

Questions & Answers - 1

Solicitation

19-680-004 - Voice System Upgrade

Buying Organization

Poudre School District

No	Question/Answer	Question Date
Q1	<p>Question: Network Topology Diagram (LAN & WAN) Will the District provide a Network Topology Diagram (LAN & WAN)?</p> <p>Answer: Yes, available upon request.</p>	03/27/2019
Q2	<p>Question: Network (LAN & WAN) What redundancies and backups are built into your network architecture?</p> <p>Answer: STP allows for traffic flows to reroute around the fiber ring if one leg of the ring is broken. Beyond that, there really isn't any network redundancy or backup.</p>	03/27/2019
Q3	<p>Question: Network (LAN & WAN) Do you have multiple WAN ingress and egress points for each location?</p> <p>Answer: No. Fiber enters and exits at one location per site.</p>	03/27/2019
Q4	<p>Question: Network (LAN & WAN) What remote Access capabilities do you have or require?</p> <p>Answer: We presently use a host of methods for remote workers:</p> <ul style="list-style-type: none"> • EC500 • SIP apps installed on Smartphones • Avaya OneX softphones installed on laptops • SIP phones that connect through the Session Border Controller <p>With the conversion to an IP phone environment, mobility/remote options will likely expand to more users.</p>	03/27/2019
Q5	<p>Question: Network (LAN & WAN) What vendor and model of core switching and WAN routing is used?</p> <p>Answer: HP 5406 and 5412 for our edge switches. HP 5412 for the core switch.</p>	03/27/2019
Q6	<p>Question: Fax Lines/Devices How many Fax lines / devices does the District have today?</p> <p>Answer: 109 known FAX lines/devices. There may be more depending on what staff has plugged into analog lines on their own.</p>	03/27/2019
Q7	<p>Question: Fax Lines/Devices Do your fax machines use the T1 circuits at the Core or do they have their own analog trunks?</p> <p>Answer: FAX machines are presently using analog extensions off the PBX for dialtone. Calls route from the FAX to the core via the WAN, then out to the PSTN over the T1 circuits connected to the core.</p>	03/27/2019

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Q8	<p>Question: Fax Lines/Devices Do you have an estimated volume of pages sent or received daily?</p> <p>Answer: The volume of pages is unknown.</p>	03/27/2019
Q9	<p>Question: Fax Lines/Devices Does the District require integration to any existing MFP/MFD (Multifunction Printers/Devices)? If yes, what brands and quantities?</p> <p>Answer: Since this would be a new service or product, the District would need to understand the best practices of any FAX server or service proposed, and develop those requirements jointly with the selected business partner.</p>	03/27/2019
Q10	<p>Question: Fax Lines/Devices What special document handling is required for an inbound fax? a) Fax to email groups? Shared folders? Number of users? b) Inbound fax saved to a SAN or NAS storage area on the network?</p> <p>Answer: Since this would be a new service or product, the District would need to understand the best practices of any FAX server or service proposed, and develop those requirements jointly with the selected business partner.</p>	03/27/2019
Q11	<p>Question: Refurbished Product Would the District consider refurbished product?</p> <p>Answer: No. The District will not consider refurbished products.</p>	03/27/2019
Q12	<p>Question: SPOK Product What release or version do you have for your current SPOK product?</p> <p>Answer: Xtend Enterprise Alert 3.1.</p>	03/27/2019
Q13	<p>Question: Hosted/CaaS Would the District be interested in a Communications as a Service model, or a form of hosted or Operational Expense program?</p> <p>Answer: Not at this time.</p>	03/27/2019

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Q14	<p>Question: Questions for the RFP</p> <p>Can PSD provide the Avaya sold-to numbers (STN) for all sites that have Avaya software and/or hardware, including the administrative building?</p> <p>Is PSD willing to approve a letter of authorization (LOA) for all sites so respondents can pull Avaya records?</p> <p>Please provide requirements for the 5 new facilities– user (ip an analog), trunking, etc?</p> <p>Are any other devices in VMWare – Session Manager, System Manager, Messaging, SAL?</p> <p>Should any devices not currently in the VMWare environment be moved to VMWare during the upgrade?</p> <p>Are third party applications being upgraded?</p> <p>Which third party applications (current release or upgraded release) been tested with the latest Avaya release?</p> <p>How many analog phones will be converted to IP phones?</p> <p>How many digital phones will be converted to IP phones?</p> <p>How many analog phones need to remain per site?</p> <p>Is PSD committed to Avaya for the upgrade and for the new sites?</p> <p>Would PSD consider other options for the new sites post upgrade?</p> <p>Answer: (All questions were submitted individually below, except the following one...)</p> <p>Should any devices not currently in the VMWare environment be moved to VMWare during the upgrade?</p> <p>It wouldn't be necessary, although, the District wouldn't be opposed to it.</p>	03/27/2019
Q15	<p>Question: Current Infrastructure</p> <p>Can PSD provide the Avaya sold-to numbers (STN) for all sites that have Avaya software and/or hardware, including the administrative building?</p> <p>Answer: Yes. It's available as a separate file.</p>	03/27/2019
Q16	<p>Question: Current Infrastructure</p> <p>Is PSD willing to approve a letter of authorization (LOA) for all sites so respondents can pull Avaya records?</p> <p>Answer: Poudre School District will sign an LOA upon individual request.</p>	03/27/2019

