



Lackawanna County

COUNTY COMMISSIONERS
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Request for Proposals
ID# 300-2016-117
For Integrated County-Wide VOIP Phone System

Final RFP Vendor Questions/Answers and Network Diagrams Package

NOTICE

**THE PROPOSAL SUBMISSION
DEADLINE FOR THIS RFP HAS BEEN
EXTENDED TO December 30th**

Lackawanna County Board of Commissioners
Request for Proposals
ID# 300-2016-117
For Integrated County-Wide VOIP Phone System

Final RFP Vendor Questions/Answers

Question 1 Does the county have a preference as to the Phone Switch Software, i.e. NEC, Cisco, ShoreTel, Avaya?

Lackawanna County is seeking the best possible solution; therefore, there is no preference.

Question 2 Do you have a budget for the project or even a “not-to-exceed” number?

We do have a budget target; however, that will not be presented during the RFP process.

Question 3 Would the County be willing to consider a Cloud-based solution where you purchase only phones and call paths?

No. We are seeking an on premise solution.

Question 4 How would you like to see additional options not listed in the RFP or optional solutions?

Please provide brief descriptions of additional options and break them out as separate quotes or add-ons to the base price.

Question 5 Will you want quotes for the SIP trunking as part of the RFP, or is the SIP mentioned a later phase?

We are seeking a SIP ready solution with the ability to just add licenses when ready.

Question 6 Who provides your E911 equipment and maintenance today?

We have not implemented full E911 yet.

Question 7 Regarding voice logging recorder. Are you looking at replacing your current system to accommodate the VOIP phones?

Currently we do not have a voice logging recorder. Please include pricing as an optional quote from the base quote

Question 8 Will you consider a Hosted Solution that utilizes the Metaswitch Platform?

No. We are seeking an on premise solution.

Question 9 Can you tell me what vendor you have VOIP with today at 9 of your buildings?

Currently, we have a hybrid system that consists of PBX and IP Phones. This is an NEC System with Forerunner as the supporting vendor.

Question 10 Can you provide the Serial Number of the Nortel Option 61C system at the Center for Public Safety?

S/N 318807763

Question 11 Does this Nortel system have its own voicemail system (Meridian Mail or Call Pilot)?

Call Pilot 4.0

Question 12 Do you have a current PASS support plan covering the Nortel system?

No

Question 13 Once you review all of the received proposals, will you have a “short list” of vendors that will be able to present and discuss their solutions? If so, how many will make the cut?

Yes, there will be a “short list” of up to 5 vendors. The finalists will be required to conduct a 30-minute technical presentation on their solution. The presentations, solutions, and all other pertinent criterion will be carefully analyzed and the top recommended solution will be forwarded to the County Commissioner’s Board for approval.

Question 14 Please provide a complete list of all 31 buildings

The current buildings are identified on the included diagram.

Question 15 Can you supply electronic copies of the diagrams that were provided at the site meeting on November 16th?

Yes. The diagrams are provided in this package.

Question 16 Please provide which of the 31 buildings provide access to your internet carrier.

Currently, the County Administration Building. This will be moved to the LCGC upon move.

Question 17 Do you need the new VoIP system to integrate with the current Nortel PBX phone system or do you want to replace the Nortel PBX without integration between the new phone system and the old phone system?

Yes, there is currently a QSIG PRI between the Nortel and NEC. This will need to be maintained until we switch out the Nortel with the new VOIP system.

Question 18 Do you want the phones to have an LCD screen on them?

Yes, we prefer DESI Less sets.

Question 19 When you say “archive a voice mail to disk”, is saving the voice mail as a digital sound file to a hard drive sufficient for archival or are you referring to a different archival method? If there is a different archival method that you need, please specify.

We have departments that need to save Voice Mail messages as WAV files.

Question 20 Please provide the model number of the NEC PBX and the software version.

