

## **Request for Information No. 2**

### **Telecommunications Project Consultant**

*January 11, 2018*

#### **Response to Proposers' Questions**

- 1.1 Question: Is it the intent of the district to produce an RFP based on the documentation we create, or will the district consider leveraging state-approved purchasing vehicles such as CMAS or NASPO?

Answer: IUSD will consider leveraging existing procurement vehicles, including CMAS, NASPO or other authorized piggyback. All proposed alternatives to an RFP would need to be reviewed and approved by our procurement team and our County Office procurement/legal team.

- 1.2 Question: Is it the intent of the district to choose a single vendor partner to provide design, sell the solution, and implement the solution; or do you have something else in mind?

Answer: IUSD is open to multiple options. We expect the professional services contracted through this process to cover a significant portion of design and implementation planning. As IUSD has not yet selected a solution, we do not have a preferred method of procurement. We are open to both a single-source provider for all services and a multiple contracts (design/project management, equipment/purchasing, implementation).

- 1.3 Question: It is our experience when delivering large-scale projects that we are most successful when our Senior PM communicates directly with the district's assigned PM.

Answer: IUSD will assign a project manager and a technical team to the project. The project manager will have some production responsibilities. However, respondents can assume a significant time commitment to this project (50% or greater).

- 1.4 Question: Does the district intend to assign a dedicated Project Manager, which is employed by the district, to be a primary point of contact for needs that arise through the course of the project?

Answer: See above.

- 1.5 Question: If so, will the district assigned Project Manager to have the authority/access to an established system for change-order approval or other spending needs?

Answer: Yes. The project manager will have the authority to approve change orders and spending needs. In addition, the PMs from both the IUSD team and the selected partner will have regularly scheduled meetings with the CTO.

- 1.6 Question: Please detail the scope of Project Management. Does this include managing the assessment and documentation of IUSD's current telecommunications infrastructure and needs?

Answer: IUSD will provide substantial documentation on current conditions, configurations and anticipated needs. The selected partner's role will include analyzing the information provided, identifying gaps in available information that are needed for a successful project, comparing district needs to available solutions, making recommendations and presenting information about potential solutions to district staff and producing requirements documentation based on the information provided to support procurement and implementation.

- 1.7 Does this include participating in the identification of potential telecommunications solutions, and reviewing features and limitations with IUSD staff?

Answer: Yes. The selected partner will be expected to participate in the identification and procurement process for potential solutions.

- 1.8 Question: Does this include managing the development of technical requirements and evaluation criteria for the potential telecommunications solution?

Answer: Yes. The selected partner will be responsible for developing technical requirements and evaluation criteria.

- 1.9 Question: Does this include participating in the selection and procurement process for the upgrade/replacement of the current system?

Answer: Yes. The selected partner will be expected to act as a representative of IUSD throughout the selection and procurement process.

- 1.10 Question: Does this include managing IUSD's technical resources for the implementation of the solution?

Answer: No. IUSD's project manager will manage IUSD technical resources. However, we expect the partner to work collaboratively with the selected telecomm provider and IUSD project manager to define roles and expectations for the implementation.

- 1.11 Question: Does this include managing a potential integrator that will implement the potential telecommunications solution?

Answer: Jointly with IUSD, the partner would provide oversight and design input to the telecomm solutions provider.

- 1.12 Question: May we assume that the district can readily provide POC(s) that can represent the district's telecom needs as well as provide access to district assets on a site-per-site basis?

Answer: Yes.

- 1.13 Question: May we assume that the district will be able to provide copies of current phone bills with current numbers and services at a site level?

Answer: Yes. IUSD can provide electronic copies of invoices to the selected Consultant.

- 1.14 Question: Is it currently known how many different telecom carriers the district currently uses and what service(s) each provides?

Answer: Cox is IUSD's current Telecomm carrier (analog, fax, 911, maintenance lines). AT&T provides WAN services. Verizon provides cell phone services.

- 1.15 Question: May we assume that the district will be able to provide documentation of current call flow and phone system configurations?

Answer: Yes.

- 1.16 Question: If yes, is the district confident in its accuracy?

Answer: Yes.

- 1.17 Question: If no, shall we assume that a discovery of this information should be provided by us?

Answer: IUSD has documentation for existing system configuration. However, if the selected system requires additional settings not currently available in the Mitel system in use, the selected Consultant would be expected to work with IUSD Project Manager to gather additional information needed. IUSD can provide a network diagram and help with IP traffic flow for VoIP calls. The documentation regarding technical phone system configuration and call flow can be gathered by BlueViolet (our maintenance support contractor) and passed on to interested parties.

- 1.18 Question: What are the current primary and backup dial tone sources for the existing telecom system(s)? Should we assume that a critical analysis of this existing configuration should be added to our scope in the context of potential impact to recurring costs, route optimization, QoS, and campus safety considerations? If so, are there other considerations you feel might be helpful for us to know?

