QUESTIONS AND ANSWERS

EXPLANATION

The following questions comprise questions that Fairfield County has received regarding its request for proposals for Telecommunication Services and Unified Communications through April 14, 2022 @ 2:00pm EST per the RFP timeline. These answers should be considered an informational supplement to the original RFP, not a substantial revision of the RFP. Respondents are encouraged to submit their most responsive proposal based on the criteria of the RFP, not based on Fairfield County's current services. Fairfield County's current services are not indicative of what it is seeking in the RFP, and it is anticipated that Fairfield County's telecommunication structure may change based on the services provided by the winning Respondent.

RESPONSES

Q: What is an estimate/average of total minutes of usage per month? Please supply break down of estimate average on local calling minutes, Outbound Long Distance minutes and Toll-Free minutes used.

R: This detail will come out of the project discovery phase which will be done with the winning respondent.

Q: How many Auto Attendants does the county have deployed today?

R: This detail will come out of the project discovery phase which will be done with the winning respondent.

Q: Under current environment it shows a total of 1200 Extensions, and 2100 Registered Numbers. Is the county looking to assign 1200 of the registered numbers to the extensions and have the UCaaS provider reserve the additional 900 registered numbers as part of the solution?

R: Unknown prior to project.

Q: Out of the 1200 extensions how many are designated to end users that will need voicemail and/or softphone capability?

R: Currently there are roughly 1000 extensions that include voicemail

Q: What Microsoft licensing is currently assigned to the end users?

R: Microsoft G3

Q: If the county does not currently have G5 (includes Phone system license) or the Microsoft phone system license in addition to the G3, does the county have the intention to acquiring this license? When would the county acquire this licensing if the intent is to use Microsoft Direct Routing?

R: Project discovery after the winning respondent is selected will determine licensing path and timing.

Q: Call Center Reporting – Can you supply some context around call center reporting (specify report requirements)?

R: Common reports related to agent statistics

Q: Call Center Agents – What features are required for agents (i.e. call queuing, reporting, webchat, SMS, email, voice call only, screen recording)?

R: Unknown prior to project

Q: How many supervisors over the Call Center?

R: Currently one call center with one supervisor

Q: How many queues for the Call Centers?

R: Currently one queue

Q: How many users would require Call Recording?

R: Unknown prior to project

Q: Please reference any specific codes that the county is asking to be met as part of the solution relative to emergency reporting for fire and elevator.

R: National Fire Protection Association – 72 National Fire Alarm and Signaling Code, American Society of Mechanical Engineers section A17 both relative to telephone lines

Q: The county specifically mentions the Polycom VVX450 as a model of preference to be quoted. What specific feature/functionality of the VVX450 has led to this being the preferred model?

R: The model was given for an opportunity to quote pricing, or similar model

Q: The hardware request for handsets is for a quantity total of 900. It is stated that there are currently 1200 Avaya phones as part of the Phone system. What is the total number of handsets needed for end users needing voicemail/softphone, and the total number for common area IP phones that will be needed?

R: Unknown prior to project

Q: How many fax to email numbers are required for individual use and shared virtual mailboxes?

R: Unknown prior to project

Q: Would the County like to purchase or rent the phones?

R: Unknown prior to project

Q: Please describe your Local Area Network and Wide Area Network between your 21 locations.

R: There is a mix of connectivity between locations from direct fiber to point-to-point VPN to AT&T Switched Ethernet

Q: Please provide the number of users at each location that will be using IP telephones.

R: Unknown prior to project

Q: Please provide the number of Direct Inward Dial (DID) numbers currently in use, and is it the intent of the County to port all the existing numbers to the new system?

R: Unknown prior to project

Q: Please provide the make and model of all existing switching currently in use by the County on their computer network. Please specifically identify any switches that are not Power over Ethernet (PoE) capable.

R: This information will be captured once the project commences with the winning respondent. The current handsets are all PoE.

Q: The County specifically requests that our response include pricing for 900 Polycom VVX-450 or similar model telephones. Will conference room telephones be required? If so, how many?

R: Unknown prior to project

Q: Will Overhead Paging be required to be interfaced with the telephone system?

R: Current system includes overhead paging at a couple locations

Q: How do you presently handle your outbound faxing?

R: A blend of Fax2Mail and traditional dial tone into a multi-function fax-capable device

Q: Does every location where a telephone is required have a CAT5 or equivalent drop from a PoE switch?

R: All current handsets are PoE

Q: Please provide the addresses and phone count for each location.

