



COMPREHENSIVE LIST OF VENDOR QUESTIONS

Vendor

NOTE: It was recently discovered that the renovations to the Circuit Court Clerk's offices apparently included a new separate phone system; however, it does not serve all locations for their office, i.e., some Circuit Court employees are still on the old phone system.

1. It is unclear from the RFP whether or not the Wise County Justice Center is to be a part of the new phone system, or is keeping its existing system. If the Justice Center is not within the scope of the RFP, please provide details on what the existing phone is and what type of trunking interfaces it can support (PRI, SIP, etc.). This is essential to determining what level of interworking it can support.

As stated in the opening paragraph of Section B. STATEMENT OF WORK AND SPECIFICATIONS, "This system will replace the current telephone system and needs to be compatible with, provide interoperability, and sustainability with our system at the Wise County Justice Center."

The Justice Center telephone system is very new, it will remain separate, but needs to be interconnected in some fashion in order to provide "interoperability", as specified.

2. How many DID numbers are currently in use? Does the County want to move all existing numbers to the new system? If not, how many?

"DID" -- "Direct Inward Dialing" where an individual extension on a private branch exchange to be reached directly via its own standard outside number. Should all current VOICE lines to be considered "DID"? Should we migrate all voice lines to our own private branch exchange?

3. In Section A there is a table showing a break down of lines in each location. Can you provide more specifics on the definition of each column heading. What do quantities listed under "Current Line", "Voice", "FAX/MODEM/DSL/ETC.", etc. represent? What we need to understand is how many phones are needed in each location, plus any analog line requirements for things like FAX machines or analog phones that will be kept and that you want connected to the new phone system.

"CURRENT LINES" Approximate number of total lines



"VOICE" Approximate number of VOICE only lines (all to be connected to new system)

"FAX/MODEM/DSL/ETC." Approximate number of FAX/MODEM/DATA lines (analog FAX/MODEM & DSL, T1, etc data)

"SECURITY" Approximate number of lines directly connected to SECURITY systems (analog)

"FIRE" Approximate number of lines directly connected to FIRE Alarms (analog)

"ELEVATOR" Approximate number of lines directly connected to ELEVATOR Alarms (analog)

"PHONES" Approximate number of telephone handsets

4. How many attendant console phones are needed?

Probably 1, maybe 2. Can the "attendant console" be run as a software application on a PC?

5. How many line buttons are needed on staff phones?

Probably at least 5 line buttons. Can the phone buttons be programmed for this as needed?

6. What speed switch does the County want built into the phone sets, 10/100, or 10/100/1000?

I don't think we want to limit any workstation by the phone port as hopefully all network switches will ultimately be 10/100/1000 (auto-switching gigabit ports).

UPDATE: Please provide pricing for both 10/100 and gigabit phones as only a small number of users may need the higher speed.

7. Can the County provide a diagram of it's existing WAN/LAN network that includes the location, and speed, of existing Internet connections. The diagram should include the Remote sites.



Diagram attached and also available on website as an addition to the RFP announcement.

8. Will the County be responsible for providing upgrades to WAN/LAN to support voice? This includes placement of POE switches, and recommended QoS, and routing configuration changes.

According to Section B. STATEMENT OF WORK AND SPECIFICATIONS, Implementation Requirements, "b. Vendor should include any routers, POE switches, servers and circuits required. Wise County reserves the option to seek its own pricing for equipment that meets or exceeds the vendor's specifications."

Follow-up Questions:

1. What is model and manufacturer of the Justice Center telephone system? Will the Justice Center system support SIP trunking?

Per the vendor who installed the system, "It is a Nortel ics system and as it is configured it will not accept SIP".

3. How many of the FAX/Modem, DSL/Etc. are actually fax machines?

It's my understanding that in the Courthouse complex, 9 lines are for fax machines/MFP copiers.

4. Should we quote 1 (attendant console phones)?

At this point, I would say price 1 for reference and, if we determine that more are needed, we can purchase them at the price quoted.

6. Are your existing switches POE capable?

Currently, only the Catalyst WS-C3750G-48PS-S and WS-C3750G-24PS-S stacked switches on the 2nd Floor MDF are PoE.



7. Can you provide the exact model numbers for the Cisco switches shown in your diagram for the 1st, 2nd, and 3rd floors of the Courthouse.

1st Floor (IDF1) - Cisco Catalyst WS-C2950G-48-EI (not PoE)

2nd Floor (MDF) - Cisco Catalyst WS-C3750G-48PS-S and WS-C3750G-24PS-S (stacked) (both PoE)

3rd Floor (IDF3) - Cisco Catalyst WS-C2950G-48-EI (not PoE)

Also, what model AP's are you using?

We are in the process of replacing all access points with UniFi Pro AP (UAP-Pro) units. Currently, 3 have been updated and the others will be replaced shortly. These units operate either as PoE (48V, 0.5A) or with the included power injectors.

9. Knowing that some of these are currently used for things like APs, uplinks, servers, etc, how many ports will be available for phones?

For the full second floor served by both the MDF (new addition) and the IDF1 (original section), nearly all switch ports are in use by workstations, servers, printers, etc. I am assuming we will be sharing the network drops for workstations with phones, correct? If so, there should be 30 ports under the MDF and 17 ports under the IDF1 that will also be used for phones on the 2nd floor diagram. This points to one of the main challenges we will have to implementing a new VoIP system, several offices (namely the courts and the Commonwealth Attorney) are NOT on our network -- they are on their own LANs. The courts and court clerks are supported by the Supreme Court of Virginia networks and the Commonwealth Attorney is on their own.

Vendor

1. Justice Center Compatibility and Interoperability:
 - a. What is the brand and model of current Justice Center system?
Nortel Norstar Modular ICS
 - b. Is current system VoIP, PBX or other? Please describe.
PBX



- c. Are new phones and new system required for Justice Center, or prefer provisioning of existing phones to work with proposed VoIP system?

Per the RFP, any new system “needs to be compatible with, provide interoperability, and sustainability with our system at the Wise County Justice Center.” This requirement was included because the system and phones at the Justice Center were recently installed.

2. Three Digit Dialing:

- a. Is three digit dialing required, or will five-digit dialing be acceptable?

Per the RFP, “Three digit dialing from any site to any site on the network and provide interoperability and compatibility with Wise County’s VoIP system.” If three digit dialing isn’t available, please explain the need for the alternative.

- b. How many extensions require this feature?

All extensions

3. Locations:

- a. Do you prefer “OTHER REMOTE SITES” priced separately or part of a system wide solution?

Per the RFP, “Other Remote Sites (consider/price separately).”

- b. Does each of the (10) ten Convenient Centers have a single phone and line? Or are there multiples per Center? For instance, does each of the two locations in Wise (Esserville and Fairgrounds) have a single phone and line?

All ten (10) have single lines.

4. Long Distance Carrier:

- a. How many current long distance providers?

Five (5)

- b. Are current providers’ bills available for review?

Yes

- c. Is Wise County interested in a Total Cost Analysis (TCO) of Current vs. Proposed to include long distance? If so, bills will be required with the end in mind of eliminating long distance charges in its entirety (one of the principal advantages of VoIP)

Yes

5. How many DID’s in total and per location?

Per the RFP, “The system must support Direct Inward Dialing as well as Caller-ID for all incoming calls.”

6. Forced Account Codes (FAC):

- a. Is FAC required for every call, or long distance only?



