

Attachment
Questions and Answers
Solicitation No. DCSC-16-RP-0037
VoIP Enterprise Deployment

1. Section 2.2.7 specifies that, “The new SIP-based Avaya Aura architecture shall be virtualized, service-oriented, scaledout, and converged to reduce management overhead.”. Is it the intention of the agency to require an Avaya Aura SIP-based solution or will other VoIP solutions be considered?

Answer: Yes, it is the intention of the agency to require an Avaya Aura SIP-based solution. Sets will be H.323, integration of other system elements will be SIP using Session Manager.

2. Will you please provide the existing Avaya RQT file that was used to develop this BOM?

Answer: Please use BoM to regenerate RQT file.

3. C.1.1 Last paragraph mentions the DCSC leases two floors in the “Gallery Place”

Which address is associated with "Gallery Place"?

Answer: Please reference sections 1.1 and 1.3.

How is the "Gallery Place" connected with Core Network?

Answer: Please reference sections 1.1 and 1.3.

4. C.1.6 The Courts wishes to transition from its legacy TDM-based telephony infrastructure to VoIP endpoints using H.323. The goal is to consolidate all existing PBXs into a single backbone with SIP centralized trunking, with a dual data center model and utilize IP endpoints at all locations. Refer to Appendix 2 for description and Post-Implementation diagram of desired future telephony infrastructure.

Will remote sites require fail-over capabilities and/or local trunks?

Answer: Failover, yes. Local trunks, no.

Will remote office route 911 calls over centralized SIP or over local COT?

Answer: Selected vendor will work with the Courts and the service provider to determine how 911 routing will be configured.

5. C.1.8 Mention of "Communicator NXT Emergency Notification Service"

Can you provide more detail? Vendor resource?

What means of integration are available? SIP? CTI?

C.1.8 Mention “Call Center Recording”

Is encryption required? CA? No

Any remote worker requirements? If so they would require an SBC if using SIP.

Answer: Discussions with the “Call Center Recording” and "Communicator NXT Emergency Notification Service" vendors will resume once a contractor has been selected and project kicked-off from this solicitation.

6. C.2.2.2 End-User Counts
(727) VoIP endpoints in place today.
(1545) New VoIP endpoints required.

Will current Layer 2 infrastructure be reused or replaced?

Answer: The current Layer 2 infrastructure be reused.

What type of cabling in place today?

Answer: Category 6 and 5E Ethernet, and Multimode Fiber

Is there adequate cabling in place to support old and new phones simultaneously?

Answer: There is adequate cabling to support a non-VoIP and a VoIP phone simultaneously.

Will PC piggyback off VoIP phone?

Answer: The expectation is that the phone will plug into the wall/cubicle data port and the PC will plug into the phone.

Any soft clients? Or are all endpoints physical sets?

Answer: The term “endpoint” in this solicitation refers to physical sets.

How many end-users are agents in a hunt group, and at what locations?

Answer: This information can be confirmed once the project has begun.

7. C.2.2.5 QOS...the document states “help implement QOS changes”.

Please you describe the level of help required? For example; help with the programming of QOS sample settings of (1) of each model of switch/router in the Court’s VoIP networks and the Court’s IT staff could perform the remainder of the programming, based on these examples or are we required to program QOS settings on all of the Court’s network equipment carrying VoIP traffic without assistance from the Court’s IT staff?

Answer: DC Court’s IT personnel will be responsible for the actual configuring of the networking devices within the networking infrastructure. Refer to Section C.2.2.5 for further information.

8. C.2.2.7 This section mentions SIP Based architecture, whereas section C 1.6 mentions H323 end-points.
Should endpoints be H323 or SIP?

Answer: Sets will be H.323, integration of other system elements will be SIP using Session Manager. SIP trunking is anticipated.

9. C.2.2.10 This section mentions contractor is responsible for migrating personal contacts from old hand set to new.

Is that still a requirement?

Answer: Yes, personal contacts must be transferred from the old hand set to new one.

Are soft clients desired such as 1xC, AC, or SIP/H323?

Answer: One-X Communicator is currently in use and will likely continue to be used. However, deployment of soft phone clients is out of scope for this engagement.

10. C.2.2.13 The Contractor shall provide ten (10) days of on-site end-user training and four (4) days of system administration training. This training shall be specific to the Courts' VoIP and telephony environment. Given transition from Hunt groups to Call Center environment, will Agent training be required in addition to (10) days requested?

Answer: No, this training should be incorporated into the on-site end-user training.

11. C.4.1 Schedule - The contractor shall implement VoIP within twelve (12) months of the date of award. The date of award shall be the date the Contracting Officer signs the contract document or issues a notice to proceed (NTP).

What are the desired logistics with cut-over?

Answer: Please refer to Section 2.2.7. (In any approach, a non-disruptive implementation is required.)

Rip and replace or implement in parallel, and then decommission?

Answer: Please refer to Section 2.2.7. (In any approach, a non-disruptive implementation is required.)

12. Appendix 1- DS1-FD (DS1 forward disconnect) stations support IVR applications in hunt groups 16 (Domestic Relations), hunt group 28 (Paging), hunt group 30, and hunt group 31 (SAFE) on the Moultrie PBX

How many IVR applications are currently running on the IVR platform?

Please provide the current call flow and the desired call flow including IVR?

Is the source code available for the IVR applications?

