



**City of Downey
City-Wide Telecom System RFP
Vendor Questions and Answers
July 15, 2014**

1. Cabling, is the City encouraging/expecting vendors to inspect the cabling?
City Response: We do not expect the vendors to certify that the existing cable will work, we would like you to be aware of the current conditions.
2. Table 3.1 - Should we list PW Admin on this list?
City Response: No, it is located in the City Hall building and is part of the map, just not included on this table.
3. 911 Compatibility - Who is the local service provider?
City Response: Verizon
4. Section 4.6 Message Integration - Will there be a need to upgrade to 2013
City Response: Not at this time.
5. What is the Vesta connection? Analog?
City Response: Yes, 8 channels connected from the Comdial system.
6. Integration and set up of new & existing data switches are who's responsibility?
City Response: Data Switches that need to be replaced are the responsibility of the selected vendor. The selected vendor will also be responsible for the reprogramming and integration of an existing data switches that will be retained. Total planned and existing switches are shown on the drawing in the RFP.
7. Is UPS equipment needed?
City Response: Not needed at this time.
8. How is the removal of old switches going to be handled?
City Response: The selected vendor will be required to remove and place the old equipment in a specific location designated by the City. City IT will handle inventorying and removal.
9. Regarding Cabling, 1 or 2 drops to each location?
City Response: It will vary by each individual location. Majority of the cable drops are duplex faceplates with 2 - 4 pair cable drops. They are mostly a combination of Cat 6 and 5e type cable throughout the City locations.

10. When would the City like the project completed?
City Response: Ideally install would happen and be complete by October 2014
11. Hours of operation?
City Response: Varies by location, City Hall 7:30-5:30 for business, PD and Fire have 24 hour shifts. Accommodations can be made if needed.
12. Station Reviews and System Design process described indicates that the vendor will need to conduct user design interviews for each department. How many departments?
City Response: We are a typical City with typical departments. Assume 12 to 15 interviews.
13. Is there a current need for IM (instant messaging)?
City Response: It would be nice to have, or have the capabilities to add in the future.
14. Q: How many conference calls using the conference bridge outlined in the RFP may occur at the same time?
City Response: At the most 2 or 3 - 10 person conferencing.
15. Video conferencing needs?
City Response: Nice option to have if possible, not a must
16. Is there a Police Mobile Command Unit?
City Response: Yes and radio is used, no need to connect the proposed voice telephone system to radio system, but if that can be an added feature that would be acceptable.
17. What are the other cities that share the City's existing mobile command unit?
City Response: Tri-Cities, Whittier, Bell Gardens, Montebello and Monterrey Park.
18. Is there a need for wireless voice, either now or in the future?
City Response: We know there are some applications for this mobility tool, but at this time, the City has no plan to provide wireless through the telephone system.
19. What kind of cabling/wiring?
City Response: 5e and up, Cat 6
20. What is the operating system for the City?
City Response: Windows 7 and some XP
21. Conference bridge, what is the maximum?
City Response: Estimated to be 10, we currently do not use this feature.
22. Regarding virtualization-would the city like to virtualize parts of the system utilizing VMWare or Hyper V?
City Response: At this time, the City does not want to virtualize any part of the proposed system. Please propose the servers needed to deliver the proposed system.

23. Is all cabling Cat5e or Cat6? Will it be provided by the city?
City Response: Existing cable is Cat 5e or Cat 6. Vendors should assume the City will provide the needed cable.
24. The on-site station review will be for all departments, correct?
City Response: Yes
25. Should all vendors propose as an option a hosted solution?
City Response: Each vendor should determine what they would like to propose. The RFP is written to allow vendors proposing hosted or premise based systems. The City will review proposed for both approaches.
26. Is the city's fiber single mode or multi mode? Can we please get a full description of the fiber type?
City Response: The fiber is shown on the planned network drawing in the data section of the RFP. Please use the word version of the document and expand the drawing to see the details.
27. Is the call accounting to include a cost accounting? Please describe all requirements for this?
City Response: The RFP has a short description of the operational needs of the Call Accounting System. The City would like the proposed system to provide them with the ability to price calls and allocate to departments.
28. Can you please provide the model and software for the Verint voice recorder?
City Response: Not at this time
29. Is the equipment listed the total number of end users, or are there more users that this RFP is meant to support as well?
City Response: The equipment listed is for end users. The total end users will also include the Police voicemail boxes outlined in the Voicemail section of the RFP.
30. Is there a need now or in the future for IM and presence? Video conferencing?
City Response: Both would be a "nice to have", but will not need in the foreseeable future.
31. Would the winning bidder be expected to provide patch cables for the new equipment to connect? Or will these be provided by the City?
City Response: First, this is not a Bid, this is a Request For Proposal (RFP). The selected vendor will not be required to provide the needed patch cables. The City will work with the selected vendor to determine the specific quantities and lengths.
32. Would the winning bidder be expected to provide new patch cables for the existing equipment as well?
City Response: See answer for Question 31.
33. On-site station reviews. How many departments do you want us to meet with?
City Response: Please see question 12

