



City of Pacific Grove
VoIP Telecommunications System Selection Project
Vendor Questions and Answers
April 17, 2019

1. If we submit company financials, can the financial records be held as confidential?
City Response: Confidentiality cannot be guaranteed. If bid results are requested, financials would be omitted. If the entire bid packages are requested, financials would be included.

2. If the financial records cannot be held as confidential, will the City allow vendors to submit this information after selected as finalist or as provider?
City Response: Submitting a proposal without financial information would be categorized as incomplete. If the proposal becomes a finalist the city may request financials which become part of the bid package and subject to public information requests.

3. If the financial records cannot be held as confidential, will the City sign an Nondisclosure Agreement (NDA)?
City Response: The City will not sign an NDA.

4. Would the City be open to allowing for the installation of a SDN carrier supplied network connection to each City location listed?
City Response: Yes, vendors and carriers are welcome to propose hosted/cloud based solutions using vendor provided networking for the voice system.

5. Is the City open to considering Hosted/Cloud proposals and solutions?
City Response: The City is open to reviewing all vendor proposals and is open to a hosted/Cloud based system offering.

6. Can vendors propose the new system using a vendor provided VMWare server and software for the deployment of their system?
City Response: Yes, vendors can propose the deployment of their system using VMWare. Vendors proposing this approach should include in their proposal all software, hardware, installation and support for this sort of deployment approach. Do not assume the City will provide any software, hardware, installation or support.

7. What will the evaluation criteria be for determining finalists and the selected solution?
City Response: Evaluation Criteria and approach are listed in the RFP on Page 6, Section 2.

8. Is the City planning to continue to use traditional fax machines or are you open to the use and deployment of a Fax Server or cloud fax service?

City Response: Vendors should assume the City will continue using traditional/existing fax machines. Vendors are welcome to propose a fax server or fax service option. Please list as an optional service.

9. The table on page 22 - 5.3.4 shows the system configuration. It shows PRIs and SIP service for trunking. How should we propose?

City Response: Vendor should include the needed hardware and software for the deployment and connection of the City's existing PRI service. The City would also like the vendors to quote the costs of exchanging the PRI hardware and software with the needed SIP based hardware and software. Please propose the SIP solution to include all the needed hardware, software and implementation.

10. Is the City looking exclusively for a server / virtual based UC solution?

City Response: The City would like to install a high-quality communications system and is open to evaluating both solutions.

11. Will the City except an appliance based solution for this requirement? Appliance based is not server based nor does it reside in Hyper-V environment. However can support the requirements outlined in the RFP cost effectively.

City Response: The City would like to install a high-quality communications system and is open to evaluating both solutions.

12. Is the City mandating 911 Type three notifications? Pg33 5.3.19.4

City Response: The City's intent is to improve 911 operations for the City. We understand that the implementation of 911 can be done in a number of different ways and each may require more labor, hardware and software. We have outlined those three approaches to better understand these costs and to aid in deciding the best approach.

13. Pg 33 --- 5.3.20 – Can you provide additional information on the Police voice recorder? Model, brand?

City Response: The current system does not support voice recording. 3rd party Mobile Phone applications and Body Worn Camera systems are currently used for recording.

14. Does the Police recorder provide trunk side recording vs station side for inbound calls?

City Response: The current system does not support voice recording.

15. Is there any need to record other stations within the City?

City Response: The City would like the system to allow the City to enable a button on a specific telephone(s) to provide ad-hoc recording capabilities. The recording would begin when the button was depressed and call would be recorded, then placed in the users Voicemail Box and light the message waiting light.

16. Please describe current email environment today? Exchange? Lotus Notes? O365?

City Response: These changes are in progress. Vendors should assume that the City will have implemented Office 365.

17. If not o365 today, please provide transition eta?

City Response: These changes are in progress. Vendors should assume that the City will have implemented Office 365.

18. The UM870 Unified Messaging can simultaneously support multiple voicemail storage options, On voicemail Server, Exchange, o365, As well as web based streaming option. Please indicate the City's preference of voicemail storage.

City Response: Please include the cost for a dedicated voicemail server.

