



# County of Inyo Request for Proposals (RFP) RFP-IS-1901

## Inquiries and Responses for Phone System Replacement Project September 2018

### **Administrative Information**

The County of Inyo Information Services Department, through the Office of the County Administrator, is sponsoring this project, and the County of Inyo Information Services Department is managing the project. Respondents are specifically instructed to not contact any elected officials or other County employees for meetings, conferences or discussions related to this RFP. Unauthorized contact with elected officials or County personnel may result in rejection of the respondent's RFP response.

### **Inquiries and County Project Contact**

Scott Armstrong, Information Services Director  
County of Inyo  
P.O. Box 477  
Independence, CA. 93526

Phone: 760-878-0390  
Fax: 760-872-2712  
Email: [sarmstrong@inyocounty.us](mailto:sarmstrong@inyocounty.us)

All inquiries should be directed in writing via email to Scott Armstrong, Director of Information Services, County of Inyo. The closing time for inquiries related to this RFP is October 24, 2018 at 4:30 p.m. All inquiries and the associated County responses will be posted on the County website. Interested parties are cautioned that the opportunity to obtain additional information should not be viewed as a sales presentation opportunity.

## Inquiries with associated County responses:

### Inquiry #1, October 1, 2018:

1. My familiarity with County and Local RFP's leads me to believe there are several sites involved. Is this correct? If so how many?
  - Yes. We currently have approximately 30 locations throughout the County.
2. Are you looking for a VoIP solution? This would best fit the description of your needs and would also solve most of your challenges.
  - We do not have a requirement for any specific type of solution, but we expect most proposals to be IP-based telephone solutions.
3. If "Traditional" digital and analog are needed are there counts by building available?
  - We are not expecting a fully "traditional" digital or analog solution, but we may need a very small number of analog lines for emergency communications. We do not currently have a specific number of analog lines per building that might be needed.
4. Is there a data network at all sites and will this be available for use to communicate hardware between sites?
  - We have County network connections to approximately half of the current locations with 4 point-to-point VPN connections and 7 Internet VPN connections. We have 4 or 5 locations that only have Internet access with no logical connection to the County network. Our long-range plan is for all County locations to have full-time physical or logical access to the County Network.

### Inquiry #2, October 1, 2018:

1. What style handsets are you calling out? We see Qty 500 but don't know which type. Most manufacturers have 5-8 styles depending on # of buttons, screen, color etc. and unless you specify you won't get bidders supplying similar types.
  - We intentionally did not specify styles of handsets with respect to buttons or interfaces. You are welcome to propose multiple handset options to make it easier for us to compare like proposals and to determine which styles would work best for us, but we are interested in the following:
    - *At least three different styles of phones: desktop phone with speakerphone capability, wall-mount phone with speakerphone capability, and conference phone. ADA-compliant telephone handsets and system options must be available as needed.*
    - *The telephone handsets must have a consistent interface.*
2. Are Managed POE Switches in Place or will you need to upgrade your network?
  - Managed POE switches are not in place at the moment and we may need to upgrade our network to support the solution that we select.
  - The proposal must include the following information:
    - *Describe any additional network infrastructure needed to support the proposed solution that is not included as part of the proposed solution.*
3. Resiliency or Redundancy? Will you require this and if so how many sites do you have and what level of either do you want at a minimum?
  - We currently have 30 different County locations but only 1 datacenter in the County. We expect to have a new (additional) datacenter within 2 years. If we select an on-premises solution, we would plan to have redundancy between the two datacenters.
  - If we select an IP-based solution, we may need 1 non-IP phone line at each of the locations for emergency communications in the event of an outage, but those phone lines don't necessarily need to be part of the proposed solution.
4. What's the LAN/WAN look like from a bandwidth perspective? Will you require a network assessment?
  - Our core network bandwidth is 1Gbps.

