1. If available can you please provide WAN network drawings and network topology diagrams?

     Yes we can provide a WAN diagram, though each site diagram will not be provided. Each lan is an extended Star topology with one MDF and subsequent IDF's connected via fiber, and gigabit connectivity via Cat6 plenum drop to each edge port. However, the district asks that any vendor requesting this submits a formal request via email. Due to potential security risks, the district asks that the information not be shared or posted in any public site and/or shared with anyone else. Please use discretion with any DPS internal documents.

2. Can we assume that the digital phone qualities in the current device chart will all become IP phones?

     Yes

3. Are the current IP phone's listed in the current device chart Polycom SIP phones? Please provide the model of current IP phone if the preference is to leave them in place.

     No

4. What consideration are you requiring for E911 support?

     When a 911 call is made that the correct location is provided to the emergency service. When a 911 call is made with or without the prefix the call still goes out. We would like the front office to be notified that a 911 was made from that location with extension number if possible so that they can follow up on the call.

5. Can you provide current telco bills? This will help us properly evaluate best practices. Will you consider re-evaluation of the carrier design and consider SIP services?

     No, current billing is irrelevant to this project.

6. Can you please define the analog devices in the current device chart. Do you plan to leave the analog in place?

     Our current PBX allows me to create analog lines. Some are for cordless phones for media centers and fax lines in other locations.

7. If some of the analog are faxes will you consider a hosted fax solution to reduce/remove the POTS line costs?

     You can list it as a separate line item for consideration. Our goal is to have a solution that relies on as few POTS lines as possible.

8. Does the county prefer Capital or a Reoccurring expense since there is no estimated budget for this project – per the RFP?

     Please review the RFP in closer detail. There is an expectation that there will be a combination of capital and recurring expenses.

9. Are you familiar with NJPAcoop.org purchasing contract? What purchasing contract vehicle do you prefer?

     Yes, no preferences.

10. Can you generalize or estimate a time frame that the project would be awarded?

Please refer to the RFP

11. Can we assume that the 14 locations listed are tied into the Bogan paging topology?
    Nine of the locations are.

12. You put fairly complete specifications for cabling in your RFP. Do you need more cabling installed? Most systems only require the installation of the new phones and then the VoIP call control applications on your HyperV servers. None of this requires new cabling. What do you have in mind?
    The specs are only if any cabling is needed.

13. We also need to know if you intend to provide a managed, PoE switch port for each IP phone. If not PoE, will you have managed switch ports for each IP phone? We'll also need to know how many network ports will not have power so that we can provision in-line PoE injectors.
    We have managed POE+ ports.

14. Do you need any additional managed, PoE switches to support your 1,200 users? If so, do you have any brand or model requirements?
    We have the ports.

15. What VoIP system are you currently running? Is it a cloud-based system or a premises-based system? Do you intend to replace that, incorporate that into the new VoIP system, or expand that into your new VoIP system?
    Currently have a premises-based system. This will be a full rip and replace so any recommendation will be considered.

16. We need to have the model numbers of the Polycom handsets that you are interested in. We also need to know what models of IP (Polycom?) phones you currently have, and if you intend to retain those on the new system or replace them with new phones.
    List any model you wish just list out the features of the handset. We currently do not have any Polycom handsets.

17. Do you need to retain your existing digital and analog phones, or will you want to convert those existing phones to IP phones?
    This is a full replacement of our current system.

18. How do you report location information to E911 now? PinPoint or equivalent service? Are the different locations individually reported to the PSTN now?
    PRI pointing to the schools.

19. What type of PSTN connections do you have now? PRI?   Analog lines? SIP trunks? Combinations?
    PRI and B1

20. Do you have your HyperV servers in more than one data center for reliability? If so, do you intend to install those redundant applications in the other data center?
    No

21. Do you need to retain some analog phones (e.g., elevator phones, loading dock phones) or do you want to convert them all to IP phones? If you want to retain analog connections, please give us a breakdown of the type and location.
Some will need to stay for alarms and elevator ring down.

22. Do you want to retain existing faxes or convert your faxing to a hosted fax solution? Understand that if you move to SIP for PSTN connections those won't support faxes, so you'll either have to keep faxes on analog lines or move to a hosted fax solution.
Please quote both options separate for consideration.

23. Confirm that you have fourteen Bogen overhead paging systems, and provide us the model of the Bogen system at each location. Also confirm that the Bogen interface is a basic analog port.
Nine locations. Bogen model TPU-100B 100watt Amplifier.

24. Do you have any preferred contract purchasing vehicle, or would you be open to any available purchasing vehicle?
No preference.

25. You mention a turn-key installation, but most of our customers tend to set their own phones out—a process that's 95 percent moving furniture and then 5 percent pressing six or seven buttons in a sequence. Self-deployment is a big cost savings thing. Do you want to deploy your own phones?
Please provide the cost of both if you wish the option to be considered.

26. Will all locations that will get a phone will have CAT5/6 or greater cabling?
Yes all cabling is up to date.

27. Will the customer provide any cabling required?
If new cabling is required for your solution, please provide a quote for the cabling in your response. Existing runs

28. What are the Analog devices listed?
Fax, modem, user phones, bell ringers, etc

29. Can a breakdown by type of analogs be provided?
The analog listed are just ports built from an analog card.

30. How many paging zones per site?
One

31. Will the customer be providing the PoE switches?
We do have switching infrastructure available, however, this will be up to specific your proposal.

32. Your RFP states the due date is Tuesday, October 30th. Tuesday is the 31st, can you please clarify.
Tuesday Oct 31

33. Is Office 365 used for email or is the district still using an on premise exchange server, if on premise what version?   **Office 365**

34. Would the district like us to provide server hardware or just the specifications required to host this solution?

   This is a full replacement. It's up to the vender to give recommendations.

35. Are IP Hardware Load Balancers currently in use and if so what brand is being used?

   No, All hardware is going away, vender can make recommendations.

36. What is considered a location for E911, do you consider a location to be a street address or something more specific such as a room number within a building?

   Street address room number within the building along with street address would also work.

37. Would DPS please confirm if the schools WiFi network would be available to cover and connect to the desired location of the desk phones if wired connectivity is not available?

   DPS' wireless infrastructure is available and could be leveraged for VOIP usage if needed at any point; however, wired connectivity is available at all locations where phones are needed, and is preferred.

38. Would DPS please confirm if it has conducted a traffic/busy hour study performed on the voice network, and/or is there an estimation of concurrent calls the school will need?

   DPS has not conducted a traffic study on the current VOIP vlan at any location currently. The concurrent number of calls vary per location, and DPS currently does not have an estimation for this number.

39. Would DPS please confirm if it intends to apply for E-Rate funding for the hardware and monthly service for the VoIP solution requested in this RFP?

   E-rate funding availability is irrelevant to your proposal. The district will not look at e-rate funding availability as "cost savings" when calculating bid pricing.

40. Could you confirm that you are looking for 1 original hard copy and 1 PDF electronic copy on a USB flash drive?

   Yes.

41. Do you have an estimated number of telephone usage minutes that the District currently uses as a whole?

   No.

42. How many DID's (telephone numbers) does the District have, and what are those telephone numbers? **Please refer to the RFP for line counts. The exact numbers are not relevant to your bid.**