SV8500 Main S08 4.19 and SYS_SUA S08 1.00

Question 21 “The proposal shall contain any possible buy back for our old NEC and Nortel equipment. *Proposals must include pricing based on the above items.*” - Can you provide an inventory of this equipment?

Not detailed, we expect a rounded number. We have a Nortel Option 61C with 30 IP phones. The NEC SV8500 has 5 shelves and 400 DTR IP phones. The rest is digital DTerms series E.

Question 22 How many dialing plans do you have?

One, the Centrex numbers can be dialed 4 digit through LCR but is not necessary.

Question 23 Is the vendor required to bid headsets? If so, please provide specifications and quantities.

No, we purchase through 3rd party vendors.

Question 24 Do you require any call recording and/or retrieval functionality?

No.

Question 25 We have a question about the Conference Bridge which is spec'd for 32-ports. Our solution is not dependent on ports, but on Licenses which are consumed for each user profile created. A user profile allows a user to have their own conference bridge # and they can invite people and moderate their own conference bridge. So, the question is, how many users or bridges would they want to create? Would they want one for each department? Or specific users?

We currently have 3 bridges with outside vendors. CYS, Commissioners, and we loan our IT Dept. one out because there is not heavy use. Quote for 3 licenses, one for each department.

Question 26 Do you use a SAN for your VM storage?

Yes, if “VM” means virtual machine, no, if “VM” means voicemail.

Question 27 If so, what is the make and model of your SAN?

Hitachi AMS2300

Question 28 How much free space do you have on your SAN?

At least a 2 TB LUN

Question 29 What version of Microsoft Exchange do you have?

Exchange Server 2007

Question 30 What Exchange service pack do you have installed?

SP3

Question 31 How much free hard drive space do you have for your Exchange storage?

At least 50GB per datastore.

Question 32 Do you have any existing hardware load balancers? If so, what are their makes and models and how many do you have?

No.

Question 33 Do you have any existing Reverse Proxies? If so, what are their makes and models and how many do you have?

Yes, NGINX VMs. There are 6 VMs running as reverse proxies for web servers.

Question 34 Do you currently have a DMZ?

Yes

Question 35 Is that DMZ capable of having two separate subnets that are not routable to each other?

Subnets can be made public, private or isolated as needed for this.

Question 36 Do you have Active Directory in your environment? If so, what version of AD do you have?

Server 2012R2

Question 37 Do you have any version of Microsoft OCS, Lync, or Skype for Business deployment in your environment today?

Yes. Skype for Business 2015 via Office 365

Question 38 Have you ever had any version of Microsoft OCS, Lync, or Skype for Business deployment in your environment previously?

Yes. Skype for Business 2015 via Office 365

Question 39 Do you currently have any Microsoft licenses for Skype for Business? If so, what licenses do you have and how many of each?

Office 365 Government E3, 843 licenses

Question 40 The need for Power Bricks was mentioned at the Prebid conference, do you have a count?

Leave them out of the proposal. POE switches will be available for most phones. The phones just need to work with them in the event they are needed.

Question 41 We have a couple different choices for supporting the 70 analog station devices, would you have a count of Analog Stations by Building for the locations that will not have a Controller?

No, we want 70 single line Analog to VOIP converters that will be spread out on our wireless network to various locations.

Question 42 Question on the 113 Single Line for LCGC and 87 for the Public Safety Center, at the Prebid conference I made note that these could be IP sets, do they need to be 10/100/1000?

Yes.

Question 43 Will you be providing any additional information on the requirements for Basic ACD?

- We need to start with two call queues, 8 agents.
- Agents login / out and can go unavailable.
- Unanswered calls go to voice mail.
- We need to alert when no one is logged in during open hours, closed to voice mail or on call tech.
- Simple reports.
- Some ACD systems have an “Express Version” which we liked.

Question 44 At the pre-bid conference the question was asked if you had MPLS circuits extended to all locations and the response was that you do. However, this would be most unusual and quite costly. Can you please confirm which locations are part of the MPLS network?