- Our egress bandwidth to the Internet is 100Mbps.
- 5. Dial-tone? PRI or SIP or POTS lines? How many per site?
  - We do not have call volume data available to us, so we would have to estimate the number of circuits, trunks or lines coming into the phone system if we select an on-premises solution.
  - We expect the proposals to include a description of any infrastructure needed to support the proposed solutions.
    - *The phone system must be able to route calls between County office extensions without incurring long-distance charges.*
    - *Members of the public must be able to call a local County office phone number and be routed to any other County office extension without incurring long-distance charges.*
    - *Describe any additional network infrastructure needed to support the proposed solution that is not included as part of the proposed solution.*
- 6. Contact Center needs? Are there any? If so how many agents and supervisors?
  - We do not currently have a need for a centralized contact center or switchboard.
- 7. Call Accounting needs....is there one per Dept.?
  - Call accounting should be centralized in the Information Services (IS) department, as we are an Internal Service Fund organization. IS should be able to use the call accounting system to generate reports to support billing by departmental accounts.
    - *The phone system must be able to generate telephone usage reports to support Internal Service Fund billing.*
- 8. Mobility needs? How many users would like integration to smartphones?
  - The number of users who will need integration in the future is not currently known, but the proposed solution should support integration with both computers and cellular phones.
    - *Phone service and voicemail should integrate with computers and cellular phones to support a mobile workforce.*
- 9. Unified Communications? Will you want this interface for PC's, laptops or tablets? If so, how many users and what level?
  - The number of users who will need integration in the future is not currently known, but the proposed solution should support integration with both computers and cellular phones.
    - *Phone service and voicemail should integrate with computers and cellular phones to support a mobile workforce.*
- 10. Analog devices? Will you require any to interface to the system at all? If so how many?
  - It is likely that we will want to interface some analog devices to the system, but the number of analog devices, primarily fax machines, is not currently known. We will also be working to reduce the number of analog devices over time.
- 11. Hosted or Private VoIP solution? If private do you have a virtual infrastructure and if so what do you have (VMware etc.)?
  - We do not have a requirement for either a hosted or on-premises solution.
  - We do not have a virtual server infrastructure.
- 12. Do you ever purchase off Govt. Contracts, i.e. NASPO/WSCA or GSA? The contract allows you to buy right off the contract as they satisfy the bid requirements that Counties have.
  - We are able to make purchases using government contracts.
  - We will proceed with the competitive bid process in order to get a broader look at the different types of telephone solutions on the market today and to have better County involvement in the selection of our eventual solution.
- 13. Do you want to lease the equipment or cash purchase (capital acquisition)
  - We do not have a requirement to either lease or purchase.
- 14. Timeline for decision/install? Short list? Ballpark demo dates?
  - We will evaluate the proposals as soon after the closing date as is practicable, and we will follow up with vendors for any needed clarification and potential system demos based on our determination.
    - *The project work is not expected to begin until January 2019.*

Inquiry #3, October 2, 2018:

1. Is there a desired project completion date?
  - No.
    - *The project work is not expected to begin until January 2019.*
2. Does the County have a preference for California-based companies?
  - No.
3. Is there a planned pre-proposal conference?
  - No.
4. Who is the County's current provider?
  - Frontier.
5. What is the current inbound and outbound minutes usage?
  - Call volume data is not available to us.
6. How many physical locations comprise the total installation requirement?
  - The County has approximately 30 different buildings that will need to have telephones.
7. If a pre-award "finalists" meeting is required can it be accomplished via a web-based conference capability?
  - Yes.
8. With respect the E911 requirement, to what level of geographic location is required; address only?
  - Address-only location information would suffice for several of the smaller locations, but it would also be useful to have address and room number information for our larger buildings.
9. Is your existing phone system totally analog?
  - No. Our current phone service is a combination of digital and analog lines.
10. Are you porting fax numbers? If so, how many?
  - We have not yet determined whether we will be porting fax numbers into our new phone solution.
  - We have approximately 50 analog fax numbers throughout the county, and we will be working to reduce the number of analog fax machines over time.
11. Are the all Cell phone types being used IOS/Android smart phones?
  - iOS and Android cellular phones are the only smart phones that we expect to integrate with a new phone system.

Inquiry #4, October 3, 2018:

1. Is there a group of people that will be managing the new platform or is it basically just you?
  - We have a team of 3 or 4 people in the department who will manage the new platform.
2. Do you have any type of specific vendor or platform in mind i.e. Cisco, Mitel ShoreTel?
  - We do not have a preferred vendor or platform in mine.
3. Will you be implementing the set up and install yourself or would you use our services?
  - We will consider whether we need implementation services depending on the solution that we select.
4. Any other relevant information for this project?
  - No.

Inquiry #5, October 4, 2018:

1. Is the County currently supported by PBX systems? If so, what are the current PBX systems that support the County by manufacturer and model and by location? Please provide the name and address of each building. If PBX systems are not in use, is the County supported by CentraNet Service?
  - No. The County is a Frontier Centrex customer with no on-premises telephone switching equipment.
2. Does the County desire to receive proposals for a new premise based IP PBX solution or a hosted cloud solution?