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Q17	<p>Question: New Infrastructure Please provide requirements for the 5 new facilities– user (ip an analog), trunking, etc.?</p> <p>Answer: The 5 new facilities will be connected to the PSD WAN by fiber. All phones will be IP and connect to the voice enterprise core over the WAN. There may be a limited need for analog extensions or POTS at each site for such things as fire alarms, security circuits, gas and electric meter modems, etc. For the sake of system planning, PSD is figuring on the following counts at the 5 new facilities:</p> <ul style="list-style-type: none"> • High School 1 – Numbering block of 300 DID numbers, with up to that many extensions (mostly IP phones, a handful of analog circuits). • High School 2 – Numbering block of 300 DID numbers, with up to that many extensions (mostly IP phones, a handful of analog circuits). • Elementary School – Numbering block of 100 DID numbers, with up to that many extensions (mostly IP phones, a handful of analog circuits). • Futures Lab – Numbering block of 50 DID numbers, with up to that many extensions (mostly IP phones, a handful of analog circuits). • Stadium Complex – Numbering block of 50 DID numbers, with up to that many extensions (mostly IP phones, a handful of analog circuits). 	03/27/2019
Q18	<p>Question: Current Infrastructure Are any other devices in VMware – Session Manager, System Manager, Messaging, SAL?</p> <p>Answer: The following are also running in VMware:</p> <ul style="list-style-type: none"> • Avaya WebLM • Avaya Communication Manager (active and standby server) • Avaya DiagSvr • VeraSmart eCAS 	03/27/2019
Q19	<p>Question: Current Infrastructure Are third party applications being upgraded?</p> <p>Answer: Third party applications should be reviewed by the selected business partner for compatibility with the newer versions of the Avaya core, and the transition to an IP environment. This is especially important for the E911 service since extension locations are associated with a login (not a wire) in an IP environment.</p>	03/27/2019
Q20	<p>Question: Current Infrastructure Which third party applications (current release or upgraded release) have been tested with the latest Avaya release?</p> <p>Answer: No third party applications have been tested with the latest Avaya release.</p>	03/27/2019

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Q21	<p>Question: New Infrastructure How many analog phones will be converted to IP phones?</p> <p>Answer: There are presently 3,339 active analog ports in use. Some of those ports are providing analog dialtone for faxes, alarm circuits, gas and electric meter modems, etc. Most of those ports (probably 3,000+) are providing dialtone to analog phones.</p> <p>All of the analog phones in the enterprise will be converted to IP phones compatible with the Avaya core. These IP phones should be basic regarding their feature set, since they are replacing basic analog sets (mostly in classrooms).</p>	03/27/2019
Q22	<p>Question: New Infrastructure How many digital phones will be converted to IP phones?</p> <p>Answer: There are presently 704 digital sets that will be converted to IP phones compatible with the Avaya core. These IP phones should be more advanced in their feature sets, with larger screens, more programmable buttons, etc. These will be used by office and administrative staff.</p>	03/27/2019
Q23	<p>Question: New Infrastructure How many analog phones need to remain per site?</p> <p>Answer: No physical analog phone sets will remain. However, there will be a need for a handful of analog circuits at each site for such things as modems, FAX (if we do not deploy a FAX server or service), and alarm panels.</p> <p>Right now, a typical elementary school has probably 75-80 active analog ports. That will likely be reduced to 5 or less for the circuits mentioned above.</p>	03/27/2019
Q24	<p>Question: General Question Is PSD committed to Avaya for the upgrade and for the new sites?</p> <p>Answer: Yes. PSD is committed to Avaya for the upgrade and for the new sites.</p>	03/27/2019
Q25	<p>Question: General Question Would PSD consider other options for the new sites post upgrade?</p> <p>Answer: Not at this time.</p>	03/27/2019