The sites connected via wireless are connected through our carrier-grade wireless MPLS network. Here is a brief overview of the network:

The expectation for high reliability is fulfilled with five-nines engineering riding on a multipath ring, self-healing licensed microwave backbone – built with Ceragon IP20 licensed microwave radios.

The key to the technology, which is also the key to the business plan, was the implementation of MPLS over wireless. This technology enables diverse and even mission-critical users, public safety, government, corporate, education and Internet Service Providers to use the same network without interference – reducing every user’s cost while providing superior service. This is a very Smart Network.

This technology also features prioritization, encryption, QoS, VLAN, TDM, SCADA, VOIP, Wi-Fi and VPLS designed to enable Carrier Ethernet transformation data across the service access network via Alcatel Lucent 7210 SAS network switches. In short, the Lackawanna County Wireless network delivers fiber quality performance far below the cost and far beyond the physical limits of fiber cable. Last Mile connections utilize Radwin point-to-point and point-to-multipoint radios in licensed and non-licensed spectrum and provide service in as little as the same day it is ordered for VLAN or business class broadband. The Radwin system made channel management efficient as the software based radio gear can be tuned to available spectrum between 4.9-6.0 GHz.

Who is your MPLS carrier/provider?

The MPLS carrier/provider is County Owned.

Question 45 Remote Sites: Please identify what connections are at the smaller remote sites? Are they all part of the County’s Wide Area Network (WAN); that is, do they have data network connections to your main site for voice and/or data applications?

Do they have their own internet connections or are they connected to the internet over your WAN at the main location? Is there a data network diagram that you can provide?

All remote sites that utilize the wireless network (as shown on the provided diagram) are a direct extension of the county WAN. The internet connection is derived from the multi-homed redundant County Internet feed in the main location.

Question 46 Local POTS and Centrex lines: Many of the remote sites reflect local POTS and Centrex analog lines. Please identify which of these POTS/Centrex lines are for fax lines that could be re-provisioned to your fax server. Do any of these POTS/Centrex lines, that are not used for fax, need to be connected to, and part of, the new VoIP phone system or can they be standalone (e.g., for alarms, etc.)? If they need to be incorporated into the new phone system, please identify quantities and locations.

We port the analog lines that are local to those locations into our main switch. You do not need to do anything with them. We program the phones on the core switch and extend the physical phone sets across our existing network to those locations. The network is currently in place and working at those locations.

Question 47 Your existing Multi-Tech fax server is connected to a ShoreTel appliance. Please provide the model numbers of the fax server and the ShoreTel appliance.

Multitech faxfinder IP FF240 V 4.0.0 and ST100DA

Question 48 At the pre-bid, you indicated the new system should have ACD with (40) Agents and Supervisors. Please provide how many are agents and how many are supervisors.

- **We need to start with two call queues, 8 agents.**
- **Agents login / out and can go unavailable.**
- **Unanswered calls go to voice mail.**
- **We need to alert when no one is logged in during open hours, closed to voice mail or on call tech.**
- **Simple reports.**
- **Some ACD systems have an "Express Version" which we liked.**

Question 49 How many PRI's will be required at the LCGC site for incoming and outgoing calls?

5 to Level 3. Note that if we can move 2 to the back up at 911 so that both locations are live and swappable we will. Please include in your design proposal.

Question 50 How many PRI's will be required at the Public Safety Center for incoming and outgoing calls?

There is currently 1 Frontier PRI, and as the above question mentioned, it depends on your design.

Question 51 How many phones will require Twinning?

No twinning requirement for the base quote package however, if your package allows for twinning, provide us with an optional quote based on a per user basis.

Question 52 How many users will require Mobile APPS.

No Mobile APP requirement for the base quote package however, if your package allows, provide us with an optional quote based on a per user basis.

Question 53 How many tie lines will be required from the LCGC to the 911 center?