- We do not have a predetermined solution in mind and we will evaluate all proposals to determine their ability to satisfy the requirements described in the Scope of Work section of the RFP.
3. If the County is supported by PBX systems, what are the number of trunks for connectivity to the Public Switched Telephone Network by type of trunk (i.e. analog, T-1, PRI, SIP) by building? Please provide the name and address of each building? Please provide the name of the service provider providing trunks to the County to the County by building.
    - Not applicable per our response to question #1.
  4. What is the number of IP telephones required by type, i.e. desktop phone with speakerphone, wall mount phone with speakerphone and conference phone and by each building? Please provide the name and address of each building.
    - The specific number of telephones by building will likely not be identical to the current number of telephones, and as such, we do not have specific device counts available. We will evaluate solutions based on functionality, and if necessary, based on device costs by type.
  5. By conference room phone, is the County referring to a full duplex speakerphone that can be equipped with additional external microphones?
    - Yes.
  6. What is the number of IP telephones required by building that are convenience or public telephones not assigned to a specific user?
    - We do not expect to provide convenience telephones for public use.
  7. Do extension configurations exist in which the same incoming trunk appears on multiple telephone sets? If so please identify how many individual trunks will appear on multiple telephones and on how many additional telephones each individual trunk will appear by location. If specific data is not readily available, please provide an estimate.
    - I believe this is a PBX-related question, and as such, it is not applicable per our response to question #1.
    - If this is not a PBX-related question, then I'll assume that you're asking about phones that can answer multiple telephone extensions. Our current service is somewhat cumbersome to configure multiple lines per handset, but I expect that most of the phones will be configured to answer more than one extension.
  8. Are IP telephones to pass data through to a desktop data device such as a PC or laptop so that both telephone and device share an IP switch port? If so are gigabit telephones required? Do the IP switch ports provide Power Over Ethernet (POE)? If a data pass through between telephone and data device is not desired, does the County have separate IP switch POE ports available to support each IP telephone?
    - If we select an IP-based solution, we would expect that models of phones with internal switches would be available for areas with minimal network infrastructure. Gigabit internal switches would be desirable but 100Mbps would be the minimum acceptable speed for internal switches.
    - Our current network infrastructure does not include PoE capabilities, but we expect any needed infrastructure to be described in the proposal:
      - *Describe any additional network infrastructure needed to support the proposed solution that is not included as part of the proposed solution.*
  9. Do the IP switches that will support the telephone system provide QoS and VLANs?
    - Our current network infrastructure supports VLANs and QoS, but we expect any needed infrastructure to be described in the proposal:
      - *Describe any additional network infrastructure needed to support the proposed solution that is not included as part of the proposed solution.*
  10. What is the manufacturer and model of the IP switches that will support IP phones?
    - Our current network infrastructure is Alcatel-Lucent. We expect that we will need to upgrade our infrastructure depending on the solution that we select.
  11. What is the number of analog station ports required by building? Please provide the name and address of each building.
    - We may need a very small number of analog lines for emergency communications, and if that is the case, they will likely be separate from our new telephone system.
    - We do not currently have a specific number of analog lines for fax machines per building that might be needed.

12. How many voicemail boxes will be assigned to users that also have a telephone extension? How many voicemail boxes will be assigned to users that do not have an assigned telephone extension?
  - We expect most users with a telephone extension to have only one voicemail box.
  - We may have a small number of users, perhaps 20 or fewer, without assigned extensions who will need a voicemail box.
13. What is the County's email system and what email client is used?
  - The County uses Microsoft Exchange 2010 with Outlook and OWA.
14. Please define the mobility capabilities the County desires. How many County users will require this capability?
  - The number of users who will need mobility integration in the future is not currently known, but the proposed solution should support integration with both computers and cellular phones.
    - *Phone service and voicemail should integrate with computers and cellular phones to support a mobile workforce.*
15. Is Cat 5 cable or better available at the location of each IP telephone required? If not, please identify specifically where CAT 5 cable or better is not available for the use of IP telephones.
  - Yes, CAT5e cabling is available in all locations that will also have a telephone.