Answer: Currently we don't have secondary dial tone sources in our telecom system. The only backup line are analog lines (using COX) at each site for use with 911 emergency calls. The benefits and costs of having backup dial tones need to be discussed prior to making this consideration.

- 1.19 Question: May we assume that the district will be able to provide as-built or other relevant design/configuration information regarding the current paging systems?

Answer: Yes. Currently we have 2 paging systems which are Dukane Starcal and Atlas IED

- 1.20 Question: If yes, is the district confident in its accuracy?  
Answer: IUSD is confident and has the specs for both.
- 1.21 Question: If no, shall we assume that a discovery of this information should be provided by us?  
Answer: N/A
- 1.22 Question: May we assume that the district will be able to provide copies or accurate descriptions of the current phone system(s) reports the new system will need to produce?  
Answer: Yes.
- 1.23 Question: If yes, is the district confident in their accuracy and relevance?  
Answer: Yes.
- 1.24 Question: If no, shall we assume that a discovery of this information should be provided by us?  
Answer: N/A
- 1.25 Question: May we assume that the district will be able to provide current lockdown and emergency notification policies for each site?  
Answer: Yes. IUSD has protocol in place for lockdown and emergency notifications for each site.
- 1.26 Question: If yes, what is your confidence level in these policies and the district's ability to execute them?  
Answer: Very confident. Each year we carry out a drill to ensure that protocol are up to date and executable.
- 1.27 Question: If no, shall we assume that a discovery of this information should be added to our scope?  
Answer: N/A
- 1.28 Question: May we assume that the district will be able to provide current handset types and counts of each at a site by site basis?  
Answer: Yes.
- 1.29 Question: May we assume that the district will provide technical expertise for the configuration/adoption of existing district applications and services with a new telecom solution? Examples would be Microsoft Active Directory, Office 365, SSO solutions, etc. If relevant, can you please provide a list of systems that you anticipate need to be considered at this time?

Answer: Yes. Microsoft Active Directory, Office 365, Atlas (paging/bell), Dukane Starcal (paging – legacy).

- 1.30 Question: May we assume that the new paging system will control paging, bell zones, clocks, flashers and emergency notification?

Answer: Yes.

- 1.31 Question: If yes, will it need the capability to send notifications via smartphone or mobile devices?

Answer: Yes – for Atlas systems.

- 1.32 Question: May we assume that the e911 service will be presented to the PSAP at a site level?

Answer: Yes.

- 1.33 Question: If no, please explain.

Answer: N/A

- 1.34 Question: May we assume that the district will provide storage and compute resources required for the new telecom solution? If no, is it the district's desire for us to add this to our scope of work to calculate?

Answer: IUSD will provide the necessary storage and compute resources. However, we would expect the partner to help anticipate those needs to ensure resources are sufficient.

- 1.35 Question: May we assume that the district will require new Cisco ISR gateways and with necessary cards and resources for the telecom solution?

Answer: Each site currently has Cisco ISR 4451 routers in place. Depending on solution provided we may need to get the necessary cards/licenses

- 1.36 Question: May we assume that the district will be implementing a new carrier and will be requiring an LNP?

Answer: IUSD's understanding is that when we move from PRI to SIP Trunking with a new provider, we will need to go to process of "porting". The new SIP provider will work with old provider to coordinate the change. We will confirm this with Blue Violet.

- 1.37 Question: May we assume that the district has sufficient switching capacity to support new devices or is a LAN discovery required within this scope?

Answer: IUSD is completing a LAN upgrade project prior to the start of implementation for this project. Partners should assume that both switching and cabling has already been addressed.

- 1.38 Question: May we assume that the district has sufficient WAN resources to support a new solution or should a discovery be added to our scope?

Answer: Partners may assume that IUSD has sufficient WAN capacity.

- 1.39 Question: May we assume that all phones will be mounted on an existing desk? If no, will wall mount kits be required? If wall mount kits are needed, in what areas will they be required?

Answer: Most phones will be placed on an existing desk. In some cases, where phones are currently wall-mounted, new wall-mount kits will likely be required. IUSD will provide that detailed information to the selected partner as part of the requirements development for the RFP and/or alternative procurement process.

- 1.40 Question: Is it the intent of the district to purchase equipment and facilitate independent installation leveraging their own district personnel?

Answer: IUSD has not yet determined the implementation approach. The district is open to a phased approach utilizing mostly existing staff, or an accelerated approach leveraging contracted support (through this professional services partnership or the telecomm solution provider).

- 1.41 Question: Is it the intent to leverage a single vendor to buy from that also provides professional services for installation?

Answer: IUSD is open to multiple options – including an installation support from the design partner (resulting from this RFI), the telecomm solution provider, or both.