

TOWN OF TRUMBULL & BOARD OF EDUCATION
TRUMBULL, CONNECTICUT
REQUEST FOR PROPOSAL
VOIP TELEPHONE SYSTEM

PROPOSAL 6211 DUE: ~~JANUARY 5, 2017 @ 2:00PM~~
JANUARY 19, 2017 @ 2PM

Addendum #3 Amended 12-19-16

This Addendum is to clarify questions that were asked of to date.

Please be aware if more questions come in the town send out another Addendum. All inquiries regarding this BID 6211 shall be answered up to close of business December 27, 2016.

1. At the pre-bid meeting, it was stated that the Town and BoE networks will be connected within a couple of months. Will these networks be connected before the VoIP system installation?

Response – The link that will be created between the networks will only be 10 Mbps. Please develop your proposal assuming two separate networks.

2. Voicemail – Can the Town sites and the BoE sites share a common voicemail system?

Response – Yes, if you can make a single voicemail system operate, including all features and functionality, in a two-network environment. Otherwise, Town and BoE will need separate voicemail systems.

3. Which sites will require local survivability?

Response –All sites require survivability with the exception of:

- **BoE – Maintenance Barns**

- **Town – Animal Control**
- **Town – Ranger Station**
- **Town – Helen Plumb Building**
- **Town – WPCA Pump Station**
- **Town – Police Substation**
- **Town – Counseling Center**

4. At the pre-bid meeting it was asked “can we re-use the Nortel phone sets at the High School?” Will you please provide the quantity and model # for the existing phone sets at the High School?

Response – There are 150 Nortel T7100 sets in high school classrooms and other areas needing entry-level sets, which we understand to be digital and proprietary to the Nortel system. Most are wall-mounted.

5. At the Police Department, how is your call recording integrated today? Is the recording done on the trunk side or on the station side?

Response – It is done on the station side.

6. Are you willing to allow us to use your VMWare resources for some components of the system such as voicemail, call accounting and call servers?

Response – No, we prefer a physical server.

7. Training – What is the expectation for Training? Is it “Train the Trainer” “workshop style” training? Is it customized tutorial video with a YouTube link available?

Response – Training expectations, which includes on-site user training at all sites, are defined in Section 5 of the RFP.

8. Which eight (8) Town Sites have cable modems? Will they be connected by Site to Site VPN or are VPN Clients in the phones acceptable?

Response – The following sites have cable modems:

- **Town – Animal Control**
- **Town – Ranger Station**
- **Town – Helen Plumb Building**
- **Town – WPCA Pump Station**
- **Town – Police Substation**
- **Town – Counseling Center**
- **Town – Health Department**

9. Are the “100 concurrent call paths” to be shared between the Town Sites and the BOE, or should they have 100 paths each for a total of 200?

Response – The requirement is for a capacity of 100 simultaneous incoming/outgoing calls in total for Town and BoE. In a two-system environment, these may be divided into two pools of 50 simultaneous calls each.

10. Can you provide a breakdown of the number of Centrex telephone lines per site?

Response – We will attempt to provide this in a later addendum; it will take some work. We're not sure why you need this to respond to the RFP.

11. Will the Town be porting all the existing 440 Centrex lines over to DID numbers?

Response – Most, but not all of the existing Centrex lines will be ported. Some will be kept for alarm lines and fax lines. Note the RFP requirement that the selected vendor will handle the coordination with the incumbent carrier.

12. Approximately how many new DID numbers will the Town be looking to get?

Response – In the vicinity of 500-700 new DID numbers.

13. Question 19 on page 8, is there a form for Statement of Qualifications and a form for references, we did not see them in the bid documents.

Response – The forms have now been posted on the Town's web site.

14. Clarification on page 4, section 4 question e. references "Manufacturers Guarantee Section 1.16" should it reference section 7 on page 6?

Response – Yes, that is correct.

15. Will the telephones in the classrooms be restricted for local and/or long distance dialing?

Response – No. They are used only as the school intercom system.

16. What is the monthly estimated average number of local/long distance minutes that the Town of Trumbull will use on the 100 simultaneous SIP trunk channels?

Response –

BoE – approximately 13,100 minutes monthly

Town – approximately 6,800 minutes monthly

17. Is bidding the cabling mandatory?

Response – Yes.

18. Could you please make the cabling a separate project?

Response – No, the Town intends to award a single contract for all elements of the project.

19. Please break down the number of virtual mailboxes by side.

Response –

- **Town – 60 (Police)**
- **BoE – 150 (Teachers)**
- **The remainder of the capacity shall be available for future mailbox assignments, and will not be assigned at the initial cutover.**

20. Where does the network assessment pricing go on the forms?

Response - Network Assessment pricing should appear as a line item on each of the detailed, individual pricing sheets for each site, and should be included in the base system pricing (i.e., included in the top line of the tables in sections 6.8.1, 6.8.2, 6.8.3, and 6.8.4) on the summary sheets in Section 6 of the RFP.

21. We would like a 3 week extension due on January 26, 2017 – based on holiday week and internal engineers are out of the office during the holidays.

Response – A 2 week extension has been provided.

22. Does the Town have the ability and room in the server to host a call controller and application of the phone system?

Response – See response to question 6.

23. Please confirm the (4) primary locations. BoE has the High School and Administration Building, and Town has Town Hall and Police.

Response – This is correct. In the next few years, the BoE Administration offices may be relocated

24. Voice Mail – Unified Communications – Is the email speech to text a requirement? Or can a wave file be sent to email?