- Per the RFP, "The system is required to handle forced account code collection (and associated reporting capabilities) for long distance calls."
- b. If long distance charges are eliminated in the proposed solution, is FAC still a requirement?
Regardless of toll charges, the option to have the associated reporting capabilities is desired.
7. Extension Portability-"Log In" from Any Phone:
- a. Is this to check voice mail only or other? Please describe
Yes, primarily to check voice mail at another system extension.
 - b. Is Log-In Log-Out required for every call? Please describe
No
8. Fail Over Dial Tone:
- a. In the event of outside loss of primary connectivity or power loss, how many users require connectivity *internally*?
Please specify what options are available for "minimal" connectivity for internal users. Currently, if the power is out, we have no phones except to dial out through a "hard line" or an available FAX/Modem line.
 - b. In the event of outside loss of primary connectivity or power loss, how many users require connectivity *externally*?
Per the RFP, "Install one (1) analog line per site for power loss dial tone connection."
 - c. Does the County currently have redundant internet circuits supporting data and/or voice?
No
 - d. Is current phone system premised based (PBX), VoIP, or Hybrid?
PBX
 - e. How many current POTS lines (fail over dial tone lines)?
143 Voice and FAX/Modem lines
9. Integrated Faxing Service:
- a. How many employees require integrated fax service?
All users should have access the integrated faxing either as a standard feature or as a configurable option.
 - b. How many current fax machines/numbers exist?
Nine (9) FAX lines.
10. System Reliability and Availability
- a. Is 911 Dispatch Call Center a part of this proposed RFP?



No, but as stated in the RFP, "Access to 911 service - subscriber shall be able to obtain emergency service/assistance by dialing 911" including "during a power outage".

b. What is current Disaster Recovery plan in

??

11. Installation Requirements –Required Features

a. Install analog line- Is it acceptable to work with local phone company to coordinate analog line installation?

Per the RFP, "Vendor shall be required to work with AT&T, CenturyLink, Verizon, Cogent, Sprint, Century Link, Socket or other proposed telco to coordinate the ordering and installation of all WAN, PRI and other communication services related to this project."

12. Site Visit

a. From past experience in similar multi-site bids, it has been accepted practice and welcomed by other S&L bidders to allow providers to visit sites in order make the best possible recommendations and eliminate overruns or change orders. **Is Wise County amenable to a site visit PRIOR to RFP response and how much advance notice is required?**

Yes, an onsite visit prior to submission is very much encouraged and should be scheduled with County staff to avoid conflicts and ensure that resources at all locations will be available for review.

Vendor

Is there a network diagram available? This would allow us to configure the redundancy required for each physical location.

Please find attached the basic "Network Design with Drops" diagram as requested. The .pdf has been added to the RFP announcement on the website.

Vendor

I wanted to reach out because I am looking through the RFP and wanted to know if you are wanting internet quoted for the transport of the VOIP solution? If not, can you please provide the current bandwidth of internet you have that the VOIP will be traveling over and provider?



We currently have a 5Mbps dedicated synchronous fiber internet circuit with 6 static IP addresses provided by Sunset Digital Communications. Is this sufficient bandwidth? It could be advantageous to explore another provider of internet service, especially if more bandwidth is required and cost savings may be possible.

Is the 5MBPS dedicated circuit you have now just for this VOIP project or is this circuit used for data and VOIP project?

If it is the primary connection for all data needs and will be used for the VOIP project I think you will need to upgrade your bandwidth.

I actually worked with Scott Kiser to renew the Verizon POTS lines in July. I am not sure if some of the lines stated in the RFP are the lines you have with us but if so they are under term. I would like to have a quick call to discuss this and a few things to make sure we are on the same page.

Yes, the 5Mbps circuit is our current internet connection for all data, etc. Please be aware that the Court offices, Commonwealth Attorney and Sheriff are all on the their own networks / internet circuits and I do not have those bandwidth figures at this time.

In regards to the POTS lines, yes, many of the lines indicated in the RFP are Verizon serviced lines, but some are not. As to those lines being "under term", you would need to discuss that with Mr. Cox or Jeff Gilliam, Wise County Financial Mgmt. Assistant.

Vendor

Do you know about how many minutes the courthouse phone system uses per month?

I have no idea. You may be able to get that from either Donna or Jeff since they look at the telephone bills on a regular basis. Sorry I can't be of more help.

Vendor

- Is it the intention of the County that the proposed system be installed at each location including the Wise County Courthouse and the Justice Center, and replace the existing phones systems at each site?



At the time the RFP was issued, the intent was to interface with the phone system at the Justice Center as it was only recently installed. Per the vendor who installed the system, "It is a Nortel ics system and as it is configured it will not accept SIP". Therefore, the Justice Center has the same phone system as the Courthouse complex (Nortel Norstar Modular ICS) and should be included. An updated count of IP phones needed follows:

Wise County Courthouse: 115

Wise County Justice Center: 43

- What are all of the physical addresses of the facilities that need to be included in this proposal?

Wise County Courthouse

206 E. Main Street

Wise, VA 24293

Wise County Justice Center

5605 Patriot Drive

Wise, VA 24293"

Remote locations are as follows:

(Note: These remote sites have only single phone lines.)

Blackwood Industrial Park

5401-B Kent Junction Rd.

Norton VA 24273

Convenience Centers

Bull Hill - Bull Run Rd. (US 58A) near Virginia City, St. Paul VA

East Stone Gap - 2314-B Preston Rd., East Stone Gap VA

Esserville - 5736 Industrial Park Rd., Norton VA

Fairgrounds - 6601 Hurricane Rd., Wise VA

Flatwoods - Dungannon Rd., Coeburn VA

Indian Creek - 9800-A Orby Cantrell Hwy., Pound VA

Josephine - 6221-B Kent Junction Rd., Norton VA

Toms Creek - 12104 Toms Creek Rd., Coeburn VA

Appalachia - 2449 Exeter Rd., Appalachia VA

South Fork - 6011 North Fork Rd., Pound VA



J&D Relations Court Service Unit

224 Water St.

Wise, VA 24293

Wise County Health Dept.

134 Roberts Avenue SW

Wise, Virginia 24293

VPI Extension Office

515A Hurricane Road

Wise Skill Center Complex

Building A

Wise, VA 24293

- Is there a way to identify the number of users at each facility and define the user types?
Ex: administrator, clerk, receptionist, etc.

Count of Employees at Primary Locations:

Wise County Courthouse: 115

Wise County Justice Center: 61

List of Job Titles (Primary Locations):

ADMINISTRATIVE ASSISTANT

ADMINISTRATIVE SECRETARY

ANIMAL CONTROL OFFICER

ANIMAL SHELTER ATTENDANT

ASSISTANT ANIMAL CONTROL OFFICER

ASSISTANT REGISTRAR

ASSISTANT TO E911 COORDINATOR

ASST. COMMONWEALTH ATTORNEY



- CHIEF DEPUTY COMMONWEALTH ATTY.
- CHIEF FINANCIAL OFFICER
- CLERK OF CIRCUIT COURT
- CODE INSPECTOR
- CODE OFFICIAL
- COMMISSIONER OF THE REVENUE
- COMMONWEALTH ATTORNEY
- COMPUTER PROGRAMMER & SUPERVISOR
- COMPUTER TECHNICIAN/ANALYST
- COUNTY ADMINISTRATOR
- COUNTY ATTORNEY
- COURT SECURITY OFFICER
- CUSTODIAN
- DEPUTY CLERK OF CIRCUIT COURT
- DEPUTY COMMISSIONER OF REVENUE
- DEPUTY FIELD ASSESSOR I
- DEPUTY FIELD ASSESSOR II
- DEPUTY FIELD ASSESSOR IV
- DEPUTY SHERIFF
- DEPUTY TREASURER
- DEPUTY TREASURER II
- DEPUTY TREASURER III
- DEVELOP STUDENT



DIRECTOR OF ECONOMIC DEVELOPMENT

DIRECTOR OF VICTIM WITNESS PROGR

DISPATCHER

FINANCIAL MANAGEMENT ASSISTANT

GEOGRAPHIC INFORMATION OFFICER

GIS/E911 TECHNICIAN

INVESTIGATOR

LAW CLERK

LITTER WARDEN

MAINTENANCE SUPERVISOR

MAINTENANCE WORKER

PART TIME - CUSTODIAN

PART-TIME ATTORNEY

PART-TIME SECRETARY

PROGRAM ASSISTANT

REGISTRAR

SECRETARY

SECRETARY TO COUNTY ADMINISTRATO

SHERIFF

TOURISM & MARKETING COORDINATOR

TREASURER

ZONING/MAPPING TECH



- What is the current bandwidth at each facility that will be part of this system? Will you allow the hosted voice to share the same bandwidth, or do you require a dedicated circuit to be part of the proposed system?