19. Do all users require Unified messaging capability?

City Response: Yes.

20. For Optional Conf bridge price, how many max participants would be in any single bridge? Low cost 8/16/32 sized bridges can be provided. Need additional info.

City Response: As indicated in the RFP, Please include a bridge that provides up to 10 conference participants.

21. Optional twinning licenses (see below) I would price MLC licenses-Pg 29 5.3.7.56.1

City Response: The question is not clear.

22. Optional recording. Pg29 5.3.7.60.1

City Response: The question is not clear.

23. Option for UCE Click to dial. Pg 43 5.4.6.9

City Response: The question is not clear.

24. Please provide additional info for optional call recording. IE Number of users to be recorded? Is recording to be used for ACD option? Or Police Dept?

City Response: The City would like the system to allow the City to enable a button on a specific telephone(s) to provide ad-hoc recording capabilities. The recording would begin when the button was depressed and call would be recorded, then placed in the users Voicemail Box and light the message waiting light. It is not for the ACD Option and will not replace the existing Police Recording tools.

25. 4.4.3.1.5 SNMPv3 String – is this a 32 Bit or 64 Bit string?

City Response: 64 bit is desired, please note if proposed solution is unable to support 64 bit.

26. 5.2.5.8 Unified Messaging – what messaging systems are maintained by the City that need to be integrated with the new Unified Messaging system?

City Response: These changes are in progress. Vendors should assume that the City will have implemented Office 365.

27. 5.2.5.9 Telephone System Paging Function – How are user rights determined? What system is used to manage all of the users and the paging rights?

City Response: Rights to paging features may be defined by the proposed system through the class of service or user profile. 5.2.5.9 is paging through the telephone system using the speakers on each phone.

28. 5.2.5.10 External Paging System Access – What specific paging systems (Make and Model) are in use today in each of the buildings? How many paging zones exist in each of the individual systems?

City Response: The make and model of the paging system is not known at this time. It is connected to the existing Avaya Definity through the paging access port providing an analog connection. The external paging system provides the control for the various zones.

29. 5.3.7.44 Priority Queueing – what is your definition of Priority Queueing as stated in this section versus Priority Queuing as a requirement at 5.4.3.28 Priority Queuing of Messages. Can define both types of Priority Queueing?

City Response: 5.3.7.44 – Our intent with this is to allow the system to prioritize incoming PSTN calls to departmental DID numbers based on the incoming caller ID. 5.4.3.28 – The same with the messaging – intent to prioritize the order in the message delivery based on the caller ID information received.

30. 5.3.7.60 Call Recording – How many users do you expect to use Call Recording? How many calls are expected to be recorded each month? What is the average length of call?

City Response: The City would like the system to allow the City to enable a button on a specific telephone(s) to provide ad-hoc recording capabilities. The recording would begin when the button was depressed and call would be recorded, then placed in the users Voicemail Box and light the message waiting light. It is not for the ACD Option and will not replace the existing Police Recording tools. The use of Recording in this manner is estimated to be used by 5 to 10 users. Length of the calls will vary.

31. 5.4.6.10 Hyper V Compatibility – are all desktops virtualized? Or is there a specific subset of City users that are using virtualized desktop? How many total virtualized desktops are in use?

City Response: Desktops are not currently virtualized. There are none in use.

32. 5.6 Hosted Solution Proposals – is a Cloud Based solution where only telephone hand-sets are provided to each user acceptable to the City? Our normal deployment is using Internet connectivity and SD WAN at each building to connect to the Cloud Based Unified Communications system in our Data Center.

City Response: Yes. Please include all the costs for the deployment in your proposal. The City would like to install a high-quality communications system and is open to evaluating both solutions.

33. 5.6.14 Our Cloud Based solution only places phones at each of your users. All other hardware is contained in our Data Center. Do we need to place network equipment just to deploy the telephones across the City?

City Response: Your proposal can be based on your normal deployment approach. The City is open to reviewing all vendor proposals. Please note the survivability requirements in the RFP as it relates to your system deployment.

