

City of Wilsonville
RFP Telecom System Replacement

January 4th 2019

The following questions were submitted to the Project Manager in regards to the Request for Proposal for Telecom System Replacement that was released on December 5, 2018.

Vendor 1 Questions

1. One question I have is do you have active ECMU/SWSS on your current phone system and two can you please provide me with an screen shot from your PLM?
 - a. Below is the screenshot from the PLM. Regarding the ECMU/SWSS we are honestly not sure what we have.
 - b.

The screenshot shows two sections from a PLM interface. The 'Overview' section lists system statistics, and the 'License Usage' section contains a table of license types and their counts.

Overview	
Product Instances:	2
Last License Update:	2017-Jun-09 13:11:34
Last Synchronization:	2018-Dec-26 23:53:50
Previous Successful Login:	2018-Jul-31 08:53:30

License Usage	
Type	Required
Enhanced (11.x) - Unified CM	185
Essential (11.x) - Unified CM	23
Basic Messaging (11.x) - Unity Connection	152

2. In the RFP document on page 27 and 28, you list the phone types the City is interested in as:
 - a. Basic and Advanced Desk Phones
 - b. Courtesy Phones
 - c. Conference Room Phones

However, in the cost schedule, you list one additional phone, IP Switchboard Phone. Do you have a general description of what this phone requirements are?

- a. IP Switchboard phones would an IP desk phone that has the ability for a sidecar/s to be attached to it to allow for monitoring and picking multiple lines or speed dials.

Vendor 2 Questions

1. Does the City require gigabit pass-through on the IP phones or is 10/100 adequate?
 - a. Our preference would be for gigabit pass-through but that is not a requirement for phones.
2. Is City staff available to assist with placement of IP phones and end user software installation?
 - a. Yes, City staff will be available to assist with the placement/physical installation of the desk phones and software on user's computers/mobile devices.
3. Do any users require the ability to take an IP Phone offsite?
 - a. Not physical phones, but softphone applications (PC and Mobile devices) would need to work offsite.
4. If so, how many?
 - a. Softphone total TBD as part of the project.
5. How many users require the ability to utilize the softphone application on their mobile device?
 - a. TBD as part of project.

Vendor 3 Questions

1. Do the City-owned VMWare Host servers reside at both City Hall and SMART/Fleet?
 - a: Yes we have VMWare host servers at both City Hall and Smart/Fleet locations.
2. Is full-time Call Recording required or just ad hoc/on demand?
 - a. If full-time recording is desired, how many stations?
 - a: Call Recording is not a requirement, it would be an optional feature. We would like the ability to select certain phone/s to do full time recording on. The number of stations would be determine as part of the project.
3. Does the City want pricing to utilize SIP trunks on the system (optional pricing for SIP licenses and Session Border Controllers)?
 - a: If available, we would like pricing to utilize SIP trunks as an option.
4. Will a VPN or other access be provided to the awardee for remote support?
 - a: The city can provided VPN connection to the system if it is determined to be needed to provide support.
5. Does the City want survivability at every location?
 - a: Each location needs to still be able to talk to each other in the event that we lose connection to the local Telco/outside world.
6. Can we assume there is a minimum CAT5 cable at every telephone location and a PoE switch port? No Power Bricks needed?
 - a: Yes each location will have a minimum of CAT5 and PoE ports, No power bricks needed.
7. Will the user computers share a data connection with the IP telephone?
 - a: Yes
8. Does the City require 10/100 or 10/100/1000 telephones?
 - a: The City's preference is for 10/100/1000 telephones but that is not a requirement for phones.

9. Will the City use POTS lines from local Telco for fax machines or should the Fax numbers route through new phone system and terminate on vendor-provided analog gateways?
 - a: The Fax numbers should route through the new phone system and terminate on the vendor-provided analog gateways.
10. Who is your existing Telecommunication Carrier for the City PRI trunking lines?
 - a. Do you foresee keeping the same Telecommunication Carrier for either PRI or SIP trunking options?
 - a: Current Telecommunications Carrier is allstream. Changing our existing Telecommunications Carrier is outside the scope of this project, but we would explore the possibility of changing based on benefits.
11. Does the City have multiple/separate internet connectivity at both locations--City Hall and SMART/Fleet?
 - a: At this time internet connectivity only comes in at the City Hall location.