TARRANT COUNTY
PURCHASING DEPARTMENT

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JUNE 5, 2018

ADDENDUM #1

RFP NO. 2018-103

RFP FOR ANNUAL CONTRACT FOR UNIFIED COMMUNICATIONS AS A SERVICE

PROPOSALS DUE JULY 2, 2018

1. Questions and Responses:

A. Questions received and Tarrant County responses are included in the following page(s) of this Addendum #1.

2. Changes:

A. Discard page 15 of the original specification package and replace with the revised page dated 6/5/2018. **Change(s) are highlighted.**

This Addendum #1 must be signed and the original and seven (7) copies must be returned with this Proposal.

NAME AND ADDRESS OF COMPANY:

_____

_____

_____

_____

E-Mail Address_____

AUTHORIZED REPRESENTATIVE:

Signature _____

Name _____

Title _____

Tel. No. _____

Fax No:_____

RFP FOR ANNUAL CONTRACT FOR
UNIFIED COMMUNICATIONS AS A SERVICE

QUESTIONS AND RESPONSES

1. My company handles a hardware and software system that allows police, Sheriff and other law enforcement agencies to put mobile camera systems on patrol vehicles, speed trailers, fixed poles and other types of equipment in order to take photos of license plates on vehicles as they pass by these systems. This data is then processed through a database that will tell an officer, dispatcher or other law enforcement official if that person has a warrant for arrest or anything else that is in the database about that plate - all within a matter of seconds. We also offer this same camera system with a different software package for use in parking lots to monitor vehicles and how long they have been parked in certain spots for unattended control of the lots. My question is this: Do these types of systems fall under the purview of RFP-2018-103? If so, I would like to attend the meeting coming up on May 22nd. If it does not fall under the purview of RFP-2018-103, is there a way for us to get these very popular and widely used camera systems onto the Tarrant County Contract under a different RFP or create a new one?

   RESPONSE: No. To be notified of future Tarrant County initiatives, please register as a vendor: www.tarrantcounty.com, Click on Business, Click on How to do Business – Purchasing.

2. Regarding legal requirements, if a vendor cannot agree to Arbitration between parties, will this be a disqualifying factor?

   RESPONSE: See page 33, g. of the RFP document.

3. On page 4, the RFP states: "The contract may be terminated by either party upon written ninety (90) day notice prior to cancellation." Are you stating that Tarrant County can terminate this agreement without cause at any time during the contract period if you give 90 day notice? If so, if we cannot agree to this. Will this be a disqualifying factor?

   RESPONSE: Tarrant County is stating that the contract may be terminated by either party upon written ninety (90) day notice of cancellation. If a respondent proposes a deviation from this, it is not a disqualifying factor. The final contract termination period will be fully negotiated with the highest scoring respondent. Please include your deviation on the Discrepancies and Deviations page provided in the RFP document.

QUESTIONS AND RESPONSES, Continued

4. Regarding reuse of Cisco phones, what features are required to be enabled on the physical phone keys? Examples: BLF key, direct station select, shared line appearance, etc.

RESPONSE: Reuse of Cisco phones at minimum must provide all features in the Essential Bundle on the Bundles Requirements and Pricing Tab on the Pricing Forms.

5. Help Desk Services: Is the vendor required to provide any end user help desk support or only help desk support for the Tarrant County Information Technology Department/Support Department?

RESPONSE: Only help desk support for the Tarrant County Information Technology administrative staff.

6. Cisco Outbound Dialers:

   a. What is the model of the dialer equipment?
   b. What are the interval settings between call attempts?
   c. On average, how many campaigns per year do you run?
   d. On average, how many records and outbound dials do you perform per campaign?
   e. On average, how long do campaigns last?

RESPONSE:
a. SIP Proxy to voice gateways.
b. 1 second.
c. 104 campaigns.
d. 74,400 records/outbound dials per month.
e. 3 days.

7. 200 MACDs per month:
   a. How many MACDs are voice related?
   b. What is the nature of the MACD (reset password, training, moving, etc.)?

RESPONSE:
a. All.
b. Password resets, training, moves, adds, disconnects, name changes, voicemail updates.

8. Since you have Healthcare Departments and entities, I expect you will require the provider to be HIPAA compliant and able to sign BAA forms; correct?

RESPONSE: No.

