

**Response to Questions Associated with Request For Proposals
For
Hosted Voice Over Internet Protocol (VoiP) Telecommunications System
File Number: 40016-01152010
Solicitation: 2010VOICE OVER IP**

Can the customer describe his current phone and data infrastructure?

Presently voice and data communications are separated. Voice is transported via Category 3 cabling and is a Centrex type service using primarily analog station connection to the LEC. Data is Ethernet based transported via Category 5. Switching and routing are internally managed.

Does the customer have a network map they could provide for each or for both?

Not available. There is no expectation that the potential contractor support the facility infrastructure

Does the customer have existing cat 5 Ethernet cable to each location where a phone will be?

Yes

If not, is there any cabling to where the phones will be and if so what type?

N/A

Can the customer give an indication of where all the phones will be housed? (i.e. one building, spread across different locations, etc.)

The majority are in a single building with several in an adjacent fiber connected building.

Does the customer have existing data routers and switches they wish to utilize or do they wish us to quote new?

Existing network equipment will be utilized.

If they wish to re-use hardware can they provide inventory including model numbers and interface cards?

Switches are a mixture of Nortel 5500 series, and Cisco 3560 series. All VOIP phones will be connected to switches with power over Ethernet. A Cisco 2811 with a serial interface is available for the Common Carrier interface.

Does the customer have or need call center capability?

No

Does the customer need fax?

Fax services not required in this proposal.

If, so does the customer want Analog or IP fax?

N/A

Does the customer have phones that do not need anything but dial tone such as conference or reception area phone? (If so, please provide amounts)

There are a limited number of basic service phones (less than 10) that will probably remain on the existing service.

How many DID numbers does the customer need in total?

Unique, publicly accessible numbers are required for each instrument.

How many of those DID numbers need to be ported over from current provider to PingTone?

Current numbering provided via Centrex (no DID number reservations). We desire to port all of the numbers but may be unable to since the numbers are not contiguous. Vendor should quote a "per ported number" price

Of those total DID numbers (ported over or new) - how many will be in use and how many need to be reserved by PingTone?

All numbers ported will be in use.

Does the respondent need to provide phone instruments?

LCTCS plans to purchase instruments separately from the VoIP services desired in this bid.

Does LCTCS have POE switches installed within the facility?

Yes. LCTCS has POE switches installed and protected by UPS and emergency power within the facility.

Does LCTCS have Cat 5 network connections to all locations that will need VoIP services?

Yes.

Does LCTCS desire integration with its email system?

Yes. LCTCS uses Outlook Exchange 2007.

Who is managing QoS on the network?

QoS is managed internally.

To ensure QoS, managed routers need to be quoted – that is not mentioned in the RFPIs this for voice connectivity only? The IP connection we provide for voice can also be utilized as a back-up connection for data, are they requesting that capability?

There is a router in place for this purpose. Bidder can provide Differentiated Services QoS information for coordination. The connection is for voice-only, back-up for data service is not being requested.

What is the anticipated concurrent call volume for the Foster address?

Estimated 10 to 15 concurrent callers . There are 30-40 normal full-time office personnel.

Is there a call center?

No

Is there a need for call recording?

Call Detail Recording – see #12 below. Voice call recording associated with mailboxes only.

Is this a multi-site or single site deployment?

Single-site

How many receptionists?

One

What mobility features are required?

Mobility features were specified in the document but bidder was allowed to include additional feature packages.

Please define the Local number portability requirements

Porting numbers is desirable. A request has been made to the Office of Telecommunications Management for porting of numbers in conjunction with the project.

What are the Toll Free number requirements?

There are no existing toll free numbers in service at this time. LCTCS does periodically establish toll free numbers to accommodate certain initiatives or projects. Upon completion of the project or initiative, the toll number is discontinued.

Back-up IP connection: Bonded T1s, DS3 or fiber?

Fiber

What type of robust reports are required?

LCTCS desires management reports for system inventory, usage, utilization, availability, etc.