The County Government network is currently served by a 5Mbps dedicated synchronous internet connection for all data and other uses. The Justice Center is currently connected to the Courthouse complex via a 10GBps microwave circuit. This connection is routed separately to various offices, as needed, but, these are primarily separate networks. Other remote sites have no connectivity with central locations – only single phone lines. It is the County’s intent to use the existing network infrastructure for both Data and Voice. It was anticipated that the existing infrastructure would need to be evaluated and updated/augmented to accommodate the new Voice traffic.

- Do you require softphones for some users, or does the proposed system just need to be able to provide this capability for future use? If softphones are required, please indicate the quantity.

The capability for future use should be sufficient as we have not identified individuals that would currently use them. Please provide pricing for future purchase.

- On page 5, what type of “basic alarms and alarm notifications” are required?

Basic alarms and notifications should be part of the administration functions of the system. It is preferred that a mechanism be in place to notify those designated as “system administrators” of any errors or warnings generated by the phone system that require action.

- If phones are PoE capable but also can be utilized with a local power source, do you have a preference?

Since the county government network currently does not have all PoE switches, the option for local power is required. As indicated above, “the existing infrastructure would need to be evaluated and updated/augmented” most likely resulting in new PoE switches being installed where needed. I am unaware of a preference for either.

- If leasing and rental are both pricing options, which is preferred?



No current preference. Both options will be evaluated to determine the best solution for Wise County. If feasible, please provide pricing for both options.

- If the proposed system utilizes 4-digit dialing and the method of accommodating the existing 3-digit dialing is to insert the same digit in front of the extension (ex: 222 becomes 1222, 425 becomes 1425, etc.) is that acceptable?

Given the 3-digit dialing option was specified, variations will be considered. If three digit dialing isn't available, please explain the need for the alternative.

Vendor

1. Ref: Section B: System Warranty. Required Features: a. During the warranty period, the successful offeror must supply no more than a two (3) hour on-site response to major problems, 24 hours a day, 7 days a week.

Question: Does the customer require 2 or 3 hour on-site response time?

Yes, County offices cannot be without telephone service for an extended period of time.

2. Ref: Section A: Background. Approximate count of current phones and Lines: Table

Question: There are 176 total Lines and 102 phones noted for the Courthouse only. Are all 102 phones installed at the Courthouse?

The 102 phones listed are only for the Courthouse complex. A final count for the Justice Center is being compiled.

If not, please provide number of phones at each location.

At the time the RFP was issued, the intent was to interface with the phone system at the Justice Center as it was only recently installed. A tally of the phones at the Justice Center is being compiled.

Question: How many attendant consoles are required per location?

At least one. If it is determined that additional units are needed, they will be purchased later at the quoted price.

3. Ref: Section A: Background. Approximate count of current phones and lines: Table



Question: Are the Justice Center and the Courthouse in the same building?

No

Question: What is the total count of buildings included in the SOW?

The two (2) primary locations listed are to be the focus of this project. Per the RFP, "Other Remote Sites" are to be "considered/priced separately".

Question: Will the county provide approximate mileage between separate buildings and Courthouse?

Approximately two miles from the Courthouse to the Justice Center.

Question: Please provide complete address for each building.

Per the RFP:

"Main locations are as follows:

Wise County Courthouse

206 E. Main Street

Wise, VA 24293

Wise County Justice Center

5605 Patriot Drive

Wise, VA 24293"

Additional locations are as follows:

Blackwood Industrial Park

5401-B Kent Junction Rd.

Norton VA 24273

Convenience Centers

Bull Hill - Bull Run Rd. (US 58A) near Virginia City, St. Paul VA

East Stone Gap - 2314-B Preston Rd., East Stone Gap VA

Esserville - 5736 Industrial Park Rd., Norton VA

Fairgrounds - 6601 Hurricane Rd., Wise VA

Flatwoods - Dungannon Rd., Coeburn VA



Indian Creek - 9800-A Orby Cantrell Hwy., Pound VA

Josephine - 6221-B Kent Junction Rd., Norton VA

Toms Creek - 12104 Toms Creek Rd., Coeburn VA

Appalachia - 2449 Exeter Rd., Appalachia VA

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J&D Relations Court Service Unit

224 Water St.

Wise, VA 24293

Wise County Health Dept.

134 Roberts Avenue SW

Wise, Virginia 24293

VPI Extension Office

515A Hurricane Road

Wise Skill Center Complex

Building A

Wise, VA 24293

4. Ref: Section B: Statement of Work and Specifications. Offeror should be able to recommend a solution to consolidate our existing long distance providers into one long distance carrier.

Question: Please identify the Long Distance (LD) carriers and the Local Exchange Company (LEC) now servicing the county.

Local Exchange Companies (LEC)

Verizon

Granite Telecommunications

Long Distance Carriers (LDC)

Century Link

Windstream

AT&T

Granite

MCI

5. Ref: WCO15-002_Exhibit2. County of Wise, Virginia Government Courthouse Network Design. Diagrams



Question: Is there an existing WAN?

If so, please provide details of WAN architecture to include make and model of switches and routers and a WAN diagram.

A basic "Network Design with Drops" diagram with floor plans and network drops is available at our website with the RFP advertisement

(http://www.wisecounty.org/procurement/rfbs/WCO15-002_Exhibit2.pdf) and on eVA.

Question: Does the data network extend beyond the Courthouse?

The courts and court clerks are supported by the Supreme Court of Virginia networks and the Commonwealth Attorney is on their own. This points to one of the main challenges we will have to implementing a new VoIP system -- several offices (namely the courts, sheriff and the Commonwealth Attorney) are NOT on our network -- they are on their own LANs and internet service.

The Justice Center is currently connected to the Courthouse complex via a 10GBps microwave circuit. This connection is routed separately to various offices, as needed, but, these are primarily separate networks.

Question: Are there routers and switches installed in the Justice Center?

If so, please provide the make and model of each router and switch.

Currently unavailable

Question: Is the vendor required to design and build a separate network for IP Phones.

No

Question: Regarding the remote sites listed, what is the data connectivity at each of the remote locations, i.e. switches, routers, etc.

Other remote sites have no connectivity with central locations – only single phone lines.

6. Ref: Section B: Statement of Work and Specification. Basic Features and Functionality Required. m) Access to 911 service - subscriber shall be able to obtain emergency service/assistance by dialing 911. The contractor shall administer the associated database.

Question: Does the County currently have DID (Direct Inward Dial) service?

Some DID lines are currently present at the Justice Center, but is desired at both main locations.



7. Ref: Section B: System Reliability and Availability. Required Features: d. The proposed solution should provide 99.999% availability.

Question: Does the customer require 99.999 on the voicemail system as well?

Voicemail is as important as regular voice communications and, if possible, should remain available even if premise power or primary connectivity is lost.

8. Ref: Section F. General Terms & Conditions. 3. Assignment of Contract and 17. Qualifications of Bidders or Offerors.

Question: There are several references to Fredericksburg City Public Schools. What is Wise County's relationship with Fredericksburg City Public Schools?

This is a typographical error, i.e., no relationship exists.

Question: Is Wise County using the same consultant that was used in a similar RFP process at Fredericksburg City Public Schools?

Not Applicable (see above)

9. Ref: Section B: Statement of Work and Specification. Basic Features and Functionality Required. j) The system must provide extension portability by allowing end users to 'log in' at any phone.

Question: Extension portability - what portion of the employee population requires the ability to "login" at any phone?

If this feature is not available to all employees, can it be configured for individual users as needed?

