

#	Question	Answer
Questions from Pre-proposal meeting February 2, 2016		
1	On page 7, that Vendor Information Form goes in with the proposal? It doesn't need to be submitted in advance?	No, it doesn't need to be submitted in advance, it goes in with the proposal.
2	On page 10, section 4.4.1 letter n, what is the definition of 'enhanced' 911 support?	Enhanced 911 includes the number the call is placed from as part of the information sent to the PSAP.
3	On page 10, section 4.4.1 letter c, please define Interactive Voice Response?	Please refer to question #33.
4	On page 24, section 6.3.4, if a company provides 5 references that are not higher education clients, will the submittal be disqualified? Will there be a point deduction?	No, that will not be a disqualification because you are submitting a response. Please refer to Amendment 3 posted at http://www.palmbeachstate.edu/purchasing/bid-openings.aspx .
5	Please further define on page 10, section 4.4.1 letter b, the services needed for Automatic Call Distributer for 150 users. Need specifications or services for ACD.	Please refer to question #32.
6	Please provide the number of consoles under page 10, section 4.4.1 letter d.	Please refer to question #34.
7	Some of the service and functionality can be provided via the Cloud. Would the College entertain the idea that some of the services and functionality be provided via the Cloud as far as the design goes?	If we move any functionality off premise, then we are also going to need to know what the requirements would be for the networking standpoints; so if it requires additional infrastructure that we hadn't planned on we would have to factor that cost into the implementation, we would have to know what that cost is. Also refer to question #42.
8	The internet access right now is provided through the County? You may be able to use that?	Yes, but, It depends on the proposal. If you are going to consume a portion of the bandwidth, there may be additional cost. So we will have to evaluate that based on the additional network costs associated.
9	So that is an option? Can the vendors offer premised based and a Cloud based solution?	Yes, include both. Outline it clearly in your response.
10	On page 22, second sentence, does the 60 printed page limit include resumes?	If proposals exceed 60 pages, without fluff, the proposal will not be rejected. We don't want companies to submit their software manual to us.
11	Can you explain the disparity in the 2500 stations and 5,000 mailboxes?	Not everybody at the College has a handset, but they do have an extension. So we provide voicemail for people that don't have a physical handset. Adjunct instructors get voicemail, they don't have a desk.
12	Is that Voicemail only?	Its voicemail only delivered to an exchange mailbox.
13	On page 14, section 4.4.4 letter j, and letter n, are you asking for the ability for 10,000 people to do this at the same time? And, 2500 users for letter n?	We are asking for the capacity to do that. What we are seeing as a trend in higher education is moving more and more of the educational experience online. We want to give our instructors the opportunity to have a system to hold sessions using this type of collaboration system. It's not inconceivable that 100 instructors simultaneously would want to hold sessions with up to 100 students at the same

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		time. We are trying to get the capacity on the front end. We want longevity to this system. Also refer to question #50.
14	And the same goes with video conferencing?	Yes, same answer as above, we want the capacity in place.
15	What version of Microsoft Exchange is currently being used today?	2013.
16	Are there plans to migrate to Office 365?	No, there have been discussions, but there are no plans in place at this time.
17	So we should plan on using a premised based Microsoft Exchange server?	Yes.
18	What is the deadline for questions?	February 12, 2016.
19	On page 9, section 4.3, are you for our solutions to be the actual voicemail system and then we hand off to the email and then you could email the .WAV file? Or are you looking for your voicemail system to be actual voicemail system for the solution?	We are looking for the Microsoft Exchange plant to be the actual voicemail system for our end users. The only exception we can conceive would be your need for your native voicemail system in order to be able to implement Call Center and menu functionality and we would accept your voicemail to support those functions only. Exchange voicemail is required for individual users.
20	Would you consider moving the due date up to allow time for preparation of submittals?	No, but we will make an adjustment to the submittal due date. Please refer to Amendment 5 posted online at http://www.palmbeachstate.edu/purchasing/bid-openings.aspx .
21	Will you do all of the questions at once at the end?	Yes.
22	On page 15, section 4.4.6 Audio Conferencing, you want to have the ability to handle 32 simultaneous calls with an undefined number of users on a digital call? And with Web Conferencing, section 4.4.4 letter j?	Yes, the typical number for Audio Conferencing is between 6 and 10 but we want to have the additional capacity. Yes, that section 4.4.4 letter j reads correctly. Also reference the answer to question #51 where we specified 15 users on any given call.
23	An additional question regarding Lync, Lync could be a stand-alone phone system that has all of these features and functionalities that most of our systems have, so we need more of a line of at what point are you going to use Lync features versus these features, you're asking for some features and functionality regarding collaboration in video conferencing that you're really doing today on a Lync. Do you want to keep on using the Lync? Do you want Lync to be a client of the phone system? And, also in the future, how are you planning on supporting this Lync? A lot of what we have is what Lync does, it's almost like having two phone systems.	The idea behind talking about Lync is that we did not know if any of the solutions that might be presented had all of the capabilities that we are looking for, so we already have a Lync plant in place that is providing today just instant messaging, it is not providing any voice or any conferencing capability. Nor is it designed to do so. So, if your solution wants to leverage that plant as it exists, it's there. Also, it's good to know that your solution includes a replacement if we need to migrate off of Lync. We are willing to retire Lync.
24	That should be an ROI?	We are looking more for ease of administration than return on investment.
25	On Pg. 17, Type II phones, minimum of 12 feature keys displayed at once. Our hardware does not do it but our software does, would you accept it?	No, the handset has to do that. There are phones in places where there is no computer.

