

Request for Information No. I

RFP 18/19-01IT VoIP Telecommunications System

November 5, 2018

Please note: District responses in this document may include additional or revised information not available at the time of the Pre-Proposal conference. Please review all responses closely. Additional questions or requests for clarification regarding information shared at the Pre-Proposal Conference must be directed to Michelle Bennett (michellebennett@iusd.org). All questions must be received no later than the deadline specified in the RFP Calendar of Events.

Response to Proposers' Questions

1.1 **Question:** The RFP is written for a premise-based solution, but it also says the District will entertain a hosted solution. Does the District have a preference?

Answer: Either a hosted solution or on-premise solution can be proposed. Both will be considered provided that the District can evaluate/compare the solutions and the proposed solution supports the features, station counts, and other requirements of the RFP.

1.2 **Question:** Is the District going to require a performance bond as part of the project?

Answer: The District does not require a performance bond for this project. Performance bonds are mentioned in Section 6.1.21 District Rules and General Terms, as they are required for a variety of projects, however no bond will be required for this project.

1.3 **Question:** A lot of the District's existing infrastructure is Mitel, with a mix of digital and analog phones. Assuming the District has a current vendor who will also bid, will there be any preferential treatment as far as re-using phones the District already has? Can a new vendor use the old equipment?

Answer: No preferential treatment will be given to the existing vendor in the evaluation of the RFP responses. IUSD will provide additional details about the current equipment as an addendum to the RFP. All current equipment is owned by the District. All vendors may propose to reuse or trade-in existing equipment where appropriate.

1.4 **Question:** In Section 5.2, requirement 2.10.52 and the following requirement, you discuss station-to-station paging. With the current focus on student safety, will integration with school paging and emergency systems be a priority? What systems are in place? Will the District require integration between the phones and panic systems?

Answer: IUSD has currently a mix of paging systems including Dukane and Atlas. A list of paging systems by site was provided in the RFP (Section 1.3, Page 7). IUSD will provide additional details about analog and IP components of those systems in an addendum to the RFP. The District requires integration with the paging systems, but does not currently require integration with panic buttons or related devices.

1.5 **Question:** Can we assume the District has connectivity to CENIC?

Answer: Yes. IUSD connects to CENIC through the Orange County Department of Education.

1.6 **Question:** Considering there is currently a mix of VoIP and analog systems, can vendors assume there is POE at all stations? How many drops will be required for each station?

Answer: Yes, vendors can assume that there will be POE available at all locations. The District anticipates a single drop for each phone (or software-based phone). IUSD and our consultants have reviewed the existing WAN/LAN network and have verified that it is able to support the District's desired solution.

1.7 **Question:** There are a number of sections of the RFP where the District requires costs by component, and the expectation is that those costs are to be maintained for two to five years. There is a lot of instability in the market due to the tariffs. How do vendors deal with that in the RFP response when they can't control the potential costs? Vendors have experienced a 10% increase and are expecting a 20% increase in January.

Answer: The District requested fixed pricing for the initial contract term to ensure predictable project and maintenance costs. To the best of their ability, vendors should propose fixed (or controlled) costs in response to the RFP. All pricing assumptions and conditions must be described in vendors' proposals.

1.8 **Question:** The District is asking for Office 365 integration. What level Office 365 solutions does the District use? The RFP mentions that the District uses the messaging system. Does the District want the vendor to integrate that as well? Does the District want click-to-dial? Is this a requirement?

Answer: The District's intent is to have an integration of voicemail and email. The District currently licenses Microsoft A1 Plus for Faculty for all staff. Staff regularly use Office (desktop and online versions) and Skype for Business. The District would like to have click-to-dial, which is listed as an optional feature in Section 5.2 P2.19.9 of the RFP.

1.9 **Question:** Is Active Directory integration a requirement or a wish?

Answer: Active Directory integration is a requirement. The District requested Active Directory integration primarily to keep information about users' locations, extensions and caller ID information in synch.

1.10 **Question:** Is the District running VMWare right now? Is it on the latest release?

Answer: IUSD does not currently use VMWare. The District uses Hyper-V for its virtualized systems/solutions.

1.11 **Question:** Is the District using the latest release of Hyper-V?

Answer: IUSD's Hyper-V environment is using Windows server 2012 R2 hosts that is capable of supporting version 5.0 for both Gen1 and Gen2 VMs.

1.12 **Question:** On the website, the District posted both a PDF and a Word version of the RFP. The documents have some differences. What should vendors fill out and return?

Answer: The PDF document is the comprehensive RFP. Vendors should review the PDF of the full RFP for a full understanding of the current system and desired system, as well as Vendor requirements. The Word document is a template for Vendor responses. The Word document does not include some of the general RFP guidelines and evaluation information that does not require a response. The response template is provided to ensure a thorough response to each section of the RFP and to allow the District to directly compare proposals. An excel spreadsheet has also been provided for vendor completion, detailing the breakdown of component pricing.

1.13 **Question:** Is there any opposition to having a small VMWare Cluster in the environment?

Answer: No, the District is not opposed to a proposal that includes the installation of a VMWare Cluster. Vendors may include that option in their proposals.

1.14 **Question:** In regards to the timeline, can you confirm that the District is looking to do proof of concept in Spring 2019, and full implementation in about 12 months? Also, can you confirm that all on-site work is to be done after school hours.

Answer: Correct. The District's proposed timeline includes a pilot/proof of concept late in the Spring 2019. The District's goal is to complete the project prior to August 2020. The District will work collaboratively with the selected vendor to develop a reasonable project schedule. Work that would be disruptive to school operations or student learning is expected to be completed after school hours. Other work, where phone service will not be globally disrupted, can be completed during the school/work day. The District team will work with the selected vendor to plan onsite work. School schedules may provide significant flexibility for cutovers/disruptions during a traditional work day. For example, elementary schools have early dismissal on Wednesdays that would allow contractors to take services offline as early as 1:30pm. The District's goal is to minimize disruption to our school sites and parent community.

