



Peabody Municipal Light Plant

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8/22/17

This document contains answers to questions posed by vendors interested in bidding on the RFP for a VoIP Telephony System, as outlined in the RFP found at www.pmlp.com.

We appreciate your interest in this solicitation and hope that these answers will aid in the preparation of your response. This document will be posted on the Public Bids link on the PMLP website at www.pmlp.com.

- 1.) Q: Would a hosted conferencing system be acceptable or must it be organic/internal to the PBX system?
A: [Though it is not initially preferred, PMLP will entertain this option, as described in the RFP.](#)
- 2.) In reference to the chart in Section 3.1
Q: Are telephone handsets listed digital or analog?
A: [There is a mix of roughly 75% analog, and 25% digital](#)
Q: Also, 75 Analog ports are mentioned; are these 75 analog ports that are in use and will be replaced with the new VOIP system or are these analog ports being reused?
A: [Analog phones will be replaced. PMLP may retain a small number \(~10\) of analog lines.](#)
- 3.) Q: What are PBX, E911, and Call Accounting Resiliency Requirements at the referenced future 5-10 remote locations?
A: [PMLP does not currently have hard requirements for these remote sites.](#)
- 4.) Q: How many MAC softphone users will there be, if any.
A: [Zero](#)
- 5.) Q: Is there any particular requirements for the VoIP phones to have touch screens.
A: [No](#)
- 6.) Q: How many simultaneous remote workers must the solution support?
A: [There is no current requirement for a minimum simultaneous number.](#)
- 7.) Q: In reference to Section 3.1; it states new system must support SIP trunk simultaneously with existing PRI. Is the Vendor required to quote proposed SIP trunking as part of the response? If not, how many SIP trunks / simultaneous SIP sessions must the solution meet?
A: [No. There is no hard requirement for SIP trunk numbers or simultaneous SIP sessions.](#)
- 8.) Q: How many people need to own/host their own Web-sharing conference room?
A: [There is no hard requirement for this number.](#)
- 9.) Q: In regard to the requirements of Session Border Controller:
Will the Customers virtual environment be able to support virtual instances of Session Border Controllers (SBCs). If so, are you willing to deploy the SBCs in your virtual environment or do you require physical SBCs? If the Customer requires physical SBCs, is an HA option mandatory or is the Customer willing to assume risk in a single instance deployment?
A: [Yes. PMLP will entertain both virtual and physical SBCs.](#)
- 10.) Q: How many Contact Center Supervisors are there in the environment?
A: [<5](#)



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- 11.) Q: Regarding your conferencing / Video Needs:
Will users inside your organization be required to join via video? If so, how many and from what device(s)? Will users outside your organization be required to join via video? If so, how many and from what device(s)? Are you looking at integrating with other video? How many conference rooms do you have? Are you looking at acquiring any video conferencing systems and or conference room phones? If so, how many?
A: No. N/A. No. N/A. No. 5 Conference Rooms. 5 Conference Room Phones are needed. Video is not a requirement.
- 12.) Q: Regarding your logging/reporting needs, are you looking to have this capability for all users or just contact center agents?
A: All calls should be logged/reported on. Only a handful of people will have access to the info.
- 13.) Q: Reading the RFP, there seems to be an element of a contact center functionality. Can you please describe that environment in detail and how you utilize it to interact with your customer? How many users would you classify as Contact Center Agents and Contact Center Supervisors?
A: PMLP has a Customer Service department that fields calls from customers during business hours. That department is <10 people. During off-hours, PMLP's main phone line is redirected to a Night Person who is part of a 5-person rotating crew. This crew works 365 days per year, 24 hours per day. Currently, customer calls that come in after hours will go to a member of this crew, who will advise the customer to call back during regular hours, or will patch them through to a voicemail.
- 14.) Q: Are you utilizing or plan on utilizing a CRM? If so, are you looking for integrating the CRM with your PBX, i.e. screens pops?
A: PMLP has a Customer Service Department, but no current CRM system.
- 15.) Q: Can you please describe your outbound notification process to your customers and what, if any, measures you would be looking to add to this process in the future?
A: PMLP communicates to customers via phone calls, email, sms messaging, Customer Portal information, as well as bill stuffers, mailers, and newsletters. At this time, it is not a requirement for any new methods for outbound communications.
- 16.) Q: In reference to Section 3.2; will Customer be enabling UM in their exchange environment or are they looking for the Vendor to quote out a separate VM system? On the FeatureSet spreadsheet, should that reflect UM capabilities or proposed Voicemail organic to the PBX?
A: PMLP intends to utilize Active Directory to enhance Contacts and SoftPhone calling capabilities. PMLP does not currently have this ability, and would be looking to incorporate this integration as part of the VoIP Systems proposed by vendors.
- 17.) Q: In the overview and Addendum 6.1, multiple maintenance questions are asked. What is PMLP's desired maintenance agreement to be quoted initially? I.e. 3 Years, 24x7, 4 Hour parts replacement.
A: The RFP asks for multiple maintenance options, as the vendors see fit. PMLP intends to choose the best value on all aspects of the VoIP System, including the best maintenance option laid out by the chosen vendor.
- 18.) Q: Is PMLP interested in an OPEX purchase of this solution. If so, over how many months? Section 3.1 states PMLP will be looking to scale this solution to 5-10 remote locations. For the initial proposal, is PMLP looking for pricing to replace the current end user spectrum as shown in the chart? Is PMLP evaluating what the cost would be for the proposed solution to scale to these remote locations?
A: PMLP is not opposed to, but does not prefer, an OPEX purchase. Vendors who believe their OPEX solution is best, should quote both OPEX and lump sum bids for best overall evaluation. For the initial solution, PMLP does expect pricing to replace the current end user spectrum as detailed in the RFP. Due to the pricing request being somewhat "a-la-carte", PMLP will value pricing on expansion to our remote locations, but pricing will be for future implementations, and not for initial deployment.
- 19.) Q: Can you provide the Avaya Sold-To Number for the main location for PMLP?
A: No