QUESTIONS AND RESPONSES, Continued

9. Transition period:

   a. Once you have decided on the winning provider, do you need the new provider to port over all existing providers' services and managed current lines and equipment? Or you will keep that management till new solution is implemented and then migrate to new solution

   RESPONSE: No, awarded vendor will port numbers in planned stages to the new solution while the incumbent vendors will maintain current environment until migration is complete.

10. Polycom HDX Conference Rooms
    a. Would you like these replaced or migrated to new system?
    b. What are the model numbers of the Polycom HDX units?

    RESPONSE: a. Whichever is most cost effective.
    b. Soundstation 2W.

11. Is there currently a dial plan that integrates the Plexar and Cisco Systems?

    RESPONSE: Yes, Pre-pinned route plans are configured in Call Manager and Plexar. The user dials 4 digits and Call Manager or the Plexar system adds the appropriate area code and prefix to complete the call via the PSTN.

12. What is the SBC (CUBE?) and version on the Cisco system for SIP trunks?

    Response: No SBC in place. Trunking is via PRI's.

13. Would it be acceptable to propose 1900 new phones to replace the 1900 Cisco phones noted in the RFP that you wanted to keep, if the net cost is zero?

    Response: Yes.

14. Consolidated Billing: Can you please detail what special billing requirements you have?

    Response: Billing by cost center, that includes long distance and monthly recurring cost per DID.

15. Service Level Agreements: Can you detail what your SLA requirements are?

    Response: No, Tarrant County is seeking SLA responses from vendors that include MACD and outages.

QUESTIONS AND RESPONSES, Continued

16. Transition Plan: Can you provide a transition strategy, including phases, dependencies, and target dates? Are there separate buildings in a stage transition? Any after-hours implementation support required?

Response: Transition existing VoIP first, prefer building by building, some after-hours may be required and involved change control.

17. Training: Does Tarrant County require on-site training? On-site assistance during transition?

Response: Yes, Yes.

18. Existing Phones: Does Tarrant County plan to reuse the existing phones? If this is a yes, can you please provide the software levels of your existing phones as well as the number of each model?

Response: Reuse is an option Tarrant County may leverage. Call Manager 10.5. Refer to Appendix A.V. for models. Also, see response to question 65.

19. Existing Routers: If Tarrant County wants their existing routers managed by the winning respondent, can you please supply the model, make, and number of each?

Response: Out of scope. Tarrant County manages.

20. Managed LAN: Does Tarrant County want the winning respondent to manage the existing LAN?

Response: No.

21. Can you describe your plans for mobile application enablement with the selected system and how you anticipate it integrating with the UC system?

Response: No, to be determined based upon selected solution.

22. On page 14 - 4.c:
    a. Can you detail how the existing Cisco phone systems are integrated to the Plexar services for extension dialing?
    b. How do 4-digit calls route from a Cisco phone to an extension on the Plexar/Key system?

QUESTIONS AND RESPONSES, Continued

c. If onsite equipment is needed to support the integration of the proposed Hosted UC service to your existing Cisco/Plexar, is that acceptable?

d. In Appendix A, AA., you state there is no current integration between Plexar and the Cisco Unified Call Manager cluster. In Appendix A, G., you state that 4-digit dialing is in place between Plexar and Call Manager. Would you be able to further explain what is meant by those statements, as they seem to contradict each other?

Response:

a. Pre-pinned route plans are configured in Call Manager and Plexar. The user dials 4 digits and Call Manager or the Plexar system adds the appropriate area code and prefix to complete the call via the PSTN.

b. See response to a.

c. No.

d. See response to a.

23. On page 15 - 4.d:

a. To clarify from a question at the pre-bid meeting, if analog devices are needed to connect into the Hosted UC service, will you allow for needed on-prem hardware to support connectivity (i.e. fax machines)?

Response: No to voice gateways, Yes to analog digital converter adapters.

24. In Appendix D:

a. For the InformaCast by Singlewire that is mentioned in Appendix D, can you describe how that system currently works for overhead paging and intercom?

b. Can you provide the models of all Valcom speakers and paging adapters at each site?

c. With the currently installed speakers, will there be Tarrant county staff or a 3rd party available to do any reprogramming needed to connect those devices to the new system?

d. If the proposed Hosted UC system allows for intercom paging on the proposed phones and connectivity to Valcom overhead paging, would the InformaCast system be required?

QUESTIONS AND RESPONSES, Continued

e. It is listed that there are forty-five (45) ceiling speakers in use that are analog adapter connected. How many locations have analog adapter connections to paging?

