



**Solicitation Information
July 24, 2014**

Addendum #4

RFP # 7548865

**TITLE: DESIGN & IMPLEMENT NEW VoIP SYSTEM
DEPARTMENT OF THE ATTORNEY GENERAL**

Submission Deadline: Thursday, July 31, 2014 @ 2:00 PM (Eastern Time)

ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES. THESE QUESTIONS WERE RECEIVED TIMELY, BUT NOT INCLUDED IN ADDENDUM #3.

**GAIL WALSH
CHIEF BUYER**

RFP # 7548865 Questions

1. It doesn't state in the RFP that a vendor cannot respond with multiple manufacturers (separate proposals/bids)... Will more than one bid per vendor be accepted for consideration?

Yes. Proposals must be submitted separately.

2. Because you have an old Definity system now you are eligible for Upgrade License pricing if you stay on an Avaya platform. Can you supply the following reports so that we can see the existing licenses owned and configuration... These reports will also help us understand how we can interface the new PBX system with the existing during the phased roll-out schedule.
 - a. Display System-Parameter Customer-Options
 - b. Display Capacity
 - c. List Config All
 - d. List Trunk

N/A

3. What is the release of your VMWare environment? Can we consider your VMWare environment to run PBX, voicemail and/or applications or should everything be on physical servers?

No, the vmware environment is not to be leveraged.

4. For the interface between the new PBX system and existing Legacy system during the phased roll-out schedule you specify to maintain both extension-extension dialing and shared trunking. Can the voicemail systems be separate during this transition?

No

5. Can you explain the trunking requirement for each of the locations – SIP, PRI and Analog?

N/A

6. Phone Types – the RFP asks for a 300 user system but will all receive the same IP Phone type or should there be a mix depending on job or function? Executive Phone, Standard User Phone, Common Area Phone, etc. Please explain.

A mix of phones will be required

7. Any Conference Room phones and sizes for conference rooms?

30 Conference Room Phones needed

8. Any wall mount phones required?

Elevator

9. Any Analog, Fax or modem requirements, basically how many analog extension ports needed?
Unsure of exact amount
10. Are there any Call Center or Call Recording Requirements?
Yes
11. How many Mobility Users are required?
100
12. Is Softphone a requirement and how many softphone users required?
No
13. What smart phone devices are being used by your remote workforce that require the Mobility applications?
Iphone / Android
14. Is an Attendant Console position required and if so – physical hard phone or a soft attendant client?
Yes, Physical hard phone
15. What is your existing network and PoE switches for all locations?
16. Our understanding is that you are responsible for all Cat 6 cabling, network to support VoIP, PoE switches for all locations? Please confirm.
This information will only be supplied to the awarded bidder
17. Will you supply the UPS and power for all locations?
No, this is the vendor's responsibility
18. Is the Dept of the Attorney General currently using Microsoft Exchange Server? If so, what version(s)?
Yes. Exchange 2010
19. -Is the Dept of the Attorney General currently using Microsoft Office Professional? If so, what version(s)?
Yes. Office 2007
20. -Is the Dept of the Attorney General currently using Microsoft Lync? If so, what version(s)?
No
21. -What versions of Microsoft Windows are currently in use?
Windows 7

22. -What mobile device operating systems should be supported by the new platform?
N/A
23. -What is the breakdown of the number of users per location?
Main Office (Both buildings)– 200 user handsets, 2 Operator, 25 conference
Garrahy Complex - 2 user handsets
Kent Complex – 15 user handsets, 2 conference
Newport Complex – 4 user handsets
Licht Complex – 13 user handsets, 2 conference
Washington Complex – 5 user handsets
24. -Are redundant WAN links present at any/all locations?
No
25. -Is it possible to provide a high-level network diagram?
No
26. -Is it possible to provide details regarding existing voice circuits? (locations, type, number)
No
27. -Does the Dept of the Attorney General require softphone location tracking for E911 purposes?
No
28. -Does the Dept of the Attorney General have any IP phone feature requirements?
N/A
29. -Can the Dept of the Attorney General provide any insight as to the reasoning behind the ‘voice mail box to reside at each RIAG remote location on a physical appliance’ requirement?
N/A
30. -Would the Dept of the Attorney General consider a solution that does not meet the Mobile User requirement “Users must transparently roam between wireless and cellular 3G/4G without losing a call and without any manual intervention”?
No