



Milwaukee County
Telecommunications System RFP – Vendor Questions/Answers
ClientFirst Questions and answers

1. Are the ACD counts listed “named users” or “concurrent agent login counts”? if named user, please provide concurrent login counts

County Response - The ACD counts in Table 11 should be provided as both named and concurrent agent licenses.

2. In order to complete the costs per site, can you provide the voicemail requirements (phones requiring voicemail boxes) per site

County Response - The number of “users” per site also includes “announcement” mailboxes that do not accept messages, with the ability to convert between “users” and “announcements” at any time. The number of “Voice Applications (menus and announcements) is also being provided. This number is based on the current voice mail system. The counts are as follows:

- Children’s Court, including Mental Health Complex, Parks Administration, Domes, Fleet/Patrol/Highway/Transportation (not Transit) and Facilities has 1188 mailboxes and 46 Applications.
- The Courthouse Complex, including Safety Building, CJF and City Data Center has 1685 mailboxes and 82 Applications.
- The Zoo has 90 mailboxes and 8 Applications.
- 633 has 190 mailboxes. Any Applications for this site are on the Courthouse voice mail system since this is where their DID’s reside.
- HOC and Training Academy has 128 mailboxes and 17 Applications.
- Coggs has 485 mailboxes and 58 Applications.
- The Airport requires 300 mailboxes
- MCTS currently has 194 mailboxes defined and 179 in use

3. Is outbound ACD dialing a requirement or simply a question about future functionality? If a requirement, how many agents need outbound dialing?

County Response - All agents would need the ability to place outbound calls independently from their ACD call. They need the ability to place the ACD call on hold and place an outbound call. They also need the ability to conference the ACD call with other entities outside the County and receive direct calls on a “personal” number. Outbound ACD campaigns should be considered a future requirement.

4. Does the County have an E911 service provider today? If so, please provide name.

County Response – Milwaukee County currently uses AT&T as the provider of 911 lines and is in the process of moving to a VESTA 911 system.

- MCTS 911 calls are handled by Time Warner. This is outside the scope of this RFP since the Time Warner PRI's are being retained.
- The Airport doesn't use 911 service. The Airport requires an easy to remember number to reach the Airport Operations Center, such as 711 or in a 4 digit dialing scenario, 5911 for example.

5. For the optional call recording solution, how many phones need recording?

County Response - At this time we are recording 96 phones incoming and outgoing calls. These are all at the Courthouse Complex. There has been interest in recording additional lines at the Courthouse complex and calls at other sites. If there is a "per port" cost or a base price then an incremental price to add the recording option to phones, provide these costs on a per-site and per-user or block of user basis.

- MCTS has recording on approximately 65 phones: approximately 60 at the Admin site, the others at the remote sites. The majority of them are set to record every call, without manual intervention. A significant number are set to record-on-demand by means of a feature code entered at the phone. The record-always extensions generate beep tones to indicate that recording is in progress. Users of the record-on-demand feature are required to inform the other party that recording is in progress. The (two) analog copper backup trunks (to dispatch) are recorded as well.
- 50 phones are recorded at the Airport

6. My question is if Milwaukee County would consider a Hosted VoIP system?

County Response - Yes, proposals for Hosted solutions will be accepted and evaluated. Please note the hosted guidelines and requirements in the RFP.

7. 1.6.4 Integrated Dialing Plan with MCTS. Please define specifically what integration is required between MCTS and County Systems?

County Response – The County would like the vendors to propose systems that will be able to provide an integrated dial plan that allows 4 or 5 digit dialing between all stations in all County locations.

8. 1.6.5 Are there reliability measure requirements (i.e. 4 "9's", 5 "9's")?

County Response – The County is interested in the most reliable system configuration financially possible. 5 "9"s of reliability would be acceptable.

9. 1.6.7 Impact on MCTS? Please clarify

County Response – 1.6.7 in the RFP describes a trunking concept and general interaction between MCTS, the Airport and the County's trunking. The County would like MCTS to have access to their own PRI trunks and have the proposed system allow MCTS access to the County's SIP trunks in the event of a PRI failure.

10. 4.2.1.1 Pricing is specified to remain valid for 120 days (October 10, 2016) per section 3.2.6. If funding and purchase is not available for the entirety of the solution and there is a pricing increase prior to the PO issued for 2017, will adjustment via Change Order be acceptable?

County Response – If there is a delay in the project caused by the County either through funding or operational delays, beyond the general proposed schedule, the County will work with the selected vendor to adjust the funding and pricing.

11. 4.2.1.4 Will there be a staging room (locked storage) provided by Milwaukee County for the storage, staging and set-up?

County Response – The County will find space for the selected vendor to stage the delivery of the proposed system and equipment. Vendors should plan to program and test the proposed system in their facilities, then delivering the equipment to the sites in a staged approach.

12. 5.2.3.1 Section states “high availability” is this a requirement of the System Server configuration?

County Response – The County would like the system to provide high availability to the end user, providing dependable – consistent service as the goal and outcome. Each vendor is expected to design their solution to provide this outcome for the County.

13. 5.2.3.4 Is the requirement here, “Least Cost Routing” services?

County Response – The County may configure the system to provide specialized outbound call routing to take advantage of various carrier offerings and rates. The proposed system should allow the County to make such changes to route calls as needed to configured trunks and SIP services. All County locations should have access to all County trunking, lines and services to make and receive calls.

14. 5.2.3.5 Is centralized VM to include MCTS (refer to 5.2.3.14)?

County Response – The Centralized Voicemail operation should provide the County, including the Airport and MCTS with a fully functional system capable of operation on its own in the event of a Wide Area Network failure. Voicemail, automated attendant, announcements, and any other functionality provided by the Voicemail system must be unaffected by the loss of a WAN connection. The proposed voicemail system(s) should integrate together allowing a voicemail message left for a user at one location to be able to be forwarded to users at other County, Airport, and MCTS locations. The date, time and calling information should follow during the forward. The system should allow users who are forwarding messages between the two systems to provide a message if introduction when forwarding the message.

15. 5.2.3.8 Are these ring-down functions currently in the system?

Is it the County’s desire to integrate these to the new system?

If so, is there a complete list available?

County Response – The ring down function is provided by the existing telecommunications system and devices. Some of the ring-down devices are programmed in the device and others are programmed on the PBX. This is the Count of ring-down functions per site on the PBX’s.