10. Ref: Section B: Statement of Work and Specification. Basic Features and Functionality Required. l) Proposed system shall have a method of attaching existing analog or digital phones with minimal cost and effort. Proposers shall describe their methods in their response.

Question: Please provide the make, model and version number of the current installed telecommunications system(s).

Wise County Courthouse

(Most users at this location)

Nortel Norstar Modular ICS with (5) M12X0 & (7) M0X16 Line/Trunk Modules and Nortel CallPilot 150/Mini.



Circuit Court Clerk

3CX Software based IP PBX for Windows

Wise County Justice Center

(most users at this location)

Nortel Norstar Modular ICS (same as the Courthouse system)

Magistrates Office

Multi-line AT&T system

J&DR Court Service Unit

Avaya system

Question: Please list the model numbers of existing digital phones to determine compatibility.

Currently Not Available

11. Ref: Section E: Proposal Preparation and Submission Instructions: General. i) Questions and Addenda: Offerors shall carefully examine this RFP and any addenda. Offerors are responsible for seeking clarifications, in writing, of any ambiguity, conflict, omission, or other errors in this RFP. Questions should be addressed to the County Finance Administrator. If the answer materially affects the RFP, the information will be incorporated into an addendum and posted on www.wisecounty.org/bids. This RFP and any Addenda shall be incorporated, by reference, into any resulting contract. Offeror is responsible for checking with the Issuing Office within 48 hours prior to the proposal closing to secure any Addenda issued as part of this RFP. The deadline for submitting questions in writing under this RFP is 4:00 p.m, October 2, 2014.

Question: Will all Questions and Answers be posted and/or provided to all bidders?

A compiled listing of all questions and answers will be made available through the County's website (procurements) on Thursday, October 2, 2014.

12. Ref: Section E: General. b. Proposals shall be signed by an authorized representative of the offeror, sealed, and received at the Wise County Administrators' Office no later than (4:00 p.m.) Eastern Time October 9, 2014. Proposals should be addressed to the County Finance Administrator.



Question: To provide a proper solution and quote we respectfully request a two week extension of the proposal submission date, starting when the Questions and Answers are posted?

Such requests must be made to the County Financial Administrator.

Follow-up Questions:

1. Ref: Section B: System Warranty. Required Features: a. During the warranty period, the successful offeror must supply no more than a two (3) hour on-site response to major problems, 24 hours a day, 7 days a week. Q&A: Question: Does the customer require 2 or 3 hour on-site response time? Answer: Yes, County offices cannot be without telephone service for an extended period of time.

Follow-On Question: Please specify either a 2 hour response or a 3 hour response as required?

Please provide the best options available priced separately.

2. Ref: Section A: Background. Approximate count of current phones and Lines: Table. Q&A. Question: There are 176 total Lines and 102 phones noted for the Courthouse only. Are all 102 phones installed at the Courthouse? Answer: The 102 phones listed are only for the Courthouse complex. A final count for the Justice Center is being compiled.

Follow-On Question: Please provide an updated count of phones by location.

An updated count of IP phones needed follows:

Wise County Courthouse: 115

Wise County Justice Center: 43

3. Ref: WCO15-002_Exhibit2. County of Wise, Virginia Government Courthouse Network Design. Diagrams. Q&A. Question: Is the vendor required to design and build a separate network for IP Phones. Answer: No

Follow-On Question: If a separate network is not required will the existing Network be converged to support both DATA and Voice traffic? Additional DATA equipment will be necessary to support a converged Network design.



It is the County's intent to use the existing network infrastructure for both Data and Voice. It was anticipated that the existing infrastructure would need to be evaluated and updated/augmented to accommodate the new Voice traffic. According to Section B. STATEMENT OF WORK AND SPECIFICATIONS, Implementation Requirements, "b. Vendor should include any routers, POE switches, servers and circuits required. Wise County reserves the option to seek its own pricing for equipment that meets or exceeds the vendor's specifications."

4. Ref: WCO15-002_Exhibit2. County of Wise, Virginia Government Courthouse Network Design. Diagrams. Q&A. Question: Regarding the remote sites listed, what is the data connectivity at each of the remote locations, i.e. switches, routers, etc. Answer: Other remote sites have no connectivity with central locations – only single phone lines.

Follow-On Question: Does the County intend to leave these as single phone lines (Non VoIP)? Or include these locations in a converged Network design?

Per the RFP, "Other Remote Sites (consider/price separately)." If these remote sites are included in the proposal, the offeror should describe how these sites will be included into the overall system. If these sites must be left "as-is" with "single phone lines (Non VoIP)", please explain why.

1. Ref: Section B: System Warranty. Required Features: a. During the warranty period, the successful offeror must supply no more than a two (3) hour on-site response to major problems, 24 hours a day, 7 days a week.

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Question: How many attendant consoles are required per location?

At least one. If it is determined that additional units are needed, they will be purchased later at the quoted price.

3. Ref: Section A: Background. Approximate count of current phones and lines: Table

Question: Are the Justice Center and the Courthouse in the same building?

No

Question: What is the total count of buildings included in the SOW?

The two (2) primary locations listed are to be the focus of this project. Per the RFP, "Other Remote Sites" are to be "considered/priced separately".

Question: Will the county provide approximate mileage between separate buildings and Courthouse?

Approximately two miles from the Courthouse to the Justice Center.

Question: Please provide complete address for each building.

Per the RFP:

"Main locations are as follows:

Wise County Courthouse

206 E. Main Street
Wise, VA 24293

Wise County Justice Center

5605 Patriot Drive
Wise, VA 24293"

Additional locations are as follows:



Blackwood Industrial Park

5401-B Kent Junction Rd.

Norton VA 24273

Convenience Centers

Bull Hill - Bull Run Rd. (US 58A) near Virginia City, St. Paul VA

East Stone Gap - 2314-B Preston Rd., East Stone Gap VA

Esserville - 5736 Industrial Park Rd., Norton VA

Fairgrounds - 6601 Hurricane Rd., Wise VA

Flatwoods - Dungannon Rd., Coeburn VA

Indian Creek - 9800-A Orby Cantrell Hwy., Pound VA

Josephine - 6221-B Kent Junction Rd., Norton VA

Toms Creek - 12104 Toms Creek Rd., Coeburn VA

Appalachia - 2449 Exeter Rd., Appalachia VA

South Fork - 6011 North Fork Rd., Pound VA

J&D Relations Court Service Unit

224 Water St.

Wise, VA 24293

Wise County Health Dept.

134 Roberts Avenue SW

Wise, Virginia 24293

VPI Extension Office

515A Hurricane Road

Wise Skill Center Complex

Building A

Wise, VA 24293

4. Ref: Section B: Statement of Work and Specifications. Offeror should be able to recommend a solution to consolidate our existing long distance providers into one long distance carrier.

Question: Please identify the Long Distance (LD) carriers and the Local Exchange Company (LEC) now servicing the county.



Local Exchange Companies (LEC)

Verizon

Granite Telecommunications

Long Distance Carriers (LDC)

Century Link

Windstream

AT&T

Granite

MCi

5. Ref: WCO15-002_Exhibit2. County of Wise, Virginia Government Courthouse Network Design. Diagrams

Question: Is there an existing WAN?

If so, please provide details of WAN architecture to include make and model of switches and routers and a WAN diagram.

A basic "Network Design with Drops" diagram with floor plans and network drops is available at our website with the RFP advertisement

(http://www.wisecounty.org/procurement/rfbs/WCO15-002_Exhibit2.pdf) and on eVA.

Question: Does the data network extend beyond the Courthouse?

The courts and court clerks are supported by the Supreme Court of Virginia networks and the Commonwealth Attorney is on their own. This points to one of the main challenges we will have to implementing a new VoIP system -- several offices (namely the courts, sheriff and the Commonwealth Attorney) are NOT on our network -- they are on their own LANs and internet service.

