

## Telecommunication (Phone equipment/system)

### Q & A

1. **Q.** Do you want to expose the 8 lines on all phones?  
**A.** No, just the main numbers should be exposed.
  
2. **Q.** What model system are you using now?  
**A.** Nortel Norstar in Auburn, not sure of the model number. An ancient 3Comm VOIP PBX in Roseville. Not sure of the model number.
  
3. **Q.** Do you want speakerphones to be Duplex or simplex?  
**A.** Duplex.
  
4. **Q.** Do you want LCD's on all phones?  
**A.** Yes.
  
5. **Q.** Do you want a 5 year parts and labor warranty?  
**A.** Yes.
  
6. **Q.** Are the two analog extensions for conferencing room Polycom's or faxes?  
**A.** For Polycoms, though there might always be the chance we could use them for a fax.
  
7. **Q.** Will the voice cable be on a patch panels or 66 blocks...can we specify?  
**A.** All cabling will be done over data networks. Cat5E will be run throughout the office, so everything will already be wired to a patch panel. If you have other wiring needs, that will need to be included in your bid.
  
8. **Q.** You want all new equipment with the latest version of software? Can we provide a carrier cost (service provider)?  
**A.** Equipment should be no older than 2012 and multiple bid options are welcome (new and refurbished).

If you offer phone service you will definitely be able to bid on the service provider portion that is scheduled to be released on June 16<sup>th</sup>.

9. Q. What does “Cost to attend a 2 hr. bidders conference for phone service (answer questions) mean?”
- A. When the bid for phone system is awarded, we will need the awardee to come in for the phone service bidders conference to assist in answering questions regarding the equipment/system compatibility with phone service.
10. Q. Will there be a minimum of two cables installed per location.
- A. Yes, there are two CAT5e cables installed at each station.
11. Q. Will the questions answered at the pre bidders conference be shared with those unable to attend?
- A. All questions and answers from bidders conference will be available on website Q & A no later than June 5<sup>th</sup>.
12. Q. Are 32 lamped keys for the two receptionist stations enough?
- A. Yes they would be more than enough; we most likely only need 24.
13. Q. How many lamped buttons do you want on each phone besides two answer points....6? 12?
- A. 6 to 12 buttons would be sufficient, you can specify in the bid recommended option.
14. Q. Are you going with SIP trunks or PRI?
- A. Whatever is the most cost effective, we would need the bidders input to know what the phone system can handle, what type of cards we would need, etc.
15. Q. Is the T1 coming in for the whole building?
- A. No, It's specifically for our suites.
16. Q. You would be getting your own circuit brought in for your data?
- A. Yes, we already have DSL with Consolidated Comm. and that's been separated because the T1s were not capable to handling our data traffic and it was more costly.
17. Q. Did you say DSL?
- A. Yes, it's the high capacity fiber optic one, it's 10 up & 50 down.
18. Q. If you go with SIP trunks, can we provide the SIP trunks ourselves?
- A. That would have to be part of the telecomm system bid.

19. Q. Will we be able to access your data network, if you have a circuit come in and you have 10 up and 50 down?
- A. I would not recommend using our current data; it would need to be a separate circuit. We roughly have 20 stations used by customers and it pulls a lot of data down and we don't want an overload of the circuit.
20. Q. Are the people utilizing the system mobile or are they only in the office?
- A. Not necessarily, there are some that are away from the office often and might need access to the system through their cell phones or home phones.
21. Q. Would this impact the cost of the equipment?
- A. Usually the equipment is separate from the type of services that are provided.
22. Q. What system do you currently have in Auburn location?
- A. Nortel and in Roseville is an ancient 3COMM.
23. Q. You mentioned VOIP?
- A. We would like to be able to use our current internal data structure, data network.
24. Q. You would have 1 network or 2 separate networks?
- A. We have 1 we can do 2 separate networks but we would have to buy extra equipment for it, as long as we know that we need them we can order them ahead of time, but that would increase the overall project cost and be a consideration in the award.
25. Q. Is the equipment capable of receiving and sending text messages? Is this a service we need to acquire from phone company? [GSJTA].
- A. Highly unlikely [Bidders].
26. Q. Will this be done in one phase?
- A. Yes, although we can start with one suite and then set up the other one.
27. Q. Would you consider POE switches?
- A. I would rather not use POE switches, if we need them then I'll have to purchase a lot more equipment, and that would increase the overall project cost and be a consideration in the award.

28. Q. Are you able to transfer budgets between the VOIP so you can acquire equipment for the POE switches?
- A. We can offer something that you can use older equipment pre 2012.
31. Q. What would the meeting on June 23<sup>rd</sup> be about?
- A. That would be the bidders conference for the phone service.
32. Q. What's your go-live date estimate?
- A. It was between late August and first week of September but dates have been pushed out and it's estimated to be ready by October.
33. Q. Are you planning on throwing all the cabling into the IT room area or are you using other area?
- A. We will terminate the cabling from the other site and use the ladder they will have their own patch panel.
34. Q. You are asking for a 5 year warranty? Is that manufacturer's warranty?
- A. 5 years would be ideal, and no it doesn't matter as long as you're able to provide the parts if needed for the equipment.
35. Q. Are you willing to look into and entertain a hosted system?
- A. It's a possibility but we would need to run a separate data going through the phone system, it would depend on how it would impact our current data network.
36. Q. The concept is to keep the phone system completely separate from the data network correct?
- A. Yes, from the internet portion.
37. Q. You currently have a T1 that can handle 1.44, each line uses 90k so 24 phones exceeds the 1.44
- A. The 24 phones won't be used at once, they might use 3-6 phones at a time, they receive ½ dozen calls and hr. it's not a high call volume.
38. **Correction – Page 2 – submittal email**  
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