There are different ways to connect a main switch to a backup switch. You can use PRIs which require Telco circuits. You can use IP Trunking which is a TCP/IP connection between two cards or devices with static IP addresses or VPN across our network. Or the software in both switches can communicate and provide VoIP traffic seamlessly. In the end we may still need the Qsig PRI since the 911 Admin phones dial out through here and I believe the Intrado 911 over flows to us in case the Frontier PRI on their equipment goes down.

Question 54 How many transitional PRI's between new system and your current NEC 8500?

One PRI, we will Migrate PRIs over when traffic dictates.

Question 55 How many softphones are required?

Two are currently in use. The proposal should have 5 included.

Question 56 You have asked in the RFP for 1300 VOIP phones. Are we to use the count under the heading Phones for Main County (LCGC) Proposal & phones for (911) Public Safety Center proposal or the phone count under item g. The counts are not the same. Neither one equals 1300.

We are asking for extra phones. Counts change all the time.

Question 57 Under notes: We plan to implement E911 with our PSAP in the future. What are you looking for in the bid for this?

Capability of the new system. We should only have to add licensing.

Question 58 Are you looking for us to include in our bid Session Border Controllers for future SIP trunking?

No.

Question 59 Would you require redundant SBC's?

No.

Question 60 Who are the members and or titles of the RFP review committee?

Jeffrey Mando, Chief Information Officer, Lackawanna County

Mike Brown, Deputy Director, Department of Information Technology, Lackawanna County

Kevin Mitchell, Deputy Director of Purchasing, Lackawanna County

John Gable, Sr. Telecommunications Technician, Lackawanna County

Kurtis Searing, P.E. / RCDD, Project Consultant, Searing Technologies

Question 61 Is there an outside consultant retained for review of the RFP process?

Yes, see Question 60 Response.

Question 62 Is the funding of the project inclusive of grants or monies from other government funding sources and if so we imagine they would be subject to the bylaws of those funding vehicles. If so can we understand what bylaws the awarded vendor will be subject to?

The project will be funded internally under Lackawanna County budget.

Question 63 Will there be a on-site presentation for short listed vendors?

Yes

Question 64 Do all the questions have to be answered in writing or were some or all of the answers given verbally at the pre-bid meeting applicable to this opportunity?

Questions that were submitted prior to the questions deadline as stated in the RFP were answered in this package regardless of whether or not they were answered during the on-site meeting.