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26	On page 17, is there additional text in the Phone Type II box at the bottom that was cut off?	Yes, we will provide that information. Please refer to Amendment 2 posted at http://www.palmbeachstate.edu/purchasing/bid-openings.aspx .
27	About phones, it's showing about 2,000 phones and 2,500 licenses?	Please make your proposal based on 2,500 licenses so that we are comparing apples to apples.
28	On pg. 18, section 4.4.12, items i and j are pretty specific to a particular manufacturer. Is that going to count as points against anybody else? And give that manufacturer a little bit of an advantage or is it going to be exclusionary? I remember that the last time we did this, there was a requirement for everything to be from one manufacturer, and this time it softened a little bit and just stated a preference that everything comes from one manufacturer.	We went back through the requirements because we did soften the stance of everything being from one single manufacturer and tried to remove anything that was vendor specific. We thought that we have found references to those items from other vendors in literature and that's why we left it in as it was. We have removed items c, d and f from section (j). Please refer to Amendment 6 posted at http://www.palmbeachstate.edu/purchasing/bid-openings.aspx .
29	In section 4.1.1, there is a college WAN reference with a bunch of XXX's.	The College will provide that information. Please refer to Amendment 1 posted at http://www.palmbeachstate.edu/purchasing/bid-openings.aspx .

Written questions via purchasing@palmbeachstate.edu
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30	Are you able to provide examples of the following: 4.4.3 c. Broadcast Message m. System Announcement 4.4.4 k. Instant Messaging	Broadcast – Ability to send a voicemail message to multiple boxes, or predefined groups of boxes, or all boxes at the same time. System Announcement – Ability to have a message that plays before an individual voicemail box greeting. “The College will be closed....” Instant Messaging – capability described in detail in 4.4.4 k.
31	Where can the College WAN diagram referenced in 4.1.1 be obtained?	The College WAN diagram will be posted online. Please refer to Amendment 1 posted at http://www.palmbeachstate.edu/purchasing/bid-openings.aspx . Please refer to question #29.
32	What are the requirements for ACD/Contact Center mentioned in 4.4.1(b)? Are there to be supervisors in addition to the 150 users mentioned? Are intelligent call routing and real time and historical statistics a requirement? Are any contact center media channels other than inbound voice calls required, such as email, web chat, SMS text? Please be specific as possible as to what your ACD/Call center requirements are.	We need nine (9) supervisors as part of the total 150 users. Our basic requirements are historical statistic reports and the ability for a supervisor to monitor a call real-time. Please describe your full range of capabilities within the level of ACD/Contact Center you provide that includes our basic requirements.
33	Please explain in detail your IVR requirements in 4.4.1(c)	Voice response to menus – “Press or say one...”. At this time we do not need integration to other systems but in the future we will need to be able to integrate with an as-yet

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		undetermined ERP system. Example – The IVR would prompt the caller to “Enter or say your student ID” and the IRV would then identify the student and give the student a menu of options to get specific information about their account.
34	How many Attendant Consoles needed 4.4.1(d)	This requirement has been removed from the solicitation. Please refer to Amendment 4 posted at http://www.palmbeachstate.edu/purchasing/bid-openings.aspx .
35	Please explain in detail the e911 requirements in 4.4.1(n)	911 calls should go to the respective 911 Center (PSAP) covering the campus where the 911 call originated. At the same time, the security office on the campus where the call originated needs to be notified. Identify the location of the caller to the building level and pass the DID number of the caller to the PSAP. Be sure that any legal requirements for e911 are satisfied.
36	4.4.2 Unified Messaging – please explain the expected function interaction between PBSC’s Exchange server and the Unified Messaging/Voice Messaging system. E.g. Should message storage be on the Exchange server or the UM/VM server?	Message storage is on the Exchange server.
37	In 4.4.2(m) listening to emails messages from their voicemail box is described; how many mailboxes require this?	5,000.
38	How many Mobility Users as described in 4.4.5 are required?	Match the number of Telephone sets specified in section 4.4.10, Phone Type I plus Phone Type II.
39	How many distinct roaming users and how many hot desk workstations as described in 4.4.8 are required?	100 users and 100 workstations.
40	Please explain in more detail what is being asked for in 4.4.12(a) Four-way active call processing	This requirement has been removed from this solicitation. Please refer to Amendment 8 posted online at http://www.palmbeachstate.edu/purchasing/bid-openings.aspx .
41	Calendar – Answer to bidder’s questions are scheduled to be posted on 2/19/16. Given that the answers to these questions have great potential to cause bidders to modify their system design and configuration, will PBSC consider extending the due date for proposals?	Please refer to question # 20.
42	Will PBSC accept and evaluate proposals for Unified Communications from the Cloud, delivered as a service, and meeting all of the RFP technical specifications?	Yes, but the proposal will be evaluated against any additional infrastructure requirements needed that are outside of the scope of your proposal. We will consider the total cost of implementation when considering all proposals.
43	Section 4.3 defines the proposed scope as approximately 2,500 users within Palm Beach State	Section 4.3 describes an approximation of the number of physical phones and is further defined in section 4.1.10.