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- 20.) Q: Do you have any conference rooms where you would need a conference room type, "aka Polycom," phone possibly with expansion mics?
A: Yes, 5 conference rooms.
- 21.) Q: Do you have any phones that need to be wall mounted?
A: Yes
- 22.) Q: Is there a 3rd party paging system that needs interfacing with the new PBX?
A: Yes
- 23.) Q: Is faxing a requirement with the Unified Messaging capability?
A: Users will need a way to send and receive FAXes. This can be soft FAXing/UM capable.
- 24.) Q: Is Audio Conferencing a requirement and if yes, how many participants to support per conference?
A: Yes, for Conference Room phones, plus 5-10 advanced users. 20 participants per conference call is a fair estimate.
- 25.) Q: The RFP mentions having SIP trunking capability, should we outfit the new system for SIP trunking or just make sure it has the ability to expand to SIP trunking?
A: PMLP intends to utilize BOTH SIP trunking AND a PRI Circuit simultaneously for failover. This is a requirement.
- 26.) Q: How many concurrent sessions are required?
A: PMLP will work with the chosen vendor to adequately size concurrent sessions, after the RFP is awarded.
- 27.) Q: Is there just a single data center for the equipment or is there a second data center location that we can already leverage for redundancy?
A: Single Data Center. However, Redundancy (in this instance) is not synonymous with Disaster Recovery. PMLP does not require an additional off-site replica of the system for this purpose. Only that any single point of hardware failure is remedied by a secondary failover component. Both components (primary and failover) may reside in the same Data Center.
- 28.) Q: Can you provide the approximate square footage of the main location for PMLP, for E911 purposes?
A: PMLP's headquarters at 201 Warren St. Extension, Peabody, MA. 01960 is approximately 32,000 Square Feet.
- 29.) Q: It was stated in RFP you would like all new PBX software/apps running on PMLP provided VMWare. What is your version of VMWare?
A: VMWare 6.5
- 30.) Q: How many phone handsets are required in your office? What about additional offices, home offices?
A: This is unknown. PMLP intends to offer its users the choice of softphones or handsets. No additional offices or home offices are included in the initial buildout.
- 31.) Q: How many basic user phones versus executive phones
A: PMLP intends to choose the best mix of basic vs. executive phones. But as an estimate, 20% executive, 80% basic.
- 32.) Q: Do you need us to provide conferencing phones/do we need to reuse any conferencing phones?
A: Yes. Yes, PMLP wishes to continue to utilize 2 existing PolyCom Duo Conference Phones.
- 33.) Q: What are you using for a Conferencing Solution?
A: None