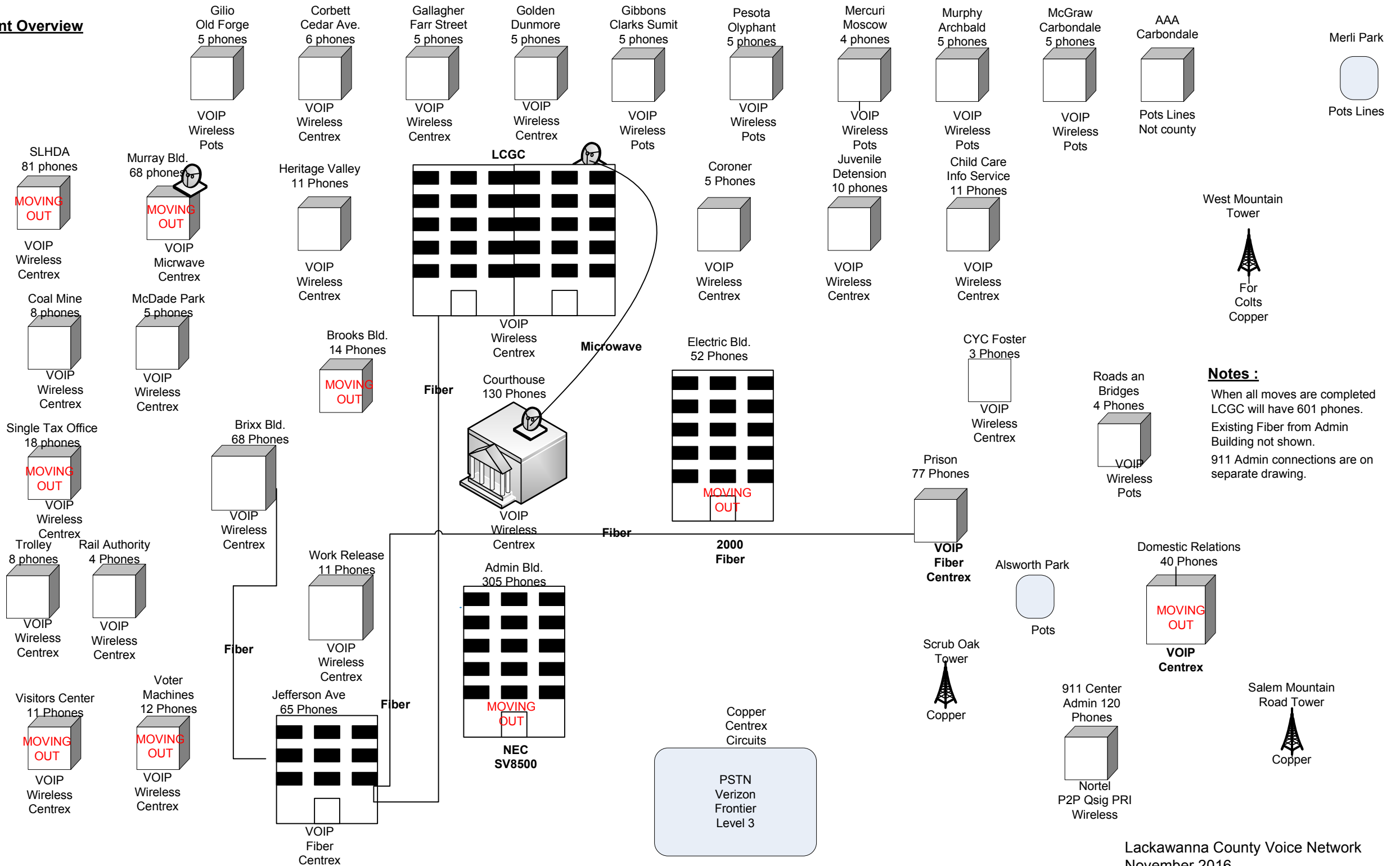
Question 65 What will be the criteria for award?

There will be a grading platform that will determine the most qualified company and the solution that is the best fit for Lackawanna County.

Question 66 Are there any additional items that weren't covered in the on-site visit that we should know?

- **The phone system must be able to take the incoming DID digits and convert to other digits that fit our dialing plan.**
- **We prefer that all phones proposed are DESI Less and do not use paper that has to be typed out and printed.**

Current Overview



Notes :
 When all moves are completed LCGC will have 601 phones.
 Existing Fiber from Admin Building not shown.
 911 Admin connections are on separate drawing.