The Justice Center is currently connected to the Courthouse complex via a 10GBps microwave circuit. This connection is routed separately to various offices, as needed, but, these are primarily separate networks.

Question: Are there routers and switches installed in the Justice Center?

If so, please provide the make and model of each router and switch.

Currently unavailable

Question: Is the vendor required to design and build a separate network for IP Phones.



No

Question: Regarding the remote sites listed, what is the data connectivity at each of the remote locations, i.e. switches, routers, etc.

Other remote sites have no connectivity with central locations – only single phone lines.

6. Ref: Section B: Statement of Work and Specification. Basic Features and Functionality Required. m) Access to 911 service - subscriber shall be able to obtain emergency service/assistance by dialing 911. The contractor shall administer the associated database.

Question: Does the County currently have DID (Direct Inward Dial) service?

Some DID lines are currently present at the Justice Center, but is desired at both main locations.

7. Ref: Section B: System Reliability and Availability. Required Features: d. The proposed solution should provide 99.999% availability.

Question: Does the customer require 99.999 on the voicemail system as well?

Voicemail is as important as regular voice communications and, if possible, should remain available even if premise power or primary connectivity is lost.

8. Ref: Section F. General Terms & Conditions. 3. Assignment of Contract and 17. Qualifications of Bidders or Offerors.

Question: There are several references to Fredericksburg City Public Schools. What is Wise County's relationship with Fredericksburg City Public Schools?

This is a typographical error, i.e., no relationship exists.

Question: Is Wise County using the same consultant that was used in a similar RFP process at Fredericksburg City Public Schools?

Not Applicable (see above)

9. Ref: Section B: Statement of Work and Specification. Basic Features and Functionality Required. j) The system must provide extension portability by allowing end users to 'log in' at any phone.

Question: Extension portability - what portion of the employee population requires the ability to "login" at any phone?



If this feature is not available to all employees, can it be configured for individual users as needed?

10. Ref: Section B: Statement of Work and Specification. Basic Features and Functionality Required. I) Proposed system shall have a method of attaching existing analog or digital phones with minimal cost and effort. Proposers shall describe their methods in their response.

Question: Please provide the make, model and version number of the current installed telecommunications system(s).

Wise County Courthouse

(Most users at this location)

Nortel Norstar Modular ICS with (5) M12X0 & (7) M0X16 Line/Trunk Modules and Nortel CallPilot 150/Mini.

Circuit Court Clerk

3CX Software based IP PBX for Windows

Wise County Justice Center

(most users at this location)

Nortel Norstar Modular ICS (same as the Courthouse system)

Magistrates Office

Multi-line AT&T system

J&DR Court Service Unit

Avaya system

Question: Please list the model numbers of existing digital phones to determine compatibility.

Currently Not Available

11. Ref: Section E: Proposal Preparation and Submission Instructions: General. i) Questions and Addenda: Offerors shall carefully examine this RFP and any addenda. Offerors are responsible for seeking clarifications, in writing, of any ambiguity, conflict, omission, or other errors in this RFP. Questions should be addressed to the County Finance Administrator. If the answer materially affects the RFP, the information will be incorporated into an addendum and posted on www.wisecounty.org/bids. This RFP and any Addenda shall be incorporated, by reference,



into any resulting contract. Offeror is responsible for checking with the Issuing Office within 48 hours prior to the proposal closing to secure any Addenda issued as part of this RFP. The deadline for submitting questions in writing under this RFP is 4:00 p.m, October 2, 2014.

Question: Will all Questions and Answers be posted and/or provided to all bidders?

A compiled listing of all questions and answers will be made available through the County's website (procurements) on Thursday, October 2, 2014.

12. Ref: Section E: General. b. Proposals shall be signed by an authorized representative of the offeror, sealed, and received at the Wise County Administrators' Office no later than (4:00 p.m.) Eastern Time October 9, 2014. Proposals should be addressed to the County Finance Administrator.

Question: To provide a proper solution and quote we respectfully request a two week extension of the proposal submission date, starting when the Questions and Answers are posted?

Such requests must be made to the County Financial Administrator.

Follow-up Questions:

1. Ref: Section B: System Warranty. Required Features: a. During the warranty period, the successful offeror must supply no more than a two (3) hour on-site response to major problems, 24 hours a day, 7 days a week. Q&A: Question: Does the customer require 2 or 3 hour on-site response time? Answer: Yes, County offices cannot be without telephone service for an extended period of time.

Follow-On Question: Please specify either a 2 hour response or a 3 hour response as required?

Please provide the best options available priced separately.

2. Ref: Section A: Background. Approximate count of current phones and Lines: Table. Q&A. Question: There are 176 total Lines and 102 phones noted for the Courthouse only. Are all 102 phones installed at the Courthouse? Answer: The 102 phones listed are only for the Courthouse complex. A final count for the Justice Center is being compiled.

Follow-On Question: Please provide an updated count of phones by location.



An updated count of IP phones needed follows:

Wise County Courthouse: 115

Wise County Justice Center: 43

3. Ref: WCO15-002_Exhibit2. County of Wise, Virginia Government Courthouse Network Design. Diagrams. Q&A. Question: Is the vendor required to design and build a separate network for IP Phones. Answer: No

Follow-On Question: If a separate network is not required will the existing Network be converged to support both DATA and Voice traffic? Additional DATA equipment will be necessary to support a converged Network design.

It is the County's intent to use the existing network infrastructure for both Data and Voice. It was anticipated that the existing infrastructure would need to be evaluated and updated/augmented to accommodate the new Voice traffic. According to Section B. STATEMENT OF WORK AND SPECIFICATIONS, Implementation Requirements, "b. Vendor should include any routers, POE switches, servers and circuits required. Wise County reserves the option to seek its own pricing for equipment that meets or exceeds the vendor's specifications."

4. Ref: WCO15-002_Exhibit2. County of Wise, Virginia Government Courthouse Network Design. Diagrams. Q&A. Question: Regarding the remote sites listed, what is the data connectivity at each of the remote locations, i.e. switches, routers, etc. Answer: Other remote sites have no connectivity with central locations – only single phone lines.

Follow-On Question: Does the County intend to leave these as single phone lines (Non VoIP)? Or include these locations in a converged Network design?

Per the RFP, "Other Remote Sites (consider/price separately)." If these remote sites are included in the proposal, the offeror should describe how these sites will be included into the overall system. If these sites must be left "as-is" with "single phone lines (Non VoIP)", please explain why.

Vendor

In the RFP it states, "This system will replace the current telephone system and needs to be compatible with, provide interoperability, and sustainability with our system at the Wise County Justice Center."



Could you please provide us with the type of system is at the Justice Center? Also, could we include the option to replace that as part of our response?

At the time the RFP was issued, the intent was to interface with the phone system at the Justice Center as it was only recently installed. Per the vendor who installed the system, "It is a Nortel ics system and as it is configured it will not accept SIP". Therefore, the Justice Center has the same phone system as the Courthouse complex (Nortel Norstar Modular ICS) and should be included. An updated count of IP phones needed follows:

Wise County Courthouse: 115

Wise County Justice Center: 43

Vendor

Background

This RFP is for the Wise County Courthouse Facility which includes Administration, Treasurer's Office, Commissioner of Revenue Office, Commonwealth Attorney, Circuit Court Clerk, Court Services and other offices. The projected VoIP system must be installed and operational by February 28, 2015.

Purpose of RFP

Phone System Requirements

Wise County seeks to replace all of its current phone systems with an integrated, VoIP telephony solution that connects all remote offices and provides a high level of reliability and functionality. The system should act as a single system image in a multi-site environment and be scalable up to 250 users. The preferred high-level components of functionality include voicemail, conferencing, unified messaging, integrated fax service, and system administration.

Which of the above statements is correct, just the courthouse, or to include the justice center and industrial center? How many ports are included for this solicitation?