Response – From the RFP – “The Town envisions deploying Unified Messaging. For purposes of this discussion, Unified Messaging refers to the ability to have voicemail messages delivered to a user’s email inbox. State how this is accomplished in your proposed system, whether by (1) speech-to-text technology, so that the voicemail message is transcribed to text, or (2) forwarding a link to the user’s email inbox. The Town prefers not to have voice mail messages sent to email as file attachments.”

25. Senior Center – Please confirm the number of cable drops and locations you would like them terminated.

Response – There will be 20 cable drops at the Senior Center, terminated in the basement where the fiber enters the building.

26. Does the City and BoE have space to support a 1U rack high device in existing racks?

Response – For proposal pricing purposes, assume the answer is YES. This may change as a result of the network readiness assessment.

27. Do all phones require 10/100/1000 and is there any location that would be 10/100 as this will allow for a lower cost to the City?

Response – All phones will be 10/100/1000.

28. Is the Verint Audiolog 5000 licensed to support SIP call recording? If not, will Trumbull purchase the 6 call recording licenses for the Verint Audiolog 5000?

Response – The Town will verify that the call recording system is licensed for SIP, and will purchase the licensing if necessary.

29. Does the Trumbull LAN network support port mirroring?

Response – Yes.

30. It was mentioned that E Rate could possibly be used....

Response – The Town has determined that E Rate will not be used on this project.

31. Is it possible to get a list of attendees at the meeting?

Response – The attendee list has been posted to the Town web site.

32. It was mentioned that a purchase of the Nortel equipment that’s being replaced would be beneficial. Can you provide a complete inventory of the Nortel systems, cards and telephones that will become available for purchase please?

Response – This is the information we have available

Location	System	Phones	Centrex Lines
Tashua Elementary	Norstar 0 x 32	15	3
Booth Hill Elem	Norstar 0 x 32	16	8
Daniels Farm Elem	Norstar 0 x 32	17	9
Jane Ryan Elem	Norstar 0 x 32	15	8
Frenchtown Elem	Norstar 0 x 32	20	12
Middlebrook Elem	Norstar 0 x 32	27	15
Hillcrest Middle	Norstar 0 x 32	31	18
Madison Middle	Norstar 0 x 32	43	27
High School	BCM 450 Rel. 5	252 (150) T7100 (102) T7316	88
Biotech	Norstar 0 x 32	20	10
BoE Admin Bldg.	Norstar 0 x 32 (1) 6 port fiber (2) 2 DS cards (3) 1M 12x0 + 3 DS cards (4) 1M 12x0 + 3 DS cards (5) 1M 12x0 + 3 DS cards (6) 1M 0x16 (7) 1M 0x16 (8) 1M 0x16 (9) 1M 12x0 + 2 DS cards (10) 1 NEXSYS awm 750 (11) 1 Fast RAD	80	44

Town Hall	KSU #1 – ICS 0x32 (1) 6 port fiber + 2 DS cards (2) 1M 12x0 + 3 DS cards (3) 1M 12x0 + 3 DS cards (4) 1M 12x0 + 3 DS cards (5) 1M 0x16 (6) 1 Fast RAD (7) 1 ACP UPS 750	46	42
Town Hall	KSU #2 – ICS 0x32 (1) 6 port fiber + 2 DS cards (2) 1M 12x0 + 3 DS cards (3) 1M 12x0 + 3 DS cards (4) 1M 12x0 + 3 DS cards (5) 1M 0x16 (6) 1 Rad	47	42
Police	KSU #1 – 0x32 KSU #2 – 8x24 CallPilot Mini 4 12x0 cards 3 0x16 cards 2 0x8a analog cards	85 4	36 22
Highway/DPW	1-2 port fiber card 2 DS cards 1M 12x0 + 1 DS card 1 Fast RAD 1 ACP UPS	21	10
Golf Course	Compact ICS Rel 1 2 C1 cards	6	6
Main Library	Compact ICS 0x32 (1) 2 port fiber card (2) 2 DS cards (3) 1M 12x0 + 2 DS cards (4) 1 Fast RAD (5) 1 Alpha UPS	25	8
Fairchild Library	ICS 0x32 rel 03c (1) 1 2 port fiber card (2) 1 DS card (3) 1M 12x0 (4) 1 Fast RAD	6	2
Senior Center	ICS 0x32 rel 03c (1) 1 2 port fiber card (2) 2 DS card (3) 1M 12x0 + 1 DS card (4) 1 Fast RAD (5) 1 Alpha UPS	14	10
Town Hall Annex	Compact ICS	7	4

	2 DS cards		
EMS	ICS 0x32 1 2 port fiber card 2 DS cards 1M 12x0 1 Fast RAD	9	5

33. Will prevailing wage be used?

Response – Our understanding is that prevailing wage is not required for this project.

34. (paraphrased from a lengthy email) – Will the Town remove the network readiness assessment from the project, and have this done separately prior to receiving proposals for the phone system?

Response – No. The Town requires that the selected vendor (or its approved subcontractor) perform the network readiness assessment.

35. For the premise based options. At the meeting it was stated that you wanted 4 main system, 2 for BoE & 2 for the Town. Are those going to be setup as a primary and a failover?

Response – Yes.

All other questions for this RFP may be directed to Mr. Kevin Bova, Purchasing Agent (203-452-5042) kbova@trumbull-ct.gov