- *Children’s Court PBX* – Children’s Court – 16, Mental Health Complex – 10
- *Courthouse PBX* – Courthouse – 4, CJF – 8, Safety Building – 5
- *Coggs PBX* – 1
- *Zoo PBX* – 1
- *HOC PBX* – 6
- *The Airport* has 75 ring-down functions

- *MCTS* requires current ring-down functions to be integrated into any proposed solution
 - All Bus Storage phones ring-down to a 3-item IVR allowing connection to one of three extensions or ring groups. **35 phones**
 - Two sites have customer lobby phones which ring-down to a group of phones. **2 phones**
 - Three sites have elevator and public safety phones which ring down to our dispatch ring group. **4 phones**
 - There are ad-hoc “Hotlines” which ring down to dispatch. **2 phones at present**
 - Total: 42 phones which require a dial-on-off (ring-down) functionality.

16. 5.2.3.10 Is the intent to design to VMWare configuration or does the County desire the configuration to be a physical server based solution?

County Response – The County would like the vendors to propose their solution that includes all of the associated hardware, servers and software needed to deploy the system without a VMWare deployment. The County would like vendors to provide information regarding the proposed system’s capabilities to be able to be migrated to a VMWare in the future. It is the County’s intent to deploy the system using conventional servers and telephony hardware and then when the initial servers may need to be upgraded, evaluate the migration to a VMWare environment.

17. 5.3.1.3.2 Based on the numbers of Users to manage, is the County’s intent to develop a defined number of User Profiles/ Templates to deploy upon?

County Response – This item in the RFP requires the selected vendor to perform all needed information gathering needed to program and deploy the proposed system. The vendor should include their time to complete their own forms, spreadsheets and documentation needed to program and set up the proposed system. Vendor should not in any way assume the County or their consultants will provide station by station programming information. Vendors should provide a description of their process to conduct the needed user station review and information gathering process.

18. 6.2.3 SIP replacement for PRI: Has Bandwidth tools and throttle models been developed?

County Response – No not at this time.

19. TIE lines are eliminated, yet the requirement is to maintain system integration over the phased project, this will require hardware/ software in the new system to accommodate this temporary integration over tie lines.

County Response – The removal of telecom services will have to be coordinated with the deployment of the selected system into the various County locations. Depending on the implementation plan developed by each vendor, the County expects the selected vendor to have planned for and included the use of any required hardware to maintain system integration.

20. Table 5 633 Building: IP Office solution installed is actually SE (DL120 server) with a 500v.2 survivable Gateway. VM Pro. Is it the County’s intent to maintain this solution as an integrated part of the new solution?

County Response - The continued use of this system depends heavily on the selected vendor's plan and ability to integrate and maintain this product. The County will review each vendor's plan as it relates to this site and determine which vendor has the best approach to address this item.

21. Table 5 633 does not list the VM ports for that system, please clarify.

County Response – This information is shown on Table 6, Page 20.

22. 633 does not list the trunking for that system (PRI, Analog and P2P T1), please clarify.

County Response – This information is shown on Table 6, Page 20.

23. Table 5 Why are Zoo locations listed under the Children's Court Users?

County Response - There are 5 IP phones located at the Zoo from the Children's Court PBX. This was to accommodate the customer needs but there was no capacity for these phones on the Zoo PBX.

24. Table 5 Children's Ct: Conf. Users add up to 21 but 24 are listed in the parent PBX

County Response - There are 3 conference rooms at Parks Administration that were omitted from the list. Please adjust the total Conference Users to 24.

25. Figure 8 This document is very hard to read as inserted in the RFP, can we get a clean copy of this Network Diagram?

County Response – Please see attached .pdf network diagram

26. 6.3.2.2 & 1.6.4 Are the reliability and availability requirements the same for MCTS as it is for the County systems?

County Response – Yes.

27. 1.6.4 Is it the County & MCTS intent to award like systems or will/ might it be required two systems from differing manufacturers?

County Response – It is the County and MCTS's Intent to select the same telecommunications platform to provide voice services for all County Operations.

28. Table 10 Please define what is required for the "Analog Rugged" set types in use.

County Response –The analog rugged phones are in shop area where the conditions are dirty and in areas where normal phone may be damaged by moving equipment.

29. Table 11 Type 4 Sets when added equal 6514 but 6494 is the listed quantity in RFP. Please clarify.

County Response - Domes should be 22 and the Training Academy should be 52. The total will then be 6494.

30. Table 11 Are ACD seats and Supervisors in addition to the Type 4 sets or are these users included in those counts?

County Response - The Type 4 set count includes phones that are or could become ACD sets. The ACD seat count is for licensing purposes.

31. 7.6.1.2 Please clarify requirements. Is this a “pay-phone” type of device?
County Response - These are phones used by the patients at the Mental Health Complex and the detainees at Children’s Court. The users are extremely hard on the devices so yes, the “pay phone” or armor phone lasts much longer in these areas.
32. 7.6.1.3 Are we to provide a new ring-down set or re-use existing?
Is there a housing to re-use?
County Response - The phones described in this item are not all ring down phones. They are mostly at the Zoo in areas that will be subject to the outdoors or extreme moisture. As for the ring down phones, some of the devices are devices only require a dial tone and ring down programming. However, there are some that have standard telephone hardware. Provide the cost for replacement hardware for these type of locations.
33. 7.6.1.4 Is the Speaker Phone requirement for full duplex voice?
County Response - Full duplex speaker phones are required.
34. 7.6.1.5 What are the quantity of buttons required for button expansion modules?
Is it acceptable to have BLF scroll (12 buttons on Page 1 and 12 buttons on Page 2?)
County Response - The quantity of buttons is dependent on if more than one expansion module could be added to a single set. A “scroll” or shift would be acceptable if the expansion module has programmable labels and the labels remain with the button they are programmed for.
35. 7.6.1.6 Are external microphones required? Are these to be H.323/ SIP or analog?
County Response - In a few cases external/additional movable microphones will be required. Most will not need additional microphones. We are looking for an IP version, not analog.
36. 7.6.1.13 Is P2T (Push to Talk) a required function in these sets?
County Response - Push to Talk is not a requirement for these phones for the County.
37. 7.7.2 “The analog trunks, regardless of their location, must be able to work interactively with the SIP services such that the analog facilities are part of the normal inbound/outbound traffic pattern.” Please clarify the intent of this statement, is this requesting Least Call Routing?
County Response - The County may configure the system to provide specialized outbound call routing to take advantage of various carrier offerings and rates. The proposed system should allow the County to make such changes to route calls as needed to configured trunks and SIP services. All County locations should have access to all County trunking, lines and services to make and receive calls. The County would like to configure the routing for out-bound calls to include selections that can include all trunks and lines connected to the telephone system.
38. 7.7.4 Please define how this redundant Network is to terminate to the Gateway (SIP, H.323 port...)?
County Response - The analog trunks will be used as failover dial tone in the event of a SIP or WAN failure. They also may be used to provide correct address information to the PSAP. If your system provides least cost routing, include the benefits and cost in your proposal.
39. Table 13 Are the analog ports for the Paging interfaces included in the quantities in Table 11 or are the quantities in Table 13 over and above?