Inquiry #6, October 8, 2018:

1. Will you respond to questions individually?
  - I will respond to all questions from a single, incoming email message as a single set of responses, and all responses will be posted on the County website. I will send a link to the responses as well as a reference to the inquiry number to the person asking the questions.
2. Deadline for questions is October 24. Is this a typo? ...As the RFP is due two days later...
  - The deadline for people to submit questions to me is October 24. I strive to provide responses to people within 2 work days from when I receive them.
3. Will customer/County supply POE and Routers?
  - We expect the proposals to include a description of any infrastructure needed to support the proposed solutions. We may need to upgrade our network to support the solution that we select.
    - *Describe any additional network infrastructure needed to support the proposed solution that is not included as part of the proposed solution.*
4. List of locations and number of phones per location
  - How many total sites?
    - We currently have approximately 30 locations throughout the County.
  - How many phones per site?
    - That information is difficult to accurately describe with our current telephone system.
  - Approximately 500 phones, exactly how many should we quote?
    - 500 for the purposes of the response.
5. Number and type of Trunks
  - Enough to support the proposed system and approximately 500 phones. Unfortunately we cannot extract call volume information from our current system to help estimate call volume and needed external connections.
6. What is required by department as far a breakdown/count of phones?
  - We will have a better estimate of how many phones of which types after we have selected the telephone solution.
7. How many are wall mounted?
  - Please see the response to question #6.
8. Do you want actual conference phones, if so how many?
  - Yes, we currently estimate 6 conference phones for use in conference and meeting rooms.
9. Please clarify your requirement of "Readily available" for replacement handsets? Overnight replacement? 48 hour replacement.? Spares?
  - The product vendor should be well established and financially healthy to support a reasonable expectation that new replacement equipment will be available for at least 10 years.

- Replacement equipment should ship within 3 days of being ordered.
  - We do not wish to resort to online resellers to find only refurbished phones or a mix of after-market phones that will work with our phone system.
10. Do you have Cat6 or Cat 5E at all locations?
- Yes, CAT5e cabling is available in all locations that will also have a telephone.
11. Need Clarification on the requirement “ The phone system must support teleconferencing with internal extensions as well as with external phone numbers. Could you please clarify what exactly you are looking for?
- The phone system must allow a user on a phone call to add additional people to that call. Ideally the user should be able to add at least 4 people to an ongoing call, but at a minimum, the user should be able to add 1 person to an ongoing call.
12. Members of the public must be able to call a local County office phone number and be routed to any other County office extension without incurring long-distance charges. – *What does your WAN consist of that will attach to this centralized core/configuration to the remote sites, Dark fiber ? Ethernet?*
- We have County network connections (fiber) to approximately half of the current locations. We also have 4 point-to-point VPN connections and 7 Internet VPN connections from buildings to our County network. We have 4 or 5 locations that only have Internet access with no logical connection to the County network. Our long-range plan is for all County locations to have full-time physical or logical access to the County Network.
13. How many PRIs, T-1s
- See response to question #5.

Inquiry #7, October 12, 2018:

1. Is there a budget in place for this project.
  - Yes, we have some funds set aside, but we are not necessarily restricting our selection to proposals that are within that budgeted amount.
2. Is there a budget for updating infrastructure to support quality of service for the IP platform?
  - Yes, we have some funds set aside.
3. There are a lot of moving parts to this project; hardware, software, services, emergency notification, legal signatures, etc. Is there a possibility that we could get a 14-20 day extension for this RFP so that I can all the parts of this RFP coordinated and completed?
  - It is within the County’s rights as described in the RFP to extend the deadline for our convenience or benefit, but at this time we appear to have at least 8 vendors interested in submitting proposals and it would be difficult to state that we needed to extend the deadline.
  - It sounds as if you might be working on a proposal that covers more than is necessary for our RFP. We are interested in the Deliverables, Technical Requirements and Functional Requirements that are described in the Scope of Work. Additionally, we will be evaluating proposals based on that same scope of work. Features and functionality beyond what we have listed will likely have no impact on our selection of a solution.

Inquiry #8, October 12, 2018:

1. Does the County of Inyo have key telephone or hybrid key telephone systems behind their Centrex service as many Centrex service users do? If so would you please indicate the manufacturer of the system(s) and models and are there many such systems throughout the County?
  - I assume that you are asking about Key or Hybrid telephone switching systems and not the handsets themselves. If that is the case, we do not have any additional Telephone Systems behind our Centrex service. All multi-line functionality is provided by the hosted Centrex service.
  - We do have 4 T1 lines that connect different towns. They are accessed through our Centrex system by dialing the code for the line (#66, for example). They allow employees in one town to call employees in

another town by dialing the code and the 4-digit extension. These calls do not incur per-minute long-distance charges.

