

Brunswick County RFQ Questions

1. What version of VMWare is the County currently running? **6.0**
 - a. Is it configured in a High Availability Design? **YES**
 - b. Is there more than one physical location in the County with VMWare available to be used for the IP Telephone system? **At this time, no**
2. Does the County intend to do a full replacement of the 4 PRIs to SIP trunking, keep the current PRIs, or do a phased replacement of the PRIs?
Brunswick County is asking for an RFQ to find the best solution for the county, whether it is replacing all PRI's, leaving one for analog lines, or a phased in approach. The county does plan on implementing SIP with the new phone system.
3. Section 2.1 – Redundancy – Please advise which sites are required to be “survivable” in the event of WAN or server failure (i.e., the sites that will require local PSTN connections vs. remote phones only)? (Also see Sections 7.3, 7.4 and 7.6 – Redundancy and Call Survivability) **The Utilities Operations Center is the main location that we are concerned about being survivable.**
4. Section 4.2 – Voice mail and Auto Attendant – Please advise the number of simultaneous connections that are required for voice mail access and auto attendant calls. RFP states there are 605 voice mail users – are bidders to bid on this same number? **28 channels should be sufficient**
5. Section 4.5 – Tier 4 – Conference Telephones – do any of these phones require remote/satellite microphone pods? **All should come with a set of pods**
6. Section 5.4 – Are bidders to include a Network Assessment of the existing network to ensure QoS is available? **The vendor that is chosen will be providing a network assessment if needed.**
7. Will the County be programming VLANs on the existing switches or are vendors required to configure the VLANs? **County will configure the VLANs**
8. Is the County using the 2015 or 2016 MS Skype for Business client for Office 365? **The county is currently using both 2015 and 2016.**
9. Does the County prefer an on premise FAX Server or can a FAX as a Service (monthly charge per user) be utilized? If Fax as a service, the County must provide the number of users. If a fax server is preferred, the County must advise how many simultaneous faxes must be supported. **The county is asking for a solution from the vendors. The number of fax users are in the RFQ**
10. If the County is requesting integration with the current Valcom Paging systems, could the model types of the amplifier be provided so submitters can verify integration requirements? **The county is requesting integration unless there is a better solution for paging. V-2003A**
11. Regarding section 5.12: Our system supports both Gigabit and 10/100 telephones and it is common to mix types. Does the County want all gigabit phones and if not, please provide a breakdown of quantities for each. **All Gig-E**

12. Section 5.19.2: Does the County want 30 Audio-only conference bridges or do some users need to support Web (desktop sharing) as well? If Web/desktop sharing is desirable, are all 30 users required to have this capability? **The 30 audio-only conference bridges are requested. The capability of Web/desktop sharing would be an additional bonus.**
13. Section 5.24: - Call Recording
The County will need to advise how many hours of storage are required and the amount of time the recordings must be maintained. Additionally, are calls on all call paths (circuits) to be recorded or just select circuits? Once the amount of hours are provided, we can provide the required storage (GB) required.
Our system is capable of recording all calls all the time, calls only when activated ('push of a button') and/or calls starting when the button is pushed or back to the beginning of the call.
The County must advise which method is preferred. **The knowledge that your system is capable of all three is what the county is requesting in the RFQ at this point.**
Recordings are stored on hard drives of servers and we assume the existing VMWare servers will be used. If that is true, we can advise how much storage needs to be allocated when the County advises the answers above. **The recordings will be stored on a virtual server or CIF shares.**
Certain recordings (such as accepting credit cards over the phone) must be PCI compliant. Please advise if PCI compliance is required. **N/A**
14. Section 6: How many agent and supervisor licenses are needed? **The number of licenses is not needed at this point, just the capabilities.**
15. Please confirm that all Remote Locations that are not connected via Cisco VPN or MetroE have their own Internet access. Also, can the County confirm the slowest Internet speed of the Remote Locations (DSL/ISDN/Dial UP/ Broadband....) **Because of various scenerios this will be discussed and evaluated with chosen vender**

