MEMORANDUM – ADDENDUM NO. 5

To: Parties Interested In RFP2019-20
From: Misty Landers
Date: February 19, 2019
Re: RFP2019-20 – Telecommunications System

The following question(s) has been submitted for RFP2019-20:

1. Is the vendor responsible for the PRI (Primary Rate Interface) gateway?
   
   RESPONSE: Yes. The proposing vendor is required to provide all hardware required to make their solution function and meet the specification required in the RFP. No hardware will be provided other than the network and server infrastructure which is already in place.

2. Can you provide additional information about the existing PRI circuits?
   
   RESPONSE: Barrow County currently operates two (2) each twenty-three (23) channel ISDN PRI (Primary Rate Interface) circuits for trunking on the existing Shoretel system. One of the circuits is located at the Historical Courthouse (30 N. Broad St. Winder, GA 30680) and the other is located at the Courthouse/Detention Center (652 Barrow Park Drive. Winder, GA 30680). The two circuits are provided by Comcast and are handed off through a RJ45 T1 interface on a Comcast-owned Adtran 908e. All 46 channels of the two circuits combined are in a hunt group through the provider. This means that a call can ring in at either site (on either circuit) and is automatically routed across the network to the appropriate department based on the call information (based on DNIS delivery). If either PRI circuit goes down, it should not affect the ability to reach any Barrow County department because of the redundancy provided by this setup. Outbound calls should similarly be routable through either circuit without affecting the end user experience.

3. How does the fax finder work?

   RESPONSE: Barrow County operated two separate fax finder systems, one at the Historical Courthouse (30 N. Broad St. Winder, GA 30680) and the other is located at the Courthouse/Detention Center (652 Barrow Park Drive. Winder, GA 30680). Both units are Multitech FaxFinder FF240 units and are connected to the current PBX via four (4) each analog ports. The analog ports are programmed in a hunt group and configured
to pass direct inward dial (DID) information through DTMF tone format to the FaxFinder when the FaxFinder port goes off hook to answer a call. The FaxFinder uses is information to determine where the fax should be routed.

4. Can we replace fax finder?

RESPONSE: We will consider solutions that may replace the Multitech FaxFinders but it is not required if they will work with the proposed solution.

5. Can you describe the redundancy, failover, and disaster recovery requirements in more detail, especially with respect to battery backup capabilities?

RESPONSE: These requirements are described briefly in section 1.7, 2.4, as well as under data center considerations. To provide more clarification, Barrow County provides services that must be available during emergency situations. To ensure that the telecommunications system remains up, it should be able to withstand single component failures without any disruption to the end user experience. How the proposing vendor accomplishes this is up to them, but Barrow County offers existing infrastructure that the vendor may use to aid in accomplishing this goal:

a. Redundant trunking from Comcast as described in Question #2 above.
b. Three data centers in three different parts of the County where virtual machines (as well as physical hardware as required) could be installed and utilized.
c. UPS and generator systems at the critical facilities that power the servers and desktop devices for essential personnel.
d. UPS systems on the edge switches for all users that can withstand brief power issues.

It is our goal that using these building blocks, in addition to the technologies available in the proposed solution, we can achieve a highly available system. We are aware the VoIP desktop devices require power from the network switch and we do not require the solution any type of endpoint battery device.

6. How does the County anticipate the cutover?

RESPONSE: Barrow County expects that the cutover could be planned in stages as necessary to ensure that end user disruption is minimal. We do not desire a single point cutover of the entire system at one time.

7. What is Barrow County's preference for onsite vs cloud?

RESPONSE: Barrow County is pursuing an on premise PBX rather than a cloud-based solution because we would prefer to keep the operating cost low for the system and we believe the on premise model offers a superior design for our needs. Among other reasons, if the County were to lose trunking/internet connectivity during an emergency situation, an on premise system still provides the County with an internal method of communication via station to station dialing.
8. Is vendor responsible for setting our desktop devices?

RESPONSE: Per section 4.9 in general and 4.9.2 specifically, Barrow County is seeking frontline configuration and setup resources who will work with Barrow County staff to implement the system. We believe that Barrow County’s IT staff will be a valuable resource in a successful deployment and although we expect the successful vendor to take lead on the installation, we are willing to provide our resources to assist the vendor’s team where necessary.