is the average channel and/or minutes utilization?

Peak usage stats are not available but there are no known reports where calls failed due to PRI saturation.

53. In Table 5.2.1; is the PRI in Alpine Center being used for redundancy currently?

It is providing carrier circuits to users at that location for local survivability. The current system design is for DID's to fail over between PRIs.

54. In Table 5.2.1; are any extensions for multiple phones used by the same person? i.e.- one user has multiple offices with phones on the phone system.

No, not necessary.

55. Does Otsego County want the new phone system to mimic the existing system for telco carrier service connections with PRIs at 2 locations?

No. Vendors should provide designs that best meet the functional requirements of the RFP and their respective product's capabilities.

56. How many physical fax machines are in use at county offices? Please detail quantity and locations

Counts are shown on Table 5.2.1. Simply reduce the County and Alpine Center by one each for their Alarm lines

57. Are the fax machines currently connected with POTS lines individually? Or are they utilizing phone numbers off the PRI that are routed across the data network to the fax machines?

Some locations are POTS (e.g. Airport) Some are using PRI circuits. Their isn't faxing between county departments by extension so they do not need to remain on SIP or PRI trunks.

58. Does the county have any interest in emergency notification solutions? Some examples:

- If someone on the county phone system calls 911 users can be alerted the call was made and monitor the activity
- Issue weather alerts, or other emergency mass notifications
- Activate building lockdowns with automatic door locks
- Activate IP surveillance cameras
- Activate outdoor paging

These are not necessary in this RFP response

59. During site survey it was noted the Sheriff's Department would like to potentially have the ability to have a county VM box for staff as an option -- how many users would need this capability?

Bidder's responses should match the mailbox counts already defined in the RFP documents. If additional mailboxes are required it will be addressed in contract negotiations.

60. Any other special requirements the Sheriff's department may have?

- Automated call recording

- Call recording on demand
- Tie phone system into 911 emergency phone system(s)
- Forward calls from a county office number to cell phones
- Remotes users operating away from Sheriff's department, but connected to the phone system

Some of these “special requirements” were already addressed elsewhere in the RFP and Q&A. There is nothing more to add.

61. Does Otsego County have any interest in communicating with citizens of the county with any of the following mediums?

- Text
- email
- Web chat
- Outbound notification solutions -- send automated phone calls, texts, or emails to county residents

These functions are not part of this RFP