Response:
a. One-way live audio and pre-recorded paging via IP speakers and / or IP phones.
b. Valcom speakers-VIP1SZ0-IC, Valcom horns-CIP-130L-IC, paging adapters-unknown.
c. Neither, selected vendor will be expected to connect.
d. No.
e. Four (4).

25. On page 23 - J.2:

a. Will you share what types of 3rd Party Contact Center integrations you have in mind? Are there specific plans for integration or would it be for a potential future need?

Response: InformaCast and Nuance. Potential future need.

26. On page 30 - section C:

a. Is it expected for the prototype to be delivered in a hosted environment or self-contained on premise?

b. If in a hosted environment, is it expected that we could use the County's public internet connection to set up a VPN tunnel to the hosted environment?

c. If so, would we need to create the VPN tunnel to existing County firewall/concentrator or would we need to provide the needed VPN hardware end-to-end?

d. Is it expected that the prototype provides connectivity to PSTN trunking or just internal dialing?

Response:
a. Hosted.
b. Yes.
c. Yes, create a VPN tunnel to existing Tarrant County firewall/ concentrator.
d. PSTN trunking.

27. For the 9 County contact centers, can you provide a list of the local/toll free numbers that route into each center?

Response: None route to a contact center.

QUESTIONS AND RESPONSES, Continued

28. Also, to confirm numbers within the appendix, you specify 116 concurrent agent and 16 supervisors, however in the service locations section it states that there are 304 agent stations. Is this accurate?

Response: Yes, Appendix C, 116 concurrent agents refers to Cisco VoIP Call Center agent licenses. There are 16 Cisco VoIP Call Center Supervisor licenses. Plexar UCD agents total 83.

29. Can you provide the call flow diagrams for each number provided above, if multiple numbers share a call flow please document which numbers are shared.

a. Level of detail requested as part of the flow diagrams Include Information:

1. Visual flow depicting all possible call flow options
2. Language options
3. Announcements
4. Menu options
5. Caller Input
6. For those contact centers requiring skills routing, please provide a routing matrix that defines number of skills, proficiency and how agents are identified as targets for routing.
7. Specific routing parameters (i.e. time of day, day of week, holiday route)
8. Hidden features (I.e. emergency notifications that can be configured on/off, undocumented menu options that are not visible from a caller perspective).

b. Screen Pop functionality is requested as part of the RFP requirements

1. What Information is being captured to initiate the data inquiry?
2. Define the backend system hosting the customer Information used for the screen pop (assumption is MS Dynamic if other please clarify). Provide additional details concerning what type of screen is to be displayed on the agent desktop.
3. Does an Integration path currently exist to access customer data in backend system? If so, please provide WSDL.

Response: No.

a. To be provided as part of discovery to the selected vendor.

1. To be provided as part of discovery to the selected vendor.

2. English, Spanish and Vietnamese.

3. To be provided as part of discovery to the selected vendor.

4. To be provided as part of discovery to the selected vendor.

QUESTIONS AND RESPONSES, Continued

5. To be provided as part of discovery to the selected vendor.
6. To be provided as part of discovery to the selected vendor.
7. To be provided as part of discovery to the selected vendor.
8. To be provided as part of discovery to the selected vendor.

b.

1. Account number.
2. IP IVR data dips into SQL tables. Users name and last payment.
3. Yes, IP IVR data dips into SQL tables.

30. Call recording is not in the existing configuration however it is discussed in the scope of the RFP.

a. What percentage of calls/agents need to be recorded?
b. Is the recording for voice only or desktop recording as well?
c. What is the required retention period for recordings?

Response: a. 45% of Contact Center Agent calls.
b. Voice only.
c. 120 days.

31. Related to contact center reporting, are there any specific requirements for either real-time or historical reporting? If so, providing samples of expected reporting or dashboards would be helpful.

Response: No, Easy to access and customize.

32. In relation to the outbound notification system, can you provide sample scripts of the caller messages/notifications as well as a sample, dummy datafile?

Response: No, to be provided as part of discovery to the selected vendor.

33. What exactly is Tarrant County using the InformaCast Service for?

Response: One-way live audio and pre-recorded paging via IP speakers and/or IP phones.

QUESTIONS AND RESPONSES, Continued

34. Is the current InformaCast Service that Tarrant County uses Standard or Advanced?

Response: Advanced.

35. The Advanced service utilizes Advanced licensing; Can the Licenses be transferred to our company? Do the Advanced licenses hold any "Trade In" value?

Response: It is unknown and will be determined by the incumbent vendor; i.e. Cisco. Unknown.