34. 5.6.1.7 What is the definition of survivability for each site? At 5.6.1.7.1 you mention that sending calls to Cell Phones is not acceptable. Do you require that the desk phone provided be able to accept both VoIP calls and Analog calls? Or can separate analog lines/phones be supplied to each building/work area for back-up purposes? How many analog calls need to be able be received/made by the City by work area?

City Response: The City's survivability concept is to have each site survivable in the event of a loss of the WAN connection to each site. In the event of a loss of the WAN connection, each phone in the site has the ability to lift the receiver on any phone and be able to dial extensions within the site as well as to be able to dial 9 to place an outgoing call via POTS lines the City will have in place for each site as back up. These POTS lines may also be used for 911 calls to provide the correct address. Vendors are welcome to propose alternatives as options.

35. 30 day testing approval - We would suggest that individual phone failures, network issues not the fault of the system, Carrier issues not the fault of the system, or user errors not re-start the clock. In essence, core server or software failures, on-site appliance failures, would be up and running without problem for 30days.

City Response: Please note exceptions or concerns in your proposal.

36. Financials - We have seen this handled beneficially two ways, Only finalists need provide them, In one case after reference checks one city waived the requirement, in the other we sent them to the City Financial Officer separately and directly, and after review, were able to pick up the originals.

City Response: Please note exceptions or concerns in your proposal.

37. Extension of DMarc – We strongly suggest that the city use the telco to extend the DMarc, that way they cannot finger-point their way out of a proper service response. We are happy to coordinate this.

City Response: Please note exceptions or concerns in your proposal.

38. Will we be able to perform a walkthrough of all sites before final submission of RFP response?

City Response: No. Walk through will be performed with the selected vendor

39. 4.2 All locations are not currently networked together, but the city plans to include an upgrade of LAN and WAN—is this complete upgrade of LAN and WAN to be considered as part of this current RFP?

City Response: No – the network and WAN is not included in this RFP. If proposing a premise-based system, Vendors should assume the City will provide the needed WAN connections to each site.

40. 4.3.2 Selected Vendor will review City’s current network configuration—is this after selection?

City Response: Yes. The selected vendor will be required to review the existing data network arrangement in order to provide information to the City regarding changes and VoIP set up.

41. 4.4.7 Perform Facilities Survey of all MDF and IDF, evaluate rack space, “determine VOIP installation labor effort”, determine available Power Outlets and existing PDU plugs—these tasks would certainly be needed before the submission of RFP response (is this Facilities Survey to be performed sufficiently before final submission of RFP response is due)?

City Response: After proposal evaluation and selection, the selected vendor will be required to review the facilities and provide input and recommendations on any needed changes to deploy their proposed system. The City will be responsible for modifications to the facilities.

42. 4.4.7.7 Propose adjustments to Bill of Materials for SFPs, cabling, or other needs based on assessment of actual conditions—so the initial BOM is merely tentative and not binding, while a complete BOM will be issued after the Facilities Survey? What detailed information will we have access to in order to make the initial BOM?

City Response: The RFP provides the needed information for vendors to propose a solution including system sizing, software features and deployment expectations. It is binding. The proposed BOM may or may not be modified to address any items identified. The RFP document is the detailed information that should be used to develop your proposal.

43. 5.2.5.7.1 As part of the base proposal, propose a non-virtualized solution (this is usually not even a current option, is it acceptable to ONLY propose a virtualized solution) ?

City Response: Vendors are free to provide a response. Please note the exception in your proposal.

44. 7) 5.2.5.7.2.2 Propose a solution using the City’s existing Hyper-V Environment—are alternate virtualized solutions to be considered (especially VMware)?

City Response: Vendors are free to provide a response. Please note the exception in your proposal.

45. 8) 5.5.1 Regarding existing PRI connections—is there currently only (1) PRI at City Hall and only (1) PRI at a combined site called “Police and Public Works”? Is “Police and Public Works” a single site or is it (2) sites (each with a PRI)?

City Response: As shown on table 5.3.4 there is 1 PRI. The City’s current PRI is installed at the Police department building where the Definity telephone system is installed.