Phone System Replacement RFP Questions and Answers

1. Will Greenville Utilities allow for an extension to reply? No. Unfortunately, this project must meet an already tight schedule that does not allow for any additional time to be provided at this stage.

2. Will Greenville Utilities sign a Letter of Authorization to allow access to our current Avaya information? We will not complete an LOA for responses to the RFP. We have created a collection of screenshots and reports so everyone is provided the same information as much as possible.

3. Additional reports (List configuration software, List Configuration All, Display Capacity and Display System Parameters Customer Option)? We have provided these reports and many more in the accompanying ZIP file (1.7 Mb)

4. Would we prefer to use our existing AVST (CallXpress) voice mail? Yes.

5. Is the current Verint call recording for the 50 Call Center Agents Only? We currently are licensed for 19 and this is sufficient at this time.

6. Site Visit for vendors? We believe all the information necessary to participate in this RFP is sufficient and site visits are unnecessary at this time. Site visits will be allowed during the Vendor Finalist presentations if requested.

7. Is it a requirement for modems to be managed by the IP telephony solution or is it acceptable for modems to be attached directly to the PSTN? No, connecting to a PSTN gateway will be sufficient.

8. Is the current IVR system connected to the telephony environment using Voice over IP (VoIP) or Lineside T1? It is connected by way of a DS1 Circuit pack in the MCC (Avaya Multi-carrier cabinet)

9. Does the IVR system pass any data such as account number to the ACD for screen-pop or other CTI use? No, it does not pass any information to ACD group(s). However this is something, we prefer to be able to do in the future.

   a. If so, is the data passed via UUI data or via in-band DTMF (e.g. converse data return vector step)? See above.

10. Please describe in detail the integration requirements of the C3 Maestro radio system including configuration requirements of the two inbound, two outbound, and sense lines. Provide details on how the radio system is integrated to the current telephony

system. We have contacted our vendor for the radio system and will pass on the information as it becomes available to us.

11. Please describe in detail the integration of the Peavey public address system including line requirements and details on how it is integrated to the current telephony environment. The telephony equipment connects to the Peavey amplifier by way of an analog connection for "sound out" only. This allows the phone ringing sound to be broadcast across the campus by way of bull horns.

12. Please describe in detail the security gate integrations including line requirements and how it operates. They currently connect by way of an analog connection (circuit pack with an analog extension) on an Avaya EPN (expansion port network). When you press the "call" button, it makes a call to 1 of 2 extensions and the person that answers can then talk or allow "override" entry to the facilities.

13. Please describe how the analog lines are converted to digital in the current telephony environment and why it is necessary.   If a call goes from analog to analog it passes through both analog circuit packs, if analog to digital then the proprietary S8700 server (call processor) handles the conversion process.

14. Please describe the interface requirements to support the Third party CRM system including use cases (e.g. dial contact, search for record on call alerting, etc.) and functions such as web service calls available to handle the required actions. If we understand this question correctly, the current Verint Call Record system is connected to the Avaya system by way of an IP connection to a CLAN card; we currently use for recording audio and a percentage of screen captures. We are able to email recordings from a web portal and also do gradings as well. We do not dial contacts.

15. Please describe the interface requirements to support the Third party billing system including use cases (e.g. dial contact, search for record on call alerting, etc.) and functions such as web service calls available to handle the required actions. If we understand the question correctly, currently GUC utilizes a third party for customers to pay their bill via credit card. In order to facilitate this, the customer must call a separate number, or we forward the call. Upon completion of paying their bill, the customer must call back to GUC to provide a confirmation number. We would like a way to keep or take back this call after the customer is done with their transaction.

16. What integration types does your AVST Call Xpress support? Digital circuit pack on the Avaya MCC (multi-carrier cabinet) connected to AVST by way of 110 punch-down blocks to the CallXpress Dialogic board. However, CallXpress supports the following SMDI, Digital Station Emulation, QSIG, CAS, SIP. GUC is using the digital station emulation.

17. Please clarify/define DTMAIN FACILITY receivers- section 2.8.1.3 – Please disregard this as it was from previous discussions and determined not to be needed.

18. In section 4.3 Please clarify "one sense line" and how that interfaces with the phone system. Also, is this already working on the present phone system? The M3 Maestro system is not integrated into our current phone system. However, the sense line is used to tell if there is an open connection or not.

19. In section 4.7 How is the PA currently interfaced- analog CO port? See question 10.

20. In section 4.8 Please clarify "analog converted to digital"? Is it safe to assume that actual connections are analog for both systems? It is an analog line that connects to an analog circuit pack in the Avaya system.