County Response - The page trunks for the County are not included in the counts in Table 11.

40. 7. Several references are made to Table 3 (e.g. 7.10.13.29). I do not find a Table 3, please clarify.

County Response – This is a typo error. Refer to Table 11.

41. 7.10.15 Is it the County’s intent to re-use/ expand the existing NICE recording solution?

County Response - The NICE Call Recording System will remain in place and will need to interface with the proposed system. The NICE system is not available to all departments. The proposed system should provide a call recording solution for other individuals and departments.

The Airport has its own call recording system that will remain in place and integrate with the phone system. The ComLog product from CVDS is a recording system used for Operations and other departments. This system is not available to all departments, and the proposed system should provide call recording solution for other individuals and departments at the Airport.

42. 7.19 Please define “all representations offered”. For instance, should a phone fail in that 30 days, does that constitute a clock reset on said 30 days?

County Response - The definition of “all representations offered” means what you state as system reliability in your proposal is your representation. If your representation is that the phones will work without failure for 2 years, then yes, phone failures would reset the clock. There will be a reasonable expectation of reliability of the phones. Phone failures should be covered during the warrantee period.

43. 8.4.9 “Does the proposed voicemail system capture caller ID allowing the user to optionally hear the calling number?” Was this supposed to read, “...see the calling number”?

County Response - No, it is stated correctly. If a user is not on site or at their desk, they should be able to call voice mail. When they do please state if there will there be a message header providing the date, time, and caller ID of the caller if the caller ID was available, or if this information is available on demand by pressing keys.

44. 5.2.3.10 Per the RFP the Customer is looking for a Virtual (VMWare) solution but in the Bidder’s Meeting it seems to have fallen out of favor. Please clarify?

County Response - The County would like the vendors to propose their solution that includes all of the associated hardware, servers and software needed to deploy the system without a VMWare deployment. The County would like vendors to provide information regarding the proposed system’s capabilities to be able to be migrated to a VMWare in the future. It is the County’s intent to deploy the system using conventional servers and telephony hardware and then when the initial servers may need to be upgraded, evaluate the migration to a VMWare environment.

45. 6.2.3 The requirement for supporting SIP trunking is defined in the RFP but no design consideration is stated for an SBC (Session Boarder Controller). Is it expected the SIP Provider will provide that protection at the edge to secure the Network?

County Response – Vendors should propose Session Boarder Controllers. The anticipated design is for 250 concurrent SIP calls provided by the carrier at 3 locations as described in the RFP. In

the event of a SIP failure at one or more location, each of the 3 sites should be able to accommodate a total of 350 concurrent calls (including those rerouted by the carrier).

46. Bidder's Meeting It was stated the solution should be configured for a 5% growth. Please define precisely what should be configured:

County Response - The entire system should have enough licenses, trunks, ports (TN's) and hardware/software capability to allow for 5% growth without additional time or costs. The 5% growth should not decrease the quality or availability of calls.

47. It was stated in the Bidder's Meeting that MCTS would desire the same redundancy as the Airport has defined between two data centers. Section 6.3.2.2 requires only failover. Please clarify?

County Response – Specifications regarding redundancy and failover have been outlined in the RFP. Please follow the guidelines set forth in 6.3.2.2.

48. 7.4/ Table 11 The requirement is for active-active Servers at Children's Court, Courthouse and the Airport. Will the secondary Server at the Airport Data Center be standby?

County Response – The County requires active-active servers at Children's Court, Courthouse, and the Airport. A secondary server at the Airport is not required at this time, but may be added in the future.

49. Table 13

1) CVDS Call Recording- How many analog ports are required and to what system do they terminate?

County Response – 32 analog ports for the ComLog product from CVDS at the Airport. The software used is called Producer.

50. 2) Parking Monitoring Call Boxes- Are these analog station ports and to what system/ Site do they terminate?

County Response – The quantity of Call Boxes is included in Table 11 as Type 1 devices. Additional information will be provided to vendor finalists as needed.

51. 3) Admin. Lists IVRs, ACD Queues and Call recording with numerous SIP interfaces. Please define the IVR and ACD solutions and what precisely the Bidders are to provide for each.

County Response – All ACD functionality must be included as part of the proposed solution. ACD agent counts have been provided in Tables 11 and 12.

MCTS:

- All Bus Storage phones ring-down to a **3-item IVR** allowing connection to one of three extensions or ring groups. **35 phones** defined on 4 systems (locations).
- There are 7 ACD queues, reached by unique external phone numbers (with internal extensions for testing)
 - Some agents are issued secondary agent logon IDs that allow them to take calls from multiple ACD queues when they are logged in with the secondary ID. The association between the agent IDs and queues is predetermined, and only changed by the telephone system administrator.

- Some agents are given lower queue priorities in a given queue, so that calls go to other agents first, unless all other agents are busy.

52. 4) Call Recording (1SIP) at each of FDL, FBZ, & KK, are these SIP Trunks or SIP Stations?

County Response – MCTS: Proposed solutions should replace any existing call recording facilities; therefore, trunk or station would be determined by your proposed architecture. There are several extensions or ring groups at each of these sites (to include Admin) that should be recorded at all times, whether the call was directed to a ring group or an individual extension. Please provide for 10 extensions.

53. 5) Please define the Paging solution at each of; Fleet, FDL, FBZ & KK

County Response – MCTS: This question is answered in terms of overhead paging, based on speakers, wiring, and analog amplifiers already in place. If this was not the intent of the question, please clarify.