R: County building locations can be seen from the website you're seeing this document. Counts for each location will be part of project discovery after the winning respondent is selected.

Q: Does the County intend to use MS Teams for placing and receiving calls? If so, is integration required between the UCaaS system and Teams?

R: See explanation area at beginning of this document as well as requirements listed in RFP document.

Q: Please detail any MS Teams integration needed.

R: Unknown prior to project

Q: Are the ~20 fax lines forwarding to Fax2Mail through CBTS NGTS part of the RFP or were they listed for informational purposes? Are the 20 fax lines POTS lines that are forwarded to Fax2Mail?

R: See explanation area at beginning of this document. The scope can change once the project begins and discovery takes place.

Q: Are the Traditional fax system with single pair dial-tone part of the RFP or were they listed for informational purposes?

R: See explanation area at beginning of this document. The scope can change once the project begins and discovery takes place.

Q: Please provide the addresses and telephone numbers where the alarm and elevator lines are needed.

R: Addresses can be found from building tour on county webpage. Courthouse, Hall of Justice, Government Services Center, Auditor's Office, Utilities offices, and Fairfield County Board of DD Pickerington Regional Office. Telephone numbers are not necessary at this point in the process.

Q: Our hosted UCaaS offering does not support Active Directory SSO. Does this disqualify us?

R: SSO where the county credential comes from Azure Active Directory is a requirement.

Q: How many locations require overhead paging?

R: See response above related to overhead paging.

Q: Please provide a breakdown of the number of physical handsets, software phone, and mobile app options.

R: Unknown prior to project

Q: Will the County consider a cloud faxing solution?

R: Fairfield County currently utilizes Fax2mail solutions in some situations.

Q: What type of O365 licenses do you have & will what features do you expect to be added to the Teams Direct Routing?

R: Microsoft G3 licensing for Microsoft 365 suite. Please see explanation area at beginning of this document.

Q: We recommend you leave Fire/Elevator lines on the current setup. Do you concur?

R: Unknown prior to project

Q: In reference to 'overhead paging' under the requirements section; What Make(s)/Model(s) do you have and what type integration do you expect?

R: Solutions as alternatives to overhead paging will be accepted. Specific models and their current use will be part of project discovery with the winning respondent.

Q: In reference to Call Recording; Do you require 'on-demand' (recording if necessary) or automatic (every call recorded)?

R: Unknown prior to project.

Q: Can you please define your Call Center setup and features?

R: See above responses related to current call center. Project discovery phase with the winning respondent will detail the requirements.

Q: Relative to a call center, will a group with simultaneous ring & reports/analytics suffice?

R: It is unlikely that what you are suggesting is an acceptable alternative. Project discovery phase with the winning respondent will detail the requirements.

Q: You state: 2100 DID's, 1200 extensions, 1000 VM boxes & 900 desktop phones

> **Is this assumption (below) correct?:**
>
> > 1. **900 Standard users**
> >
> > 2. **100 Virtual Extensions (VM only)**
> >
> > 3. **200 additional extensions for groups & departments**
> >
> > 4. **1100 additional DID's that will require storage for future use**

R: Please see the explanation area at the beginning of this document. The project discovery process with the winning respondent will answer these questions in detail.

Q: As it pertains to Implementation, is it acceptable that the majority of the work will be done remote; as the only hardware installations for a cloud solution are plugging in pre-programmed phones. This comes with training as well.

R: Please see Appendix A in the RFP document for questions related to scoring and weight of scoring.

Q: What is the project budget?

R: Unknown prior to project.

Q: What factors are crucial deal breakers?

R: Please see RFP document for proposal requirements.

Q: Which factors of the product or service are most important?

R: For questions related to how the scoring will be weighted, please see Appendix A in RFP document.

Q: Are you interested in an on premise solution that has the same goal?

R: UCaaS – Unified Communications as a Service. Under requirements: Hosted system administration.

Q: Could you provide us with the current phone bill?

R: The complexity of the current system does not allow for a succinct and singular bill to be provided. Project discovery will show current fees and statements.

Q: Do you have reliable internet service? What is the speed? What type?

R: Speed varies at different locations. All are forms of high speed business class internet. A mix of fiber, coax, and copper

Q: Can you supply the current list of bidders?

R: Unknown prior to the submission of proposals due date in the RFP process, May 2, 2022 @ 2pm EST.

Q: Should this proposal include telephone service for the fire alarm systems and elevators?

R: Propose a solution for code approved service to fire alarm systems and elevators. A solution does not necessarily have to be within a proposed PBX

Q: Can you provide the physical addresses and the number of analog lines for each location that requires analog telephone service?