Section 5.5

What version of VMWare is in use? **6.0**

Does the VMWare license include the High Availability feature? **Yes**

Does the County have available host resources to support the Unified Communications solution? **Need Specs first.**

Section 5.16

Does the County have a current WiFi network in place today? **Yes**

Can the County provide more details, manufacture and what model AP, on the WiFi network? **Ubiquiti Unifi (type-N and type-AC) APs**

Is the WiFi network optimized to support VoWLAN? **No**

Section 5.19

Is the County looking for audio conference only or does the city also require web collaboration capabilities? **Web collaboration is not required but open to options**

Do audio conference sessions need to have security pin? **Not necessarily**

Is the County looking for advanced audio conference capabilities such as the ability to schedule conference meetings and send invites to the participants? **We would like to see all options available**

Section 7

Does the County have geo-redundant data centers? **No.**

What is the data network connectivity and bandwidth between the data centers? **N/A**

Are both data centers serviced by the Telco with PRI to provide redundant PRI connection in the event that one of the data centers is off line? **N/A**

Section 9.6

Are the multiple AD domains in a single Forest? **No. We use a single Production Domain and Forest**

Misc.

Does the County have a local Exchange server (hybrid deployment) in use with Office 365? **No.**

What version of Exchange does the city use? **The county uses hosted Exchange via Office 365 (assume latest version)**

What operating environment does the County use? **Need more info to be able to reply**

Desktop OS and version? **Win 7 and 10**

Server OS and version? **The server will be built out as required by the new system in a virtual environment preferably.**

(Section 2.1, 3rd Paragraph) The new system must integrate with Office365 and Active Directory. Can you please elaborate on the integration the county is seeking? **The ability to deliver voicemail to an Exchange mailbox. For A/D we would prefer names, phones, faxes and other data to be populated from A/D. And also any SSO using A/D credentials.**

(Section 2.1, 5th Paragraph) To what level does the county require redundancy? Must redundant system be offsite, can it be in the same data center on separate servers? **If the vendors solution has the capability of offsite redundancy, please provide options for both solutions.**

(Section 2.1, Paragraph 6) The county states the system is expected to have an 8-10 year service life. Can you expand on that? Obviously some hardware is not expected to last that long? It is software upgradeable. **The new system is a huge investment, one that we do not want to make again for several years. We would like a product that has a history of dependability. Software upgrades are expected.**

(Section 4.0, 1st Paragraph) The County has 4 PRIs with ATMC. How many long distance circuits are provided by ITS? **1**

(Section 4.1) What is the speed of the metro connection to Supply, NC location? **100Mbps**

(Section 4.2) Is there any plan to reduce the number of Auto Attendants from its current 34 count? **No**

(Section 4.4.1) Current faxing is done via Nortel Desktop Messaging with DIDs, does this come through phone system? There are 60 of these users. **It is done through the CallPilot voicemail system.**

(Section 5.3, 3rd Paragraph) Can you expand on what you mean by the plan should provide for Internet and/or VPN connectivity? Carrier? Hardware VPN? **The plan should specify needs for Carrier or hardware VPN WHERE REQUIRED for phone system functionality**

(Section 5.7) What is your timeline for moving your carrier connections to SIP, if any? If you plan to move carrier connections to SIP, is there a plan to keep a PRI for faxing? **SIP will be in place when new system is to be installed. We are open to options for faxing.**

(Section 5.10) What type of MOH is required? Streaming or static file based? **Whichever the vendor feels is the best option**

(Section 5.10) How many bridge conferencing ports are required? **Enough to support the 30 simultaneous users**

(Section 5.10) What are your call recording requirements? Who? How often (ad hoc or all calls)? What length of time to save recordings? **We would like to see all options your system has for recording. If the system is capable of recording then please answer the questions in section 5.24 second paragraph.**