If this question refers to a paging and hands-free answer facility performed from one phone to one other phone, then MCTS does not require same.

- Admin building: None
- Fleet Maintenance building: 3-zone plus all zone implemented as four extensions to be dialed. Single extension which accepts a digit for the zone is also acceptable.
- Fond du Lac Ave:
 - Maintenance building, bus storage buildings, and tank house as a single zone
 - Transportation building is another zone
- Fiebrantz Rd:
 - Maintenance building, bus storage buildings, and tank house as a single zone
 - Transportation area as a second zone
- Kinnickinnic:
 - Maintenance building, bus storage buildings, and tank house as a single zone
 - Transportation building is another zone

54. Table 11 Analog Trunks listed for Fire Station, Terminal Bldg., Parking, & Business Park, do those terminate on the Airport Switch and extend via Customer owned Copper? Or, is these a Gateway required for each of these structures?

County Response - Yes. A gateway should be provided for each structure.

55. Table 11 Or, is these a Gateway required for each of these structures?

County Response – Yes. A gateway should be provided for each structure.

56. Figure 3 The WAN drawing shows a T-1 from Whitnal terminating to the HOC building. Table 11 does not account for this in the configuration for HOC. Please clarify?

County Response - Table 11 is the requirements for the proposed voice system. Table 6 is the current configuration of the voice system. Figure 3 shows our current data network.

57. Table 11/ Figure 2 Botanical Gardens in Table 11 shows no trunking but Figure three does not indicate that site in the Network/ LAN/ WAN. Please clarify requirements for connectivity of the sets and to what system/ site they should register?

County Response - Boerner Botanical Gardens has 1 PRI. There is no fiber connecting them to the County data network. We are looking for recommendations from the potential vendors as

to what type of system, stand alone, gateway...? We are looking to the vendor as to which site to register to also.

58. 12.13.2, 3 & 4 These functions would appear to be Network Issues which were earlier stated as Milwaukee County's responsibility. Please clarify

County Response – While the performance of the network is the County's responsibility, the selected vendor will be responsible for testing the proposed system and making sure the performance of the system is correct. If changes to the network are needed to address the proposed system's needs, the selected vendor will be required to provide detailed instructions regarding the needed changes.

59. 7.5.1 - Is it assumed that the quantities shown in table 11, Type 5 is simply a count of side-cars? Or should the associated telephone instrument also be included?

County Response - The telephones are part of the set counts. The quantity shown is just the side car hardware.

60. 7.5.1 – ACD Seats. Are their instrument requirements already identified as a Type 4 instrument? Or should we add additional sets for the ACD users? Are ACD supervisors included in these counts?

County Response - The set counts include the ACD user's phones. This count is for licenses only. Yes, Supervisors are included in the ACD count.

61. 7.5.1 Should we include SBC's for the SIP terminations? Or will the SBCs be provided by the Carrier or the County?

County Response - Vendors should propose Session Boarder Controllers. The anticipated design is for 250 concurrent SIP calls provided by the carrier at 3 locations as described in the RFP. In the event of a SIP failure at one or more location, each of the 3 sites should be able to accommodate a total of 350 concurrent calls (including those rerouted by the carrier).

62. 7.6.1.5 With regard to the Side-car/ Add on modules – how many buttons/lines should they support and should they be self labeling? We can provide information on all of the options, however for bidding purposes, what would be the desired number of buttons for each user?

County Response - For bidding purposes, the side cars should be a minimum of 20 buttons. Provide information on the specific functionality of the side car such as a shift key, self-labeling, ability to personalize the labels.

63. 7.8.1 Table 13 – The administration has Numerous SIP interfaces, please identify quantities of SIP ports required for these interfaces.

County Response – MCTS uses one per device. See previously provided information for counts.

64. 8.3.1 The RFP states an initial requirement for 5000 voicemail users. There are 6494 Type 4 instruments requested.

County Response - There are many phones that do not have voice mail. To keep the specifications equal, use the 5000 voice mail users for the proposal and provide information (cost and increments) to add voice mail users.

65. 8.3.1.3 How many additional voice users are there above the stated number of stations?

County Response - We do not have “guest users” in the current configuration. See mailbox counts in response to prior question.

66. 8.5 Automated Attendant – Can you please identify the approximate number of calls to the AA functions per day and what the peak busy usage would be?

County Response - There are numerous auto-attendants at various sites. Vendor finalists will be provided this information as needed.

67. Section 11 – The pricing for the Airport is to be itemized per facility location, however the breakdown of station information is not provided for the airport in section 7.5. Please provide.

County Response – The County will provide this detailed information for the finalist vendor. Please price the Airport using the totals and include the needed controller/server equipment for each building listed.

68. Regarding Sections 7.19 and 7.20.4, our standard invoicing is to invoice for product upon delivery and for installation and services after acceptance with payment terms net 30, date of invoice. We do not ask for progress payments. Would the County consider a payment plan whereby each location is considered a fully functional system, not dependent on the completion of any other location, thereby allowing the County to budget and pay for each location after the functionality of that location is tested and accepted?

County Response – The County will evaluate vendor payment options to determine the best solution for the County’s needs.

69. Do you want the solution to include Session Border Controllers for SIP trunks located at the Courthouse, Children’s Court, and Airport?

County Response - Vendors should propose Session Boarder Controllers. The anticipated design is for 250 concurrent SIP calls provided by the carrier at 3 locations as described in the RFP. In the event of a SIP failure at one or more location, each of the 3 sites should be able to accommodate a total of 350 concurrent calls (including those rerouted by the carrier).

70. Regarding the Contact Center, there is a defined total of 378 ACD Agents.

County Response - This number is based on current agents and supervisors plus groups that have interest in adding ACD functionality. There are approximately 200 current ACD agents and supervisors now. Vendors should provide 378 concurrent, named agent licenses.

71. How many Agents should be licensed for a multi-media skillset (voice, email, web chat, video, fax)?

County Response – 25%

72. How many agents will be ACD Supervisors?

County Response – 20%

73. Does Milwaukee County want Sections 1 through 3 responded to as well as the remaining sections?

County Response – Yes.

74. We are seeing a conflict regarding the DBE participation in the RFP. Can you please clarify the DBE participation: 10% DBE participation in Section 13.27.1 or 17% in Attachment I: EEOC Compliance document?

County Response – 10%.

