

# **CAPITAL AREA MICHIGAN WORKS!**

## **RFP QUESTIONS & ANSWERS**

### **INTERNET, PHONE SERVICE & PHONE SYSTEM PROVIDER**

#### **Clarification to the RFP Section**

Page 8: Soft Phone Capabilities should be Soft Phone Compatible with Windows 10 computers.

Page 9: Disregard section for Voltage Variation Protection.

Page 9: Replace the wording for all “Digital stations” with “Phone stations”.

Page 9: Disregard DID section.

New language: Propose a new phone system that could be SIP or DID trunking or other options, if applicable to your proposal.

Page 10: Disregard “Trunks: The proposed system must support current trunk line circuits (Lansing site only)”.

Page 10: Disregard “There will be one voice processing system at each location. The voice processing system must light message waiting lights at all locations.”

New language: Propose a solution for voicemail processing which could be cloud-based, hybrid or controllers at each location or any other options that are available.

Page 11: Under “System Configuration” disregard the third bullet point.

Page 11: Under “System Configuration”, the fourth bullet, replace “broadcast” with “Paging” capability.

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Q1. Where each phone is/will be, do you have networked Cat5/6 Ethernet cabling or jack? PoE?

A1. Cat5 cabling and PoE.

Q2. When you mention 250-500Mbps (Lansing AJC) and 100-250Mbps (St. Johns AJC), does this need to be symmetrical speeds (meaning same download and upload speed) fiber I assume v. cable internet?

A2. Propose the best solution or options for CAMW! to choose from.

Q3. Who is the current ISP at Lansing AJC and what speeds do you have today?

A3. The name of the current ISP vendor is not relevant to the RFP. We have indicated the desired speeds.

- Q4. Are you open to cloud based phone system (higher monthly cost but lower capex)? Or know for certain an on premise IP system with SIP trunks is best (higher capex but lower monthly cost)?
- A4. Propose your best solution or options for CAMW! to choose from.
- Q5. Why you want digital phones v. IP phones? Maybe because the infrastructure cabling is not set? I ask because, long term, that is not an ideal setup for you v. IP phones.
- A5. Page 9: Replace the wording of all "Digital stations" with "Phone stations".
- Q6. Are you a 501c3 company or any other designation that might earn you discounted rates?
- A6. CAMW! is a local unit of government formed under Public Act 7 & 8.
- Q7. Do you have a current network diagram?
- A7. Basic Star topology.
- Q8. What are the make and model of your Firewalls?
- A8. Forcepoint-NGFW 330.
- Q9. What are the make and model of your network switches? Are they PoE?
- A9. Cisco Catalyst 3560 POE, yes.
- Q10. Do you want or have a secondary internet connection for each location for failover?
- A10. Propose a solution as an option.
- Q11. We are going to quote out options for the circuits at each location with the 250mb & 500mb and the 100mb & 250mb. Would you like to have 4 separate proposals or just show the options?
- A11. The requested speeds were a range. Offer a minimum speed of 250mb and no more than 500mb for the Lansing office. St John's office, if you are able to offer internet at this location, requesting a minimum speed of 100mb and no more than 250mb maximum.
- Q12. Do you need onsite installation or will you have staff that can plug in phones?
- A12. Include the cost of installing phones under the One-time Setup, page 24.
- Q13. Do you want onsite training or remote training?
- A13. See Section II: RFP Requirements, Page 13, (2) Include a separate quote for the cost of service for the following: (e) Training costs.
- Q14. Bringing in new fiber circuits takes anywhere from 90-120 days. Are you going to be riding the voice over existing circuits until new circuits are delivered?
- A14. Yes, if needed. This option can be negotiated depending on the plan we choose.
- Q15. With Covid-19 a notary has been difficult to find. Is a notary required?
- A15. Yes.

- Q16. The RFP mentions that digital devices must be supported (then mentions fax, modems etc.) these are analog, not digital. Is this supposed to say “must support analog stations”? How many of these devices are there?
- A16. **There will need to be 6 analog (POTS) lines.**
- Q17. It also mentions that digital stations (phones) need to support various functions. When calling these digital stations in the RFP, is it supposed to be IP stations?
- A17. **See RFP Clarification section above. Also, see Q5.**
- Q18. If the phones in St. Johns are directly connected to the Lansing system, would all voice lines (SIP trunks) be coming into Lansing? If so, is the count of trunks needed would 23 to match what you have with a PRI, or are more needed?
- A18. **Yes, 23 is currently sufficient; however, the ability to add more trunks in the future may be necessary. Any additional costs should be included as an option.**
- Q19. The RFP mentions 2 Voice Processing Systems at each location. To clarify; Is this supposed to say voice MAIL systems? For each location? Would a single voice mail system that supports both locations be acceptable?
- A19. **See above. RFP Clarifications section above.**
- Q20. Disaster Recovery: In the event of a network, internet or emergency at the Primary Site (Lansing)... would you prefer to have the secondary site (St. Johns) have the ability to have all phones and SIP trunks work through that location?
- A20. **This can be proposed as an additional option. If any additional costs are associated with this option, include it on page 24, as other one-time or monthly costs.**
- Q21. Can we request a 1 week extension of the response due date to 5:00 PM on Friday August 14th in order to provide additional time to review posted answers to the RFP questions?
- A21. **The RFP due date cannot be changed.**
- Q22. Will CAMW consider proposals for a cloud hosted telephone system with IP Phones that would work with any internet service provider that CAMW chooses?
- A22. **CAMW! will review all proposals submitted by the due date and time. Proposals will be evaluated based on the evaluation criteria to determine the best solution for CAMW! Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standouts, which the Offeror can propose.**
- Q23. If a cloud hosted system would be considered what/if any on-site implementation services would CAMW want quoted at each location (ie. unboxing and connecting IP Phones to data network, user training classes)?
- A23. **Include the cost of implementation services under the One-time Setup, page 24.**

- Q24. On Page 8 under Central Administration can you clarify or elaborate on what examples of the central administration feature you want us to provide?  
A24. Not limited to managing users and user features.
- Q25. On Page 9 under Voice Paging is there an existing overhead paging system at either or both sites that CAMW would like the new telephone system to integrate to?  
A25. Yes (Lansing site only). Answer the questions listed under the referenced section on Page 9.
- Q26. On Page 9 under Training can you elaborate on what type (in-person or remote) and quantity of training classes CAMW would like to be included in the proposal?  
A26. See Section II: RFP Requirements, Page 13, (2) Include a separate quote for the cost of service for the following: (e) Training costs.
- Q27. On Page 9 under DID would CAMW be willing to port all DID numbers to a cloud hosted system (keeping them in CAMW control) and thus eliminating the need for any carrier PRI/SIP circuits or interface hardware?  
A27. Vendors should propose their recommended solution. Also, see RFP Clarifications above.
- Q28. On Page 11 under SYSTEM CONFIGURATION in the RFP would you please clarify or elaborate on the purpose of the "Distribution Lists" and "Broadcast Capability"?  
A28. Page 11: Under "System Configuration" disregard the third bullet point.  
Page 11: Under "System Configuration", the fourth bullet, replace "broadcast" with "Paging" capability. Answer the questions listed under the "Voice Paging" section on Page 9.
- Q29. Would CAMW! please provide a complete list of all telephone numbers (TNs) required to be ported?  
A29. This list will be provided to the vendor upon a contract award.
- Q30. Would CAMW! please provide a copy of the site building plans/layout diagrams?  
A30. This will be provided to the vendor upon a contract award.