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	College. Section 4.4.3(b) specifies 5000 voice mail boxes. Section 4.4.4 states to provide functionality for 5,500 campus and web based users. Section 4.4.10 specifies 2083 handsets. And Section 4.4.12 specifies 650 analog stations. In light of the discrepancy between all these quantities, can you please outline more exactly what proposers should include, and specify if there are voice mail only and/or soft client only type users?	Section 4.4.3(b) describes the number of voicemail licenses as not all voicemail users have a physical phone – some have a virtual phone number routed only to voicemail. Section 4.4.10 describes our desired handset count including spares. Section 4.4.12(o) describes our current analog port count for fax machines, credit card machines, elevator phones, etc.
44	4.4.10 defines a total of 2,083 IP/SIP endpoints. Should it be assumed that any end users above this number would utilize soft clients only? (see also previous question as both are related)	No. At this time, users above this count are voicemail-only users. We expect the number of users with IP/SIP endpoints to grow over time.
45	4.4.12(n) defines 650 analog ports required and broken down by campus location. Can these analog counts be broken down by building or physical location on each campus to assist in determining gateway requirements?	The analog ports are already listed by location in section 4.4.12(o) and all analog ports at each location terminate in a single room at each respective location.
46	5.5 states that SIP trunking capability is a requirement but will not be implemented until sometime in the future. Should Session Border Controllers be included now in the solution design or will PBSC purchase later when SIP is implemented?	We want the ability to be able to add the hardware and software components for SIP trunking at the time we implement SIP trunking without having to replace any of the components we acquire today. We would secure the Session Border Controllers if and when we implement SIP trunking.
47	Section 4.4.1 states that Voice Paging Access is required. What is the existing paging system manufacturer/model and connectivity method and will it be re-used going forward?	The paging system manufacturer is Valcom and the model number for the networked station port is VIP-814.
48	4.4.12 (b) Does PBSC have a VMware environment today and if so, what is the version? (eSXI 5.1, 5.5, etc)	Yes – ESXi 5.5 with plans to upgrade to 6.0
49	4.4.12 (b) Can bidders submit two proposals, one for implementation of PBSC VMware and another with discreet server hardware?	Yes.
50	As indicated in the pre-bid meeting, please confirm whether 4.4.4(j) collaboration is asking for a total of 10,000 sessions	Yes, 100 simultaneous session of up to 100 user per session for a total of 10,000 sessions.
51	As indicated in the pre-bid meeting, please elaborate on the number of participants for each of the 32 ports/session in 4.4.6 audio conferencing.	Each session will support up to 15 simultaneous participants.
52	In 5.2(c) which mentions patch cables, must providers also include patch cables for the SIP/IP phones?	Yes. Assume each cable to be a maximum of 10'.
53	The bid mentions, in section 5.2.E, removal and delivery of OLD phones, does the college want the phones individually packaged or bubble wrapped?	Old phones do not require any packaging. We do want the old core PBX equipment removed.

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	Does the college expect that the old core PBX equipment will be removed as well? Page 20 of 33.	
54	Within the locations they list separately “Downtown” – 4.4.10.A page 17 of 33. If this is a 6th site, what are the trunking requirements for this site? It is not listed on page 8 of 33 where all other sites trunk requirements are listed. This being another remote site I would imagine it will need to be survivable (SRST) and therefore need some type of trunks.	The Downtown location is connected to the Lake Worth location via VoIP handsets today and are supported by the Lake Worth PBX. Survivability is not required.
55	How many attendant consoles are required? 4.4.1.D page 10 of 33.	Please refer to question #34.
56	Can ConvergeOne bid a non-MS Lync integrated UC solution?	Any respondent can bid a non-MS Lync integrated UC solution. Be sure to satisfy all of the requirements stated in the RFP document.
57	Is Cisco SPARK being considered? (May required Avaya Multi-Media Messaging based on response)	SPARK is not being considered. If you believe that SPARK needs to be part of the solution you propose in order to meet the required functionality, then include SPARK.
58	What is the number of Apple ios devices needed to support?	Not known – the College does not issue iOS devices to employees
59	What is the number of Android devices needed to support?	Not known – the College does not issue Android devices to employees
60	What is the number of conference moderators required to host meetings? (AAC requires Power licenses for host/moderators)	Please quote to match the stated desire to have up to 100 simultaneous meetings.
61	Will Microsoft Lync continued to be used for this project? This will make a big difference on designing the solution.	Please refer to Question #23.
62	Attendant Console with night/day functionality (Manual and automatic) (are we looking at Soft-Consoles) How many?	Please refer to Question #34.
63	Will UPS be provided for power?	All wiring closets have PoE switches and UPS capacity to provide up to one hour of runtime for a 48-port switch that is fully populated with IEEE 802.3af PoE devices.
64	4.4.7 Session Border Control: How many stimulus Remote-users doing video?	We do not know what a stimulus Remote-user is and can't find any references to that terminology.
65	4.4.10 Telephone types; Minimum of 12 (displayed at once) fully programmable line/feature keys, each capable of BLF/DSS, additional users' voice message waiting indication. Q: Does the BLF/DSS mean BLF or DSS function or that the button does both on same buttons?	The button does both – has an indicator showing Busy Lamp Field for the extension programmed for the button as well as performs Direct Station Selection if the button is pressed.
66	4.4.12 line A: Four-way active call processing – allow up to four failures before the College loses services Q: What is meant by 4-way active call processing-	Line A – this requirement was removed. Please refer to question #40.