75. The system will interface with various existing third party systems or applications, such as call recording, emergency dispatch, external paging, and IVRs. Currently analog interfaces are used. In some cases, these interfaces can be migrated to IP, however a number of applications will continue to use analog interfaces.

Question: Can the County provide information (make, model#, etc.) for all third party systems the new system will need to interface with?

County Response – Please plan to include the needed analog ports. The County will provide this information to the finalist vendors as the evaluation proceeds.

76. 7.3.1 Voice communications services today for the facilities are primarily provided through analog and PRI service with T1 TIE line connectivity between PBXs. The County anticipates transitioning to a VoIP network using SIP for in and outbound calling.

Question: What is the anticipated date for transitioning to a VoIP network?

County Response - "Procurement of carrier services will be coordinated by the County separately but in conjunction with this project."

77. 7.6.1.1 Type 1 – A single-line analog station ports or instruments. Ports will terminate in existing Elevators, Fax Machines, etc.

Question: Are analog terminals to be included or are existing installed to be re-used?

County Response - The type 1 "phone" will be connecting to existing non handset devices. No device needed.

78. 7.6.1.2 Type 2 – Ruggedized phones –a single line station set that will be utilized in certain areas of the Correctional facility and the Behavioral Health facility

Question: Is this an analog or IP single line station requirement?

County Response - IP Stations

79. 7.6.1.3 Type 3 – External Phone – a single line station set that will be used primarily at the Zoo in areas where environmental factors such as heat, cold, and moisture must be considered.

Question: Is this an analog or IP single line station requirement?

County Response – IP Stations

80. 7.6.1.7 Type 7 – Wireless Phone

Question: Which wireless technology is being stipulated please?

County Response – We are requesting wireless IP phones that would work on our wireless access points in certain buildings and areas.

81. 7.6.1.13 Wireless Handset

Question: Clarification of the requirement is desired – is this a wireless handset for a desk phone or a wireless device? If the latter how does this differ from 7.6.1.7?

County Response – Cordless Operation is the needed functionality using DECT technology.

82. 7.8.1 The County has a number of peripheral devices or systems connected to the existing PBX, such as call recording, paging, and IVR. The types of devices and current interfaces are listed in Table 13 – Current Peripheral Interfaces.

Question: Please provide technical information, system type and if not listed, the manufacturer, software release, ports (if applicable) server specifications for the following their party applications/equipment listed in Table 13 – Current Peripheral Interfaces:

CDVS Call Recording

Parking Monitor System

IVRs

Overhead Paging System(s)

County Response – Vendors should assume analog interfaces, with the exception of MCTS paging which is SIP. Further information will be provided to vendor finalists as needed.

83. 7.9.1.34 Paging and Intercom Operation – The system should provide the ability for the County to define specific stations to be included in an intercom. This system should also provide the ability for the County to perform pages over the phones throughout the system. Page groups could be defined for each location. Please explain this operation and proposed system capabilities.

Question: What is the size of the page groups desired? Are page groups expected to be within the same IP subnet or across them?

County Response - The County “intercom groups” should be in the same subnet. There may be an occasion that is not the case but highly unlikely. The intercom group sizes will be between 4 and 20 members. The paging through the overhead speaker system varies per location as to how many people will need the ability to page. Some locations will need 3 to 5 phones with paging capability. Other sites will have 20 to 40 phones that will need access. Paging should not be available to all users.

84. 7.10.13.29 Agent Licenses – The proposed system should include licenses necessary to provide for agents in Table 3. 3.1.

Question: This responder was unable to locate Table 3.3.1 Table 11 shows ACD seats - Clarification of maximum simultaneous agents is requested.

County Response – Please use the ACD Seat count shown in Table 11

85. 7.10.13.30 Supervisor Licenses - The proposed system should include licenses necessary to provide for agents in Table 11

Question: Table 11 shows ACD seats but not supervisors? re these supervisors also agents taking calls? How many will be logged in at any one time.

County Response - The ACD counts in table 11 are number of agents. Vendors should assume that 20% of the agents will require supervisor licenses.

86. 7.14 - 911 Compatibility

Clarification of the 7.14 section is requested

County Response – The proposed system should be compatible with the E911 services operational in the Milwaukee area.

87. 7.14.1 The proposed system must provide street address information to the local Public Safety Answering Point (PSAP).

Street address is not typically sent by a UC/IP PX system ELIN/CESID are.

Question: Is this section a request for a PSAP system?

County Response - No, this is not a request for a PSAP system. The system selected must be able to send the street address of the building the 911 call is placed from to the PSAP.

88. 7.14.2 Provide specific documentation indicating your proposed system complies with all 911 regulations of the FCC and the State of Wisconsin.

Question: Is this section a request for a PSAP system?

County Response - No, this is not a request for a PSAP system. The system selected must be able to send the street address of the building the 911 call is placed from to the PSAP.

89. 7.14.3 E911 Operations Integration / Police Voice Recorder Integration

Question: Is this section a request for a PSAP system?

County Response - No, this is not a request to replace the PSAP system

90. Voice Carrier would like to be added to the intent to bid list for RFP #98160022.

County Response – Vendors who wish to be added to the vendor list should contact the County procurement department to register.

91. Will the County provide a list of the participating vendors?

County Response – The list of attendees at the pre-proposal meeting has already been posted.

92. At the Pre-Proposal conference, we did not have the airport tour, we would like to request a tour prior to the proposal submission?

County Response – Site tours will be arranged with vendor finalists as needed.

93. Can the County provide a copy of the precursor study to this RFP?

County Response – This information is not available

94. In the RFP it was stated that nothing verbal, outside of the RFP should be considered. During the vendor meeting it was stated that the Airport would be a separate system/site. What do we follow and is there an update to follow in writing?

County Response – We are not sure what the question is. These answers provided in this document are the follow up to vendor questions.

95. Do you have resources to work on the dialing prefixes as we install the phones (modifying existing systems to work in concert with new)?

County Response - Potentially assigning new phone numbers throughout all or portions of the County. Procurement of carrier services will be coordinated by the County separately but in conjunction with this project. MCTS will not transition to SIP trunking at this time, and will retain ISDN PRI trunking"

96. 1.6.3 The County will consider upgrade or replacement alternatives that meet the specifications herein. Is a fully softphone-based solution, that meets the requirements, acceptable?

County Response - There are locations not associated with PC's and not all users would like or need a softphone. So no, a full softphone solution would not be acceptable.

