

Taos VoIP and Unified Communications RFP Vendor Questions and **Answers**

Proposer's service will include wireless network backup to allow voice to remain active during an internet outage:

Are you requiring backup Internet access?

We are asking for options to provide voice capability if the primary Internet connection goes down.

Is the Internet access at the High School?

Yes

... option(s) for conference calling and transcription:

Please clarify what is meant by transcription.

Digital written record of the call dialogue

Proposer will be expected to support QoS (quality of service) on a primary internet circuit already installed by TMSD:

Please provide the bandwidth and location of the Internet access so that the appliance used for QoS can be properly sized.

600MB at High School NOC

WAN connections to Enos Elementary, Ranchos Elementary and Middle School are at 10G

Call Recording:

Can the District give a total number of phones that need this feature?

2 at each school site and the Admin 12

The respondent will be responsible for wiring connections from the phone system to any communications equipment utilizing the phone system:

Will there be any connections other than to the paging system?

No

Any additional cabling/wiring needed by the respondent to complete the installation should be included as part of the RFP response:

Is there a minimum of one CAT5 cable that can be used for the phone at each location that requires a phone?

Yes, there will be a cable

1. How long of cables will be required from wall to phone? When you say the wall it is assumed that you have an RJ45 outlet there, is that correct?

7'-10' but there may occasionally be the need for 15''

2. How many virtual fax numbers would you be looking at to start?

We are considering a minimum of one per building and another for these Departments at the Administration building Finance, HR, Office of Superintendent, Curriculum, ExPro.

3. What kind of paging system do you have in place today?

We have different paging systems at each school. Two are being replaced with new this summer.

We will try to have this answered by end of the week.

4. You are asking for a QOS solution, Am I correct in assuming this means you don't have network switches with this on them?

We have WAN/LAN switches with QoS capability.

5. In regards to install we can do a \$0 with a slightly higher monthly or pay the install and lower your monthly

We do not have a preference and will consider both options.

- 1. What is the total # User Licenses needed (include every user who will have physical phone or soft phone)?**
- a. Number of admin who will require a physical handset? **Est. all.**
 - b. Number of admin who will require a cell phone app soft phone? **Est. all.**
 - c. Number of admin who will require a browser based soft phone? **Undetermined**
 - d. Number of staff who will require a physical handset? **Est. most.**
 - e. Number of staff who will require a cell phone app soft phone? **Est. 6–40**
 - f. Number of staff who will require a browser based soft phone? **Undetermined**
 - g. Are there any shared space phones to include (conference rooms, courtesy (front desk student use) phones, break rooms, etc?) which are not associated only with a single user? **Yes, collecting final count**

Currently we have 328 users (438 Shoretel Licenses) who have a physical phone. It would be safe to price based on the 328 and give options for adding soft and going soft only.

We have not finalized counts as to which users are physical only, soft only or both.

We welcome pricing structured that will allow TMSD to determine option counts and adjust those counts during the final contract award.

Part of the decision on physical, soft or both will be made based on pricing.

If pricing changes in tiers for the different options, please make that clear in your proposal.

2. Does TMSD prefer pricing for rental or purchase?

We do not have a preference and will consider both options.

3. Is TMSD able to be flexible on the project timeline with regard to number transfers?

If an alternate timeline for any part of the project is required we will consider and factor into the selection.

4. Is TMSD staff or IT director prepared to collect and provide a complete list of user, email, extension, DID and location data as a minimum starting point to contract with carrier?

We expect to have a list of Users, email, current extension (if existing) completed list by the start of project implementation. Though the list could possibly come in stages through June 15th. Specific locations are still being tied to users.

Is TMSD staff or IT director prepared to collect and provide all needed system setup data for district, each site, others, (including dial plans (call flow and routing), fax and conferencing plans/needs, call queues and ring groups, paging system planning for 7 sites, outline user device customizations and additional phone feature setup for all admin phones, as a minimum starting point to contract with carrier?

We will collect and provide the needed system setup data and work with the selected vendor to ensure is current for any changes.

Is TMSD administration and/or IT Director prepared to schedule and provide time for key staff training on various aspects of the chosen platform (faxing, conferencing, changes, etc.) through webinars, on-site training or some combination?

Is TMSD administration and/or IT Director prepared to schedule and provide time for general all-staff training on handset use and call management through webinars, on-site training or some combination?

Is TMSD administration and/or IT Director prepared to schedule and provide time for soft phone training through webinars, on-site training or some combination?

The value-added service of user training, especially tiered, and with options for delivery is encouraged.