

LOC Questions and Clarifications Memorandum

To: Solicited Vendors for Letter of Configuration (LOC) Number 36907, dated February 23, 2007, for the South Mississippi Regional Center (SMRC)

From: David L. Litchliter 

Date: March 19, 2007

Subject: Responses Submitted to Questions and Clarifications to Specifications

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In addition to addressing the questions submitted, ITS is amending LOC 36907 as follows:

Item 5.14 currently reads:

The proposed system must be capable of providing “night answer.” When placing the system in the “night answer” mode, it must be possible for an incoming call on any trunk to be directed to a pre-determined extension.

Item 5.14 has been modified to read:

The proposed system must be capable of providing “night answer.” When placing the system in the “night answer” mode, it must be possible for an incoming call on any trunk to be directed to a pre-determined extension. The proposed system must allow the system administrator to easily change this extension number from the administration terminal.

Item 5.19.3 is being added and reads:

The Call Accounting software requested in item 5.19 should be capable of capturing incoming caller-id information if it is passed to the system by the serving local exchange carrier in the future but not at initial installation.

Item 5.25 currently reads:

Vendors must describe in detail the operational requirements of the system being proposed (i.e. Voltage/Wattage requirements, operating temperature range, etc.).

Item 5.25 has been modified to read:

Vendors must describe in detail the operational requirements of the system being proposed (i.e. Voltage/Wattage requirements, operating temperature range, etc.). This description must include any specific electrical requirements such as the type of electrical outlet required.

Item 5.26.17 currently reads:

24 PRI/ISDN Channels

Item 5.26.17 has been modified to read:

One 24 Channel T1 equipped for 10 Direct Inward Dial (DID) trunks and 14 combination trunks

Item 5.28.18 is being added and reads:

The proposed system must have the ability to accommodate ISDN/PRI T1 trunks in the future. No PRI/ISDN cards are required at this time. The unit cost for an ISDN/PRI T1 circuit card must be included in this item as well as on an RFP Information Form.

Item 5.30 currently reads:

Vendor must describe if and how the proposed PBX system can be upgraded to accommodate VoIP in the future.

Item 5.30 has been modified to read:

Vendor must describe if and how the proposed PBX system can be upgraded to accommodate VoIP in the future. The proposed system must be a PBX or large Key System and not a Voice over Internet Protocol (VoIP) system. VoIP will increase traffic on the SMRC LAN that it may not be capable of handling at this time.

Item 6.4 now reads:

Vendor must detail the installation approach and plan. Use calendar days in developing the plan.

Item 6.4 has been modified to read:

Vendor must detail the installation approach and plan. Use calendar days in developing the plan. In developing your installation approach and plan, assume that you will have the agency's purchase order within one week of April 16, 2007.

Item 6.5 now reads:

Vendor must include, on the RFP Information Form, an optional charge per cable run for instances in which additional wiring is required. This charge must include parts and labor (jack, cable, termination).

Item 6.5 has been modified to read:

Vendor must include, on the RFP Information Form, an optional charge per cable run for instances in which additional wiring is required. This charge must include parts and labor (jack, cable, termination). Vendor should assume the run will be no more than 150 feet from the intermediate distribution frame (IDF). Vendor should quote a CAT 5 cable (minimum) to be terminated in a 66 block in the IDF. Include appropriate terminations, jacks, and any line protection required.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: Can SMRC provide a break down of the number of analog phones per building?

Response: See the attached map of the campus which includes the types of sets in each building (analog versus multi-line) as well as the number of paging speakers.

Question 2: Can SMRC provide a break down of the location by building of the thirty (30) multi-line phones?

Response: See the attached map of the campus which includes the types of sets in each building (analog versus multi-line) as well as the number of paging speakers.

Question 3: Is there a CAT 5 network drop at the desk/location for each of the thirty (30) multi-line digital phones?

Response: There is a CAT 5 network drop used for the SMRC LAN. It will not be used for the phone. The current multi-line phones are connected to a CAT 3 cable. If a CAT 3 cable is insufficient for the proposed system, Vendor must propose replacement cable as appropriate.