34. The City may wish to provide standard configurations across the enterprise, so once the interviews have been completed with the department heads, what is the validation process to push out a City approved configuration?

City Response: The selected vendor will provide the system design details to the City, the City will review and provide approval.

35. 1.5.1.3.3 - What aspects of a security plan are you referring to? Is this physical security or are you referring to voice encryption?

City Response: Toll fraud and system access security

36. 3.8.30.1 - Scheduled conferences - How many named users do you want to license for this application? Named users are those that can schedule the conference.

City Response: At this time, the City would like all departments to have at least 2 people able to schedule a conference. Assume a minimum of 30 staff, but ideally the City would like any office based employee to be able to schedule a conference call.

37. 3.8.39 - Paging - Is this referring to station to station paging or overhead paging?

City Response: This is referring to the system providing the ability for the City to define specific phones or all phones into a paging group to enable the City to page through the speakers on the phones.

38. 3.8.44 Night Answer Mode. Please explain this feature.

City Response: The City will have a different operation during daytime hours vs. after hours. The system should provide the City with the ability to provide automated attendant functions, user directory, spell by name and other tools. The system should provide the City with the ability to either force the system into the night operational mode or automatically move to night operation based on the system clock and calendar.

39. 3.8.46 - Paging Access - What type of connection is required and can we assume you are referring to overhead paging?

City Response: Over head paging is correct. The connection that is typically provided is an analog port or a specific paging access port.

40. 3.8.62 & 3.8.63 - Recording - Please explain the differences between these two requirements

City Response: Ad Hoc Call Recording – The City would like to be able to assign a feature to specific phones throughout the system. This feature would enable the user to begin recording when the feature button is depressed and would record the balance of the call forward. The recorded call would then be placed as a voicemail in the user or users supervisors voicemail box.

Variable Call Recording – Ideally, The City would like the system to allow internal or external calls to stations be recorded On Demand from the beginning of the call from any station on the system and allows easy access to retrieving these recordings. Please describe any options for the proposed system to provide various levels of recording dynamically vs. recording all calls.

41. 3.8.6.5 - Archiving capability - Are you referring to the ability to store agent and queue statistics for the purpose of generating historical reports?

City Response: Yes

42. 3.11.1 - Interaction with 911 PBX - Can you confirm that *55 is a system or Telco feature and secondly, that the transfer is out to the PSTN and then back in via the PSTN into the dispatch center?

City Response: At this time this level of detail is not known.

43. 3.12.5 - Alarm Notification - What remote maintenance center is being referred to here?

City Response: The City would like the system to provide alarm notification to the IT staff or to the selected vendor's maintenance and support staff.

44. 4.3.5 - Caller Escape - Please explain what is meant by escape ad multiple targets.

City Response: The City would like the proposed system to allow the users to define the "0" out of voicemail vs. a global single location for the "0" out target.

45. 4.3.7 - Archive Messages - Does the City need to conform to any relations or policy for message archiving? By archiving do you mean off box storage? Do you have a retention requirement (on box) or expectation?

City Response: No standards at this time. Not sure of the meaning of "off Box" storage.

46. 4.3.28 - Priority Queuing of Messages - In reference to voice mail what do you mean by priority queuing?

City Response: The ability for the caller leaving the message to mark the message as a priority or important.

47. 4.5 - Auto Attendant - For the entire enterprise how many auto attendants should we estimate for configuration, and how many submenus do you have?

City Response: Currently it is estimated that the City has an estimated 15 to 20 Automated Attendant functions. The number of submenus is unknown at this time. While this may be the current count, the selected vendor will be responsible to review each departments operation and conduct a detailed station and operations review. During that design review process, the selected vendor will determine the departmental needs and apply the system features to meet each departments needs.

