**Boone County RFP Q&A**

Optional Pre-proposal Conference Call October 4, 2023

Questions (if any) Due October 9, 2023

Response to Vendor Questions October 13, 2023

Proposal Responses Due November 3, 2023

Proposals Opened at Public Meeting November 6, 2023

Proposal Evaluation Complete November 22, 2023

Announce Apparently Successful Party December 4, 2023  
Complete Contract Negotiations January 22, 2024

New Contract in Place February 5, 2024

1. Will there be any additional information covered on-site or a walkthrough?
   1. We will not be performing a walk through of any of the County buildings. All 7 County buildings are connected through County owned fiber. We already have routing set up between all buildings with multiple VOIP Subnets and redundant internet circuits. The number and locations of phones per building should not matter to the vendors.
2. Can you provide site addresses and an estimate of how many extensions/seats needed per location?

a. How many conference room phones needed per site?

b. How many common area phones per site?

c. How many users with desk phones only per site?

d. How many users with softphone (mobile or PC) only per site?

e. How many users with softphone (mobile or PC) and desk phones per site?

f. Are there any analog requirements per site?

i. If yes, please provide information on how the analog port is being used.

* 1. The 17 Polycom trio we have are the only conference room phones. We do not have any Softphones and do not plan to migrate to them as part of this project. No, we do not require any analog phones as part of this project. We do have some analog lines for specific things such as elevators, fire alarms and such, but we are not intending on changing those lines to another solution.
  2. We can provide addresses after we have chosen a vendor. We do not feel it is necessary information for you to be able to provide a response to the RFP. The inventory in attachment 1 should be sufficient.

1. What current phone system is the County currently using?
   1. We currently have a Mitel phone system, utilizing AT&T’s cloud solution. The bulk of our phones are Mitel 6867i’s with approximately 50 Mitel 6920 phones mixed in.
   2. We have an M800 phone call router and M500 phone config router from Mitel at both of our main buildings. The phones are split 60/40 between those two locations.
2. If the proposed solution will include replacement of existing Mitel handsets, confirm the quantity of handsets and “sidecars/ expansion modules” required.
   1. Attachment 1 indicates 279 desksets
      1. This is correct. There are 279 total desksets currently.
   2. Section 4.02(2) indicates some sidecars are needed, but does not indicate quantity
      1. We currently have side cars on 8 phones in our environment.
   3. Attachment 1 references Current Equipment- and the Make of Mitel for Voicemail Only accounts.
      1. Request confirmation that these 37 extensions are only “virtual extensions/ mailboxes” and that no other user features/ functions, or desk sets are required for those. ( no smartphone or softclient function, or other call routing, just a Voicemail account with voicemail to email routing and transcription)
      2. That is correct. We have 37 voicemail only extension for the road deputies. There are no phones associated with these accounts.
3. Section 4.06(4.f) indicates “The Vendor shall enable and allow, at all times, all the following methods for routine and emergency telephone and email communications between the County and the Vendor: “ (nothing followed)
   1. Request confirmation of “the following methods”
      1. We would expect to be able to log tickets and interact with support staff through Phone, Email and the Website. Our current vendor only allows communication through their website, which has proved to be insufficient when troubleshooting issues.
4. Can you please confirm the addresses of the Courthouse and Justice Center / Sheriff’s Office below?
   1. Courthouse - 310 Courthouse Sq, Lebanon, IN 46052
   2. Justice Center / Sheriff Dept - 1905 Indianapolis Avenue, Lebanon, IN, 46052
      1. Related, is it Boone County’s plan to utilize the Courthouse and Justice Center / Sheriff’s Dep  as “On-Ramp / Off-Ramp” location to the new UCaaS platform and utilize your existing private WAN from routing calls to and from the other county locations?
         1. If so, are there any other buildings also being considered as tertiary “On-Ramp / Off-Ramp” locations?
   3. The County Courthouse and Sheriffs office are considered internally our two main locations as they are the two sites within our environment that have server rooms. They also have their own dedicated redundant firewalls and internet circuits. All County buildings connect to these two buildings through County owned 10gb fiber. The offices at the Justice Center will funnel through the Justice Centers firewalls and the other buildings will funnel through the Courthouse’s firewalls. All of the routing to support this is already set up and in production today.