At the time the RFP was issued, the intent was to interface with the phone system at the Justice Center as it was only recently installed. Per the vendor who installed the system, "It is a Nortel ics system and as it is configured it will not accept SIP". Therefore, the Justice Center has the same phone system as the Courthouse complex (Nortel Norstar Modular ICS) and should be included. An updated count of IP phones needed follows:



Wise County Courthouse: 115

Wise County Justice Center: 43

Basic Features & Functionality Required

m) Access to 911 service - subscriber shall be able to obtain emergency service/assistance by dialing 911. The contractor shall administer the associated database. **What database – does this include integration to the network link or is this a database specifically for a Wise County designated location?**

The “database” is in reference to the following: "To provide 911 access, VoIP service providers use a database of addresses that its subscribers provide. This information is used to decide to which public safety answering point the emergency call is directed".

Conferencing Details Required Features

b. Offeror must describe the maximum number of conference call participants and simultaneous conference

calls in its proposal. **How many parties would you like to have in a single conference call?**

Per the RFP, “a. The system must provide the ability to include a minimum of three (3) inside or outside callers in a conference call.”

How many simultaneous conference calls would you like to have? We can add a number of multi-party simultaneous calls for our pricing, but it will depend on number of trunks, etc.

Generally, no more than one or two simultaneous conference calls. Specify options with pricing.

Phones and Attendant Console Details Required Features

c. System must offer paging through the phone system, specifically through the phone speakers. System must

also offer the ability to mute the speaker so pages do not come through. **Should all phones be able to be paged simultaneously?**

Individual, group and system-wide broadcast paging through the handsets is desired.

User Administration and Productivity Details Required Features

c. Preferred solutions will incorporate a local, workstation-based GUI which allows users all of the call control



capabilities available via the telephone set. The GUI shall also allow users to configure call control and voicemail preferences. Preferred solutions will be able to provide dynamic, on-line directories for internal and external users via both phone sets and GUI's. *Is this an optional feature because it could be at an extra cost?*

As stated, the "Preferred solutions will incorporate a local, workstation-based GUI". *Is this functionality available through the handset?*

System Reliability and Availability

Required Features:

a. Ability to keep basic telephone services should the wide area network fail. *This can take many forms depending on an individual's perspective. Is it acceptable to include basic telephone services and then provide options to different levels of redundancy?*

Yes

Support

Required Features:

a. During the warranty period, the successful offeror must supply no more than a two (3) hour on-site response to major problems, 24 hours a day, 7 days a week. *Two or three hours?*

Please provide the best options available priced separately.

Vendor

1) Can you provide addresses for the "other remote sites" listed?

Blackwood industrial Park

5401-B Kent Junction Rd.

Norton VA 24273

Convenience Centers

Bull Hill - Bull Run Rd. (US 58A) near Virginia City, St. Paul VA

East Stone Gap - 2314-B Preston Rd., East Stone Gap VA

Esserville - 5736 Industrial Park Rd., Norton VA



Fairgrounds - 6601 Hurricane Rd., Wise VA

Flatwoods - Dungannon Rd., Coeburn VA

Indian Creek - 9800-A Orby Cantrell Hwy., Pound VA

Josephine - 6221-B Kent Junction Rd., Norton VA

Toms Creek - 12104 Toms Creek Rd., Coeburn VA

Appalachia - 2449 Exeter Rd., Appalachia VA

South Fork - 6011 North Fork Rd., Pound VA

J&D Relations Court Service Unit

224 Water St.

Wise, VA 24293

Wise County Health Dept.

134 Roberts Avenue SW

Wise, Virginia 24293

VPI Extension Office

515A Hurricane Road

Wise Skill Center Complex

Building A

Wise, VA 24293

2) Please provide the make and model of the existing system(s) in place in the County. Is there any need to integrate with these or can we assume complete replacement?

Wise County Courthouse

(Most users at this location)

Nortel Norstar Modular ICS with (5) M12X0 & (7) M0X16 Line/Trunk Modules and Nortel CallPilot 150/Mini.

Circuit Court Clerk

3CX Software based IP PBX for Windows

Wise County Justice Center

(most users at this location)

Nortel Norstar Modular ICS (same as the Courthouse system)

Magistrates Office

Multi-line AT&T system



J&DR Court Service Unit

Avaya system

3) Does the County have PoE switches at the provided locations. If so, what make and model? If not, is there a preferred manufacturer?

Wise County Courthouse

County Government network

1st Floor (IDF1) - Cisco Catalyst WS-C2950G-48-EI (not PoE)

2nd Floor (MDF) - Cisco Catalyst WS-C3750G-48PS-S and WS-C3750G-24PS-S (stacked) (both PoE)

3rd Floor (IDF3) - Cisco Catalyst WS-C2950G-48-EI (not PoE)

The Courts and Clerks offices are on separate networks supported by the Supreme Court of Virginia. I currently have no information on the specifics of their networks. Likewise, I currently have no specifics on the Justice Center network.

4) If POE switches are to be proposed, can you provide the number of switches and anticipated phones per closet? Floor?

I am unable to provide details at this time as I anticipate a full analysis of the current telephone and network capabilities will be required in order to determine what network infrastructure upgrades will be required.

5) Please provide the current carrier connections (carrier, bandwidth/speed, type of service (PRI, SIP, Cable Modem) at each site and any existing contractual obligations. Are all sites connected back to a central location? Any diagrams available would be very helpful.

All locations have their own phone lines/trunks. I do not have information as to the "contractual obligations" that may exist for any lines. Please contact either Mr. Cox or Jeff Gilliam, Financial Mgmt Asst (gilliam_j@wisecounty.org) for more information.

6) How many line appearances do you require on the attendant console?

According to the RFP, "Phones and Attendant Console Details Required Features, e. Attendant console and/or GUI version must display call presence and extension status for all locations extensions. Operator/attendant console must provide drag and drop call handling functionality."

7) For the built-in Ethernet switch on the phone, do you require 100Mb or gigabit ports?



We do not want to limit any workstation by the phone port as hopefully all network switches will ultimately be 10/100/1000 (auto-switching gigabit ports).

UPDATE: Please provide pricing for both 10/100 and gigabit phones as only a small number of users may need the higher speed.

8) Any need for color phones or speaker phones? If so, how many?

According to the RFP, "Basic Features & Functionality Required, f. All staff phones must have speakerphone capabilities."

Vendor

1. How many total IP Phones are needed?

As indicated in the RFP, we are initially looking at approximately 100 telephone handsets for the Courthouse complex, but would purchase additional units as needed. Generally, there is a one-to-one ratio for users and phones; however, as many as four (4) phones could be considered general office space phones shared by employees in their respective offices.

2. How many voice mail boxes are needed?

Voicemail boxes should be assigned to each user phone. Thus, approximately 96 initially with the capability to expand as needed.

3. How many total T1 PRI's are installed at each site?

The County Government network is currently served by a 5Mbps dedicated synchronous internet connection for all data and other uses. The courts and court clerks are supported by the Supreme Court of Virginia networks and the Commonwealth Attorney is on their own. This points to one of the main challenges we will have to implementing a new VoIP system -- several offices (namely the courts, sheriff and the Commonwealth Attorney) are NOT on our network -- they are on their own LANs and internet service.

4. Are all the sites connected through fiber?



The Justice Center is currently connected to the Courthouse complex via a 10GBps microwave circuit. This connection is routed separately to various offices, as needed, but, as indicated above, these are primarily separate networks.

5. Will Wise County accept both on-premises and hosted solution proposal from the same vendor?

As stated in the RFP, "Wise County seeks a firm that can provide an on-premise, hosted or "hybrid" Voice over Internet Protocol (VoIP) solution that best meets the needs of Wise County." Therefore, a vendor could propose alternatives that still provide a "solution that best meets the needs of Wise County", there is no restriction to do so in the RFP.

