Addendum 1

1. Level of support? Is the 5 year duration for 4 hour response, remote support or NBD?

   The ISD would like the 4 hour response to be remote support. If a part needs to be sent to fix any part of the system then we would like it to be NBD.

2. Are your current phones 1GB? Or would they need to be upgraded?

   About 1/3 of our phones are 1Gb, the rest are 10/100Mb. We would like to use our current phones with the new system and replace some down the line.

3. 3500 Voice mail boxes-Is that adjustable-We can do 3500 w/additional server, but 3000 is a lower cost.

   We can start with the 3000 voice mail boxes, but we would like to be able to upgrade in the future if we needed more voice mail boxes.

4. SIP trucking, Who is the carrier? Is that static?

   We currently do not have a SIP carrier, but our current PRI carrier is AT&T and that is probably who we would go with but we welcome other options.

5. Efficient use of VMware resources? Is there a limit to CPU/Storage resources?

   CPU and Storage resources are limited on our VM Ware environment. We should have enough to run the software required but we would like it to run as THIN instead of THICK.

6. How many people need DID pushed from app-Is that 25 users?

   We would like to start with 25 users but have the option for adding users if the service becomes popular.

7. Group paging-is that 100 total users or 100 per group?

   We would like the option to page as many as we can at a time. Some of our buildings do not have intercom systems and we currently use our phones for paging.

8. Record on demand-What/how do you want to store data?

   It is up to the software. The data can be stored on the server or another data store connected to the server.

9. Selection criteria- price/product knowledge/prior knowledge of environment/etc?

   The ISD will use a scoring sheet to determine the winning vendor were price will be the most weighted category.

10. How many internal trainers will need to receive "train the trainer"? Will this be a one day engagement at one location?

We would like to have 6-10 users trained in our department. Training will take place at one location, the Technology Office at the ISD Central Office.

1. Does the District have PoE switches for the IP phones or will we need to provide them?

The District has PoE and PoE Plus switches.

2. 3.0 Scope of Work – Is the District relying on their voice carrier to provide the 75 SIP Trunks and the 75 inactive trunks at DR for failover, or is the District looking for us to include these charges in our response?

The ISD will be relying on our voice carrier to provide the 75 SIP Trunks, however recommendations are always welcomed.

3. Where is the DR Failover site located?

The DR Failover site is located in Independence at the District Warehouse. The District Warehouse is located in our District and on our WAN.

4. What is the bandwidth between the Main site and the DR site?

The current bandwidth is two 1 Gbps fiber lines. We are planning on upgrading to 10 Gbps with in 1 to 2 years.

5. Are they on the same subnet?

No. The Main data center is 10.130.x.x and the DR site is 10.X.x.x

6. 3.0 Scope of Work – System Level – We are proposing a virtualized solution. Will the District provide their own VMware Server, or should we include that hardware in our response?

ISD has their own VM Ware network available.

7. In regard to VMware, do you have Essentials plus HA VMware?

ISD has Enterprise level VM Ware licensing with HA protection.

8. Will the District be providing the OS for the five virtual machines that our solution will require, or should we provide?

ISD Tech will provide the Windows Server Licenses.

9. 3.0 Scope of Work – User Level - How many people need to be able to Record on Demand?

We would like to start with 25 with the option for expansion. (or whatever the base default number is)

10. 3.0 Scope of Work – User Level - How many people need the twinning feature?

We can start with the base licensing but want the ability to add more in the future.

11. System Level- Will you be using the Call Accounting software for billing departments or schools?

No, but we do want to use call accounting to track phone calls.

12. How many sites have overhead paging?

30 locations have overhead paging, however some intercom systems are ancient so if it cannot work we will be realistic about it.

13. User level- How many users require mobility license for IPhone or Android to allow staff to use their school DID when calling from their Cell.

We would like to start with 50 licenses with the options for expansion in the future.

14. Are there any analog stations that are required for fax machines at any of the 37 locations?

No. Faxing is handled through a completely separate system.