R: Physical addresses are answered above. The number of analog lines will be determined when the winning respondent reaches a conclusion along with Fairfield County.

Q: For all remote locations, is there a usable internet connection in each of the telco rooms?

R: All locations have high speed internet

Q: Can we get a copy of the current telecom bill(s) that show the analog lines?

R: The complexity of the current system does not allow for a succinct and singular bill to be provided. Project discovery will show current fees and statements.

Q: Do you currently use any software to maintain your corporate directory or is it just Office365?

R: Per the explanation section above, Fairfield County's current services are not indicative of what it is seeking in the RFP. Solutions with regard to this are welcomed.

Q: If phones are delivered pre-provisioned, who's responsibility is it to unbox, assemble, and replace phones?

R: Unknown prior to project.

Q: Should any network cabling be included in this proposal, and if so, could you provide the quantity for each location that does not have an available PoE CAT5 or greater port located near each phone location?

R: All current handsets are PoE

Q: What type of internet is at each location and what are the speeds?

R: Speed varies at different locations. All are forms of high speed business class internet. A mix of fiber, coax, and copper

Q: Can each location handle QoS rules to prioritize VoIP traffic?

R: Yes

Q: How many paging groups are desired, and would a single page need to be relayed throughout all 21 locations?

R: This detail will come out of the project discovery phase which will be done with the winning respondent.

Q: When using the paging functionality, does the audio come through the speaker of the phone, an overhead loudspeaker, or both?

R: Currently there is capability for both

Q: If overhead loudspeakers are being used, could you provide details on the system?

R: There are four buildings/offices with loudspeaker paging systems. Bogen and Valcom brands and all are analog.

Q: Are there any toll-free numbers, if so can you provide estimated monthly usage?

R: We currently manage 4 toll free numbers. The billing

Q: Can we get names and addresses and phone numbers for all 21 sites?

R: See above response related to locations.

Q: Are we to assume that all internal network equipment and cabling is in place to support VoIP?

R: Yes

Q: How many Call Centers? How many groups? How many Agents per each group? How many Supervisors per each group?

R: See above response related to estimated call center usage.

Q: Please further explain what you want with IVR capabilities.

R: This detail will come out of the project discovery phase which will be done with the winning respondent.

Q: Can you identify where overhead paging is required, is it there today and what paging interfaces are they?

R: This detail will come out of the project discovery phase which will be done with the winning respondent.

Q: Can you further define "Answer Groups"?

R: For the purpose of this RFP we defined answer group as multiple extensions receiving an inbound call, whichever extension picks up first will connect to the call

Q: What term of a contract are you looking for? 60 months?

R: Pursuant to ORC 307.862, details of the contract will be negotiated after the winning respondent is selected.

Q: Please further define "code approved method of emergency reporting and alerting for fire and elevator."

R: See referenced code found when researching the jurisdiction areas of the different sites.

Q: What is current internet access?

R: Speed varies at different locations. All are forms of high speed business class internet. A mix of fiber, coax, and copper

Q: What is current WAN? How are all 21 buildings connected?

R: There is a mix of connectivity between locations from direct fiber to point-to-point VPN to AT&T Switched Ethernet.

Q: What is the difference between "Corporate Directory Integration" and "Single Sign On with Azure Active Directory"? please further clarify.

R: Corporate Directory was meant to describe the place where staff within the organization could lookup their fellow coworkers. Single Sign On was only speaking to the method of authenticating to the PBX solution.

Q: Call Center: For the 10-agent call center, is this just basic ACD functionality? Is the Avaya system doing any database dips or "screen pops". Can the customer provide examples of the reports they need from the system?

R: Basic functionality, there are no database dips or screen pops.

Q: Analog for fire and elevator: Does the customer prefer analog lines direct from a local carrier or will their codes permit cloud services?

R: See referenced code and provide solution accordingly

Q: Overhead paging: Do we need to interface with existing overhead paging systems? If yes, please provide make/model/vendor information on each paging system along with the type of interface used to connect to the paging (analog, SIP Trunk, T1, etc.). If the customer wants a proposal for a completely new overhead paging system, can they provide floor plans for locations that need to be covered with overhead paging?

R: This detail will come out of the project discovery phase which will be done with the winning respondent.

Q: Would FCBCC be open to integration with Microsoft Teams through means other than direct routing?

R: Respondents must show capability of "Microsoft Teams Direct Routing (without operator connect)" and clearly define what costs would be required above and beyond a typical license

Q: What is the current network architecture? Hub and Spoke with a WAN or does every site have internet access?

