

#	Question	Answer
1	How many phone users will require the ACD/call center technology	We will need 150 ACD/Call center licenses.
2	Is a digital signature on the 3.0 Required Response Form – Vendor Information Form acceptable? Or do you require a manual signature?	Manual signature is required.
3	<p>We were reviewing your bid requirements specifically, 4.6C in the Initial-Bid-Solicitation that states</p> <p>“All equipment acquired for this system must come from the same manufacturer. No OEM or third-party hardware so as to ensure ease-of-maintenance of the system.”</p> <p>Are you willing to rescind this requirement?</p>	The College is unable to rescind this requirement.
4	In section 5.3.4 References it says ‘...references with annual VoIP Unified Messaging System sales in excess of \$7,000,000...’ please clarify this requirement. Does this mean customers to whom we sell \$7M per year?	The \$7M requirement was an oversight on our part and references required do not have a dollar threshold but should be in similar scope to the project we are soliciting responses for and should be in the Higher Education sector.
5	<p><i>Section referenced: ACD/IVR – CRM</i></p> <p>How many ACD Agents are needed? Specifically how many concurrent agents will need the functionality listed in the ACD/IVR - CRM section? Please provide concurrent (actively logged in) agents.</p>	Total-150 Concurrent-60.
6	<p><i>Section referenced: Analog Support</i></p> <p>How many analog lines per campus need to be provided?</p>	Lake Worth-320, Palm Beach Gardens-150, Boca Raton-100, Belle Glade-50
7	<p><i>Section referenced: Unified Communications</i></p> <p>Please provide the total user count for “Provide functionality for both campus-based users and web-based users.”</p>	5,000 total.
8	<p><i>Section referenced: 4.5. PROPOSED SCOPE, Internet Browser-based videoconferencing capabilities with entities external to the College</i></p> <p>Please provide an estimate of the number of simultaneous video conferencing connections that will be required to entities external to the College.</p>	25.

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9	<p><i>Section referenced: System Security</i></p> <p>1. (b) <i>Authorized access to the Solution tools providing protection for various administration commands from unauthorized users. The system tools are as follows:</i></p> <p>- <i>personal desktop user</i></p> <p>Please clarify the meaning of personal desktop user.</p>	The intent is to have a system/solution tool only accessible from designated employee desktop or laptop computers.
10	<p><i>Section referenced: Unified Communications</i></p> <p>(k) <i>Collaboration - Provide the means to allow real time file sharing, screen sharing (both full screen and specific screen window/region), and white boarding</i></p> <p>How many users do we need to supply this functionality for?</p>	5,000. The intent is for internal users to be able to share their screens to assist each other instead of having to travel to each other's offices.
11	<p><i>Section references: PBSC Data LAN QoS Capable</i></p> <p>Will PBSC provide the LAN infrastructure that is already VoIP capable and able to pass QoS end-to-end?</p>	The College will configure the LAN infrastructure per the VoIP and QoS requirements in the final system design.
12	Number of users(phones on desks) by location	Lake Worth (LW)-912 Palm Beach Gardens (PBG)-380 Boca Raton (BR)-285 Belle Glade (BG)-84
13	Phones/analog lines that are copper only	We have a few of these in the older buildings on each campus.
14	Number of analog lines by campus	LW-320 PBG-150 BR-100 BG-50
15	Video: Do we want it on the PC or phone or both?	PC now but the capability buy handsets with integrated video at a future date.
16	Number of phones with multiple numbers	LW- 100 PBG-50 BR-50 BG-10
17	Video: Number of simultaneous users coming in	(Professors 20).
18	Survivability: Does VM have to stay up?	No.
19	Do we want text and SMS in county?	No.
20	Elevators: 1Fbs?	This would cost approximately \$1400.00 per month.
21	Meeting/Conference: How many simultaneous users?	(100)
22	QOS: Who is configuring?	We are.
23	Please detail the number of ACD agents that will be required. On page 18, ACD specification are listed but not a number of agents.	See answer to question 1.
24	How many phones are 1 line, 2 line, etc?	150 single line, 1800 multiline

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25	How many phones per location per type?	LW-1050 multiline/75 single line, PBG-350 multiline/30 single line, BR-280 multiline/30 single line, BG-120/15 single line
26	How many analog lines, pri, etc, per location?	LW-320 PBG-150 BR-100 BG-50
27	How many video sessions are going to be streamed from the outside world to the inside of the school?	Unknown – streaming inbound can come from many sources, such as YouTube, Netflix, our Kaltura service, and so on, and we do not limit that traffic.
28	How many video sessions are going to be streamed at the same time to the outside world?	We do not have any streaming from on premises. All streaming is from an externally-hosted streaming service.
29	How many people per video sessions simultaneously?	Plan for a maximum of 100 simultaneous participants in a video conference. Typical instructor use would be 25 simultaneous sessions.
30	Please provide bandwidth per location.	1. LW- 2G 2. PBG- 1G 3. BR- 1G 4. BG- 100M 5. HI- 100M
31	Paging requirements, zones and ports – Section 4.6 Minimum Requirements, Voice Over IP (VoIP) System, (qq) VIRTUAL NUMBERS-software based numbers	This requirement has been removed from the ITN. See <a href="#">Amendment 3</a> .
32	Survivability: Which campuses?	All locations need to be survivable to make voice calls within the location and externally, including emergency/911 calls. Voicemail and video are not included in survivability requirements.
33	Survivability: How many lines on each campus?	For external calls, 20 lines at each campus.
34	Would the college consider extending the due date for this ITN by a minimal of one (1) week? This would allow us appropriate time to respond as the current window from time of last answers to questions being posted to ITN due date is currently very tight.	The college will not extend the due date. A one week delay will delay having Board of Trustees approval for a minimum of 1 to 2 months.
35	We need additional time after questions are answered to complete our bid, (we) request that the new date be 5-12-15 at 3:00 PM	See answer to question 34.
36	FAX over internet?	No.
37	Could we get a list of a breakdown of users by job function? Example if there are 2500 users and 2000 are knowledge workers that need all functions. What are the other 500 by function and user count?	Assume all workers need all functions, unless otherwise noted in the ITN document or as answered in other responses to questions.