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- 34.) Q: Do you have multiple employees sharing phones? (Usually shift workers with a shared station.)
A: [Yes, but only a small few.](#)
- 35.) Q: How many total voice mailboxes do you require?
A: [50-100](#)
- 36.) Q: Will your phone system be located in your current or new office?
A: [Current Office](#)
- 37.) Q: Who is your telecom provider?
A: [WindStream](#)
- 38.) Q: How many trunk lines (simultaneous calls) does your current system or desired system support?
A: [5-10](#)
- 39.) Q: How are the current carriers' trunk lines provisioned today, using Analog, PRI, or SIP?
A: [PRI](#)
- 40.) Q: If you're currently using a VoIP system, are your voice services on an MPLS network? (for multiple location organizations)
A: [Not currently using a VoIP system](#)
- 41.) Q: What bandwidth speed are you currently getting from your ISP?
A: [100M](#)
- 42.) Q: Do you have any other offices or people who work remotely that you want connected to the system?
A: [Refer to the RFP for remote offices. It is PMLP's intention that at some point in the future, we will direct connect to the remote sites via a private fiber installation. Having a single basic VoIP phone at each remote site will be our desire.](#)
- 43.) Q: Do you currently have a call center with calls being queued for agents?
A: [No. We have a live receptionist who directs every call.](#)
- Do the agents log in to and out of a call group? [Not currently.](#)
 - How many call center Agents and Supervisors? [None currently.](#)
 - Is it an Inbound only or Inbound/Outbound call center? [Inbound calls.](#)
 - Any requirements for Webchat or Fax Queues? [No specific requirement.](#)
- 44.) Q: Do you have Call Recording requirements? If so, Ad Hoc or Full Time Recording? For Full Time Recording, How many Calls Per Day, Average Duration, and how long do you want to store them?
A: [Yes. Both Ad-Hoc and Full Time as PMLP sees fit on a per-user or group basis. PMLP has no current estimates on calls per day or average duration, as we have no current metric to track this. Retention should be somewhere between 30-90 days.](#)
- 45.) Q: Do you have employees that will require integration of a mobile device? If so, what type of devices? How many users? Do they require basic Mobile Twinning/Forwarding or full integration with Unified Messaging, Outlook Integration, Mobile over WIFI, and Extension Reassignment? Do you have International Mobility expenses?
A: [Yes. iPhones and Androids. 10-30 users. Some require basic. Others require full integration. No International Mobility.](#)
- 46.) Q: Do you have any need for analog handset/fax machines support on the phone system and if so how many? How many Ethernet cable drops do you have to each workstation?
A: [Yes. 5-10. Ethernet drops exist to all user workstations, offices, cubicles, and conference rooms, but not all phones.](#)



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- 47.) Q: Do the phones need to support gigabit network?
A: [Yes](#)
- 48.) Q: Do you have POE or UPS requirements or should Onepath include either of these in a quote?
A: [Inclusion is always best. PMLP can review and choose to include or exclude as best value.](#)
- 49.) Q: Are you utilizing any virtualization? VMWare or Hyper V?
A: [VMWare 6.5](#)
- 50.) Q: Are you interested in financing the project?
A: [No](#)
- 51.) Q: In the event that your organization decides to move forward with a Shoretel solution, what is the estimated/desired time frame for implementation?
A: [Late November/Early December 2017 with a hard completion date limit of no later than December 15th, 2017.](#)
- 52.) Q: How many conferences will take place at the same time & how many participants per conference?
A: [As an estimate, 3-5 simultaneous conferences with 2-20 participants each.](#)
- 53.) Q: Do you require meet me conference or a conference that can be scheduled with PIN codes?
A: [Not a requirement, but it will add value.](#)
- 54.) Q: How many users will require a mobile license?
A: [10-30](#)
- 55.) Q: Do you require a Contact Center (ACD)? How many agent licenses? How many groups?
A: [Not required, but will add value. Unknown agents and/or groups.](#)
- 56.) Q: How many Supervisor licenses?
A: [<5](#)
- 57.) Q: Analog ports (75) are these located in the same building?
A: [Yes](#)
- 58.) Q: If the Analog ports are in more than one building, how many analog ports per building?
A: [Not Applicable](#)
- 59.) Q: What type of overhead paging is being used?
A: [Valcom](#)
- 60.) Q: Is there paging in more than one building?
A: [No](#)
- 61.) Q: Please elaborate on the two way audio doorbell operation.
A: [PMLP has an employee entrance that has security card access. When an employee forgets his/her badge, there is an intercom with a button on it. The employee hits the button and talks to a 24x7 dispatcher upstairs. The dispatcher may then buzz the employee in. For this RFP, PMLP is only looking to wire the communication over Ethernet, not the door control mechanism. If this is not possible, vendors should note it as such. This is not a critical requirement.](#)