48. Section 6.2 Lease Rates - Is the City looking for a General 'per month' rate for ALL equipment, or are they looking for each and every device/software showing a 36/60/84 month term?

City Response: The City would like the vendors to provide the multiplier rate for each lease option.

49. Equipment Warranty – is the City looking for warranty for the equipment of an 8x5xNBD or a 24x7x4 service level?

City Response: 24x7 support. 4 hour response.

50. Will the City allow remote access to the network for configuration and monitoring of the network equipment via a Secured connection?

City Response: Yes

51. Does the City have an existing AAA server the vendor will need to associate the new equipment with?

City Response: NO, the City does not have an existing AAA server. If one is need to operate with the vendor product, then include as an line item to their proposal (quote).

If yes, what services/software is currently deployed? Section 2.17.2.2 Network Assumptions – does the diagram on page 14 under Section 2.1 showcase all of the current/existing switches that will need to be considered to meet the requirements of this Section 2.17.2.2? A concern is that no routers are shown, which would typically be used between Sites – especially on an MPLS Connection with T1 links

City Response: In the data section of the RFP, please use the planned network drawing to determine the planned connections for the network. In the word version of the document this drawing can be expanded to provide additional details.

52. Can the City please provide a complete list of all current/existing devices which the City will request the vendor to configure to meet the needs/requirements detailed in this RFP response?

City Response: Each switch shown on the drawing in the RFP will require configuration as we are requiring the vendor to be responsible for QOS and performance of the VoIP system. Please use the planned network drawing to determine the planned connections for the network.

53. Section 6.3.3 Equipment Config – “WAN QoS configuration and testing” – can it be assumed WAN QoS configurations are talking about the MPLS circuits between sites and identified Point-to-Point circuits between Sites?

City Response: QOS is best configured when it is configured from port end of destination. Vendors should assume this approach when proposing.

54. Do all circuits terminate on the switches and devices identified in this RFP, or are there additional circuits devices that the vendor needs to consider and potentially configure – or will the City handle all other devices not listed?

City Response: The 1.5mb connections shown on the planned network for the City are Ethernet connections from an MPLS network provider.

55. Section 2.1 Diagram – it appears there are only single links between devices – is it correct to assume there isn’t redundant connectivity requirements between devices except as indicated on this diagram?

City Response: Please propose as requested. If you have suggestions or recommendations regarding redundancy, please list them separately as options for the City to consider.

56. Section 2.1 Diagram – indicates (7) 10G fiber (MM is assumed) connections at City Hall between the 1st, 2nd and 3rd Floors to the new switches to be installed, and (2) 10G connections to external Sites – is this accurate? How many concurrent 10G connections need to be supported on these new switches on the 3rd Floor ST?

City Response: Please review the drawing for the City’s planned network and propose as requested. If you have suggestions or recommendations regarding this aspect of the approach, please list them as options for the City to consider.

57. The switches on the 3rd Floor ST – would you prefer these be stacked/redundant? This is more useful if there are redundant cable connections possible to each switch
City Response: There are certainly pros and cons to both approaches. Please propose what you believe is in the best interests of the City and the City will review.
58. Section 2.1 Diagram – Parks Admin new switch – where does this switch terminate to? Will it connect to the BJR Facility new switch?
City Response: Parks terminates at BJR which connects to the City 3rd Floor MDF switch. The BJR switch also connects to the Aspire site.
59. Please confirm there is NO Nortel PBX installed at the City of Downey today. If there is, please provide the serial# for the Nortel PBX.
City Response: There are no Nortel PBX systems. This was a typo.
60. If solution does not support Hyper V are you open to a solution that runs on VMware?
City Response: Yes
61. Can vendor propose a solution that runs on VMware and include the hosts and VMware Licensing
City Response: Yes
62. How many ACD Supervisors are required?
City Response: 2 Supervisors
63. How many ACD Groups are required?
City Response: Estimated 4 different ACD groups
64. The following do not have any PSTN access according to table 3.3.1. However table 3.1 is calling for survivability. Please clarify. Senior Center, Aspire, Gym, Maint Services, Water Utilities, Public Works, Transit Depot.
City Response: Please assume these locations will have 2 POTS lines.
65. Sec 1.4.4: Capable of providing survivable systems to connect the 4 major locations. The systems must function as if they were one. What are these locations? The 1st four listed in table 3.1?
City Response: All locations should be survivable. Change "4 Major" to ALL.