21. In section 7.8.9 VoIP Monitoring- were licenses purchased for Avaya VisAbility, or are they just using an entitlement that came with the original system? Entitlement that came with original system

22. In section 9.3 is multi-media ACD call queuing to be priced or something that just needs to be available as a future add on. If pricing is required, will need details, i.e. number of agents to be licensed for each media type. For purposes of this RFP, provide information regarding availability of the different capabilities and provide licensing costs per agent. If single licensing is unavailable, provide licensing costs for smallest grouping allowed.

23. Switch Reports- in order to ensure accurate pricing and credit for all previously purchased licenses and hardware we need a copy of 4 of the existing Avaya system switch reports:
    a. List Configuration All
    b. List Configuration Software
    c. Display Capacity
    d. Display System-Parameters Customer Options
    These have been provided in a .zip format as described in question 2.

24. What are the plans for reuse, replacement, or upgrade of the following components? We see no reference to these applications in the RFP other than in the Visio. If they are to be reused what is the connection?
    a. Verint Call Recording - Our current call recording system is scheduled for replacement in the near future as a separate project. We would be open to hearing call recording capabilities built into your solution. However, for pricing purposes plan on integration with our existing Verint solution. Verint is connected by way of LAN connection to an to a CLAN card and used an AES S8500 gateway. We are using CMAPI and TSAPI protocols in this environment. Virtual IP ports are setup as well in S8700.

    b. Microcall Call Accounting – We prefer a replacement that is integrated within your product suite. If this is not the case, reuse of the system is a possibility.

    c. Right Fax – Reuse; Server is connected to our network by way of a LAN connection.

    d. Avaya IVR – Our current IVR is scheduled for replacement in the near future as a separate project. We would be open to hearing IVR capabilities built into your system. However, for pricing purposes plan on integration with our existing Avaya IVR.

25. The Existing Telecom Environment drawing (section 1.5) reflects an Avaya Intuity Audix voicemail and a CallXpress server. The RFP references a CallXpress messaging system in section 7.13 but there is no mention of the Audix system. Is the Audix still being used? If so, what is its current function? The Intuity Audix voicemail system is no longer used and should be disregarded.

26. Does GUC currently have VMWare virtualization, SAN FC environment and computing platform to fully support a virtualized IPTS solution? What are the platforms for computing technology? We have a NetApp FAS3020 running DataOnTap version 7.3x SAN made up of SATA and FC disks with network connectivity for iSCSI and NFS. With limited fiber channel connections at this time. We are also running VMWare Vsphere ESXi v4.1 for our virtualization environment.

27. Is multicast supported and enabled on the existing LAN and WAN infrastructure? Multi-casting is not supported nor enabled.

28. Will all non-PoE switches be upgraded to IEEE 802.3af capable switches prior to the IPTS migration? If PoE switches are not available, please provide number of IP handsets connected to non-PoE switches. It is our expectation PoE switches will be throughout our infrastructure by implementation.

29. Are Real-time station location-tracking database and enhanced routing capabilities mandatory requirement? If mandatory, to what degree of specificity station user location is required to be identified to the E911 PSAP (building, local switch room, work floor, Desktop work area)? Based on the specificity determined by GUC, how many building, local switch room, work floor, desktop work areas are there? Our plans are for

E911 to the building level to begin with. (If your system can do further, please note that). There are 15 buildings, but only 7 locales.

30. What are the current UPS's output power capacity, number and type of output connections available at each of the site where IPTS servers and media gateways will be installed? Main Office has two UPS's that supply 18 kVA each; Operations center has one that supplies 10 kVA;

31. Will GUC require encryption and secure voice traffic to be implemented or does the IPTS need the capability to support these security standards? Are there remote sites connected via VPN tunnels requiring telephony services? The remote sites are connected via commission owned fiber. There is no need encryption of secure voice at this time. However, if the capability exists please explain the functionality available.

32. What are the C3 Maestro radio system's exact model number, hardware, software version, analog and sense line interface requirement (FXO, FXS, E&M, etc.)?   Currently two computer s are running Windows 95 with software release of Maestro Console R2G03 and GUI release R2G01. They are connected back to the M3 Maestro system by way of serial data interconnect cable that terminates on a 110 punch down block. That connects to a Carrier Access Bank. The access bank then runs to an Ericcson cabinet that contains 5 audio, 2 CIM, 1 MOM and 1 MIM circuit packs. The CEC\IMC server for Maestro is running software version R5N17 of CEC\ICM call manager.