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	<p>Line N: Ongoing analog services will be required by way of media gateway devices that are themselves IP network devices, or individual call control units for survival. The College will require a number of these gateways at each site, some of which may require redundancy for high availability and survivability.</p> <p>Q: are Fax and Credit cards devices T38 compliant for transporting over IP networks</p>	Line N – No.																														
67	<p>5.2 Installation: Will Palm Beach State College provide the data racks as needed as well as the space?</p> <p>Will all data ports as needed also be provided for IP connectivity? Or will we need to include Data switches?</p>	Data racks and data ports are provided by the College.																														
68	<p>5.4 ACD/IVR: What is the IVR connecting to? What type of data base and how will it be used? What is the projected traffic on how many calls or busy hours? Need more details.</p>	Please refer to Question #33.																														
69	<p>5.5 SIP Trunking: Will the future SIP requirement be, replacing the T1's that exist?</p>	The intent is to replace the T1s that exist today. However, we do not have an immediate need to replace the existing T1s, and base your proposal on implementing using existing T1s.																														
70	<p>Can you provide us with existing licenses for Nortel PBX and Call Pilot</p>	<table border="1"> <thead> <tr> <th></th> <th>Analog</th> <th>Digital</th> <th>IP</th> <th>ACD</th> <th>CallPilot</th> </tr> </thead> <tbody> <tr> <td>Central</td> <td>304</td> <td>896</td> <td>64</td> <td>60</td> <td>1420</td> </tr> <tr> <td>North</td> <td>136</td> <td>336</td> <td>24</td> <td>20</td> <td>420</td> </tr> <tr> <td>South</td> <td>88</td> <td>280</td> <td>24</td> <td>20</td> <td>320</td> </tr> <tr> <td>West</td> <td>48</td> <td>88</td> <td>16</td> <td>10</td> <td>110</td> </tr> </tbody> </table>		Analog	Digital	IP	ACD	CallPilot	Central	304	896	64	60	1420	North	136	336	24	20	420	South	88	280	24	20	320	West	48	88	16	10	110
	Analog	Digital	IP	ACD	CallPilot																											
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North	136	336	24	20	420																											
South	88	280	24	20	320																											
West	48	88	16	10	110																											
71	<p>I attended the bidders conference and we recognized that the existing network drawing was omitted from the bid documents. Can we have that posted to your web site asap? I just verified its not there yet and this is critical to our design.</p>	Please refer to questions #29 and #31.																														
72	<p>4.4.5 Mobility</p> <p>(a) Single Number Reach for Mobile User</p> <p>Please provide the number of users that will require the Single Number Reach feature.</p>	2,000 users.																														
73	<p>4.4.10 Telephone sets</p> <p>Phone Type II - High Mid-range Multi-line Display IP Voice terminal (to accommodate wall or desk placement) with:</p>																															

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	<p>Please provide the quantity of Type I phones that will need to be wall mounted.</p> <p>Please provide the quantity of Type II phones that will need to be wall mounted.</p>	30 Type I, 20 Type II
74	Can you provide us with section 4.5 as referenced on bullet point 13 on page 25 of your RFP	4.5 is not needed and has been removed from section 6.4.1(13) Please refer to Amendment 7 posted online at http://www.palmbeachstate.edu/purchasing/bid-openings.aspx .
75	Will you allow for an increase in the number of pages for the response. After formatting your RFP response document, we are at 54 pages. The RFP response is currently limited to 60 pages. In order to provide a professionally concise response, we are respectfully requesting the maximum number of pages be increased to 100.	Please refer to question #10.
76	Section 1.5 Proposal Due on 3/1/16 – Purchasing Department is considering to change the due date, please let us know if you have any schedule change including the proposal due.	Please refer to question #20 and #41.
77	Section 1.8 We would like to know which date it's better for PBS College to have a walkthrough of the facilities and see the different Telephony closets and switching installation in where the proposed telecommunication solution will run. We want to know the following a. Date – b. Contact person- if it's not David Chojnacki c. Time allow-	Please refer to section 1.8 on page 4 of 33 of the RFP.
78	Section 4.1.1 “The College uses Microsoft Office Communication Server and Lync Server” – Q. It's PBS College intention to reuse both (OCs and Lynx)? One of the Solution? Or migrate the solution to the new Collaboration Tool from the IP-PBX Brand Proposed? Will PBS College migrate or eliminate the solution by the time of the New IP PBX System Cutover?	Please refer to the answer to question #23. In addition, the Lync implementation will be retired when all users have been migrated to the new solution, if there is a Lync replacement as part of your solution. We will need licensing for 5,500 collaboration clients.

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	<p>If the College will have the actual OCS/ Lync Solution by the time of the New System cutover, are you taking in consideration the integration ports or licensing necessary to connect to the new IP-PBX?</p> <p>How many users or ports required?</p>	
79	<p>Tandberg videoconference system – Are you considering to change all Video Conferencing Infrastructure?</p> <p>How many Video Conference Room?</p> <p>Can you provide a description of the Video Room, size, actual audio system, any multimedia integration?</p> <p>It's PBS considering to install or deploy Interactive Screens with Smart Tablets integration?</p>	<p>All of the Tandberg units are past end-of-life and will be retired. The number of rooms and room size is specified in section 4.4.7 of the RFP document. Each room has a Windows PC and the College will supply the display. Audio capabilities in each room vary, but assume that you have to provide some audio capability to cover the room. There are no plans for Interactive Screens with Smart Tablet integration, but you can quote that capability as an option. If you do quote the option, please be sure to clearly show that the capability is optional.</p>
80	<p>Microsoft Exchange Software Version and Release</p> <p>How many users?</p> <p>Are you looking a complete integration with the Exchange (Sync between the Voicemail Server and the Exchange?</p> <p>Or a simple Unified Communication FWD on a MP3 file to the user Inbox?</p>	<p>Exchange 2013, 5,500 users. We currently use Exchange native voicemail capabilities and want to continue to do so. If you cannot use the native voicemail functionality, please describe your solution's capability for delivering voicemail messages to user's Exchange mailboxes. Be sure your solution satisfies the requirements described in section 4.4.2 of the RFP document.</p>
81	<p>Contact Center</p> <p>Knowing Contact Center has special requirements, can we provide a Data Gathering to PBS to have a better view of the CCS (Contact Center Solution)?</p> <p>How many agents?</p> <p>Supervisor?</p> <p>Queues?</p> <p>Groups?</p> <p>Shifts?</p>	<p>Please refer to the answer to question #32 for guidance.</p>

