

Questions and Answers  
For RFP  
Corporate VoIP Phone System

1. The solution we will propose will be able to use your existing IP infrastructure. Would you please describe your infrastructure, specifically the make and model of and PoE switches and firewall you are using?
  - a. Current Phone system is not VoIP, Preferred PoE choice is HP Procurve.
2. Would you please indicate where you would like telephones where there is no existing network drop?
  - a. Each location has CAT5e cabling terminated.
3. The solution we will propose can be deployed on-premises or in the cloud. Do you have a preference?
  - a. On Premises.
4. If you are interested in examining both an on-premises and cloud solution, can I submit both solutions in the same RFP response?
  - a. We do not desire cloud base services. No Cloud Solution
5. You have indicated the desire to have the new telephone solution interface with Microsoft 365. Is your Microsoft 365 hosted on-premises or in the cloud?
  - a. Microsoft 365 is not implemented at present. Current Office solution is Office 2016. Upgrade may occur in 2022.
6. The RFP states that you require 28 handsets with headsets. Can you please provide me with any other telephones you may need, such as door phones, conference phones, lobby or “public” telephones, or any telephones that must be hung on the wall?
  - a. We will require phone for lobby/pubic and conferencing phone for conference room.
7. On your new system, will you be using any analog telephone equipment, such as fax machines (for outbound fax) or emergency telephones in elevators?
  - a. Required Fax and Pitney Bowes postage system (analog)
8. Would you please provide the make and model(s) of the “audiovisual equipment” referred to on page 5?
  - a. None
9. Would you provide the name of your Internet Service Provider (ISP) and the level of service you have?
  - a. Cox 160/30 down/up

10. Clarity would like the opportunity to include a quotation for SIP trunks in our proposal. May we do so as an appendix to our response?
  - a. Please include as appendix
11. Of the 28 users of the system, how many require contact center functionality (to include items such as voice, ACD routing, contact center historical and real time reporting).
  - a. None
12. How many PBX only type users will be required? PBX only users are provided with unified communications functionality. Contact center users are a premium license.
  - a. None
13. Of the contact center users, do you require any channels beyond ACD voice routing? Examples include email, chat, or SMS routing. If so, please specify how many users require these additional channels.
  - a. None
14. Would a cloud-based/hosted-based, user subscription phone system be considered?
  - a. Our Interest is in on Premises system.
15. How many IP hard phones would be configured on the system?
  - a. 28 User/Employees
16. How many softphones would be configured on the system?
  - a. None at this time – (feature pending)
17. How many conference type phones (e.g. polycom) will be part of the phone system?
  - a. (1) Conference Phone
18. Can you provide the required calls flow for your IVR?
  - a. Current system have call flow design. New system will replicate what is in place.
19. How many languages are required?
  - a. English
20. Is Power over Ethernet wiring already configured on-site?
  - a. No, PoE is not configured. Preferred switching is HP Procurve.
21. What type of phones are currently used today e.g., POTS, IP?
  - a. Avaya 5420 POTS

22. Is your network capable of handling VOIP phones? If not, are you looking for networking assistance as part of the RFP?
- Phone system will be separate network from Data network.
23. Would call recording be configured for every call and for all phones?
- Call Recording will not be configured at this time.
24. Would computer screen recording be used for each ACD call?
- Computer Screen recording will not be considered at this time.
25. Could you provide an example of how the intercom/paging is being used?
- Intercom system is being used for Facility Announcements and Alerts
26. What is your wired and wireless network speeds on site?
- 100/1000 Mbs Wired Wireless 60Mbs (Estimated) Internet 160/30
27. Will the conference room phone and mail machine phone attach to the phone system?
- Yes, will require user code for Long Distance and Accounting
28. Will the switch room/utility closet have the ability to be reconfigured
- Yes
29. As a follow up to Q&A question 2 and 6, can you please confirm if you have cat 5 cabling and outlets at each location that you would like to have a connection or will additional jacks be required? If you require additional jacks would you like for those to be Cat5, Cat5e, or Cat6e? Will these be for voice, data, or both?
- Each desk has a Data Port and Phone Port. Data ports are Blue and Phone ports are White. The cabling is Cat5e for each drop, however the phone ports are terminated to 66 blocks. The 66s are mounted to plywood inside of data closet. A determination will need to be made whether to mount new patch panels for phones to wall or data rack.  
Note: The phone system and data network will be separate.
30. In addition to network switches needed to connect the new IP phones to, will you require any additional cabling infrastructure additions or changes such as patch panels or 66 blocks? Do you know if there are service loops in the existing cabling that we will connect to the network switches or patch panels and if so how long are those service loops or spare length to use for connecting to the new hardware in the data closet?
- A determination will need to be made regarding the existing Cat5 length terminated at the 66 blocks. There are no service loops within the network. There is also the ability to reconfigure Data Closet.
31. What is the make and model of equipment that needs connected in the conference rooms?
- Avaya B149 Analog Conference Phone

32. What range would be required for the headsets?
- a. Headsets are not required
33. Would ACH payment be an issue?
- a. ACHA will not agree to any type of leasing or rental of any equipment. Our agency has established a budget for the completion of this procurement. The Equipment will be owned by the Alachua County Housing Authority at the completion of installation. Payment is provided on Net-30 basis from a completed invoice unless negotiated otherwise at contracting.

## **SCHEDULE**

**Issued: Monday, December 6, 2021**

**Site Visit: Tuesday, January 4, 2022 8:00am to 12:00pm EST**

**Deadline for Questions: Wednesday, January 5, 2022 at 4:00pm EST**

**Answer to Questions Provided: Tuesday, January 11, 2022**

**Deadline for Submission: Thursday, January 20, 2022 @ 4:00 p.m. EST**

**Proposal Review Period: January 24 – 28, 2022**

**Board of Directors Review/Approval: Wednesday, February 2, 2022**

**Contact for this RFP: Ronald Hall, Director of Operations**

**E-mail: [ron@acha-fl.com](mailto:ron@acha-fl.com)**