Survivable Buildings
Post Move

LCGC – 601 phones, 24 analog ports, 21 CO lines, 6 PRIs

Prison – 77 phones, 24 analog ports, 8 COs

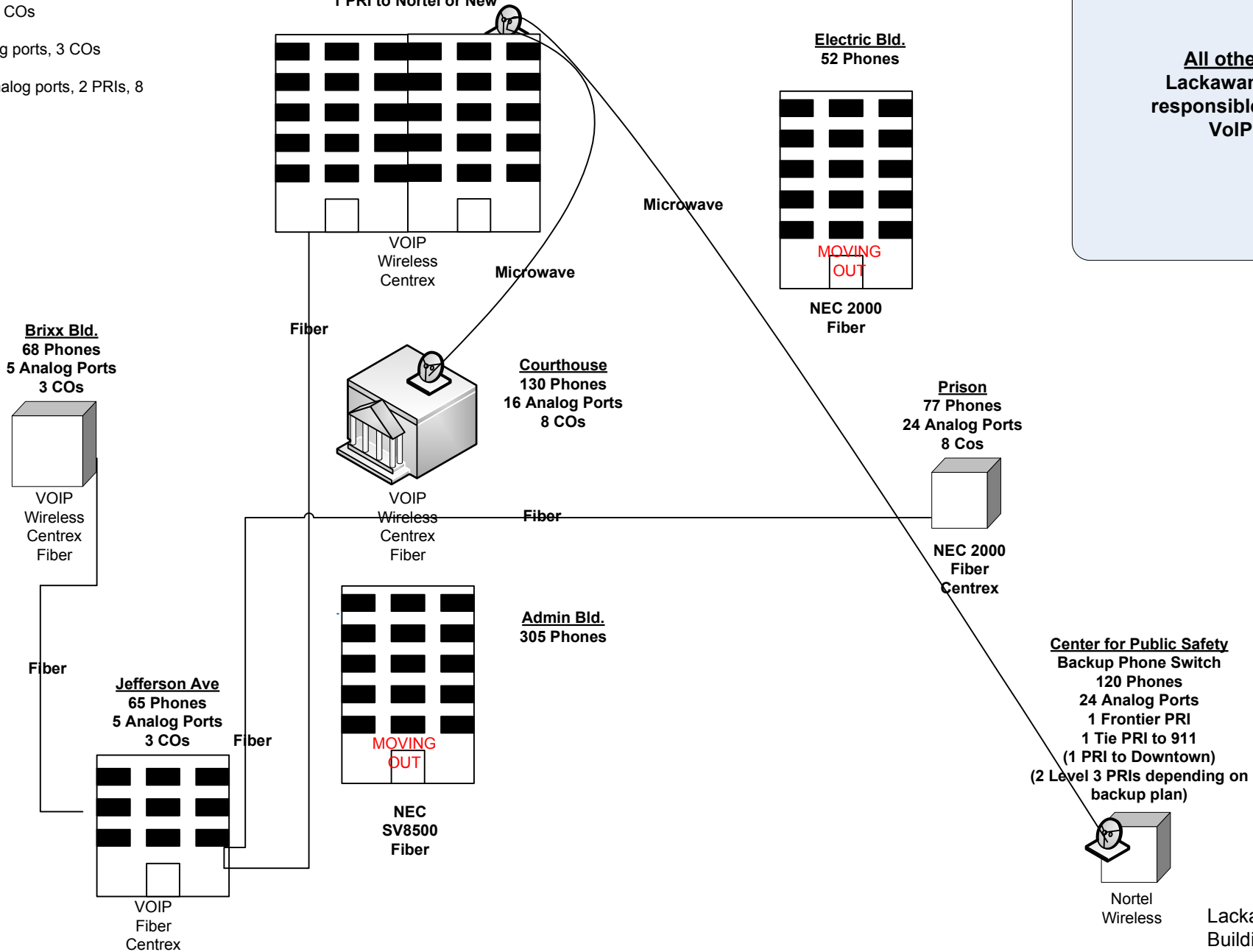
Courthouse – 130 phones, 16 analog ports, 8 COs

Brixx Building – 68 phones, 5 analog ports, 3 COs

Jefferson Ave. Building – 65 phones, 5 analog ports, 3 COs

Center for Public Safety – 120 phones, 24 analog ports, 2 PRIs, 8 COs

Lackawanna County
Government Center
Main Phone Switch
601 Phones
24 Analog Ports
21 CO Lines
5 Level 3 PRIs
1 PRI to Nortel or New



All other Buildings
Lackawanna County is responsible for extending VoIP phones.

Notes :
Existing Fiber from Admin Building not shown.
911 Admin connections are on separate drawing.
Depending on design Main Switch will be installed at the Admin Building and moved to the Lackawanna County Government Center. Backup at the Center for Public Safety (911)

**Center for Public Safety and
Downtown Network Center**