Has the source code for the IVR application developed using Orchestration Designer or Nuance Design Framework (NDF)?

Answer: Discussions with IVR vendor will resume once a contractor has been selected and project kicked-off from this solicitation. In addition, see attached revised Appendix 1.

13. Appendix 2

Redundant Avaya Aura SIP Core with SM/SMGR and ASBCE

Are you asking for SIP trunking only, or are you also asking for SIP end-points? (ASBCE is intended for Remote Worker)

Answer: Sets will be H.323, integration of other system elements will be SIP using Session Manager. SIP trunking is anticipated. In addition, see attached revised Appendix 2.

Redundant SIP Service Provider Trunking
Are they desiring separate SBC's for trunking?

Answer: Discussions with the service provider will resume once a contractor has been selected and project kicked-off from this solicitation.

CMS Reporting

Are there any custom reports currently being used?
What is the size of the CMS data that needs to be migrated?
Please provide a list of the top 10 reports that are currently being used?

Answer: Discussions with CMS vendor will resume once a contractor has been selected and project kicked-off from this solicitation.

14. Section 1.8, page 5 – please provide additional details regarding the auxiliary services/capabilities products that do not appear in the Attachment A BOM. Details regarding the current systems in place and the associated integration with the Avaya system is required to ensure proper performance after the system upgrade.
1. Telephonetics (Music on Hold)
 2. Communicator NXT Emergency Notification Service (also section 2.2.9?)
 3. Call Detail Recording (ECAS) – serial number will be needed. Current PC info and OS should be reviewed.
 4. Call Center Recording
 5. Faxing

Answer: Discussions with vendors for the adjunct vendors will resume once a contractor has been selected and project kicked-off from this solicitation.

15. Section 2.2.4 – please confirm “cabling” refers to interconnection of the servers/gateways and not station cable infrastructure.

Answer: “Cabling” refers to interconnection of the new equipment.

16. Appendix 1 – 500 Indiana Ave NW is listed twice on the table, but 1215 S. Capitol is not listed. Please clarify.

Answer: Delete the table for page 1 of Appendix 1 and replace with the attached revised Appendix 1 with the updated table on page 1.

17. Appendix 2 – The description of the desired future topology includes several items that do not appear to be included in the Attachment A BOM documents.

Answer: Delete Appendix 2 and replace with the attached revised Appendix 2.

Please clarify the following:

Redundant AAM voicemail – you have resilient/redundant AAM Application Sever(s), but you do not have a redundant storage server and mirroring application in the BOM.

Answer: Redundant voicemail is not part of this scope, so the need for storage and the message mirroring application is not anticipated.

CMS HA – the BOM includes an upgrade to the current CMS system. We do not see any components nor software licensing for a High Availability CMS solution.

Answer: The project scope includes upgrading CMS to R18. No CMS HA at this time.

Redundant Experience Portal – BOM has an upgrade to latest version of Experience Portal. We do not see any components nor software for a redundant solution.

Answer: The Juror Help Line (IVR) is the adjunct system that is supported by the Experience Portal. Application redundancy not required.

Redundant AES for IP Call Recording – BOM has AES at Core, but we do not see redundant AES nor the High Availability license.

Answer: Call Copy is the adjunct system providing the recording application. This scope is providing 20 CMAPI and 20 BTSAPI licenses for the interface. The recording application provided by Call Copy does not provide HA, so no HA interface is required.

Redundant Call Loggers – no details are included in the RFP, so we have no visibility on current call logging solution.

Answer: Please refer to Section 1.8 of the solicitation for the list of auxiliary services/capabilities. There is no Redundant Call Logger capability.

18. In order for the vendor to ensure accurate and verified configurations, will the Courts grant access to reports via and Avaya CAT process using the provided STN's?

Answer: The Courts will provide access to its telephony systems.

19. Reference: RFP document pages 1 and 3: Please confirm Avaya GSA pricing is required.

Answer: Yes.

20. Reference 1.3, RFP document page 4:

Will the Courts retain the existing data infrastructure or do the Courts require new data equipment to be proposed by the vendor?

Answer: The Courts will retain the existing data infrastructure. Vendors should propose only equipment identified in the BoM attachments.

Does the existing data infrastructure include PoE switches?

Answer: Yes.

If PoE is not in place, is local power being used?

Answer: N/A

Will the design need to include PoE switches or, do the Courts have sufficient power in place (either PoE, power injectors or local power) for the existing plus new VoIP phones?

Answer: Sufficient power is believed to be in place.

Will SIP be used for trunking only?

Answer: Sets will be H.323, integration of other system elements will be SIP using Session Manager. SIP trunking is anticipated.

Will VoIP phones be H.323, or a combination of SIP and H.323?

Answer: Sets will be H.323, integration of other system elements will be SIP using Session Manager. SIP trunking is anticipated.

21. Reference B.5 and paragraph 2.2.2, RFP document pages 3 and 6 respectively:

Is 2200 MLK and 1100 V street considered the same location? B.5 list 2200 MLK Jr. Ave SE and 2.2.2 list 110V Street but no MLK.

Answer: Yes.

22. Reference L.18.2.1, RFP document page 46: *.....and a copy of the Offeror's GSA Schedule including pricing list.*

Avaya's GSA Price Schedule is 1,615 pages. Can the vendor provide the web URL for access to the Avaya GSA Price Schedule?

Answer: Yes.