(Section 5.11, Tier2) What are you referring to when you say Tier 2 Station features need LDAP access? **Corporate directory access for name lookup**

(Section 5.10) Can you provide more detail on the number of broadcast groups and the size of these groups? **(Section 5.14) The groups could be anywhere from 3 to 150 users and there may be an estimated 30 groups**

(Section 5.14) You specify you want to “push” information through IP phones, in what format are you requesting? An audio page or text? **Audio**

(Section 5.17) You specify integration with 325 mobile extension users, do these users all have desk phones? **Yes**

Can Brunswick County provide sample reporting that is required? **We will provide chosen vender with access to reports that are currently being run**

For each remote location, can you provide the bandwidth and type of medium that is currently in place? Are you willing to change this medium? Also, can you specify phone counts for each?

Offsite VPN locations are a mix of technologies, typically, DSL/Cable at speeds of 1-20Mbps. Non-VPN locations are also typically DSL or Cable at 1-20Mbps.

1. Will you provide the number of ACD agents? **34**
 - a. What is the average number of groups/skills assigned to the agents today? **1**
 - b. How many ACD hunt groups are in use today? **5**
2. Will you provide the number of ACD Supervisors? **5**
3. What are the hours of operations/day of week and time for the ACD groups? **Vary**
4. What is the average number of ACD inbound call volume? **Unknown**
5. What is the average of number of outbound calls made by ACD agents? **Around 200 per day**
6. What is the average talk time? **Unknown**
7. What is the average ACW (after call work)? **Unknown**
8. Call recording – Is this for the ACD agents and ‘other non-ACD end users’? If so, please provide a count of non-ACD agents that will need to be recorded. **Could be for all users on system**
 - a. Record on Demand – ‘push a button to record’ – how many users require this feature? **Could be for all users on system**
9. What is Brunswick County Call recording retention policy? **Recording is not implemented currently so there is no policy in place**
10. Does Brunswick County have a Storage Area Network? **Yes** If so, please provide details.
11. Is screen capture a desired function of the recording platform? If so, do the end-users use dual monitors? **We are open to the option. Many use dual monitors but not all**
12. Section 5.10 – Please describe the feature: Call Log? **There is a Call Log key on the Nortel phones that the user can scroll though and see the last 100 callers**
13. Section 5.11 – Please provide the Plantronics headsets models used today and quantity? **There are many different models of Plantronics. All are compatible with Nortel 3903, 3904, 1120 and 1140 stations. There is no count on the headsets, estimating 100**
14. Section 5.23.5 – How many line appearances are used by the CC agents? **1**

15. Do CC agents use Multiple Call handling? i.e., Can agents take multiple ACD calls simultaneously? **No**
16. Section 6.1 – Please describe the feature: Call Screening. **May also be known as screen-pop. Call info would be automatically displayed on agents screen**
17. Section 6.1 - Please describe the feature: Predictive Overflow. **Predictive overflow determines whether a newly-queued call to an agent skill group should be immediately overflowed or sent to the next agent skill group. The average call duration is based on the average agent talk time, including the work timer. If the system predicts that a call will not be answered before the overflow timer expires, the system places the call in overflow before the timer expires.**
18. Section 6.8 System Call Prompts – The description in this section suggests a speech based solution – ‘*caller to enter or say*’. Is this a requirement or an option? How many languages? Specify the languages? **We highly desire this function. In English and Spanish**
19. Handset Bluetooth or USB interface? What is the function for this requirement? Headset? Mouse and Keyboard? Mouse only? **USB interface for headsets**
20. Do all “Remote Locations” require survivability? If not, please specify. **The Utilities Operations Center on Grey Water Rd requires survivability**
21. Please provide/describe current Remote Location (figure 4) network connectivity to the County’s Governmental Center? VPN? MPLS? ISP details? DSL, Partial T1, etc. **Offsite VPN locations are a mix of technologies, typically, DSL/Cable at speeds of 1-20Mbps. using Cisco ASAs with IPSEC tunnels. Non-VPN locations are also typically DSL or Cable at 1-20Mbps.**
22. Will you provide the CS1000M SG/Option 61C system ID? If not, will you provide the ISS and SLT reports? **These will be provided to the chosen vender**
23. What is the County’s current VMware version? **6.0**
24. Will any additional network switches for gateways, IP phones, application servers, etc. be provided by the county or will the Partner be responsible for these? i.e., the core components require 22 network ports and 20 are available. If the Partner is responsible, what is Brunswick’s preferred model? **Yes. Partner responsible. Cisco preferred**
25. Does Brunswick County plan to increase their PRI’s to support both the Conference Bridge and Remote Locations currently not in the voice ecosystem? **We are looking for a solution that is best for the county**
26. Is there currently VMware deployed in Brunswick’s DMZ. **Yes** If yes, can Session Border Controllers be deployed in this VM ESXI host to support mobile authentication and SIP carrier terminations? **Possibly depending on connectivity method**
27. Please provide a complete network topology diagram showing how County locations are connected together- feeds and speeds and terminating equipment. **All buildings on-site**