6. What are the existing data switch models vendor? Are they PoE?

Wise County Government network:

1st Floor (IDF1) - Cisco Catalyst WS-C2950G-48-EI (not PoE)

2nd Floor (MDF) - Cisco Catalyst WS-C3750G-48PS-S and WS-C3750G-24PS-S (stacked) (both PoE)

3rd Floor (IDF3) - Cisco Catalyst WS-C2950G-48-EI (not PoE)

7. Is there any requirement for colored display IP Phones?

The only requirement specified in the RFP is "a large, easy to read display" for the attendant console units.

8. Is there any requirement for 10/100/1000 or GIG phones?

Since the RFP requires "The proposed phones must provide a built-in switch for PC connectivity", I don't think we want to limit any workstation by the phone port as hopefully all network switches will ultimately be 10/100/1000 (auto-switching gigabit ports).

UPDATE: Please provide pricing for both 10/100 and gigabit phones as only a small number of users may need the higher speed.



9. How many total attendants will be using attendant consoles?

Please price 1 for reference and, if we determine that more are needed, we can purchase them at the price quoted.

10. Is there any existing paging system for overhead paging?

Not that I am currently aware of.

Vendor

RFP Questions for Clarification:

1. Per the first paragraph of Statement of Work and Specifications: "The system will replace the current telephone system and needs to be compatible with, provide interoperability, and sustainability with our system at the Wise County Justice Center". Will the existing telephone system at the Wise County Justice Center be replaced and requirements for this site be included in the initial price proposal? If NO, what is the make and model of the telephone system? If YES, how many new IP phones are required at this site?

At the time the RFP was issued, the intent was to interface with the phone system at the Justice Center as it was only recently installed. Per the vendor who installed the system, "It is a Nortel ics system and as it is configured it will not accept SIP". Therefore, the Justice Center has the same phone system as the Courthouse complex (Nortel Norstar Modular ICS) and should be included. An updated count of IP phones needed follows:

Wise County Courthouse: 115

Wise County Justice Center: 43

2. How many IP Phones are required at each of the following locations:

i. Blackwood Industrial Park

1. Animal Shelter

2. Public Works/County Shop/Landfill Office/Scale House

ii. Convenience Centers



1. Appalachia Can Site
2. Bull Hill
3. East Stone Gap
4. Esserville
5. Fairgrounds
6. Indian Creek
7. Josephine
8. South Fork Can Site
9. Toms Creek

- iii. Juvenile & Domestic Relations Court Service
- iv. Wise County Health Department
- v. VPI Extension Office

Other remote sites have no connectivity with central locations – only single phone lines. Per the RFP, “Other Remote Sites (consider/price separately).” If these remote sites are included in the proposal, the offeror should describe how these sites will be included into the overall system. If these sites must be left “as-is” with “single phone lines (Non VoIP)”, please explain why.

3. Page 7, Installation Requirements: “Separately, the vendor will be responsible for cable runs to individual workstations, as well as installing any networking equipment purchased by Wise County in lieu of proposed equipment”.

a. Do the identified locations on the floor plans indicate existing Cat5e data drops for IP phone installation?

The network drops identified in the diagram are currently for data use and are expected to also be used for Voice traffic.

b. Please provide a description of instances where the chosen vendor would be required to provide data cabling?



The courts and court clerks are supported by the Supreme Court of Virginia networks and the Commonwealth Attorney is on their own. This points to one of the main challenges we will have to implementing a new VoIP system -- several offices (namely the courts, sheriff and the Commonwealth Attorney) are NOT on our network -- they are on their own LANs and internet service. Therefore, it is anticipated that additional cabling and network switch ports will be needed to provide Voice connectivity to these locations not already serviced by the county government's network.

4. Please provide a description and specifications for existing internet connections and/or WAN connectivity at each remote location.

The County Government network is currently served by a 5Mbps dedicated synchronous internet connection for all data and other uses. The Justice Center is currently connected to the Courthouse complex via a 10GBps microwave circuit. This connection is routed separately to various offices, as needed, but, these are primarily separate networks. Other remote sites have no connectivity with central locations – only single phone lines.

5. Historically, not all staff members will need or take advantage of a Unified Communications GUI. How many staff members will require the Unified Communications GUI?

As an actual count of users needing the functionality isn't currently available, the software required for both IP telephony management and the Unified Communications GUI should be able to be installed and configured on workstations at Wise County's Administration Office and other locations as necessary.

6. Does the County of Wise have a preference for the Manufacturer of recommended network equipment? Does the County prefer to maintain a CISCO infrastructure?

The County government's network is currently standardized on CISCO; however, we are open to consideration of other vendor products that would provide the required functionality, especially if a cost savings can be realized.

7. Do any of the remote sites have internet access, such as Comcast cable, or DSL service?

Other remote sites have no connectivity with central locations – only single phone lines. But, the Animal Shelter and possibly the Blackwood Landfill shop are using 3G wireless internet from Verizon.

Vendor



VOIP System Security Requirements:

1. Does the county courthouse require implementation of encryption protocols because user phone conversations are confidential and or sensitive?
2. Does the county courthouse VoIP network have to be designed to prevent connection of network monitoring tools and possibility to tap into telephone conversations?
3. Does the county courthouse firewall system have to allow/be able to activate VOIP-ready firewall rules and other appropriate VoIP protection mechanisms?

Although not specifically addressed in the RFP, all users should be able to expect at least some degree of security and confidentiality with voice calls. Offices like the Sheriff, Commonwealth Attorney, and the Courts will require a significant degree of security to safeguard confidential and often times very sensitive conversations. Please specify options that can help mitigate potential vulnerabilities.

Note: VOIP systems can be expected to be more vulnerable than conventional telephone systems, in part because they are tied in to the data network, resulting in additional security weaknesses and avenues of attack. Confidentiality and privacy may be at greater risk in VOIP systems unless strong controls are implemented and maintained.

Existing COUNTY COURTHOUSE Network Bandwidth Utilization:

1. Quality of Service (QoS) is fundamental to the operation of a VOIP network that meets users' quality expectations. Based on this requirement, CMGR needs information about current wise county courthouse network bandwidth utilization.

The County Government network is currently served by a 5Mbps dedicated synchronous internet connection for all data and other uses. The Justice Center is currently connected to the Courthouse complex via a 10GBps microwave circuit. This connection is routed separately to various offices, as needed, but, as indicated above, these are primarily separate networks. In regards to "network bandwidth utilization", I am unable to provide details at this time as I anticipate a full analysis of the current telephone and network capabilities will be required in order to determine what network infrastructure upgrades will be required.



Note: Based on network bandwidth utilization information CMGR will make a decision on how to utilize existing county courthouse network equipment or will make a recommendation to upgrade county courthouse network infrastructure. Can we visit your' equipment location?

Yes

Please Confirm The Following Wise County RFP Statements:

1. Page 6. Session: System Reliability and Availability
 - a. Ability to keep basic telephone services should the wide area network fail.
 - Please confirm that to support this requirement CMG can use alternative wireless cell phone service provider as emergency backup communication link.

Utilizing existing POTS lines, wireless or other possible services as an emergency backup option will be considered. Please provide justification for any options presented.

- b. The proposed system must provide local 911 access during a power outage.

Per the RFP, "**System Reliability and Availability, Required Features:** b. The proposed system must provide local 911 access during a power outage." Proposed options for fulfilling this requirement should be included.

- c. Wherever possible, hardware components should be hot swappable.

Server hard drives, power supplies, etc. and other hardware components should have built-in redundancy and be hot-swappable whenever possible to ensure reliability of the system.

- d. The proposed solution should provide 99.999% availability. Please confirm that VoIP system must be designed with 99.999% availability that allow less than 5.26 minutes traffic interruption per year or 26 second per month.

The proposed solution should be designed to provide the upmost reliability and availability as the County cannot be without phone service for any extended amount of time. Please specify options for a cost effective solution to provide reliability/availability in line with industry wide standards.

Note: Based on requested network availability CMGR must design system that has to provide 1+1 equipment redundancy and add additional AC/DC power backup system with capability to provide minimum 12 hours power backup.