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	<p>What kind of reporting are you looking for?</p> <p>Billboard Integration?</p> <p>Are you considering to have remote agents in the remote locations?</p> <p>IVR/Outbound dialing?</p>	
<p>82</p> <p>Data Network</p> <p>Are the Cisco Switches configure for Standard PoE 802.3af?</p> <p>Can you provide a basic diagram of you data infrastructure?</p> <p>In order to build a solution with Network Connectivity we need to know what it's the actual Network infrastructure between the PBSC and the remote locations?</p> <p>Bandwidth? (Only mention Belle Glades)</p>	<p>The switches are 802.3af-capable. The data network diagram is posted as part of the RFP Documentation on our website.</p>	
<p>83</p> <p>Section 4.4</p> <p>a. Is the College consider a Central Management software and a GUI apps? GUI Apps usually it's more limited on functionalities.</p> <p>b. ACD please define the ACD:</p> <p>a. Amount of Agents</p> <p>b. Amount of Supervisors</p> <p>c. Desktop Viewing?</p> <p>d. Softphones? Or desktop phones?</p> <p>e. Centralized or Distributed through the different facilities? If so, how many per locations?</p> <p>f. How many groups?</p> <p>g. Integrated Outbound Dialer? Or IVR Capabilities?</p> <p>h. Actual Traffic?</p> <p>i. Ability to manage campaigns? Or different season activity like College Registration.</p> <p>j. Multimedia</p> <p>c. Can we submit a Data Gathering document to obtain formal answer on the Contact Center Solution?</p> <p>d. Option (h) – Conference Calls minimum of 10 parties? On option (s) you mention a minimum of (6) parties and on Option 4.4.6 you require a system of Audio Conferencing for 32 simultaneous speakers. If we complying with Option 4.4.6 is</p>	<p>Section 4.4(a) states the preference for programming and management via a web-based tool, so that statement indicates the preference for that interface to your solution. Please explain your capabilities to meet that preference as well as your optimal solution configuration if the preferred interface is not optimal.</p> <p>ACD – please refer to the answer to question #32 for guidance.</p> <p>Data Gathering Document for Contact Center – No, you may not submit a document. Please refer to the answer to question #32 for guidance.</p> <p>Conference Calls – Use the minimum requirement of ten parties. Section 4.4.6 – 32 refers to the number of simultaneous conferences, not the number of users per conference.</p> <p>Personal speed dial list – at least one list per user.</p> <p>Enhanced 911 – please refer to the answer to question #35 for guidance.</p> <p>Dialing restrictions – we are looking for system-wide dialing restrictions to allow calls to specific country codes</p>	

#	Question	Answer
	<p>enough for the College which is the maximum number expected?</p> <p>e. Option (i) Personal Speed Dial List- Minimum of how many?</p> <p>f. Option (n) Enhanced 911 – Are you asking for an app of E-911 integrated with the IP-PBX, like a PSAP or a Central control that can monitor any 911 calls? Any Mass Notification system for 911 Emergencies?</p> <p>g. Option (u) – Dialing Restrictions - Are you looking to implement Account Codes for certain users that needs to place calls to certain areas?</p> <p>h. Option (ee) Music on Hold m- Are you planning to download an mp3 file of electronic music file to the IP –PBX to be use as MOH resource or are you plan to connect an external Device? In Case you want to use the internal file option, how many different recordings?</p> <p>i. Option (nn) Virtual Numbers – Are you referring to Phantom Numbers? No Desktop user or Physical device in place.</p> <p>j. Option (pp) - Analog Capabilities – How many user or ports required? Per Location?</p> <p>k. Option (qq) Location Survivability – Are you redundancy or resiliency on the solution?</p>	<p>and area codes with the ability to override those restrictions for particular users.</p> <p>Music on Hold – we have no preconceived mechanism for Music on Hold. We do not have a physical device providing any file input or Music on Hold functionality that would need to be integrated into your solution. The need is to have only one recording play at any given time.</p> <p>Virtual Numbers – If you’re referring to Meridian Phantom Terminal Numbers, yes. No physical device in place.</p> <p>Analog Capabilities – please refer to the answer to Question #45 for guidance.</p> <p>Location Survivability – Resiliency. We are not looking for one location to take over the capabilities of another location.</p>
84	<p>Section 4.4.2 Unified Messaging Subscriber-</p> <p>a. Option(c) – Are you looking for Voice Recognition integrated on the same platform?</p> <p>b. Option (d) – knowing that you are using Exchange do you want the system completely integrated to the actual Exchange Solution? Or only interfaced?</p> <p>c. Any specific amount of time required?</p> <p>d. Minimum messaging time per user? Or minimum amount of messages per users?</p> <p>e. Bilingual, Trilingual or more?</p>	<p>a. Not clear how Voice Recognition works with answering a voicemail message, so not sure how to answer the question.</p> <p>b. Please refer to the answer to Question #19 for guidance.</p> <p>c. Do not understand the question.</p> <p>d. No minimums.</p> <p>e. If the question refers to languages for Exchange voice-to-text capability, English(US) is the only language required. Otherwise, we don’t understand the question.</p>
85	<p>Section 4.4.3 – Voice Messaging/Voice Mail Solution</p> <p>a. Option (a) (c) Per-location survivability – How many users or mailbox per location?</p> <p>b. Option (b) (c) – Trees – How many trees are the College planning to deploy?</p> <p>c. Option (d) – The College is looking P.01 Grade of Service?</p> <p>d. Option (i) – Please explain better? Toll Fraud?</p>	<p>a. None.</p> <p>b. 40 trees.</p> <p>c. Section 4.4.3(d) – change first ring to third ring</p> <p>d. The entire section 4.4.3 relates to Voice Messaging/Voice Mail. If you implement a voicemail solution where the users has the capability of dialing a phone number to access their voicemail, this item refers to security for the user access to their voice mailbox when dialing in.</p>