1.15 **Question:** Some of the insurance requirements in the RFP go above and beyond standard insurance requirements. Do vendors need to adjust their insurance and provide the insurance certificate with their proposals? Or, can the insurance be provided within 10 days of the RFP closing or at time of contract?

Answer: Insurance requirements in the RFP are the District's standard insurance requirements for all vendors. Insurance information does not need to be submitted with Proposals. The selected vendor will need to provide the certificate of insurance, consistent with the District's standards, prior to award.

- 1.16 **Question:** There is a reference to variable call recording in the RFP. Is that for all locations? There are a lot of stations for this.

Answer: This is referenced in Section 5.2 P 2.10.63 of the RFP, the District desires to have the ability to record all calls and choose whether or not to retain them. All locations should be included in the RFP response. Front offices are most likely the ones who would be doing reporting (Recording), and it may be limited to front office phones. The District is unsure of pricing for this type of system or service, and will determine which stations to install variable call recording on after reviewing Proposals.

- 1.17 **Question:** Do you have a reference in the RFP about contract purchasing vehicles? Is there a desirable one or are you just looking for the lowest price?

Answer: The District does not have a preferred procurement vehicle for this RFP. The District is seeking the lowest cost solution that meets or exceeds our technical and functional requirements. The RFP is the primary purchase vehicle for this procurement. The District is interested in information related to additional vehicles because they can provide longer-term flexibility for system components that may not be directly quoted through this RFP process.

- 1.18 **Question:** Is there a preference between CMAS or NASPO?

Answer: There is no preference between CMAS and NASPO. They both provide flexibility for the purchase of items that are not included in the RFP. Orange County Department of Education generally allows the District to leverage both CMAS and NASPO for procurement. NJPA/Sourcewell is not acceptable.

- 1.19 **Question:** There was a reference to new SIP connectivity in one of the diagrams in the RFP. Is that existing?

Answer: The design with two SIP stations will be new. Currently the system uses PRIs. The desired design has two SIP circuits going to two locations. The two locations are as shown include the District Office and the District's backup data center location. SIP services will be installed in these two sites and DID numbers ported from the PRI services to the new SIP circuits. These two SIP circuits and the associated DID numbers assigned to each will failover one to the other in the event of a loss of one of the SIP Circuits. The District has not selected the service provider to provide the SIP services at this time and this new SIP service is not part of this RFP process.

- 1.20 **Question:** Will the SIP services be a separate RFP?

Answer: The District has not yet determined the process or approach to select the carrier to provide the SIP services. Options may include AT&T CalNet3 or carriers through CMAS or NASPO or an open RFP process. The approach as yet to be determined.

- 1.21 **Question:** The District mentioned e911 in the RFP and that is typically tied into the SIP Services. Given that the SIP services are not in place at this time, do we not need to include that in the RFP?

Answer: The intention of referencing e911 in the RFP is to describe what the District is planning to do regarding 911 communications and to determine if vendors require anything, such as additional labor or software, to enable this. A new law has been passed (H.R. 582 - Kari's Law Act of 2017: <https://www.congress.gov/bill/115th-congress/house-bill/582/text>). The selected system and vendor shall be required to adhere to the provisions outlined in this Law including the ability for a user to dial 911 and be connected to the PSAP without dialing any trunk access number. It shall also include the ability for the system to provide internal notification as described by H.R. 582. Vendors should include any software that may be needed for e911 and internal notification in Proposals. Please describe whether the CESID information from the proposed telecommunications system or service is available in a downloadable format off the system in a CSV or Excel file to provide updates to the PSALI database.

- 1.22 **Question:** Paging systems: Are the paging systems analog or IP-based? Can we get more information about the paging systems at each site?

Answer: IUSD has a variety of paging systems, including analog and IP-based. A list of paging systems by site was provided in the RFP (Section 1.3, Page 7). IUSD will provide additional details about analog and IP components of those systems in an addendum to the RFP.

- 1.23 **Question:** Does the District have an emergency operations center (EOC) that takes care of things if there is an emergency? Who is the person who handles this?

Answer: The District uses the Board Room located at the District Office (5050 Barranca Parkway) as its Emergency Operations Center. Additionally, the District has a mobile EOC that is maintained by its Security Department. The District's Risk Manager is the lead for emergency operations. However, all questions and information related to this procurement must be directed through Michelle Bennett (michellebennett@iusd.org), and responses will be posted on an RFI on the District website. No direct interaction with other District staff is permitted.

- 1.24 **Question:** Does the District want a mobile kit to assist in EOC?

Answer: The District is not requiring a mobile kit for the EOC as part of the RFP response at this time. The current mobile EOC uses cellular service as well as radios that are connected directly to city and county emergency services.

- 1.25 **Question:** Is experience with the California Teleconnect Fund (CTF) important to the District for this RFP? Is the District looking to use E-rate for this project now or in the future?

Answer: Because this RFP is focused on equipment and installation, and because of IUSD's relatively low free-and-reduced price meal participation rate, we do not expect to leverage CTF or E-rate funding for this procurement. The District will re-evaluate if significant rule changes in either program lead to further discount eligibility.

1.26 **Question:** We would like to have discussions with the person in charge of the EOC to discuss ideas (including options to bypass congested communication lines in an emergency).

Answer: Questions related to emergency operations related to this RFP must be directed to Michelle Bennett (michellebennet@iusd.org), and responses will be posted on an RFI on the District website. The District project team will gather information from other District personnel as needed to provide a thorough response.