Court of Appeal – Fifth Appellate District

Information Technology Division

REQUEST FOR PROPOSAL

Appellate IP Telephony System

RFP NUMBER 5DCA-1

Answers to Requests for Clarification

1. In the call processing section of the functional requirements you are asking for licensing for 100 users, but you are requiring 149 telephones. Do you require licensing for all requested telephones?

A: The initial requirements were based on provisioning all offices in the building. Since this building was designed to accommodate future growth of the COURT, we have revised the Unified IP Phone worksheet to reflect the actual number of phones required at this time.

2. Please verify that the requirement for analog devices using an IP to analog gateway is 12. These will be used for fax and modem ports.

A: We based the initial estimate on our existing line usage. The actual number needed should be based on the analog phone gateway recommended

3. Please identify the type and number of incoming trunks from the PSTN. Is the trunking analog or digital (PRI)?

A: The two PRI lines are digital fiber optic.

4. There are no ACD requirements identified in the RFP. Please clarify that ACD is not a requirement.

A: It is not a requirement.

5. Is a network diagram available?

A: There are only tentative diagrams. Formal and final diagrams will be completed in the near future.

6. Has a VoIP network assessment been completed?

A: Not at this time. The successful Proposer should perform the necessary baseline assessments.

7. How many hours or minutes of back-up power are required for the Uninterrupted Power Supplies to support?

A: 10 minutes of UPS is required to allow full activation of the emergency generator system.

8. Do you require Voice Messaging and Unified Messaging for all telephones? You are asking for 100 licenses, but you are requesting 149 telephones.

A: No, phones in common areas do not require voice or unified messaging. (See also question 1 above)

9. You've identified that you require 10% growth for the voice messaging system. Is this also a requirement for the IP stations?

A: The 100 requested voice messaging accounts includes the 10% growth factor. Many of the IP stations do not required voice messaging.

10. On page 26 the following is mentioned: "Proposer Shall Deliver a plan for a fully Operational, Scalable System compatible with COURT existing network infrastructure. What is the existing network infrastructure? Is it Cisco, Nortel, Avaya? NEC etc. or is it a combination.

A: Our existing WAN and LAN are Cisco.

11. Can you please provide further detail on your training requirements? Specifically, what are your requirements to train the 1) end users? 2) Basic administration skills? 3) Moves/Adds/Changes?

A: We will need basic training for each of the phone types included in this RFP. Each of our four user groups will have a consistent feature set with no variation allowed, and will require user training in the use of those features. There are 75 COURT staff members. During the install the selected Vendor will train Court-IS to program all groups and phones and use the administrative functions.

5DC VOIP RFP
Hardware and Software Requirements
Attachment E

Revised 8/3/06

<u>Unified IP Phones</u>

Instrument Usage Classification	Functional Requirements	Amount	Recommended Model	Cost
<u>Justices, Administrative Staff</u>	**<u>Unified IP Phone</u>**: 10+ lines; high-resolution color touch-screen display; Gigabit Ethernet enhanced; dynamic (scalable); hands-free (full-duplex) speakerphone; IEEE 802.3af (POE) and local power supply connection; LDAPv3 integration; multi-protocol standards compliant	**17**		
	<u>Wireless IP Phone</u>: Standard Wireless Access Protocol (802.11b), Direct Sequence with Dynamic Rate Scaling at 1, 2, 5.5, and 11 Mbps; Security Protocols - WEP, WPA, TKIP, PSK ; 500-1000 ft (15-300m) range Automatic IEEE 802.1q (VLAN) configuration	**17**		
<u>Judicial Assistants and Secretaries</u>	**<u>Unified IP Phone</u>**: 2+ lines; high-resolution grayscale pixel-based LCD Display Monitoring capability for up to 9 additional lines (secretary/manager scenario)	**14**		

High volume user;	Speakerphone (full-duplex)			
primary answering position for a particular chamber	LDAPv3 integration; multi-protocol standards compliant IEEE 802.3af (POE) and local power supply connection;			
Clerk's Office Staff High volume user; primary answering position for COURT	**Unified IP Phone**: 10+ lines; high-resolution grayscale pixel-based LCD Display Hands-free (full-duplex) speakerphone; multi-protocol standards compliant IEEE 802.3af (POE) and local power supply connection; Gigabit Ethernet enhanced; dynamic (scalable) LDAPv3 integration; multi-protocol standards compliant	**15**		
Attorneys and Common Area Phones Moderate volume and selective coverage position	**Unified IP Phone**: 1+ lines; Graphical monochrome display multi-protocol standards compliant IEEE 802.3af (POE) and local power supply connection; LDAPv3 integration; multi-protocol standards compliant	**63**		
Conference Speakerphone Low volume	**Unified IP Conference Station:** Full-duplex operation; pixel based LCD display IP Based, 10/100 Ethernet switch port; standard business telephony features 360 degree room coverage	**3**		

The above telephone instrument categories represent the telephone instrument requirements of the COURT users. Please recommend the telephone model you feel is best suited for each category. Indicate the model selected for each category and cost.