**Q&A No. 9**

**RFP #582581**

**VOIP System**

Question:

Are your current switches PoE?

*Answer:*

*Yes.*

Question:

If not, would you purchase PoE switches, or would you prefer local power?

*Answer:*

*N/A*

Question:

Are the IDF and MDF connected with multimode fiber or single mode fiber?

*Answer:*

*The System office is not large enough to have separate IDF and MDF infrastructure. There is one secondary building that is connected to the main building with single mode fiber, but all other core and edge network infrastructure exists in a single closet and is not fiber-interconnected.*

Question:

What fiber patch panel connectivity (SC, ST, LC, FC) will be available?

*Answer:*

*All existing fiber patch panels use ST connectors.*

Question:

How many soft-phone-only users do you anticipate over the 4 year migration period?

*Answer:*

*We do not expect a significant number of soft-phone-only users; assume ten or fewer.*

Question:

Video Conferencing:

*Answer:*

*We do not have specific requirements for video conferencing at this time.*

 a. What internal video conferencing endpoints and infrastructure do you have?

 *Answer: We do not have any video conferencing endpoints in use.*

 b. Are they SIP based?

 *Answer: N/A*

 c. How many video endpoints are you looking to implement in the first phase?

 *Answser: TBD*

 d. What is the breakdown of these endpoints: quantity of desktop, room EP etc..?

 *Answer: TBD*

 e. For guest access are you looking for browser based voice and video connectivity?

 *Answer: TBD*

Question:

Regarding Reporting – will U of A provide the storage server for the historical reporting period?

*Answer:*

*Storage necessary for reporting should be provided as part of the proposed solution.*

Question:

With regards to the ARE-ON connection – will U of A contract directly with ARE-On for this connectivity? What service will be used – MPLS, VPN?

*Answer:*

*Yes, U of A will contract directly with ARE-ON for this connectivity.  The connection will be a 1 gigabit direct fiber connection into the ARE-ON network (see 4.1.2.3).  This service can best be described as a dedicated 1 gigabit internet connection.*

Question:

In section 6.2 you made reference to planned growth – can you elaborate as to what these numbers are anticipated to be?

*Answer:*

*Please disregard section 6.2 (see answer to question 16, below). We do not have specific requirements for planned growth.*

Question:

Section 4.2.1.2 – Should we include pricing for connectivity to our datacenter(s) as a separate cost or include that with our per user/phone pricing?

*Answer:*

*Connectivity should be included in the price per user/phone.*

Question:

The connectivity bandwidth requirements will change as the University adds phones to the solution.  Should we just price out connectivity for the first 55 users and then a number for the total number of users?

*Answer:*

*Yes*.

Question:

Section 4.2.1.4 – Should our pricing only include services running out of one of our datacenters and show an optional cost for providing services out of a second redundant datacenter?

*Answer:*

*It should be included in the price per user/phone.*

Question:

Section 4.2.7.1 – Should phones have a 1000 MB switch port included?  Or should we show options for 100 MB and 1000MB phones?

*Answer:*

*Yes, phones should have the 1000 MB switch port.*

Question:

Section  4.3.2.2 – Is it a requirement to be able to record calls by activating a button on a desktop soft phone?

*Answer:*

*We do not have this requirement.*

Question:

Section 4.3.6.2 -  Can you please provide a description of the features required with “Integrated Messaging” and “Unified Messaging”.

*Answer:*

*We intend “Integrated Messaging” to allow users to receive an email message with an attached audio recording of a voice mail message. We intend “Unified Messaging” to provide a bi-directional “single inbox” experience in which users can listen to, manage, and delete voice mail messages from within their email client.*

Question:

Section 5.8 – This section outlines multiple ways to train end users.   What level of training should we build into our per user pricing?   Or provide a separate cost for the different types of training you have requested and additional training we offer?

*Answer:*

*Training costs can be provided separately and not built into the per-user pricing.*

Question:

Section 6 – This section (6.1, 6.2, 6.3 & 6.4) seem to be missing quantities and information.  Will you be providing updated tables and information for this section.   If no what should we assume for the columns labeled quantity and Units?

*Answer:*

*Please disregard the empty sections 6.1 and 6.2. Pricing information in sections 6.3 and 6.4 should be provided as part of the proposal based on sizing information provided in section 4.1.1.*

Question:

If you will be sending update tables for section 6 will we be able to ask questions about that once they are released?

*Answer:*

*N/A*

Question:

Section 6.1 – Can you please provide a definition of and the features that are required for a “Basic IP Phone”, “Advanced IP User (UC Features) – One end point” and “Advanced IP User – multiple devices/endpoints”.

*Answer:*

*N/A*

Question:

Section 6.3 – The term “sets”.   Is that an IP phone?   Can you please tell use the features that are required for a “set”.   If that isn’t a phone where should we put the costs for IP Phones.   Would you like to see different options for phones?   If yes, can you provide us additional categories and features for the different phones?

*Answer:*

*“Sets” are intended to be a hardware IP phone. We anticipate that the majority of our users will require single-line IP phones with unified communication functionality. Please include options for multiple lines, receptionist functionality, video conferencing, and call center agents and supervisors.*

Question:

Would the softphone users require a IP phone as well?   Or just a softphone?   How many would require an IP Phone and Softphone?

*Answer:*

*At this time, we expect all softphone users to also have an IP phone.*