R: Many sites have their own internet service. There is a mix of connectivity between locations from direct fiber to point-to-point VPN to AT&T Switched Ethernet

Q: Regarding Elevator & Fire Alarm Services, how are they communicating today? Agent speaking through elevator speaker?

R: Currently these are analog lines from the local Telco

Q: Is Fairfield county open to leaving their Fire Alarm & Elevator services on an analog line?

R: If in your solution you recommend certain items staying analog, that is acceptable.

Q: Are there local/state laws on how services for these emergency systems can/should be provided? If a fire occurs and power and internet connectivity is lost, VOIP providers wouldn't effectively provide voice services to an elevator.

R: See referenced code found when researching the jurisdiction areas of the different sites

Q: Handsets (900) – any common area phones or will these all be for desktop users? If a combination of common area phones and desktop users, please breakdown the counts for each.

R: Unknown prior to project.

Q: Softphones (300) – existing system has 1200 extensions, but the RFP called for 900 Polycom VVX 450s. Are the other 300 going to be softphone?

R: Unknown prior to project.

Q: Voicemail ONLY boxes (none)

R: Unknown prior to project.

Q: Call center agents (10)

R: Currently, ~10, yes. The future needs are unknown prior to project.

Q: Supervisors (1) – assuming there would be at least 1 supervisor?

R: Currently, 1, yes. The future needs are unknown prior to project.

Q: Are we integrating the current fax system? Or would you prefer replace with something new?

R: If the solution provided lays out a path to change this will be considered.

Q: Are you planning on keeping traditional fax system or switching to all e-fax?

R: Unknown prior to project.

Q: What is current contact center?

R: See above response related to the topic.

Q: Reporting requirements?

R: See above response related to the topic.

Q: Is skills-based routing needed?

R: See explanation area at beginning of document. Skills based routing is not currently being utilized.

Q: Email, chat, SMS specific to contact center

R: Unknown prior to the project.

Q: Will all calls need to be recorded or just on-demand? Number of users?

R: Unknown prior to the project.

Q: What Microsoft Teams licenses do you have today? (i.e. E3, E5)

R: See above response related to the topic.

Q: Is Corporate Directory the same as Active Directory?

R: Corporate Directory was meant to describe the place where staff within the organization could lookup their fellow coworkers.

Q: What is the process to submit multiple providers?

R: If you as a single entity want to submit multiple proposals, please make sure to be clear as to the differences between the two proposals.

Q: Does Fairfield County have a "code approved method of emergency reporting and alerting for fire and elevator" or are you asking for recommendations?

R: See above response related to the topic.

Q: Do you wish to port all ~2100 of your DIDs and keep the numbers that are not in use?

R: The project discovery phase with the winning respondent will determine what of these numbers are truly necessary.

Q: How many toll free numbers?

R: The county has four toll free numbers.

Q: Any Analog requirements for analog phones or tie-ins to door buzzer / overhead paging? If yes, how many devices?

R: This detail will come out of the project discovery phase which will be done with the winning respondent.

Q: What is driving the preference for the Polycom VVX-450 phones? Would you prefer Microsoft Teams enabled phones over a traditional VOIP phone?

R: The model was given for an opportunity to quote pricing, or similar model

Q: Will providers get an opportunity to demo?

R: There is potential for respondents to be selected for demonstration.

Q: Are the firealarm/elevator/fax traditional telephone lines through Avaya? Are they being replaced and do they also require pricing?

R: Current telephone lines are from AT&T as the telco provider, the routing of the dialtone is not through the Avaya system. There is not a requirement that you provide pricing to this detail.

Q: How would you define the use of IVR capabilities?

R: This detail will come out of the project discovery phase which will be done with the winning respondent.

Q: What is the inter-building WAN/LAN network specifications and capabilities?

R: See above for response to this information.

Q: Are all switches POE?

R: Yes

Q: Is the current corporate directory Azure Active Directory?

R: Per the explanation section above, Fairfield County's current services are not indicative of what it is seeking in the RFP. Solutions with regard to this are welcomed.

Q: Will County retain IFB circuits for fax lines, alarms, and elevators?

R: If the chosen solution calls for this, yes.

Q: Please provide more details of required IVR capabilities.

R: This detail will come out of the project discovery phase which will be done with the winning respondent.

Q: Will you take bids that do not have the capability within their solution to provide this? For example I would recommend staying with analog would that be allowed?

R: If in your solution you recommend certain items staying analog, that is acceptable.