MEMORANDUM – ADDENDUM NO. 7

To: Parties Interested In RFP2019-20
From: Misty Landers
Date: February 25, 2019
Re: RFP2019-20 – Telecommunications System

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

1. Per Amendment Number 2, the total sets for all locations =325. The RPF lists 330 Type 1 and Type 2 plus 10 conference devices=340. Please clarify.
   
   RESPONSE: The RFP has a couple of extra sets of each type for spares and is rounded up for that reason. The sets listed in Addendum #2 totaling 325 is an exact count without the spares. The 10 conference devices are in addition to either of those counts.

2. The RFP states 20 analog at various sites, we need to know how many at each site to configure correct number of gateways for these sites.
   
   RESPONSE: 10 analog ports at the Historical Courthouse and the other 10 at the Courthouse/Detention site.

3. Is Barrow County open to moving to IP faxing given the request is for IP system? Additionally, analog support would use gateway or ATA units….will that suffice?
   
   RESPONSE: If the transition to IP faxing is included in the solution proposal, Barrow County will review it and is open to converting. Otherwise, it is the vendor’s responsibility to ensure that the current faxing system (Multitech Faxfinder) will function with whatever gateways or ATAs are intended to be utilized per the RFP and its Addendums.

4. Which locations require paging and doorbells and how many at each?
   
   RESPONSE: Each of these systems is based on a loop start trunk:
   Victor Lord Park – 1
   Courthouse / Detention – 1
   Barrow County Sheriff’s Office – 1
5. Is Barrow County open to moving to IP faxing Are we proposing they change their FAX to IP because of the DTMF signaling?

   RESPONSE: See #3.

6. How many of users will require Unified Communications and Unified Messaging.

   RESPONSE: At this time, we’d like to include it for all users.

7. For the PSTN, will PRI’s and SIP trunks be delivered at 2 data center locations for the failover that will be required? Also, will the contractor be responsible for SBC or the carrier?

   RESPONSE: See Addendum #5 question 2 for more information on the PRI configuration. The SIP trunks are for future use and at this time we only the vendor to include any licensing that will be required to activate the future trunks. If an SBC is required to enable Internet-based SIP trunks, please include it and any relevant licensing in the proposal.

8. E911-Barrow County requires want switch port / subnet tracking. We will need to know quantity and port count of each to be monitored.

   RESPONSE: Barrow County has around 3500 switch ports and 20 IP subnets that may contain IP phones

9. Of the desired features listed, are we to verify the system supports only? There are some features listed that potentially require additional resources or equipment to implement. For example 1, ACD would require we know the number of agents, number of supervisors, whether agents need desktop support. MIS reporting, etc. Example 2 Call recording….how many users will need to on demand recording capabilities?

   RESPONSE: For now we just want ACD support for future use. We do not plan to use it at this time. For call recording, we would like the ability to record 50 phones on demand.

10. How many teleworkers are required?

    RESPONSE: None at this time

11. Will Barrow County be providing the hardware for the virtual machines or will that be the responsibility of the contractor?

    RESPONSE: Barrow County will provide the hardware based on the vendor’s specifications.

12. Are you able to provide a network topology diagram and/or description for the locations in the RFP?

    RESPONSE: The RFP contains a description of each site and the WAN circuit speed. The circuits are a mixture of Comcast ENS, county-owned fiber and point to point wireless connections. No network topology diagram is currently available.
13. Are any locations connected by MPLS? If so where do the circuits originate?

   RESPONSE: For the sites that are interconnected via Comcast ENS (which are the sites listed in the RFP as 10Mbps, 50Mbps, and 100Mbps), the circuit goes from the site into a private cloud operated by Comcast.

14. Are there independent internet circuits at each location or is internet access provided over County WAN?

   RESPONSE: Internet access is provided over the County WAN