Question 4: Will SMRC allow a vendor to use the existing CAT 5 network drops as part of the new phone system deployment?

Response: SMRC does not want to use the existing CAT 5 network drops, primarily because the facility does not want to deploy a VoIP system at this time.

Question 5: Please confirm that fiber connects all buildings on the SMRC campus.

Response: There is fiber-optic cable between all buildings except for the Gym and Pavilion.

Question 6: 5.11 How many analog lines/trunks (trunk side) will be installed into the system for private lines services? Will all incoming trunking be provided by the PRI facilities?

Response: Note in the LOC amendment to item 5.26.17 that we erred in stating the T1 was PRI. It is not a PRI T1. There are four private lines which are analog trunks.

Question 7: 5.19.1 Will station to station SMDR be needed to be available and tracked by the call accounting system? If an employee on one building makes a harassing call to another employee in a different building on campus, do you want the ability to identify the caller and the called party?

Response: We would like station-to-station SMDR to be an option, preferably that can be activated and deactivated by the system administrator. With this in mind, we would like the ability to capture local calls as well, but also with the ability to activate and deactivate the feature. We will not eliminate a proposal just because the system and/or the call accounting software do not capture station-to-station calls.

Question 8: 5.26.16 Do you want the cabinets included for the 700 ports or do you want growth up to 700 ports (trunks/stations)?

Response: We want the system to grow up to 700 station ports (with appropriate trunking for that number of stations). We do not want the cabinets initially to accommodate the ultimate growth. However, we do not want the system installed at capacity for our stated ports. For example, if we can only add one card before adding another cabinet, Vendor should clearly identify this in item 11.5.1 and provide the unit cost for another cabinet.

Question 9: 5.29.3.1 If you are moving to Unified Messaging with Exchange, do you want the 25 UM users to support both Exchange and Group Wise at the same time?

Response: Yes.

Question 10: 5.29.3.2 "The UM solution will deliver email, voice mail and fax messages to a single email inbox." Can we assume you already are utilizing a fax server and/or how many fax ports are you requesting?

Response: Currently the fax machines use extensions on the PBX and for the initial installation will continue to do so. They are included in the count of analog lines. Equip the optional UM solution with two fax ports.

Question 11: 5.29.3.4 How many TTS (text to speech) sessions (simultaneous calls) do you want included and priced for the purposes of this bid?

Response: No more the three (3).

Question 12: 6.5 How should the voice cable be priced out? There were a lot of conversations going on as to the type of cable, 66 blocks, CAT 5 or CAT 6, etc. If these are voice cables that are going to be terminated onto M66 Blocks, then CAT 5 Plenum cable should be acceptable as Cat6 will never test and this termination method does not meet industry standards. Can you please clarify?

Response: It is the State's preference to use CAT 6 and we do so in all new buildings. For the purposes of this LOC for SMRC, CAT 5 cable terminated on 66 Blocks is acceptable. See the amendments section for further information regarding the wiring. Vendor should keep in mind that if the system is upgraded to VoIP in the future, any CAT 5 cables installed by the Vendor must support VoIP.

Question 13: If we choose to quote an IP based system, can we assume that we can use the existing facilities data cabling, network switches, ups power, etc.? To ask in another way, if we quote an IP based system, we are required to provide all network switches, POE (power over Ethernet), Local Power if NO POE, 2 Hour Battery Backup (UPS) for every network component we provide. Use of the physical data cable only is acceptable?

Response: To reiterate, SMRC does not want to install a VoIP system at this time. Vendors are allowed to propose alternatives, but must propose a system that meets the requirements of the LOC. The VoIP will be viewed as an alternative.

Vendor must propose a turnkey system, meaning you will need to provide all network switches, POE (or local power may be used) and UPS so that the entire VoIP system remains active during a power failure situation (up to two hours). Vendors who propose VoIP as an alternate must include a drop for each station.

Question 14: There is a trend in our industry to begin charging licenses for all ports (logical or software) on everything from voice mail to desktop sets to trunk ports. If you desire pricing to add a station terminal (desk top telephone), will you require all components associated with that telephone such as licenses fees, ports fees?