are fiber connected at speeds ranging between 1 and 10Gbps. Offsite VPN locations are a mix of technologies, typically, DSL/Cable at speeds of 1-20Mbps. All terminating equipment is Cisco. An exhaustive map does not exist, due to the fact that many of the sites in question are currently standalone, and not connected back to the County at this time.

1. Station Distribution and Phone Models. Could you please let us know the Nortel digital and IP Phones models currently used
 1. Tier 1: (analog, M2008, M2616, M3901, M3902, M3903, M3904, i2001, i2002, i2004, 1110, 1120, 1140, 1210, 1220, 1230): **3902**
 2. Tier 2: (analog, M2008, M2616, M3901, M3902, M3903, M3904, i2001, i2002, i2004, 1110, 1120, 1140, 1210, 1220, 1230): **3903, 1120**
 3. Tier 3: (analog, M2008, M2616, M3901, M3902, M3903, M3904, i2001, i2002, i2004, 1110, 1120, 1140, 1210, 1220, 1230): **3904, 1140**
 4. Tier 4: (analog, M2008, M2616, M3901, M3902, M3903, M3904, i2001, i2002, i2004, 1110, 1120, 1140, 1210, 1220, 1230): **Polycomm conference phones**
2. Is the County interested in an IP-PBX solution that offers a smooth transition to IP Telephony, allowing your existing phones to be re-used while a gradual desktop phones change is implemented on those areas on where is a priority, in new areas, mobile extensions and remote locations, minimizing interruptions and allowing a detailed cost-benefit analysis for each Station migration. **We prefer a complete cut over solution but are open to hear suggestions in RFQ responses.**
3. The analog lines/devices in page 38, 39, and 40 are part of the total of the extension indicated in pages 36 and 37? or must be counted by separate? **Separate**
4. How many groups of users are planned for the Push Features? **Estimated around 30**
5. In the Push features, the information to be broadcasted must be pre-loaded in the system or is going to be played by a person using a phone? **Open to both/either option**
6. In the case the solution can be offered both in CPE and "Virtualized" formats, shall the vendor present both options? **Yes, unless the vender highly prefers one over the other**
7. Redundancy Options. It's possible to propose more than one option? **Yes**

Can you please tell me how many total handsets the County is looking for? Ball park is fine but an accurate count would be great. **See Figure 2**

Can you please tell me how many basic phones and how many executive/reception type phones you will need for your project? **See Figure 2**

HYBRID VOICE

Is the county trying to achieve a hybrid voice environment? **We are exploring all options available**

SIP

Is your current local voice provider able to provide SIP? **Yes**

Is your current long distance provider able to provide SIP? **We will be using our local carrier to provide SIP**