#	Question	Answer
86	<p data-bbox="138 226 527 262">4.4.4 Unified Communications</p> <p data-bbox="138 294 803 441">Knowing that the concept of Unified Communications can vary from manufacturer to manufacturer, it's also true that some basic functions is always including in the different solutions.</p> <p data-bbox="138 472 803 546">We have some questions on this section, starting with the following:</p> <p data-bbox="138 577 803 724">a. Why 5,500 users?- Usually a UCC has three factors voice, web, video, then the complete concept of UCC including the mix of the tree or depending the level of UCC a minimum of 2 from 3 factors.</p> <p data-bbox="138 756 803 871">We have 2,500, 5000 Voicemail and now 5,500 UCC users? Which number is the maximum capacity of user desire on the system?</p> <p data-bbox="138 903 803 1186">Licensing could be more economical when you have user that will be Voice, Web & Video or the combination of 2 factors? Then can we submit Data Gathering with three different levels of UCC and PBSC can define from the 5,500 how many will have 2 of the factors and how many will have the 3 factors, in order to bring some economics to the users?</p> <p data-bbox="138 1218 803 1354">b. Our IP-PBX can Fully Integrate to the Microsoft Lync, are you considering the integration ports require to integrate with the PBX? How many port available?</p> <p data-bbox="138 1365 803 1396">c. Do you want to substitute the Lync?</p> <p data-bbox="138 1407 803 1470">d. Do you Plan to use the platform as a Distance Learning Tool?</p> <p data-bbox="138 1480 803 1648">e. Are we sure that we are planning for 10,000 users at the same time? 100 simultaneous sessions of 100 participants. PBSC has the actual bandwidth and ability to provide access to this amount of participants?</p> <p data-bbox="138 1659 803 1690">f. Do you Plan to record the meetings?</p> <p data-bbox="138 1701 803 1827">g. Option (j) - Are you plan or require any of the Ancillary Equipment to build the Virtual Rooms? Ex. Interactive Boards, IP-Pads or Smart Tablets, Cameras, lighting, Laptops etc.</p> <p data-bbox="138 1837 803 1900">h. In case you need additional equipment, can we submit an optional proposal?</p>	<p data-bbox="820 226 1575 294">a. Please refer to the answers to Questions #11, #13, #14, and #43 for guidance.</p> <p data-bbox="820 304 1575 336">b. Please refer to the answer to Question #23 for guidance.</p> <p data-bbox="820 346 1575 378">c. Please refer to the answer to Question #23 for guidance.</p> <p data-bbox="820 388 1575 472">d. We are not sure of your definition of Distance Learning. We expect some instructors to use the tools to hold multi-party conferences with students.</p> <p data-bbox="820 483 1575 546">e. Yes, the number of sessions is correct. We can increase bandwidth as required to support the increase in traffic.</p> <p data-bbox="820 556 1575 682">f. There is no plan to record the sessions but if that capability is included in your core offering and does not require any additional cost, please state that capability in your response.</p> <p data-bbox="820 693 1575 756">g. The items referenced are beyond the scope of this project, except as noted in the RFP document.</p> <p data-bbox="820 766 1575 829">h. Yes, but please clearly delineate that the additional equipment is an option beyond the base proposal.</p> <p data-bbox="820 840 1575 903">i. Your solution will include the desktop clients as well as a web-conferencing interface, as specified in section 4.4.4(n)</p>

#	Question	Answer
	i. Option (m) – Please explain better and specified which UC clients you are considering? Or we can submit a list of additional clients that can be interfaced.	
87	Session 4.4.5 Mobility Usually the concept of Mobility is part of the UCC Licensing, reason why it's important to define how many user of Voice (Desktop/Mobile), Web, and Video will PBSC will have for the total amount of users?	Please refer to the answer to Question #72 for guidance.
88	Session 4.4.7 Classroom Based Videoconferencing Solution. Are you considering to have the Videoconferencing Solution as a Service Option and pay a monthly rent based on user/usage? Or do you prefer to acquire the equipment? Or whichever it's economical better for the College?	We prefer to acquire the equipment.
89	Session 4.4.8 Hot Desking How many users?	Please refer to the answer to Question #39 for guidance.
90	Session 4.4.9 Call Accounting How many users? 2,500, 5000, 5,500? Or more?	Please match the number of handsets.
91	Session 4.4.10 Phone Tyoe Phone Type II – If you see the box there are a missing letter at the bottom.	Please refer the answer to Question #26 for guidance.
92	Session 4.4.11 Teleworker Capability How many users?	50.
93	Session 4.4.12 Minimum Requirements Option (b) – We wonder, if the College have the VMware Platform currently installed? Please provide the following: Software Level or Revision? VSphere? Version and software level? In Main Campus only or in all the locations? Do you want to us quote the VMware Platform require for the IP-PBX? Virtual Servers and Physical Servers as optional? Option (k) – Branch survivability – We need to have a minimum information of the branches, like bandwidth per location, Voice Network Diagram, PBSC has Cisco also in the remote locations?	Please refer to the answer to Questions #48 and #49 for VMware guidance. The VMware plant is only at the main campus data center. Branch survivability is only for voice calls, not for voicemail. Please refer to the answer to Question #31 for a network diagram. All locations use Cisco networking equipment.

