

Bay County Telecom Addendum #1:

1. Can you provide a spreadsheet with Mitel license names (UCC Entry, UCC Standard, UCC Premium)? RFP spreadsheet lists Desktop Phone App – Basic – Entry – Standard. Another way to do it is list the applications (mobile softphone, MiCollab, etc) per user.

See MiCollab UCC bundles below. At this point, the spreadsheet shows a total for each category. During discovery and implementation, the County will determine the allocation of licenses by department.

2. Please confirm all quantities on the spreadsheet. We noticed the columns do not total correctly and some do not provide details by location.

See revised spreadsheet, v5.

<https://www.dropbox.com/s/bj2qt3nl58smfkb/Bay%20County%20-%20Basic%20Telephony%20Data%20-V5.xlsx?dl=0>

3. Please confirm the quantity of additional voicemail only users (Officers).

36

4. The number of Auto Attendants you will need?

Up to 15. We currently have around 10 and there are some departments who would like to have an auto attendant feature added. There are departments such as the Civic Arena, Community Center, Animal Control, Mosquito Control, Housing and Golf Course that are not on the County phone system so we need to licensing for those departments when brought under the County umbrella.

5. Is Voicemail to Email required for these Officers or just voicemail?

We would like to have the option to either email the voicemail or do voicemail only.

6. Mass notifications - in what format do you intend to distribute these notices ... SMS, email, phone? Please define scope of Mass Notification desired. Also quantify the number of contacts and media used to contact them.

It depends on the user. The immediate plan for mass notifications is to notify all County employees and to be able to integrate into our Bay Alerts system used in Central Dispatch.

7. Are there specific apps you intend to operate with your mobile users?

It depends on the mobile user and their job. At a minimum, we need the mobile user to be able take/make calls via the Mitel mobile application and use unified communications.

8. Will the mobile users need to run both internal and external of your network?

When using the Mitel application – they need to run via our network. Typical mobile users have a Mobile Device Management application installed, Airwatch.

9. How many users need the mobile app? The spreadsheet indicates 40.

This is the approximate number. We need pricing for 40 users.

10. How many SIP licenses are on your existing Viper which will need to integrate with the Mitel? How many will be used for Administrative calls Viper to Mitel and Mitel to Viper?

As discussed in the pre-bid meeting, the tie into the Viper system is for SIP to be able to transfer calls and perform four digit dialing. All of the admin lines will be running directly into the Viper phone system.

11. Please confirm if our proposal is to include all 6940 sets or as documented on the spreadsheet.

See revised spreadsheet V5 <https://www.dropbox.com/s/bj2qt3nl58smfkb/Bay%20County%20-%20Basic%20Telephony%20Data%20-V5.xlsx?dl=0>

12. How many concurrent fax ports are required on Fax Server?

There will be two fax servers, one at 515 Center Ave and the other at 1228 Washington Ave. Each one will have 24 fax ports and 8 trunk ports. 24 ATAs will be required at each location. Provide specifications for the fax servers that you propose.

13. Please verify, as discussed at the bidders meeting, that ATA devices will be used for all 48 fax lines indicated on the Telephony Data sheet. One ATA device will be placed at the location of each fax machine to eliminate the need for cross-connects using the old phone cable.

See above.

14. Please verify, as discussed in the bidders meeting, that integration with the Intrado Viper 911 system will be via SIP trunks for the primary system at central dispatch 1228 Washington and SIP trunks for the backup system at 3921 Wheeler.

Assume that one PRI card will be required for each Viper system and that the interface will be PRI-PRI. However, the County would like the vendor to investigate SIP interfacing between the Mitel system and the Viper system, eliminating the need for PRI cards. Budget 24 hours of tech time for installation and programming of these interfaces. Vendor will be required to keep a separate time and materials record on interfacing the Mitel system with the Intrado systems.

15. The Basic Telephony Data spreadsheet indicates a requirement of 504 voicemail boxes. There are approximately 467 desk phones on the system. Can you indicate what the extra mailboxes are for and will all voicemail users require unified messaging. Does this include mailboxes for auto-attendant?

As discussed in the meeting, the extra voicemail boxes are being used for employees who do not have phones. They primarily work outside the County campus. Not all voicemail users would need unified messaging. If possible, we would like the ability to choose.

16. RFP Calls for a SIP trunk capacity of 46. The BOM has 110 SIP Trunks at each of two locations (Center and Washington). Can you please explain the desired SIP trunk setup?

As discussed in the meeting, trunk capacity of 46 for each location should be used.

17. Is the county's Active Directory a single domain or multiple?

Single. We will be adding another domain for Bay Metro that will be use IT services of the County.

18. Will the elevators be dedicated POTS lines or off of the switch. Recommend dedicated.

For proposal purposes, assume that the two elevators and any alarms will remain on dedicated POTS lines. During discovery, it will be determined whether the elevator lines can be analog extensions. Make sure that you include enough analog FSX ports in the gateways that you propose to accommodate the elevator phones. The phone devices currently in the elevators will be used going forward.

19. Is the County IT staff installing the new Cisco switches or is this being done by another vendor?

County IT Staff

20. Does the County have the internal technical knowledge to make the design and programming changes recommend after the Network Assessment is completed?

IT staff will be trained and will provide any programming changes going forward after install.

MiCollab – UCC Bundles

	UCC ENTRY	UCC STANDARD	UCC PREMIUM
Voicemail / UM	✓	✓	✓
Mobile Phone Integration- Multiple devices	Up to 8 Devices	Up to 8 Devices	Up to 8 Devices
Instant Messaging	✓	✓	✓
Presence - IM / Voice	✓	✓	✓
PC Desktop / Web Client	✓	✓	✓
Enhanced Client capabilities: Dynamic Status, Call Handoff, Ad-hoc Collab, Calendar integration	-	✓	✓
Mobile Client	○ 50% off, with Entry	✓	✓
Conference / Collaboration User*	✓ Participant	✓ Participant, Schedule, Moderate	✓ Participant, Schedule, Moderate
Teleworker – Remote Access	○	1 TW Lic	3TW Lics
Voice / Video Softphone	○	✓ (PC or Mobile)	✓ (3 remote devices)
Vidyo License Discount**	-	-	✓
Google / SFDC plug-in	-	Google plug-in	Google & SFDC plug-ins

* Collab ports – 10 with 1st Standard / Premium user, plus 1 additional port for every 10 Standard or Every 5 Premium users

** Vidyo Discount on Premise infrastructure license or Cloud Subscription