EXISTING CISCO GEAR

Are there existing Cisco analog gateways that you would like to reuse? **No**

SINGLE SIGN ON

Some solutions utilize Single Sign On features to accomplish Active Directory functionality, is the county currently using any Single Sign On (SSO) solutions? **Yes**

If a solution does not support Active Directory, will this absolutely preclude the solution from being considered? **Yes**

5.11 STATION FEATURES

Tier 1: Time of Day/Day of Week/Holiday Programming – Is Brunswick County looking for phones to provide this or Auto Attendant? **That should be under System Requirements instead of Station**

9.3 ADMINISTRATION FUNCTIONS

2. Call Restriction Assignments – can you please provide additional information as to what you are looking for with this function? **Having the ability to block toll calls (for example, lobby phones)**

7. Feature Access Codes – can you please provide additional information as to what you are looking for with this function? **For example, the system may support the ability for the user to press a symbol or series of numbers on the keypad to forward a voicemail or activate Do not Disturb.**

OFFICE 365

Do you have a current Office 365 partner that you would like us to work with to make your implementation as smooth as possible? **We handle all aspects of Office 365/Exchange in house**

OMISSIONS AND EXTRAPOLATIONS **Addresses not needed at this time. Please refer to them as indicated in Figure 2**

Please provide an Address for the County Warehouse - Operations Department shown in Figure 2

Please provide an address for K-9 facility shown in figure 2.

Please provide an address for the Utilities Warehouse Paint and Sign Shop shown in Figure 2

Please provide an address for the Board of Elections Warehouse shown in figure 2.

Please provide an address for the Fuel Station shown in Figure 3. This location only has 1 analog modem and no IP phones, will this location not require IP phone communications? **No**

Please provide an address for the School Bus Garage for the Board of Education shown in figure 3. Also, this location has 2 fax lines but no IP phones. Will this location not require IP Phone communications? **No**

Please provide an address for the School Operations building shown in figure 3. Also this location has 1 fax line but no IP phones. Will this location not require IP phone communications? **No**

The communications tower has no listed IP phone communications needs, the assumption is that this location does not need IP phone communications. Is this correct to assume? **Yes**

MISSING SCHEDULES

The following locations seem to be included in the future system solution the County has asked us to account for but there are not a lot details on existing networks or intent of any connection already in place. Please provide the following information: **Having detailed solutions to address these locations are not critical for the responses to the RFQ at this time. Detailed information regarding these locations will be shared and evaluated with the chosen vendor(s). Address these locations in the RFQ assuming internet speeds of 5-25Mbps.**

1. Is the location on net, meaning it already has internet connectivity? If it does,
 - What type of connection is in place? **Varies per site, DSL, cable, radio.**
 - What speeds do these networks connect at? **5-25 Mbps**
 - Would you require a separate connection for your new phone system? **No**
2. Please itemize phone handset requirements **Tier 2**
3. Please itemize the analog and IP device schedule **To be determined after a vendor(s) has been selected**
 - Animal Protective Services - Public Works 429 Green Swamp Rd. Supply, NC
 - Rourk Library - Libraries 5068 Main St. Shallotte, NC
 - Barbee Library - Libraries 8200 E. Oak Island Dr. Oak Island, NC
 - Hickmans Crossroads Library - Libraries 1040 Calabash Rd. Calabash, NC
 - Carolina Shores Water Treatment Plant - Public Utilities 24 Gate 5, Carolina Shores, NC
 - Ocean Isle Water Treatment Plant - Public Utilities 6049 Yarborough St. Ocean Isle, NC
 - Shallotte Water Treatment Plant - Public Utilities 349 Forrest St. Ex. Shallotte, NC
 - Cedar Grove Park - Parks and Recreation 700 Grove Trail SW Supply, NC
 - Lockwood Folly Park - Parks and Recreation 430 Green Swamp Rd. Supply, NC
 - Shallotte Park - Parks and Recreation 5550 Main St. Shallotte, NC
 - Waccamaw Park - Parks and Recreation 5855 Waccamaw School Rd. NW, Ash, NC
 - Harper Library - Libraries 109 West Moore St. Southport, NC
 - Leland Library - Libraries 487 Village Rd. Leland, NC