Inquiry #9, October 12, 2018:

1. We want to check for number portability and E911 availability and in order to do that we need to gain a better understanding of the locations that will be participating. I did not see a listing of this in the RFP or in response to any of the questions, can you please provide a listing of the locations included in this proposal, including Address and a main number?
  - We have not determined whether we wish to keep our existing phone numbers. A couple of the key Technical Requirements in the Scope of Work are:
    - *The phone system must be able to route calls between County office extensions without incurring long-distance charges.*
    - *Members of the public must be able to call a local County office phone number and be routed to any other County office extension without incurring long-distance charges.*
  - Buildings do not have main phone numbers.
  - Telephone number prefixes used throughout the County include 872 & 873 (Bishop), 876 (Lone Pine), 878 (Independence), 852 (Tecopa and Shoshone), and 938 (Big Pine).
2. If this isn't available, and these numbers were found not to be portable would Inyo County be willing to have new phone numbers assigned?
  - The County would be willing to have new phone numbers.

Inquiry #10, October 22, 2018:

1. Could you please provide all of the 30 sites addresses? If available in your website, could you please provide the link?
  - Information about the County sites that currently have telephone service is at the link immediately below. Depending on the solution that we select, some sites may not be connected to the new phone system in the initial deployment phase.
  - [https://www.inyocounty.us/RFP/IS/RFP-IS-1901-Phone\\_System\\_Replacement\\_Project\\_Additional\\_Detail.pdf](https://www.inyocounty.us/RFP/IS/RFP-IS-1901-Phone_System_Replacement_Project_Additional_Detail.pdf)
2. Is there an overhead speaker system at any of the locations that needs to be integrated with the phone system? If so, could you please specify how many speakers are there and if they are fed by analog lines or IP?
  - No.
3. Could you please inform what is the amount budgeted for the new solution for monthly services and upfront expenditure?
  - We have approximately \$300,000 earmarked for the project at the moment.
4. We are aware of the extended deadline for response to the RFP which is November 9th 2018, via mail. Will you accept Fedex /other express delivery method or certified Mail?
  - Any method of non-electronic delivery is acceptable.

Inquiry #11, October 24, 2018:

1. Will the county consider a hosted solutions with county access to make Moves, Adds and Changes?
  - The County will consider any solution that satisfies the stated deliverables and requirements in the RFP.
2. Does the county have POE switches and cable to all phone locations?



- Network cabling is currently available in most locations that have a full-time connection to the County network.
  - Managed POE switches are not in place at the moment and we may need to upgrade our network to support the solution that we select.
  - The proposal must include the following information:
    - *Describe any additional network infrastructure needed to support the proposed solution that is not included as part of the proposed solution.*
3. How many total DIDs will be ported over?
    - We have not yet determined whether we will try to maintain our existing telephone numbers.
      - *The phone system must be able to route calls between County office extensions without incurring long-distance charges.*
      - *Members of the public must be able to call a local County office phone number and be routed to any other County office extension without incurring long-distance charges.*
  4. How many physical locations will need to have phones?
    - The list of county locations and their connection types is at the link immediately below.
    - [https://www.inyocounty.us/RFP/IS/RFP-IS-1901-Phone\\_System\\_Replacement\\_Project\\_Additional\\_Detail.pdf](https://www.inyocounty.us/RFP/IS/RFP-IS-1901-Phone_System_Replacement_Project_Additional_Detail.pdf)
  5. What is the internet bandwidth at each location?
    - The County network has two connections to the Internet at 50Mbps each.
    - Network bandwidth speeds at the various locations are identified at the link in the response to question #4.
  6. What type / brand of handsets are the county currently utilizing? Any Cisco?
    - We have a mix of digital and analog handsets that work with the hosted Centrex system and POTS lines.
    - We have no Cisco phone equipment.

Inquiry #12, October 26, 2018:

1. Is it possible to get an extension on the submittal date?
  - It is within the County's rights as described in the RFP to extend the deadline for our convenience or benefit, but at this time we appear to have at least 13 vendors interested in submitting proposals and do not have a need to extend the deadline for our convenience or benefit.