97. 2.1 Is the County desiring a straight purchase (capital acquisition), or would a purchase-as-a-service be considered (monthly Opex)?

County Response – The County will review all vendor proposals and offers and will determine the best solution for the County's needs.

98. 4.2.1.1 The proposal, estimated to be awarded Third Quarter, 2016, will be confirmed by a purchase order issued to the successful vendor. The County will appropriate funding for this project over a 2 year time frame. How much funding has been secured for calendar year 2016 & 2017?

County Response – The needed funding will be determined, once the vendor proposals are submitted and reviewed.

99. 4.2.1.1 In the event that funding may become multi-year, a phased implementation plan may be the best approach to match work and budget. In this case, can you provide an order of priority for conversion/installation of new system components, likely by site. And, would you then accept phased install proposals in response?

County Response - Once awarded, we will work with the selected vendor to prioritize site implementation. We expect a phased implementation however, the proposals must include all phases and sites. The proposals should be broken down by site as defined in the RFP.

100. 5.2.3.10 If the new system can operate on virtualized compute infrastructure, will the county be providing ESXi guest VMs to operate the new system in the quantity specified by the proposal response?

County Response – The County is requesting vendors to propose a non-virtualized solution and to include the needed hardware for the proposed system. The County will review migration to a Virtualized approach when the proposed server equipment is in need of an upgrade.

101. 5.2.3.10 Does the county have DR/BC capabilities already in place to provide hypervisor level DR – vmotion and HA in other words, to keep the VMs highly available for the new system being proposed?
County Response – The County is requesting vendors to propose a non-virtualized solution and to include the needed hardware for the proposed system. The County will review migration to a Virtualized approach when the proposed server equipment is in need of an upgrade.
102. 5.2.3.10 How many locations can be used for VMs that the proposed system would operate upon?
County Response - The County is requesting vendors to propose a non-virtualized solution and to include the needed hardware for the proposed system. The County will review migration to a Virtualized approach when the proposed server equipment is in need of an upgrade.
103. 5.2.3.10 Or, in contrast, does the county prefer in this response that servers and virtualization be provided as components of the response?
County Response - The County is requesting vendors to propose a non-virtualized solution and to include the needed hardware for the proposed system. The County will review migration to a Virtualized approach when the proposed server equipment is in need of an upgrade.
104. 5.5 Format of Response, can the county confirm how it is expecting the Vendor to number its proposal response. Can the County provide a "MS Word" version of the RFP so we can create our response using the numbering provided in RFP 98160022?
County Response – Milwaukee County only releases RFP in PDF format.
105. 6.3.4 If analog devices are retained, what condition is the wiring/what does it look like?
County Response - “The County expects to upgrade or replace some cabling as necessary, and will address those requirements outside of the scope of this RFP.”
106. 7 Dial Plan - is an existing dial plan across all extensions in place - will this dial plan be retained?
County Response - “It is the intent of the County that this process will also include introduction of a Countywide coordinated dial plan; potentially assigning new phone numbers throughout all or portions of the County. Procurement of carrier services will be coordinated by the County separately but in conjunction with this project.”
107. 7.1.6 As a requirement of the phased implementation (and potential cross-system communications steady-state), will a prefixed digit/s be acceptable. Example: xx-xxxx?
County Response - “The County recognizes that a number of variables will impact the implementation of this system, including but not limited to geography, immediate user needs, carrier services transitioning, coordinated dial plan, and necessary infrastructure (cabling) upgrades. The County requires that the system will be implemented in a manner transparent to end-users, with a phased approach over a period of 12-18 months.” The way the users dial other users and any off switch locations must remain the same throughout the implementation. Forcing the users to dial special digits based on if they are on the “new system” or existing system will not be considered.

108. 7.3 SIP services for outside trunking – in scope, or out of scope. If in scope, is the SIP trunking replacing PRI one-for-one on connections (sessions)? A Telephone Number(TN) count would also be required to consider external SIP connectivity.

County Response – The County will be issuing a separate RFP for the needed Carrier services and they are not part of the scope of this engagement.

109. 7.3 If SIP trunking is to be considered “in scope” then an Session Border Controller (SBC) is highly recommended – architecture will need to be better understood such as: centralized trunking model, or decentralized across the 3 entities (MCTS, County, Airport)? Currently, the RFP seems to indicate 3 trunking points.

County Response - The County will be issuing a separate RFP for the needed Carrier services and they are not part of the scope of this engagement.

110. 7.4 Will each entity have diversity (i.e. 2 SBCs for each sub unit); or in contrast, will the services arrive bulk trunking on diverse trunks, managed by IT commonly for all 3 units and thus only 2 SBCs that service the entire network?

County Response – Please review the trunking requirements out lined in Table 11.

111. 7.4.1.2 Is the airport a standalone system? Does this mean there are 3 systems: Airport, MCTS, rest of County?

County Response - An active instance of the County’s system will be running at the airport.

112. 7.5.1 table 11 What phones are used for types 1 -7? Are any existing phones retained?

County Response - We are looking to each vendor to provide information on phones that would match our hardware requirements for each type. Include in your proposal, replacing all end user equipment (phones). Fax/modem and alarm line devices will not be replaced. A dial tone will need to be provided from the new system for these devices.

113. 7.5.1 table 11 What redundancy is required for SIP? $250 \times 3 = 750$. Does each location need to be able to support 500 in case another location fails? Does each location need to be able to support 750 in case 2 other location fails?

County Response - Vendors should propose Session Boarder Controllers. The anticipated design is for 250 concurrent SIP calls provided by the carrier at 3 locations as described in the RFP. In the event of a SIP failure at one or more location, each of the 3 sites should be able to accommodate a total of 350 concurrent calls (including those rerouted by the carrier).

114. 7.6.1 If Type 2 and 3 phones are not commonly available in SIP and must be analog, is there an opportunity to retain the Type 2 and 3 in service today?

County Response - Vendors should propose all new equipment as part of their quote. However, some of the phones could be retained. We are looking for make, model and pricing to replace some standard phones in these areas with Type 2 and 3 phones. Please provide information for the devices you recommend for these locations.

115. 7.6.1.6 Please clarify the wireless devices. Will devices (i.e. smartphones) be available to run designated software clients (Android/Apple)? Or, is a true wireless (802.11) device required?