#	Question	Answer
94	<p>Which systems?</p> <p>Attachment A, Financial Work Sheet.</p> <p>This form's instructions state that it should be completed by an independent accounting professional, external to our company. (Our company) is a public company, and our financial statements are audited each year by (auditor). (Auditor) does not prepare our financial statements, though; they only audit. Financial statements are prepared internally by our company.</p> <p>Would the College allow (our company) to submit copies of audited financial statements instead of submitting Attachment A with our proposal? If not, could you provide some guidance on how we can accurately complete this form (can one of our CPAs – who is internal to (our company) – complete and sign the form)?</p>	<p>Please do not submit financial statements. The form must be filled out by an 'Independent Accounting Professional'. The external auditor that completed your annual audit can complete the form.</p>
95	<p>Section "2.2 CONTRACT TERM" of the RFP states "None, this is a single procurement with installation." Has the executive leadership team approved this project as an Opex investment with a multi-year term? Or only a Capex investment only?</p>	<p>The College has budgeted a capital expenditure for this project and recognizes that an annual operating expenditure may be required to maintain the system. Budgeting and expenditure decisions for this project remain at the sole discretion of Palm Beach State College</p>
96	<p>When would you anticipate starting the project?</p>	<p>We anticipate starting the project June 2016.</p>
97	<p>What are your expectations or strategize around the upgrade sequence. Lake Worth first or to start with the smaller sites?</p>	<p>We don't have a pre-set idea of upgrade sequencing other than we believe that the server-type equipment would have to be installed first. We expect to be able to use the old system and your solution during the installation as a transition strategy. We expect to detail the installation process with the winning bidder and would seek advice from that bidder.</p>
98	<p>During the initial delivery stage, will the method of payment be based on project milestones?</p> <p>Such as completing implementation and sign off?</p>	<p>This question will be addressed with the Board of Trustee's approved finalist when the contract terms are finalized.</p>
99	<p>Please confirm that your Exchange (Servers) are centralized? Or distributed?</p>	<p>Exchange servers are centralized at our Lake Worth location.</p>
100	<p>Page 10. 4.4 Minimum Requirements. Item q, Call Trace. Is it acceptable to only "log" all the call & also the ability for the user to initiate a call logging? This is how we can support a on demand call logging.</p>	<p>The system must allow the user to flag the call for logging and we typically have the voice system administrators initiate the trace from within the system. We want the option to enable automatic tracing.</p>
101	<p>When will the network drawing be available? We would have additional questions once that's been made available.</p>	<p>Please also to questions #29, #31 and #71.</p>

#	Question	Answer																								
102	<p>I do have an additional question regarding phones, specifically the requirement on Page 17, Phone Type II – High Mid-range Multi-Line Display IP Voice Terminal.</p> <ul style="list-style-type: none"> The description has “Minimum of 12(displayed at once) fully programmable line/feature keys...” . Would you accept an 8-line option for some or all of the users? If so, what percentage of handsets can be the 8-line option? 	An 8-line phone is not acceptable.																								
103	<p>Question regarding section 4.4 subsection (o) Current analog line count per location. Can you provide a breakdown by location how many of the analog devices are for phones, fax machines, modems?</p>	<p>The values in section 4.4.12(o) represent the current analog port count per location and include excess ports for future growth. The actual used port distribution is:</p> <table border="1"> <thead> <tr> <th></th> <th>Phone</th> <th>Fax</th> <th>Modem</th> </tr> </thead> <tbody> <tr> <td>Lake Worth</td> <td>20</td> <td>120</td> <td>100</td> </tr> <tr> <td>PGA</td> <td>10</td> <td>40</td> <td>20</td> </tr> <tr> <td>Boca Raton</td> <td>10</td> <td>35</td> <td>15</td> </tr> <tr> <td>Belle Glade</td> <td>5</td> <td>10</td> <td>10</td> </tr> <tr> <td>Lox Groves</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>		Phone	Fax	Modem	Lake Worth	20	120	100	PGA	10	40	20	Boca Raton	10	35	15	Belle Glade	5	10	10	Lox Groves	0	0	0
	Phone	Fax	Modem																							
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Lox Groves	0	0	0																							
104	<p>Question regarding section 6.4. For tab 13 technical proposal a request for responses to all scope and minimum requirements as outlined in this document, sections 4.3, 4.4 and 4.5. Please confirm that there is NO section 4.5....</p>	Please refer to question #74.																								
105	<p>I don't see the questions / answers from the bidder's conference.</p> <p>In addition have the dates changed?</p>	<p>Please refer to question #21 and #41.</p> <p>Please refer to questions #20, #41 and #76.</p>																								
106	<p>Page 3 1.6 Submittal Requirements.</p> <p>Will the College accept the PDF version of the proposal on a CD instead of on USB?</p>	Yes																								
107	<p>Page 8 4.1 Current Environment.</p> <p>The second paragraph under sub-section 4.1.1 references the College WAN diagram at XXXXXX. Will the College be providing an amendment or link to the diagram?</p>	Please refer to questions #29 and #31.																								
108	<p>Page 10 4.4.1 (b)</p> <p>Can you share the requirements/specifics needed per ACD functionality for those 150 users? During the bidders meeting, the College committed to providing more details.</p>	Please see the answer to Question #32 for guidance.																								
109	<p>Page 10 4.4.1 (c)</p>	Please see the answer to Question #33 for guidance.																								