Response: Yes.

Question 15: If you add voice mail only users, do you require us to disclose the license costs per user.

Response: We do not plan on having any voice mail only users. If you mean adding voice mail in the future to an existing station user that does not currently have voice mail, yes. We must be able to easily identify all cost. Your question implies that the system administrator cannot easily add voice mail for an end-user. Clarify this in your response. Will we have to add a license (and thereby place an order) anytime we add voice mail to an existing station?

Question 16: What is the actual expected growth in telephone ports for the facility? If you start out with 320 analog ports, do you expect 25%, 50% growth?

Response: Realistically, you should anticipate 5% growth per year.

Question 17: Regarding item 5.20.2, if all normal testing of power supplies or amplifiers and attenuators can't fix the problem, time will be needed to take each speaker off the system and retest. It is difficult to put a "not to exceed" cost in this scenario.

Response: When we submitted the request for assistance in determining the "hum" in the paging speakers, we anticipated Vendors having paging experience. Previous systems were obtained through Requests for Proposals (RFP) that often included

paging systems. Since this assistance seems to be a point of concern for several of the Vendors in attendance, we withdraw the requirement for vendors to assist us in finding the "hum" (item 5.20.2). Vendors will still be expected to interface with the paging system as required in items 5.20 and 5.20.1.

Vendors may still respond to item 5.20.2. The State reserves the right to consider this item as an added value. Vendors should not short-change themselves in providing a not-to-exceed price. As stated in the conference, this item will not prevent a Vendor who meets all other criteria from receiving an award.

We realize that responding to your questions may have raised additional questions. Vendors will have until 3:00 p.m. (Central Time), Wednesday, March 21, 2007, to submitted questions directly related to the above responses and clarifications. ITS will respond to these questions no later than close of business on Thursday, March 22, 2007.

LOC responses are due Tuesday, April 3, 2007, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, contact Paula Conn by dialing 601-359-4411 or via email at conn@its.state.ms.us.

Attachment

cc: File 36907

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MAINTENANCE

- 3 DIGITAL
- 14 ANALOG
- 11 PA SPEAKERS

GYM

- 1 ANALOG

POOL

- 1 DIGITAL
- 9 ANALOG
- 5 PA SPEAKERS

CRANE COMPLEX:

EDUCATION, STAFF TRNG

- 2 DIGITAL
- 20 ANALOG
- 12 PA SPEAKERS

HCBS WAIVER

- 17 ANALOG

WELCOME CENTER

- 2 ANALOG
- 1 PA SPEAKER

QUALITY SERVICES

- 3 DIGITAL
- 13 ANALOG
- 3 PA SPEAKERS

125 MOCKINGBIRD

- 4 ANALOG
- 5 PA SPEAKERS

123 MOCKINGBIRD

- 4 ANALOG
- 5 PA SPEAKERS

BURGESS

- 6 DIGITAL
- 39 ANALOG
- 5 PA SPEAKERS

D&E BUILDING

- 6 DIGITAL
- 32 ANALOG
- 10 PA SPEAKERS

RESIDENTIAL SERVICES

- 3 DIGITAL
- 4 ANALOG
- 4 PA SPEAKERS

WORK ACTIVITY CENTER

- 6 ANALOG
- 5 PA SPEAKERS

SEAGULL

- 1 DIGITAL
- 13 ANALOG
- 7 PA SPEAKERS

CYPRESS

- 10 ANALOG
- 9 PA SPEAKERS

GULFOAKS

- 9 ANALOG
- 7 PA SPEAKERS

DOLPHIN

- 10 ANALOG
- 8 PA SPEAKERS

PAVILION

- 1 ANALOG
- 4 PA SPEAKERS

SEACREST

- 10 ANALOG
- 9 PA SPEAKERS

SERVICE BUILDING

- 1 DIGITAL
- 13 ANALOG
- 11 PA SPEAKERS

BAYVIEW

- 7 ANALOG
- 10 PA SPEAKERS

DIETARY

- 2 DIGITAL
- 7 ANALOG
- 11 PA SPEAKERS