Note: This availability requirement would increase project cost at least three times. CMGR recommends decreasing VoIP system availability to 99.96% that would allow less than 18 minutes per month traffic interruption.

2. Page 7. Session: Installation Requirements. Requirement H

Install and configure IP telephony client software on all workstations, or provide a mechanism to 'push' client software to each workstation. Configuration includes successful integration with locally installed email client, such as, Microsoft Outlook.

1. Please confirm that VOIP "softphone" systems must be implemented as special software that can be used on ordinary PC with a headset.

Per the RFP, "**Basic Features & Functionality Required**, r. The system should be compatible with Soft Phone technology."

2. Please confirm that the simultaneous ring on PC and Desk based IP phone must be implemented as a part of the design.

On any workstations with the "soft phone" client software installed, this feature is expected.

3. Do you have access to RJ45 outlets that connected to the Wise county courthouse network by CAT5 cable at each work place/desk?

The courts and court clerks are supported by the Supreme Court of Virginia networks and the Commonwealth Attorney is on their own. This points to one of the main challenges we will have to implementing a new VoIP system -- several offices (namely the courts, sheriff and the Commonwealth Attorney) are NOT on our network -- they are on their own LANs and internet service. Therefore, it is anticipated that additional cabling and network switch ports will be needed to provide Voice connectivity to these locations not already serviced by the county government's network.

4. Do you want CMGR to upgrade and install new CAT5 cable links if some of your work locations are not part of the CAT5 network infrastructure?

Per the RFP, Page 7, Installation Requirements: "Separately, the vendor will be responsible for cable runs to individual workstations, as well as installing any networking equipment purchased by Wise County in lieu of proposed equipment".



5. Do you want CMGR to design a network that will include alternative equipment with Wi-Fi capabilities if some of the work locations can't be part of CAT5 cable infrastructure?

This would be a nice option to consider as we will have some areas that are not currently part of our existing network. We do have wireless access points in place on our internal secure network in most of these areas and could add additional APs, if necessary. We are in the process of replacing all access points with UniFi Pro AP (UAP-Pro) units. Currently, 3 have been updated and the others will be replaced shortly. These units operate either as PoE (48V, 0.5A) or with the included power injectors.

Vendor

- Can we have another network diagram showing the inter site connectivity in between main office and remote branches with their available bandwidth?

Unavailable, other remote sites have no connectivity with central locations – only single phone lines.

- Do they have enough available switch ports to support IP phones, and if so, how many? If not, how many additional are required?

The courts and court clerks are supported by the Supreme Court of Virginia networks and the Commonwealth Attorney is on their own. This points to one of the main challenges we will have to implementing a new VoIP system -- several offices (namely the courts, sheriff and the Commonwealth Attorney) are NOT on our network -- they are on their own LANs and internet service.

The Justice Center is currently connected to the Courthouse complex via a 10GBps microwave circuit. This connection is routed separately to various offices, as needed, but, these are primarily separate networks.

- Are you looking for the provider to supply all circuits needed?

Per the RFP, "**Installation Requirements**, i. The contractor shall coordinate the seamless port of phone numbers with existing carriers. These numbers will be provided at time of award.



- Is it possible to provide a breakdown by phone type? (the breakdown is normally associated with the type of user)

Count of Employees at Primary Locations:

Wise County Courthouse: 115

Wise County Justice Center: 61

List of Job Titles (Primary Locations):

ADMINISTRATIVE ASSISTANT

ADMINISTRATIVE SECRETARY

ANIMAL CONTROL OFFICER

ANIMAL SHELTER ATTENDANT

ASSISTANT ANIMAL CONTROL OFFICER

ASSISTANT REGISTRAR

ASSISTANT TO E911 COORDINATOR

ASST. COMMONWEALTH ATTORNEY

CHIEF DEPUTY COMMONWEALTH ATTY.

CHIEF FINANCIAL OFFICER

CLERK OF CIRCUIT COURT

CODE INSPECTOR

CODE OFFICIAL

COMMISSIONER OF THE REVENUE

COMMONWEALTH ATTORNEY

COMPUTER PROGRAMMER & SUPERVISOR

COMPUTER TECHNICIAN/ANALYST



County of Wise, Virginia

WCO15-002

COUNTY ADMINISTRATOR

COUNTY ATTORNEY

COURT SECURITY OFFICER

CUSTODIAN

DEPUTY CLERK OF CIRCUIT COURT

DEPUTY COMMISSIONER OF REVENUE

DEPUTY FIELD ASSESSOR I

DEPUTY FIELD ASSESSOR II

DEPUTY FIELD ASSESSOR IV

DEPUTY SHERIFF

DEPUTY TREASURER

DEPUTY TREASURER II

DEPUTY TREASURER III

DEVELOP STUDENT

DIRECTOR OF ECONOMIC DEVELOPMENT

DIRECTOR OF VICTIM WITNESS PROGR

DISPATCHER

FINANCIAL MANAGEMENT ASSISTANT

GEOGRAPHIC INFORMATION OFFICER

GIS/E911 TECHNICIAN

INVESTIGATOR

LAW CLERK

LITTER WARDEN



MAINTENANCE SUPERVISOR

MAINTENANCE WORKER

PART TIME - CUSTODIAN

PART-TIME ATTORNEY

PART-TIME SECRETARY

PROGRAM ASSISTANT

REGISTRAR

SECRETARY

SECRETARY TO COUNTY ADMINISTRATOR

SHERIFF

TOURISM & MARKETING COORDINATOR

TREASURER

ZONING/MAPPING TECH

- LAN side QoS – We can provide, you the customer can provide or we can work together. Is there a preference to how this is handled?

We would need your assistance

- Do you have all POE switches with QOS?

No.

1st Floor (IDF1) - Cisco Catalyst WS-C2950G-48-EI (not PoE)

2nd Floor (MDF) - Cisco Catalyst WS-C3750G-48PS-S and WS-C3750G-24PS-S (stacked)
(both PoE)

3rd Floor (IDF3) - Cisco Catalyst WS-C2950G-48-EI (not PoE)

- Can we have tech spec on your paging system (s)? Is there one throughout or are there multiples systems?



We currently do not have a paging system.

- Please tell us the desired number of phone types at each site?

An updated count of IP phones needed follows:

Wise County Courthouse: 115

Wise County Justice Center: 43

At least one attendant console per primary site.

- What is availability of PRI's at the larger facilities? Same question for SIP trunking.

No SIP trunks or PRIs are currently installed.

- Will they want alarm monitoring on Telephone equipment, servers. Applications.

Basic alarms and notifications should be part of the administration functions of the system. It is preferred that a mechanism be in place to notify those designated as "system administrators" of any errors or warnings generated by the phone system that require action.

- Should all sites be survivable? Or only the main sites?

Only main sites.

- Is Unified Messaging for each user required with the voice mail solution?

As an actual count of users needing the functionality isn't currently available, the software required for both IP telephony management and the Unified Communications GUI should be able to be installed and configured on workstations at Wise County's Administration Office and other locations as necessary.

- Number of carrier trunks/circuits required for each site?

Unknown

Can we have monthly call volume statistics?

Not available, but current telephone bills are.

- Can we get a list of:



- All DID's
- All extensions?
- Which DID's route to which extensions?

As stated above, per the RFP, "**Installation Requirements**, i. The contractor shall coordinate the seamless port of phone numbers with existing carriers. These numbers will be provided at time of award.

- Are there any 1-800 numbers that would need to be ported, if yes then how many?

None that we are aware of.

- Need to know the number of T1 and POTs lines per location

Line count was provided in the RFP.

- Do you need voice recording for all VOIP users?

Unknown

- Are the requirements for the Basic or Complex configurations for ACD?

No requirements currently exist, but the option of ACD (Automated Call Distribution) for call center type operations could be beneficial to our Treasurer, Commissioner of the Revenue and perhaps other offices.