1. The implementation of an On-premise recording solution is mentioned in section 1.02.  Is there an existing recording platform already being used?  If yes, is this trunk side or station side recording?  If yes, please let us know any additional details regarding the current system if the County wishes to integrate with the new system.
   1. Yes the current recording solution is a product called NICE. Our vendor for this solution is WordSystems. They are recording our current phone system through port mirroring the on-prem routers network port. Being able to successfully integrate with this recording system is a requirement of the response. We will not be migrating to another solution.
2. I need to know how many phones will need to be recorded?  A license is required for each IP phone that would be integrated with your NICE recorder and the hosted solution.
   1. We are already recording all of our Sheriff’s office phones with our NICE recorder, therefore the number of lines being recorded should not matter with regards to responding to this RFP.
3. Please describe your current dial plan? i.e. what number ranges are used for extensions, etc.
   1. We have a combination of ranges. We have several numbers in the 8000 and 7000 range that are either voicemail only extensions or internal only extension. Having said that though, we are fine with migrating these extension only lines to DID’s as needed. We are 4 digit dialing internally.
4. What other ancillary systems will need to integrate with the solution?
   1. At this time, we do not have any additional systems connected to our phone system
5. Please describe a use-case for call delegation so we can understand what is meant by this feature name?
   1. Our 4H Extensions office has approximately a dozen different DID’s. There are three administrative staff that have call appearances of all of the other employees’ lines on their phones. They can both see when the staff are on their lines as well as when a call is coming in on those lines and answer it if necessary. We also have a similar setup at our Sheriff’s office between the admin staff and the senior staff.
6. The RFP states that the new solution must support Mitel 6920 telephones, but also mentions later in the document 6867i telephones. Is the new solution required to support these devices, or will these be replaced?
   1. Our intention would be to replace the 6867i phones with the remaining 6920 phones we have in boxes and/or replace them with a completely new solution. However we do not have enough 6920 phones to replace all of our 6867i’s. So the vendor would be responsible for replacing the remaining phones.
7. The RFP states that the vendor will be responsible for placement of the phones and connection to the switches. How many “new” telephones will be required that are not already placed and connected to the existing solution?
   1. Our intention would be to replace all of the 6867i phones which is a total count of 257 phones. We have 30 Mitel 6920 phones still in boxes and the vendor would be expected to provide the difference.
   2. I would also point out that we would like for this to be an option where a cost is associated with the physical deployment of the phones.
8. Can you provide an estimate of the number of “shared main office lines” that require separate keys on users phones for group answering?
   1. I would estimate in the 25-30 range. It also depends on how your system quantifies a shared line. For example the IT department has 4 lines. We all have each others lines on our phones so that we can grab them as needed. Whereas the Clerk’s office has a main line that appears on every phone and is in addition to their individual lines. Our current phone system handles those two scenarios differently in the programming.
9. Estimate of # of point of contacts for data gathering?
   1. All communication on this project will funnel through the IT Department. Vendors are not to contact anyone in any office directly. Once a vendor is chosen, if a meeting is needed with a specific office or user, the IT department will coordinate and participate in that meeting. There will never be a time where the vendor is working directly with the end users without the participation of the IT department.
10. How is Fax being handled? Is this part of this RFP? Potential for replacing it with eFax? If so, please provide the number of DID’s for fax and an estimate of how many pages per month that would be needed.
    1. We currently have a digital fax solution provided through our Copier contract. Faxing will not be part of this project.
11. Are there any overhead paging at any sites? If yes, please provide what sites.
    1. The Sheriff’s office does have an overhead paging system but it is incorporated into their door control system. Overhead paging is not part of this project.
12. What is the maximum number of simultaneous SIP call paths required to accommodate all phone services for the county that will be on the UCaaS platform?
    1. This the answer we received from our current vendor. The current HVS environment is a 1:1 ratio.  It is not oversubscribed.  So if 300 calls came in, your internet connections would be the only limit.  Clearspan is set up as a 1:1.
    2. Your Transport circuit with us that feeds HVS is 50Mbps.  That would not limit you as you could carry 480 concurrent calls at G711 on 50Mbps
13. How many Tollfree numbers need to be part of the UCaaS solution?
    1. We do not currently have any toll free numbers.
14. How many POTS lines are required?
    1. We do not need any POTS lines for this project.
15. How many DIDs need to be ported?
    1. Please provide the telephone number ranges of the current DIDs so serviceability can be confirmed.
    2. There are around 300 DID’s that would need to be ported over. We will work with the chosen vendor on the range of these lines. We do not feel it is necessary to know the range of numbers to respond to the RFP.
16. Can you please provide more details regarding “Conference Bridge” requirements?
    1. The Courts occasionally require the ability to have a conference with multiple parties, or with an interpreter. This is not a regular occurrence but is a feature we would like to have available as needed.
17. Is this for audio-only, or also for Video and Web Conferencing?
    1. This would be for audio only.
18. Are you considering an on-prem solution or solely looking for a cloud based solution
    1. We are solely looking for a cloud-based solution.
19. Will Microsoft Teams be considered as a solution.
    1. Yes, Teams will be considered however, we will want physical phones for the vast majority of the lines.
20. What is the Software/Firmware version on the Mitel 6920 phones
    1. Mitel 6867i
       1. Platform – 6867i Rev:000
       2. Phone Info – 6.1.0.146
       3. Boot Version – 1.0.1.D
    2. Mitel 6920
       1. Platform – 6920 Rev:  E08 (07)
       2. Phone Info – 6.1.0.146
       3. Boot Version – 2.1.0.2