15. If so, please provide the number of analog stations required at each site.

N/A

16. Please provide a breakdown of how many IP phones are at each of the 37 sites.

1. Truman High School – 132
2. Van Horn High School – 93
3. Sycamore Hills Elementary School – 56
4. Nowlin Middle School – 82
5. William Southern Elementary School – 55
6. Three Trails Elementary School – 45
7. Bridger Middle Schools – 76
8. Korte Elementary School – 54
9. William Chrisman High School – 123

10. Fairmount Elementary School – 41
11. Ott Elementary School – 44
12. Sugar Creek Elementary School – 27
13. Independence Academy – 60
14. Bryant Elementary School – 33
15. Little Blue Elementary School – 44
16. Randall Elementary School – 38
17. Santa Fe Elementary School – 40
18. Central Office – 152
19. Procter Elementary School – 29
20. Glendale Elementary School – 45
21. Hanthorn Early Ed School – 42
22. Luff Elementary School – 39
23. Windsor Early Ed School – 9
24. Pioneer Middle School – 87
25. Arts & Technology Building – 0 (Next Year about 10-15)
26. Bingham Middle School – 81
27. Sunshine Center School – 41
28. Blackburn Elementary School – 49
29. Mallinson Elementary School – 40
30. Spring Branch Elementary School – 37
31. Central Warehouse – 9
32. Mill Creek Elementary School – 38
33. Benton Elementary School – 46
34. Transportation – 30
35. New Elementary School – 0 (Potentially 50+)
36. All Things Independence – 2
37. Independence Bakery – 1

1. Do the 2100 users noted in the RFP include the new school in 2019? It will be less expensive to the District to include all anticipated licenses with the new system versus add them at a later date.

    Yes, this includes all users.

2. How many new 9608G telephones should be included in the quote, including the new school?

    I would like to have 600 Included, with an option of 1200 for total replacement of all 1608s. However, that many phones may have to be split up into two separate years.

3. How many 1600 phones need to be replaced with 9608G telephones for the GIG through put and included in our response?

    Please include 600 9608G phones in the quote.   In a perfect would I would like to replace all 1200, but depending on the price we may have to purchase half this year and half the next.

4. How many ports of voice mail are you running on now and are there any issues currently with maxing out the ports at any time?

    We are currently running two (internal) PRIs to the voicemail system and have not maxed it out yet. All voicemail is currently checked over email so very few people access the voicemail system.

5. Will the district be providing the VMware resources to support the new phone system operating system in a virtual environment, or do we need to include the VM servers, software and licensing?

    The District will provide the VM Ware Servers, Windows Server software and Licensing.

6. Are you expecting a Co-Delivery support model involving the Avaya Business Partner, or a Wholesale model requiring support directly by Avaya? Co-Deliver requires the Avaya Business Partner to be certified in the support services on the products by Avaya.

    Co-Delivery support model.

1.   Analog Stations: Can we get a breakdown per location of anything analog that will need to be plugged into gateways at the schools? Analog phones, fax machines, overhead paging, door phones, cordless phones etc.

Each School has an Intercom Paging system installed that we would like to hook into. This question was asked above and I will answer again. We understand that some of our Intercom systems are ancient so if we cannot use all of them we understand, but we would like to vendor to give it their best shot.

We currently use our Gateways to run some of our Elevators but have been told that it is not the best solution and not sure if it meets city code any longer so we will be using a POTS line for the Elevator systems.

2.   Analog Trunks: will analog trunks be used so the gateways are survivable in a WAN outage? If so, how many analog lines per location?

There will be at least two analog lines in each location. It would be ideal for the gateways to be survivial, but it has never worked in the history of our phone system so we are not counting on it now and that is why we didn't put it into the RFP.

3.   Voicemail forward to Gmail: Do you want this unified or just forwarded? Unified would mean when a user deletes the email it gets deleted from the Avaya voicemail server as well. Forwarded would mean the voicemail server is just forwarding wav files to users gmail accounts.

We would prefer unified. We want the voicemail to be transferred to Gmail, but we would also like the light on the phone to come on when there is a voicemail present in the box.

4.   E911. Who is going to be the provider for the SIP trunking? We can provide an E911 service, but often times the provider can bundle this feature in with SIP trunking.

At this time AT&T will be the SIP trunk provider but we are welcoming other solutions.