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- 62.) Q: Are the satellite locations to be included in this bid? How many locations?
A: Future pricing for satellite locations is requested. But will not be part of initial implementation. 5-10 sites.
- 63.) Q: What is the data connectivity to these locations?
A: Currently, no connectivity. In the future, PMLP intends to lay private fiber connections to each location.
- 64.) Q: How many phones at each location?
A: One
- 65.) Q: Do you require the satellite location to be survivable in case of a loss of WAN to the main location?
A: PMLP would want to look at pricing for both a "Yes" and a "No" answer to this question (for future consideration).
- 66.) Q: E911, what are you looking for?
A: Site location for main building, GPS for mobile users and future remote sites (since these sites have no address).
- 67.) Q: Describe your E911 scenario?
A: A user needs help. The user dials 911. Help arrives at the location (address or GPS) sent to the 911 dispatch facility.
- 68.) Q: Describe what a standard business phone should look like?
A: At minimum, it should have a handset, buttons, speaker, microphone, display, cords, and voicemail lamp.
- 69.) Q: Describe what an enhanced business phone should look like?
A: At minimum, it should have a handset, buttons, speaker, microphone, display, cords, and voicemail lamp.
- 70.) Q: Do you require a network assessment? A comprehensive Network assessment are typically billable and can range from 8000 to 15 000 dollars.
A: Yes, but only for the purposes of fitting the proposed VoIP System into PMLP's current architecture.
- 71.) Q: In the RFP your description of ACD is (Employees should be able to log in to any phone or PC softphone and have calls routed to them along with their user profile and functionality set.) This description is typical of hot desking. An ACD is normally a subset of users that take calls for orders or billing or the IT staff and they get queue messages and reports based on agents, queues abandon calls. It needs to be licensed per agent.
A: Ok
- 72.) Q: Hot desking is ability to go to another user's phone and enter a code and have your calls along with your user profile sent to this phone. Now this phone is your extension with all the functionality you have at your desk. This feature is included in our VOIP system.
A: Ok
- 73.) Q: Please clarify the building loss of power statement on page 10 under Redundancy /Failover. Is the network still up? Is Your Host servers that are housing the VoIP phone system still working?
A: This is two-fold, but separate instances. In the first instance, only a single component fails; specifically, a component necessary for the VoIP system to function. This is typically a piece of hardware or virtualized hardware. In this case, PMLP expects that each proposed vendor will have a built-in automatic failover to a backup piece of hardware or virtualized hardware that will seamlessly pick up where the failed component left off. This is a requirement. In the second case, there is a building power failure. This scenario would result in all electrically powered equipment to fail. This includes phones, printers, PCs, Servers, lights, etc. In this case, PMLP understands that the main VoIP system will also not be functioning at 100%, but expects an emergency subset of phones to be working. As stated in the RFP, it is acceptable for several POTS lines (powered remotely from the carrier office) to be the emergency subset of working phones. This is how PMLP does it now. But this method is not the requirement. PMLP only requires SOME WAY for an emergency subset of phones to work in a total building power outage.



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- 74.) Q: Will your network have POE switches and voice enabled switches and routers.
A: [Yes](#)
- 75.) Q: How many users require Enterprise mobility?
A: [10-30](#)
- 76.) Q: Is your network capable of QOS?
A: [Yes](#)
- 77.) Q: Is there a cat6 cable to every phone location?
A: [No. There is a cat6 cable to every cubicle, office, and conference room, but not to all current phones.](#)
- 78.) Q: Do all the horizontal cables that go to the jacks go back to a common data room?
A: [Yes](#)
- 79.) Q: Do you have rack space in your data room?
A: [Yes](#)
- 80.) Q: Are we required to provide a 4 poster rack?
A: [Not required, but if the proposed solution requires more than 24U, then a new rack may be necessary.](#)
- 81.) Q: Do you have UPS available for the PRI and analog station gateways we are proposing?
A: [Yes](#)
- 82.) Q: Explain your time of day usage?
A: [While PMLP will entertain new "Time of Day" criteria, our current setup includes restricting some extensions from dialing long distance during certain times of the day, and/or days of the week. In addition, certain extensions are not allowed to make any long distance calls at all, regardless of time of day, or day of week. These criteria typically work with a COR, Class of Restriction, to allow/disallow certain groups of extensions the same privileges.](#)
- 83.) Q: In Overall Section 3.1, you ask for 75 analog ports. Can you be more specific on the purpose of those analog ports for further in the RFP it mentions 100 user licenses?
A: [The 75 current analog ports are currently used for a combination of 75 devices \(Phones, FAX, etc.\). 100 licenses because PMLP has 25 digital lines as well.](#)
- 84.) Q: In section 3.2, the RFP states "or offer equivalent replacements". Will PMLP release a copy of the latest Windstream bill to provide alternative solution?
A: [Not to bidders. But yes, PMLP will share/review the Windstream bill with the winning vendor.](#)