1. Are you expecting the vendors to provide a detailed description as to how the Mitel 6920 phones will work in their environment.
   1. I believe the purpose of this initial question was to clarify if a vendor was able to get the Mitel 6920 phones to function within their environment but with a loss of functionality would we want that identified in the RFP. The answer to that question is yes. While we would prefer to use the new phones we still have in boxes, we would not want to do so at a loss of functionality. Therefore, any known issues need to be identified by the vendor in their response to the RFP.
2. What cost methodology are we looking for in our responses?
   1. We are wanting an up-front cost of the purchase of any hardware we would need, with a breakdown of what the ongoing monthly/annual cost would be as well.
3. What SLA level are we looking for?
   1. Boone County Government includes the Boone County Sheriff’s office, Jail and 911 center, which are obviously 24x7x365 entities. We are looking for 24x7x365x4hr response to all logged tickets.
4. How many phones will require POE Injectors
   1. We are in the process of deploying several new switches throughout the County buildings, all of which are POE capable. By the time this project kicks off we will only have one office without a POE switch, which will be our 4H Extensions Office. They currently have 12 phones.
5. Section 4.04 references “Special SIP firewalls and other security mechanisms”. With a cloud based solution, request confirmation that the County IT department will be the primary contact for implementing the provided firewall VLANS and rules as provided by the proposer on the existing firewalls and switches to allow traffic, so that no additional external SIP firewalls or routers may be needed.
   1. The County has a very robust environment and will be able to handle any changes needed to the firewall upon deployment.
6. Section 4.13 Performance Expectations. If a Proposer/Vendor does not disclose such information, as the same is deemed as confidential information, please advise if this will affect the rating or acceptance of a bid.
   1. This will not affect the acceptance of a bid however, it will affect the rating. We want to know if there are issues with other customers. Given the critical nature of the phone system to the County we need to make sure that we are providing a reliable solution both from an equipment perspective but also an ongoing support perspective.
7. Attachment #2 – Request confirmation as to what type of coverage or claim this insurance is referencing “Stop Gap/ Employers Liability coverage.
   1. Attachment 2 Clearly states what requirements that we expect our vendors to provide.
8. What level is their existing Microsoft license they have? i.e. G3/E3 or G5/E5?
   1. We have a mix of E1 and E3 licenses currently. All of our deskset users have E3 licenses. All of our voicemail only users have E1 licenses.
9. How do you see the migration?  Is Boone County looking for a hot cut from existing to new system?
   1. I would anticipate this being a scheduled migration over several days. We migrated a building at a time on our last migration and that seemed to work well.
10. What Android/ iPhone apps need to be integrated with the system?
    1. We do not have any iphone or android apps that would need to integrate with the phone system.
11. Please provide an explanation of what is meant by “need to be able to schedule open/closed hours at the number level”?
    1. We want to give our users the ability to schedule their hours of operation. We have several offices that work different hours. For example the Highway works 7-3, the Surveyors just switched to 8-5 and several other offices are 8-4. We also have the Sheriff’s office that is a 24x7x365 operation. We want to give the end users the ability at the extension level to identify when their phones are available to receive calls and when they are not.
12. There is language in Section 4.04 regarding Security. Are you referring to just the security provided on the proposed VoIP solution or are you also asking about options for cyber security?