- Kings Bluff Water Treatment Plant - Public Utilities 246 Private Rd. Riegelwood, NC
- Brunswick Nature Park - Parks and Recreation 2601 River Rd. Winnabow, NC
- Dutchman Creek Park - Parks and Recreation 4750 Fish Factory Rd. Southport, NC
- Leland Community Park - Parks and Recreation 1490 Village Rd. NE Leland, NC
- Navassa Park - Parks and Recreation 800 Park Ave. Navassa, NC
- Northwest Park - Parks and Recreation 1937 Andrew Jackson Hwy NE Leland, NC
- Ocean Isle Park - Parks and Recreation 6483 Old Georgetown Rd. Ocean Isle, NC
- Smithville - Parks and Recreation 8340 River Rd. SE Southport, NC
- Leland Sheriff's Substation - Sheriff's Department 1379 River Rd. Leland, NC
- Landfill - Public Works 172 Landfill Rd. Bolivia, NC
- Base 1 - Emergency Medical Bases 110 Clover Lane Supply, NC
- Base 2 - Emergency Medical Bases 8605 Trade St. Leland, NC
- Base 3 - Emergency Medical Bases 7061 Old Georgetown Rd. Ocean Isle Beach, NC
- Base 4 - Emergency Medical Bases 4280 Committee Dr. Southport, NC
- Base 5 - Emergency Medical Bases 3053 George II Hwy Boiling Spring Lakes, NC
- Base 6 - Emergency Medical Bases 9031 Beach Dr. SW, Calabash, NC
- Base 7 - Emergency Medical Bases 4151 Vanessa Dr. Oak Island, NC
- Base 8 - Emergency Medical Bases 6147 Ocean Hwy East Winnabow, NC
- Emergency Medical Services Headquarters - Emergency Medical Bases 40 Nabor Dr. Shallotte, NC
- Town Creek Park - Parks and Recreation 6420 Ocean Hwy East, Winnabow, NC
- Calabash Sherriff's Substation - Sheriff's Department 10176 Beach Dr. Calabash, NC

2.1 Out of the 722 stations/endpoints (Tier 1, 2, 3 and 4) How many are unique users with Exchange mailboxes? **All full time employees have an Exchange mailbox. There will be a few common area phones where VMs will need to stay on the phone system instead of Exchange.**

2.8 What is the expected timeline of project start/finish? **For the initial phase, 90 days. For additional offsite locations, scheduling will be determined based upon solution and number of sites**

4 How many total DID's does the County have (in-use / not in use)? **Around 1000 total DID's**

What is type of internet connection does the main building/datacenter have? What is the upload/download

bandwidth provided? **Fiber at 250Mbps up/down**

4.1 Does the County have more than one data center site? **No.**

Will the County consider purchasing server/voice hardware equivalent to what is in the main campus for geographic redundancy at the Supply site? **No.**

Does the County allow split tunneling of data directly to the Internet? **Yes.**

4.2 34 Auto attendants in use - How many auto-attendants will need to be re-created on the new VOIP system? **34**

Can the County provide a call flow diagram for the current 34 auto attendants? **Yes**

605 Voice Mailboxes in use - How many are active and needed to be enabled on the new VOIP system? **All 605**

4.4.1 How do fax lines connect through the existing PBX? (i.e. T1 PRI, POTS lines, etc.) **As an analog line**

Can the county specify how many concurrent fax sessions must be supported? **Currently have 28 channels which has been sufficient**

4.4.2 Can you describe how the breathalyzer machines currently work with the PBX? **Analog line with DID**

4.5 Does the County desire the contractor to unbox/place/test phones at contractor hourly rates? Can County staff perform this work? **This can be negotiated with the selected vendor(s).**