County Response - We will consider all solutions presented for these phones. Please provide information and any costs that would be associated with the solution you present.

116. 7.7.2 The analog trunks, regardless of their location, must be able to work interactively with the SIP services such that the analog facilities are part of the normal inbound/outbound traffic pattern. Aren't the analog external trunks for backup use? Is this request indicating that TNs and in/out calls at the local level should be able to transit specialized SIP trunks AND the backup analog trunks fluidly?

County Response - The analog trunks will be used as failover dial tone in the event of a SIP or WAN failure. They also may be used to provide correct address information to the PSAP.

117. 7.7.3 Is this in addition to analog trunks already specified in table 11?

County Response - This is not in addition to the trunks specified in Table 11. These are the trunks specified in Table 11.

118. 7.7.3 Does the County mean that if the entire system fails calls can still be made from specific phones via the analog trunks? Or does the County mean that if one of the following "SIP, WAN, call processor, router, or any other hardware or software" fail, that calls can still be made from any phone via the analog trunks?

County Response - In the event of a SIP, WAN, call processor, router or any other hardware or software failure, any phone should be able to place a call.

119. 7.8 IVRs – in scope, or out of scope. Will the existing IVRs remain and be networked to the new system. If they remain, do they have SIP interface capabilities to trunk back to the main system via SIP, or will they require analog trunk interconnectivity? In either case of SIP or analog trunking/PRI – how many channels/sessions are required by each retained system?

County Response – In scope. Documentation on all current County IVR's will be provided. This information should be reviewed with the customer during the station review process. The IVR's will need to be configured in the new system. The existing systems where the IVR's reside will not be retained.

120. 7.8.1 Need details on ACD IVR - can you indicate model, make, and revision?

County Response – Vendors should configure the solution with the analog and IP interfaces as designated in the Table. Further information will be provided to vendor finalists as needed.

121. 7.9.1.4 Please define functionality of: Attendant Console Silent button

County Response - Button stops the attendant station from ringing—silenced calls are still answerable.

122. 7.10.11 ACDs – in scope or out of scope. Will existing ACDs remain and be networked to the new system. If they remain, do they have SIP interface capabilities to trunk back to the new main system via SIP, or will they require analog/PRI interconnectivity? In either case of SIP or analog trunking/PRI – how many channels/sessions are required?

County Response – In scope. ACD functionality should be provided with the proposed system as a fully integrated solution. Agent counts are provided in Tables 11 and 12, and the required functionality is described in the RFP document.

123. 7.10.13.29/30/35 Please provide the maximum simultaneously logged-in counts for agent inbound voice, agent email (including fax), agent chat, supervisor and queuing ports.
County Response - See response to previous questions.
124. 7.13.3 Where is Table 3.5.1?
County Response – Please refer to Table 11.
125. 8.4.8 Please describe the functionality required.
County Response - When the feature is activated, the system provides confirmation to the sender that the message was received and played by recipient.
126. 9.1 Do you have an approved hours schedule for the transparent migration of phones (off hours/Weekends/All hours acceptable) ?
County Response - We are looking to the vendors to provide an installation and migration plan. We will provide the selected vendor with the County’s operational hours.
127. 9.1 Will the County provide support on the legacy systems as they are reconfigured for interoperability with the new system during the implementation role out?
County Response - The County will provide a reasonable amount of support to the current system during the implementation. If there are required changes needed in the legacy system, you will need to describe the required changes in your proposal. The time and resources needed to make changes in the legacy system should be included in your proposal.
128. Does Milwaukee County have Microsoft Office 365 licenses or utilization today? If so, what level?
County Response – Milwaukee County currently has G3 licensing for 3500 users. The Airport is a different Office 365 tenant.
129. We understand this is a complete rip and replace, but wanted to know if the existing Nortel Communication Server licenses that the county owns can be provided?

County Response – This information is not readily available at this time. The County will provide the information at a later date.
130. Please confirm what your direction is for Virtualization?
County Response - The County is requesting vendors to propose a non-virtualized solution and to include the needed hardware for the proposed system. The County will review migration to a Virtualized approach when the proposed server equipment is in need of an upgrade.
131. Can you please share what software release you are at with VM Ware environment for all facilities?
County Response – The County is requesting vendors to propose a non-virtualized solution and to include the needed hardware for the proposed system. The County will review migration to a Virtualized approach when the proposed server equipment is in need of an upgrade.
132. Can you please confirm where your data centers/virtual environments are all located?

County Response – The County is requesting vendors to propose a non-virtualized solution and to include the needed hardware for the proposed system. The County will review migration to a Virtualized approach when the proposed server equipment is in need of an upgrade.

133. Can you please confirm what your email environment is? Based on your questions we are not sure if you are looking to make a change from your existing Office 365 to a local Exchange, as some of the questions are dependent on one or the other application of hosted vs. premise?

County Response – Milwaukee County currently uses Exchange Online through an Office 365 subscription. The County will not be looking to change this configuration as part of this project.

134. ACD- do the phone totals include the ACD Seats?

County Response – The telephone hardware count includes the phones that will be used for ACD.

135. IVR: Who is the IVR with and is it trunk side or station side integration?

County Response – The County IVR is on the current voice mail system.

136. In Table 13, Can you please clarify if all of the necessary connections are accommodated for in Table 11 and Table 12 requirements?

County Response – Yes, the counts include the ports connected to the NICE Recording system.

137. Call Recording for Safety Bldg. (Are these ports included in the counts on Table 11)

County Response – Yes, the counts include the ports connected to the NICE Recording system.

138. What are the digital ports supporting?

County Response – The digital ports are supporting the recording on M2616 sets.

139. Are the Nice Recording Applications two separate systems?

Safety Building	1	Nice NRX Call Recording	72 analog ports
		Nice NRX Call Recording	24 digital ports

County Response - No, it is one system broken down by port type.

140. Could you provide any further clarification/details/expectations on 7.14.3?

County Response - This is the integration with the NICE Recording system.

141. 7.8.1: Table 13, are all the SIP integrations included in Table 12/Table 11?

Example: numerous integrations- we need to know more specifics on these applications.

County Response – All ports used for integration are included in Table 11. The “SIP integrations” at MCTS are intended to account for the IVR functionality provided by the Asterisk system. At this time we estimate this to accommodate 30 concurrent call sessions. This is subject to change as MCTS and the County evaluate the IVR solution. Additional information will be provided to vendor finalists as needed.

