June 22, 2015

ADDENDUM #1
NWRFP-15-11
PBX Replacement
New Westminster, BC

This addendum modifies the Request for Proposal only as noted:

ADDITIONAL INFORMATION (Answers to submitted questions)

Q1   Can you tell me about physical locations involved in this RFP? The document suggests that redundant systems would be located at two different facilities, such that if one went down the other could continue functioning. What I would like to know are the two addresses where these systems would most logically reside.

A1   Sites are City Hall – 511 Royal Ave and Public Library – 716 Sixth Ave. (An alternate for the library would be Anvil Centre 777 Columbia St).

Q2   **7.1.d** – often there is confusion between lines (station side) and lines (Central Office trunks) so to avoid any misunderstanding, could the City please clarify the quantity per site for:
    a)   FXS (analog extension device totals, i.e. analog handset, fax machines, POS terminals).

A2   City Hall: 32 FXS
      Library: 16 FXS
      Anvil Centre: 10 FXS
      Parks, Culture and Recreation Main office: 2 FXS
      Century House: 2 FXS
      Moody Park Arena: 2 FXS
      Moody Park Pool: 1 FXS
      Electrical Operations: 4 FXS
      Canada Games Pool: 2 FXS
      Centennial Community Centre: 2 FXS
      Queens Park Arena: 2 FXS
      Queens Park Arenex: 2 FXS
      Queens Park Yard: 2 FXS
      Greenhouse: 1 FXS
      Centennial Lodge: 1 FXS
      Irving House: 2 FXS
      Queensborough Community Centre: 3 FXS

    b)   FXO (analog copper trunk line totals)
       None needed for this RFP

    c)   IP phones/extensions (site breakdowns)
       The city will provide this information during the rollout planning.

Q3   **6.5** "The City uses VMWare Enterprise for most of its servers." At which sites are VMWare resources available?

A3   Physically the VMWare hosts are available at City Hall, Public Library, and Anvil Centre.

Q4   Is the VMWare environment licensed for vMotion and HA capabilities?

A4   Yes to both vMotion and HA. We are running a mix of VMWare vSphere 5 Standard and Enterprise licenses.

Q5   9.2.d "Three (3) SIP conference phones or equivalent" – Are expanded microphones required for the 3 conference phones?

A5   If this question refers to extra microphones so an entire conference table can be covered, then yes.

Q6   Regarding Physically separate SIP trunk services – SIP services are based on Internet connectivity. Can you please explain what is meant by physically separate SIP trunk services?

A6   The goal is that we have a redundant SIP trunk service so that if we have a site failure (i.e.: ISP fibre to City Hall is cut) then all new incoming and outgoing calls will automatically transfer to the alternate SIP trunk at a different location (Ex.: Library).

Q7   SIP trunk services are usually provided by a Telco rather than a phone system vendor / integrator. Is the City wanting us to recommend a SIP trunk service that will work with our solution, or do they require the vendor to also provide the SIP services?

A7   See question #6 for what we require. Recommendations with specific pricing for our setup would be required.

Q8   For any software components, would the city consider hosting these on their existing VMWare infrastructure? If so, does the City have redundancy in their IT infrastructure that would meet the requirements for the failover and redundancy requirements?

A8   Yes, we would consider hosting on our VMware infrastructure if it was proven cost-effective to do so. (Proportional VMWare costs will be added to the overall proposal cost). Note: the VMWare system on its own does not fully meet our PBX failover and redundancy requirements. (i.e. how do the phone sets transparently switch over to the PBX with the working SIP connection.)

Q9   Can the City please provide more clarity on the requirement: "supports analog lines as well as VoIP phones"?

A9   We still need to support fax machines, alarms, modems, etc. that require analog lines. However, we prefer to connect these devices to our PBX system than to get separate business lines. See question #2

Q10   More to the previous question, Is the City waning the PBX to integrate Analog lines at multiple sites as the RFP mentions three large sites and 13 other sites with analog lines?

A10   Yes, whenever it is feasible.

Q11   Will the city be using 100% VoIP sets after this upgrade, or will there still be some analog handsets in use?

A11   Yes, we are already 100% VoIP sets. However, we need analog-to-VoIP converters for legacy items such as faxes, modem diallers, alarms, etc.

Q12   Can the City provide a diagram that shows all the facilities / PSTN connection points and extensions?

A12   There is a PRI at City Hall and another at Library. Both connect to a dual-homed PBX. All the phone sets connect to the PBX via the IP network. The network has a flat, non-subnetted vlan for all the phones.

Q13   Can the city provide the current call routing / ACD information?

A13   Not at this time, the City will provide access to the current systems to the successful Proponent..

Q14   How is faxing at the City handled? Is it a part of the current PRI / phone system or is it separate?

A14   For City Hall and Library, faxing is part of the current PRI. For all the other sites, we have extra TELUS business lines.

Q15   Can the City provide more details about their IT infrastructure, specifically:

    a) Does the City currently have PoE switches / data cables run to each location where a physical phone will be located?
        Yes

    b) If so, can the City please provide the makes and models of these switches
        Switches are mostly Avaya ERS 5520-48T-PWR. There are some Avaya ERS 4526T-PWR switches.

    c) Is there WAN connectivity between each site with VLAN capabilities? And if so, has the City already determined it to be sufficient for IP Telephony?
        Each site is fibre connected to the core network, most with a 2Gbps site redundant link. It has been sufficient for IP telephony (Note: We already have a VoIP system, we are just replacing it with a newer system.)

Q16   Does the City know the max number of "simultaneous calls" placed on the system at any given time? This includes both internal and external calls

A16   We have a traffic study from July 14-18, 2014:

PRICTYNWST01:
  Busy hour: 9:00
  Circuits (NCCT NWCCT): 23 23
  Recommendation (busy hour): 6 circuits
  Recommendation (peak hour): 7 circuits
  Using ErlangB: 1% grade of service
  Capacity: 520.9923 CCS
  Utilization (busy hour): 9.44%
  Utilization (peak hour): 15.93%

PRICTYNWST02:
  Busy hour: 10:00
  Circuits (NCCT NWCCT): 23 23
  Recommendation (busy hour): 19 circuits
  Recommendation (peak hour): 23 circuits
  Using ErlangB: 1% grade of service
  Capacity: 520.9923 CCS

       Utilization (busy hour): 74.67%
       Utilization (peak hour): 94.82%

Q17   Does the City's IT Department have the tools / resources to deploy client software, or is the vendor expected to visit each workstation / user to install and configure the deployed solution?

A17   The City uses Microsoft's System Center 2012 Configuration Manager (SCCM) to deploy software to the workstations. We would prefer to use this if possible. If not, then we prefer to have a central deployment solution. We do NOT want someone having to visit each workstation/user as it makes it very difficult to make changes in the future.

Q18   Ability to re-use our current Avaya IP Phone 1220 with full functionality (or at least equivalent to what they have now). This requirement may limit the respondents to provide an Avaya only solution. Is that your intention?

A18   The goal is to replace our current PBX system, including all the phones. However, we suspect our budget may not be large enough to do it all in one year so we wanted the option of re-using some of our existing phones.

Please acknowledge this addendum in your Proposal.

END OF ADDENDUM #1

Yours truly,

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