33. What are the two Security Gate Management Systems' manufacturer make, model, software / hardware version, interface type and integration capabilities / requirements of both systems? Which two locations have the security gate system? The water treatment plan and waste water treatment plant have security gates controlled by an analog connection back to our phone system. These also ring two analog phones in separate areas for coverage. They are Talk-a-Phone brand.

34. Are the RightFax solution currently integrated with the Avaya phone system? If integrated, what type of gateway and fax protocol is currently utilized? It is not

integrated into the current phone system. It is a stand-alone server that communicates via the CallXpress system which integrates to the phone system and our email environment.

35. How many site(s) and how many analog instruments per site require PFTS? This only applies to one location (our Liquefied Natural Gas facility). We will require 1 phone inside the building and 1 outside the building.

36. Are wideband and full duplex speakerphones a mandatory requirement? Yes.

37. Are 12 physical lines mandatory? If not mandatory, what is the minimum number of lines required? In reference to the number of lines on a professional endpoint, it is not mandatory provided there are feature buttons and screen scrolls that allow for more lines and or features.   Our current typical phone is an Avaya 4620 that is configured with 3 line appearances and capability to increase. (Note: Our current Avaya phones allow for 12 buttons x 3 screens)

38. What are the use cases of the blue-tooth and USB connections? Are these features mandatory or could alternative port connectivity satisfying use cases proposed to meet requirements?   We are looking at all options for ergonomic use of the phones and hands free options. So, alternative port connectivity can satisfy our requirements for use of wired and wireless headset connectivity.

39. Can the desktop audio conferencing unit be wired? The majority can be, but we would like some to be wireless as one of our board rooms would work best with this configuration. However, we are open to consideration of other alternatives which can be discussed at a later date.

40. Does GUC require UC integrations with IPTS at the time of the deployment? If required, how many Lync users are currently configured and what is the max number of UC client

the system needs to support? Integration at time of deployment is preferable. By time of implementation, there will be approx. 350 users enabled with Lync. The system should be able to support this amount and allow for expansion to 400+.

41. What are GUC's current third party IVR, CRM and financial systems' make, model, software version, database type and integration capabilities? Is integration required with third party at the time of IPT deployment? Integration with the Call Recording and IVR are required. However, integration with Customer Relations Management, financial or other systems is not required at this time as we are transitioning to new systems over the next few years. As these new systems come online we prefer to integrate at that time. We currently do not know the new system vendors as this time as that project is not to that stage yet.

The IVR is a SunBlade 150 that is running Avaya Interactive Response (IR) Release 1.3 software on a SCO Unix operating system with a proprietary database.

42. Does GUC Require the implementation of email, IM, calls, and web-chat at the time of IPTS deployment? And how many agents will require each of these individual features? Refer to question 22

43. What are the current user's workstation model, operation system type / version, browser type / version and Java type and version(s)? They range from Dell GX620 with XP and or Windows 7, to GX755 with XP and or Window 7 up to Optiplex 980's with Windows 7 (32-bit). There are also multiple types of laptops used for primary desktops as well. We have standardized on IE v8, but have multiple Java versions depending on applications used.

44. There is a discrepancy in the numbering in the PDF document versus the spreadsheet that has been provided for our response. Should we correct the numbering and add the missing requirements to the spreadsheet, or will Greenville Utilities be providing a revised spreadsheet? The spreadsheet has been corrected and provided with these questions. However, you are welcome to add these items to the spreadsheet.

Phone System Replacement RFP Questions and Answers

45. There are some lengthy questions in the required response spreadsheet, particularly in section 9. Can we add lines to the spreadsheet to accommodate the response? Yes, you may add lines for your convenience. Please try to keep the flow of the document in order so that we do not miss something inadvertently.

46. Would GUC like us to include a Statement of Work Document for installation and services? Yes

47. Who installed and who maintains you current C3 Maestro Radio System? Please provide Company name, primary contact, phone number and email address. This is system is currently managed by internal staff with support from Communications International. Information regarding our contacts at Communications International will not be provided as we feel it infringes on that organization unnecessarily at this time.

48. Is GUC currently using Enhanced Audio Enclosures with the C3 Maestro Radio System? We have a call into our vendor regarding this answer and will provide when we have the information.

49. How is the City of Greenville's Nortel Telephone System currently connected to GUC? (Ex. Point to Point, Fiber). It is connected point to point by way of an analog line connection.