142. 7.6: Telephone Station Requirements: Can you please clarify:

Type 1- Are any of these physical phones? If so, what is needed/expected? How many?

County Response – The Type 1 device requires an analog dial tone for fax machines, modems, alarm lines and existing conference phone devices.

Type 2 - Will this be a wall or desk? Can you reference a model you have in mind? As a comparison for us?

County Response – The majority will be wall mounted. I cannot think of any that are desk phones. We currently have “armor phones”. They resemble pay phones with no coin slot. I do not have a model number. We are looking to you for what is available and recommended.

Type 5- How many BLF's are needed?

County Response – The current side cars have 22 buttons with the option of installing 2 side cars on a single phone. We would be looking for something comparable.

Can you please clarify the required amount for the DBE? Below it shows 17% and another location in the RFP shows 10%

County Response - We are looking for 10% DBE participation for this project.

143. Will Milwaukee County provide a list of RFP responders?

County Response – No. That information is prohibited from disclosure under County ordinances.

144. Will answers to questions be sent to all respondents directly? Or, will answers be posted on website? If posted can you please provide link to location on website?

County Response – The answers will be posted to the website where the RFP document is posted.

145. Is there a requirement that Union labor be utilized?

County Response – This is not a requirement.

146. Sec 5.2.3.1 States: Please provide information regarding the proposed system potentially operating in a virtual environment using VMware.

County Response – The County is requesting vendors to propose a non-virtualized solution and to include the needed hardware for the proposed system. The County will review migration to a Virtualized approach when the proposed server equipment is in need of an upgrade.

147. Is it the objective of this RFP to have the VoIP solution hosted in Milwaukee County's VM environment?

County Response - The County is requesting vendors to propose a non-virtualized solution and to include the needed hardware for the proposed system. The County will review migration to a Virtualized approach when the proposed server equipment is in need of an upgrade.

148. 5.3.1.3. States: after the contract is awarded by the County to the successful vendor, the selected vendor must conduct a thorough and complete on-site station review. This station review process will identify the following:

149. Will county provide full blue prints for the review process?

County Response – The County will provide available documentation to the selected vendor.

150. Implementation (on-site helpdesk support) - Sec 7.16.3 States: Throughout the phased implementation process, the County requires a **minimum of one to three days** of on-site

helpdesk support following all cutovers. The County will determine the individual needs based on the complexity of the cutover.

County Response – There is no question.

151. Sec 9.2.1 States: Throughout the phased implementation process, the County requires a **minimum of one day** of on-site helpdesk support following all cutovers.

County Response – There is no question.

152. Which Section above shall govern number of days required for on-site helpdesk support?

County Response – The County will determine the individual needs based on the complexity of the cutover. Vendors should include a minimum of 3 days in their budget and plan.

153. Sec 13.27.1 States: The award of this contract is conditioned upon your good faith efforts in achieving this project's Disadvantaged Business Enterprise (**DBE**) **goal of 10%**, and you must document those efforts.

County Response – Correct. Questions regarding the acceptability of DBE participation should be directed to Community Business Development Partners.

154. Attachment 1 States: Disadvantaged Business Enterprise (MCGO Chapters 32, 42, 56 and CFR 49 part 23) CONTRACTOR shall comply with Milwaukee County General Ordinance Chapter 42 and CFR 49 part 23, which has an overall goal of **seventeen percent (17%)** participation of certified disadvantaged minority and/or women business enterprise (DBE) for contracts funded with federal and county money and those funded only by county money. CONTRACTOR will ensure that DBE's have the maximum opportunity to participate in this project. Which target will be used for RFP evaluation? Section 13.27.1 or Attachment 1?

County Response - 10% DBE participation is required.

155. Throughout the requirements document (i.e. Sec's 7.9.1.29 and 7.1.53) the phrase Digital/VoIP is frequently used related to phones. Is the county desiring digital and IP phones or strictly IP?

County Response - We are looking to move toward IP. So IP is the desired platform.

156. 7.6.1.12. Cordless Handset – The County is interested in the potential use of telephones that can provide DECT cordless handset mobility. Please describe the capability and whether the proposed system can provide this capability. Please include the cost of this item as an option. Please clarify if the County desires cordless DECT or DECT which requires an Access Point?

County Response - We are looking for cordless handsets that use DECT technology. We are looking for Cordless Phones that would detect our access points so a call would remain active if the users moves between access points in a given area.

157. 7.6.1.5. Type 5 – Side Cars – Provide Busy Lamp Field (BLF) and Direct Station Selector (DSS) functionality. Can you please clarify how many line appearances or BLF keys are required?

County Response - The current side cars have 22 buttons with the option of installing 2 side cars on a single phone. We would be looking for something comparable.

158. 7.10.13.28.1. Agent Alerts – The County is interested in allowing the agents to choose between either audible or visual alerts. Alerts should provide the agent with notification of

various conditions that exceed certain County definable thresholds. Specifically, the system should provide status of call, current and cumulative group objectives, any queued calls, length in queue, etc. Can you please clarify how changes between Audible and Visual alerts would be changed? For example, ad hoc/on the fly by user or by supervisor?

County Response - The changes would need to be made by the Supervisor.

159. 8.3.2. States: MCTS estimates a requirement for 200 initial users of the voicemail system. May the vendor propose a distributed centralized voice mail system for both MCTS and the County?

County Response – MCTS will require a separate voicemail system that integrates tightly with the County system. The proposed system at MCTS should be able to be a free standing solution in the event that the County structure changes in the future.

160. 8.6.1. Describe the proposed system’s capability to provide for “unified messaging”. The majority of the County utilizes a multi-tenant Microsoft Office 365 environment. Pricing for unified messaging for all voice mail users must be included in Section 11. Above notes “most” of the County uses MS365. Can you advise what the rest of the County uses in order to provide integration guidance?

County Response – The County uses a multi-tenant Office 365 tenant with GMIA and MCTS having their own, separate tenant.

161. 8.7.4. States: The system at the Milwaukee County Transit System will interface with a third party IVR allowing callers to access route and schedule information. This will require an IP interface. How many ports are required for the existing IVR?

County Response - Potentially assigning new phone numbers throughout all or portions of the County. Procurement of carrier services will be coordinated by the County separately but in conjunction with this project. MCTS will not transition to SIP trunking at this time, and will retain ISDN PRI trunking"