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38	Is a third party manufacturer acceptable for this part of the project?	As stated in section 4.6C “All equipment acquired for this system must come from the same manufacturer. No OEM or third-party hardware so as to ensure ease-of-maintenance of the system.”  The College is unable to rescind this requirement.
39	Please describe the current central office trunking for each campus?	PRIs: LW-3 PBG-1 BR-1 BG-1(12 channels).
40	Does PBSC plan on converting the central office trunking to a SIP carrier?	Yes.
41	Can PBSC provide more information on the ERP system for IVR integration?	The new ERP system has not been selected so we cannot provide any guidance. We anticipate the new ERP to be standards-based.
42	Does PBSC have any automated services integrated to the ERP system today?	No.
43	Will PBSC be responsible for the CRM/ERP integration?	The College anticipates contracting for integration services once the new ERP system is selected.
44	Can you provide more detailed information for the Session Border Controller requirements?	<ul style="list-style-type: none"> <li>• IPv4 and IPv6 capable.</li> <li>• SIP normalization.</li> <li>• Automatic codec transcoding.</li> <li>• NAT Traversal.</li> <li>• Fax/Tone preamble detection to properly route calls.</li> </ul>
45	It has been mentioned that 5 rooms with 20*20 size will require an endpoint. Need clarity on: <ul style="list-style-type: none"> <li>• What frame rates expected (30/60 fps)?</li> <li>• Zoom of the camera (5x/10x12x)?</li> <li>• Is USB recording from endpoint expected?</li> <li>• Is recording and streaming appliance with Unicast/multicast ability?</li> <li>• Are features like voice triangulation, face finding expected?</li> </ul>	<ul style="list-style-type: none"> <li>• 30 fps.</li> <li>• 5x Minimum.</li> <li>• No.</li> <li>• No. The application is point-to-point conferencing between the rooms.</li> <li>• Yes.</li> </ul>
46	How many off-campus voice/video clients are required and what resolution is expected?	Quantity: See answer to question 8. Quality: 12fps minimum, 30fps maximum.
47	Is integration expected with Microsoft Lync?	Integration with Lync is a required option.
48	Can PBSC provide the current licensing quantities on the existing Nortel CS1000?	LW-1095 PBG-336 BR-280 BG-86.

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49	Video: Is a cloud based video bridge acceptable?	The bulk of video is expected to be between users on premises, so cloud-based would put additional unnecessary traffic on our network border. Cloud-based would be considered if that is the ONLY option you can offer.
50	Video: Do you want to connect the existing Tandberg end points to the new system? If so, how many are there?	Existing Tandberg units are out-of-scope and will not be used.
51	Video: How many concurrent mobile clients and desktop clients will be receiving a video cast at one time? In other words, how many instructors would be streaming to how many students at one time – we need the total number of concurrent streams.	See answer to question 17. We expect use of this capability to grow over time, but we cannot predict the growth rate at this time.
52	Video: Is there any desire to record the sessions the instructors broadcast so you can rebroadcast at a later date?	Please provide this capability as an option, but not a requirement.
53	Video: Do you have any multi-tenancy requirements? In other words do you want to subdivide the video down to specific departments or user groups?	No.
54	Existing Network Diagrams	See <a href="#">WAN drawing posted online</a> .
55	<p>Unified Communications: Please provide a site diagram or table showing the following information for each site:</p> <ul style="list-style-type: none"> <li>• Number of handsets at each site</li> <li>• Number of users assigned to each site (for those not using a physical handset)</li> <li>• Carrier side connectivity for each site (POTS, PRI, etc)</li> <li>• WAN network connectivity at each site</li> </ul>	<p>Answered in ITN.</p> <ul style="list-style-type: none"> <li>• LW – 1500</li> <li>• PBG – 600</li> <li>• BR – 600</li> <li>• BG – 300.</li> </ul> <p>PRIs: See answer to question 39. POTS: LW 4 PBG-2 BR-2 BG-2</p> <p>LW-2G PBG-1G BR-1G BG-100M</p> <p>See <a href="#">WAN drawing posted online</a>.</p>
	<ul style="list-style-type: none"> <li>• Number of analog stations at each site that will run through the new phone system (number of existing analog conference phones, for example)</li> <li>• Paging equipment at each site – need make, model and how many zones</li> </ul>	<p>See answer to question 6.</p> <p>Removed from project.</p>

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56	The ITN indicates a total of 2,070 handsets, but asks for licensing of 5,000 mailboxes. Are you simply trying to ensure the systems will scale to that size or do you really want us to quote 5,000 mailbox licenses?	Quote 5,000 mailboxes. Users without handsets still require unified communications.
57	How many agents will be in the call center(s)? How many supervisors?	Currently, there are 6 call centers (10 – 16) agents each with 1 supervisor position each. We have already stated the total number of agent positions we want.
58	For audio/web conferencing, what is the maximum number of concurrent connections desired? (This functionality is similar to GoToMeeting.)	See answer to question 21.
59	Will PBSC provide an updated topology diagram for the new network infrastructure?	See answer to question 54.
60	I see you require 100 users for simultaneous meeting/conference users. Will you require future flexibility for additional users?	Yes.