#	Question	Answer
	Can you share the requirements for the IVR? During the bidders meeting, the College committed to providing more details.	
110	Page 14 4.4.4 (n) For the concurrent model requirement is the interactive video or a webcast type deployment with chat back functionality?	We envisioned web-based two-way video capabilities so that all parties could use a local video camera device to display their local content.
111	Page 14 4.4.4 (n) Does this refer to 2,500 concurrent interactive users with 2-way A/V, or 25 conferences with a few users' interactive A/V users too many viewer users? This scenario utilizes chat for the interactive between users of the streaming or less interactive solution.	25 conferences with up to 100 users per conference, with 2-way A/V.
112	Page 14 4.4.4. (n) How many concurrent calls with standards based endpoints would need to be active at any point in time? This is very important as we size and configure the gateways for all these sessions.	The requirement calls for web-based conferencing, so there would not be any standards-based endpoints.
113	Page 14 4.4.4 (n) What is the desired desktop conferencing resolution (HD, SD, etc.)?	Maximum would be HD video, 720p, 1280 x 720 pixels.
114	Page 15 4.4.7 (a) H320 ISDN SRI – Is this meant to be PRI?	Yes.
115	Page 15 4.4.7 second (c) Dual Monitor support\minimum of two microphones: would the College prefer these microphones were wired or wireless?	Wired is acceptable. Please quote wireless as an option if wireless is available with your solution.
116	Page 16 4.4.7 (h) Please clarify the “no USB recording from endpoint .” Some points (j) of the RFP reference the solution needs to be able to record, while this section states no recording.	We do not have a requirement to attach a recording device to the equipment at the time we acquire the solution. We are accustomed to attaching recording devices via USB. Please be sure to observe the requirement stated in section 4.4.7(j)
117	Page 16 4.4.7 (a) d. NAT Traversal – How many concurrent Traversal calls are needed at any one time?	Five, to match the number of rooms we specified in the RFP document.
118	Page 17 4.4.10 Telephone sets In the table describing the Phone Type II the bullet points seem to be cut off after Full Duplex Speaker	Please refer to question #26.

#	Question	Answer
	phone. Will the College provide a revised table listing out the bullets that cannot be seen in the PDF?	
119	Page 17 4.4.10 – Phone Type II box It appears there is text at the bottom of the box that has been cutoff. (One of the words that appears to have been cutoff is ‘ACD’. When one performs a keyword search of the RFP document, for ‘ACD’, it highlights one of the partial words.) Can we get the rest of the verbiage from that box?	Please refer to question #26.
120	Page 19 5.2 (a) Installation Services Can the College please confirm that the required implementation schedule and timeline are not considered part of the 60 page limit?	The College confirms that the required implementation schedule and timeline will not be part of the 60 page limit. The College reminds vendors that proposals will not be rejected if they exceed the 60 page preference.
121	Page 22 6.0 Information to be Included in the Submittal Can the College please confirm that Tab 3 (Addenda Acknowledgement) is not considered part of the 60 page limit, especially if all pages of each potential addendum are required to be submitted?	Confirmed, Tab 3 will not be a part of the page limit.
122	Page 24 6.0 Information to be Included in the Submittal Can the College please confirm that the resumes to be included in Tab 9 (Organizational Chart) will not be considered part of the 60 page limit?	Confirmed, resumes will not be considered part of the 60 page limit.
123	Page 24 6.0 Information to be Included in the Submittal Can the College confirm that if the vendor provides references of similar size and scope that are not higher education clients, that those references will not be counted against the vendor in a negative way during scoring? This was discussed during the pre-bid conference on Tuesday, February 2nd.	The College can only confirm that the proposal will not be rejected if the references are not higher education clients. Relatively speaking, the College’s evaluation committee <u>may</u> score references of higher education clients higher than references of non-higher education clients, all other considerations of those references being equal.
124	Page 25 6.0 Information to be Included in the Submittal Is there a form to use for the financial proposal information?	No, there is no form.
125	General	Please refer to question #20.

#	Question	Answer
	<p>During the bidders meeting – it was determined the “due date” would be extended out. Has a new due date been set?</p>	
<p>126 Attachment A – Financial Attestation Worksheet This form’s instructions state that it should be completed by an independent accounting professional, external to our company. Our internal accounting professionals prepare our financial statements, and they are then reviewed by an external, independent firm.</p> <p>Would the College allow bidders to submit copies of audited financial statements instead of submitting Attachment A with the proposal? If not, could you provide some guidance on how we can accurately complete this form (can one of our CPAs – who is internal to our firm – complete and sign the form)?</p>	<p>Please refer to question #94.</p>	
<p>127 Page 19 24 6.0 Information to be Included in the Submittal</p> <p>Tab 11 of the proposal contains the Service Termination History. Is the College looking for information on contracts that have been terminated for cause or convenience?</p> <p>How does the College define the term “service” in this requirement?</p>	<p>Termination for cause. Service defined as being under agreement to provide a system, hardware, software, implementation, installation, or ongoing support and functionality to another entity.</p>	
<p>128 Page 21 33 Preference to Florida Business</p> <p>How does the College define “personal property” as described in this section? Does this section apply to this VoIP project?</p>	<p>This section does not apply to this solicitation.</p>	
<p>129 Could you please send me a list of the questions and answers that were discussed in the Preconference.</p>	<p>Please see questions #21 and #41.</p>	