4.7 What Microsoft Windows domain and forest functional level is the County running at?

How many domains/forests does the County have? **A single production domain and forest**

Can the County provide information on resources available to add new virtual servers on physical host? **The county**

has available resources at this time to add the required servers

4.8 Can the County provide up-to-date hardware/networking inventory (switches/firewalls) currently deployed in all

buildings, off-site locations and remote locations? **Onsite equipment is sufficient to support VOIP. Offsite locations may require upgrades and should be surveyed with the chosen vendor(s). All equipment is Cisco brand**

Does all networking equipment currently deployed support Power Over Ethernet (PoE) and Gigabit speeds? **See above answer**

Can we assume all/most cabling is Category-5E or better? **Yes**

Will the County configure the routing equipment for DSCP (Differentiated Services Code Point) and QoS markings?

Will be negotiated with chosen vendor(s)

Can the contractor assume they are not responsible for cabling repairs or any cable work? **Yes**

Is WLAN in use? **Yes**

If so, please describe? **Ubiquiti Unifi N/AC**

5.2.1 What systems does the county currently use for monitoring (i.e. SCOM, Cisco, SolarWinds, Tivoli, WhatsUpGold, etc.) **SolarWinds**

5.2.2 Does the County plan on using department codes for bill-back purposes? **Yes**

5.2.3 Are there specific reporting capabilities required for the County? **See Reporting sections in RFQ**

5.23 Is the County running any in-production, on-premises Exchange servers? **No** If so what Exchange version and edition?

The county uses hosted Exchange via Office 365 (assume latest version)

Are all County users licensed and enabled in Microsoft Office 365? **Yes**

Is Active Directory currently synchronizing with Office 365? **Yes** What method/software is being used to synchronize?

DirSync

What functions of Skype for Business are being used within the county (i.e. IM/Presence, Desktop sharing, audio conferencing, video conf, web conf, etc)? **All of the above**

How widely adopted is Skype for Business across the organization? **40-50%**

5.24 How many simultaneous call will need to be recorded? **Estimating 30**

Is the ability to activate recording on a current call (and capture the previous audio) a requirement or a "nice to have"? **Nice to have**

5.5 Does the County prefer an on-premises server deployment, or a cloud service? **Prefer on-prem**

5.9.2 Please provide some examples about how modems are currently being used **Environmental controls, (server Room monitoring, HVAC monitoring)**

5.14 What is the requirement for zoning (i.e. paging all devices within a site, paging all devices county wide) **Both options**

5.16 What is the range required for wireless devices? **Up to vendor to describe their capabilities**

5.17 Are the requirements listed here to "extend" cellular services into buildings (with range extenders), or to enable a smartphone with an app and the ability to simultaneously ring, etc (with a data channel over a wifi or 4G

smartphone with an app and the ability to simultaneously ring, etc. (with a data channel over a wifi or 4G

connection)? **Enable smartphone with app**

5.7 Do you require a certain SIP provider or will you consider quotes from other providers? How will the SIP provider

decision be made? **Not relevant for the RFQ**

Are you seeking quotes from other SIP trunk providers? **Not relevant for the RFQ**

7 Is the County specifically requesting a solution with no single point of failure (full redundancy)? **Preferably**

E911 Yes, Day 1 Yes, But Future Not Needed

1 Is there an E911 requirement to support wireless voice devices as they move between access points? **No**

1a If yes Day 1 to above, whose wireless controllers do you use? (e.g. Aruba, Cisco, etc.)?

2 Is there an E911 requirement to support nomadic softphone users that take their device off the enterprise network and connect back to the call server? **No**

3 Is there an E911 requirement to support users who download a softphone app on their personal smart device or tablet and connect to the call server? **No**

4 In addition to notification of 9-1-1 calls in progress, is there also an E911 requirement to record and monitor 9-1-1 calls in progress? **No**