    1. We are solely looking for security with regards to the VOIP solution.
13. What is the cabling to the stations today?
    1. Can it be re-used? Yes we already have a VOIP solution in place. We are not looking for any additional wiring to be installed.
14. Please explain the statement in Section 4.05, point 4?
    1. Are these the requirements/features needed in the proposed system?
       1. That is correct. We are looking for the listed features in the solution.
    2. Is a “Teams Phone System” required?
       1. No, Teams Phone System is not required. We were simply utilizing it as an example.
    3. Does the proposed system need to integrate with Teams?
       1. No the phone system does not need to integrate with Teams.
15. Do you require a Music on Hold (MOH) solution or just an integration into an existing one?
    * 1. Yes we will require a MOH system as part of this solution.
16. Will the county record the scripts for the Automated Attendants, or will the vendor need to do them?
    1. The County will provide the scripts as part of the project once a vendor is chosen.
17. Section 4.08, point 11 – Can you please explain further what you mean by demonstration of “the toll for each site and provide a report”?
    1. We are looking for the vendor to be able to provide call quality reports on an as needed basis.
18. Section 4.09, point 1 – Is it acceptable for the vendor to provide the capabilities to the County to pull required reports as needed or does the vendor need to pull them monthly?
    1. Yes the County is fine with running their own reports but it would be ideal if the solution was capable of auto-generating a set report on a monthly basis. It would also be ideal of the solution had a ad-hoc reporting solution as well.
19. Is it acceptable for training to be provided remotely?
    1. Is Train the Trainer acceptable?
       1. Yes we are fine with train the trainer and remote training. We also, would prefer if the solution had canned training video’s that we could provide to our end users over time. For example we do have somewhat frequent turnover in several offices. Being able to provide them with a video link to view how the phone operates would be ideal.
20. Is there a Contact Center that is part of this RFP? If so, how many agents and what are the requirements for the contact center – agent functions, reporting retention timeframes, supervisory capabilities, etc.
    * 1. We do not have a contact center.
21. Should Section 4.02 Scope of Services that follow Section 5.01 really be Section 5.02?
    1. If not, should the vendors incorporate these responses with the first Section 4.02?
       1. Yes this should be section 5.02. The numbering is off.
22. Do we need to include any headset options or will existing ones be re-used?
    1. If existing ones will be re-used, can you provide the make and model of them?
       1. We would request that you provide examples of headsets that will work with your proposed solution and their costs.
23. What is the maximum number of parties required on conference calls?
    * 1. I would anticipate in the 4-6 range.
24. How and where do you want pricing submitted? Section 5.01, point 8 and 4.02(5.02) Scope of Services and Cost Estimate for Each Services and Scope of Services was confusing – please explain.
    * 1. We would anticipate receiving a proposal that includes the cost of the physical phones, as well as services listed in section 4.05 section 4. We expect the cost to show the total up front cost of the hardware as well as the ongoing monthly service for the desksets, conference phones and voicemail only lines we currently have in production.
25. Section 5.01, point 7, please provide additional information or examples of reports being requested for representative reports available to County system management.
    * 1. We do not currently have any reports we can share. We are looking for the ability to show common items such as the following.
         1. Incoming/Outgoing calls on a user by user basis.
         2. Departmental breakdown of calls
         3. Call quality/dropped calls