36. Are the licenses different for a Government account vs a Commercial account?

Response: Unknown.

37. How many web and audio conferencing accounts/users does Tarrant County currently have? Do you anticipate any growth in this number?

Response: See Appendix A.T.

38. Integration to a ‘‘third party web/conference service/application” is referenced in the RFP. What is this service/application and does Tarrant County anticipate the continued use of this offering?

Response: Current service is WebEx. Tarrant County will review vendor proposals to determine final solution.

39. Can you provide the RFP in Word format, so we can answer inline?

Response: No.

40. Please describe the integration requirements to Office 365 required by the County. Please describe the current integration with UCCE and what the solution provides. What is the minimum feature requirement?

Response: Current integration is Voicemail to E-mail. Minimum feature requirements: Instant Messaging/Presence, Voicemail to E-mail, Speech to text Voice Mail delivery.

41. Are the 2 primary locations that will terminate the data circuit from Hosted Data centers owned by the County or are they public data centers?

Response: 1 owned, 1 leased.

QUESTIONS AND RESPONSES, Continued

42. Do each of these data centers have connection to all the devices that will be hosted or does one data center support some percentage of the devices and the other data center support the other devices or endpoints? Please provide details if separate. Can we have a high-level network connectivity diagram/schematic?

Response: Balanced between data centers using BGP (Border Gateway Protocol). To be provided as part of discovery to the selected vendor.

43. Can we assume that these two data centers will provide the desired redundancy from the hosted environment?

Response: Yes.

44. Can we have site visit for analyzing/assessing voice capability of your LAN & WAN before submitting our proposal?

Response: No.

45. You mention there is fiber between the two locations - will the County manage the network between the data centers or is it an expectation that the vendor will provide this?

Response: Tarrant County will manage and maintain.

46. How are you using InformaCast today? Is it just for internal paging or are there other uses? Can you provide interface information as to how you would like us to interface to the system?

Response: One-way live audio and pre-recorded paging via IP speaker and/or phones; internal; web based application.

47. Can you provide the total number of DID numbers that will need to be ported as part of this solicitation? Can you provide the total number of Toll Free Numbers that will need to be ported as well?

Response: 7,720; 2.

48. Can one subcontractor be listed for two prime respondents who will submit proposals independently?

Response: Yes.

QUESTIONS AND RESPONSES, Continued

49. Many feature capabilities you requested in the RFP are not there in the "Bundle Requirements and Pricing" sheet of the price spreadsheet. Please confirm, we don't need to quote for those features in our proposal.

Response: The Bundle Requirements and Pricing tab of the Price Forms spreadsheet includes the minimum Services and Features requirements. Any other Services and Features capabilities should be included on the Optional Pricing tab on the Price Forms spreadsheet.

50. What application is used for departmental billing?

Response: Mainframe is used to compile the data and the reports are rendered in an enterprise content management solution called OnBase.

51. Will the existing managed services company maintain Tier 2 support on the new system?

Response: No.

52. Will systems that do not utilize Cisco Contact Center Enterprise, but can provide the same, If not better contact center functionality, be considered?

Response: Yes.

53. Is integration with ServiceNow a requirement?

Response: No.

54. Is speech recognition required for the contact center or would the County like to see this as an option?

Response: No, not a requirement; Yes, the County would like to see this as an option.

55. We understand that the goal of Tarrant County is to remove as much physical equipment on premises as possible. Analog gateway devices are often required to support analog-to-VoIP conversion on premises for analog devices that are not connected directly to the PSTN. Will these gateway devices be acceptable as required?

Response: See response to question 23.

QUESTIONS AND RESPONSES, Continued

56. How many simultaneous Inbound and outbound calls does the County require on the SIP trunks? These are referred to as SIP Sessions.

Response: Use station counts in Appendix A for guidance on determining counts.

57. Will the "analog adapter connected speakers" mentioned in Appendix D be expected to stay in place on the new system?

Response: No.

58. Do you have an estimate of the number of long distance minutes used per month?

Response: 110,340 minutes per month.

59. Section VII. Proposal Submission, Item B.1. Price Forms Spreadsheet: Should this Tab be delivered in a separate (third) sealed envelope or can it be included in the sealed Technical Proposal envelope?

Response: The Price Forms may be included in the same sealed box/envelope as the Technical Proposal, but they should be in a separate sealed envelope within the box/envelope. They should be segregated from the Technical Response. "Respondent must complete all seven (7) tabs in the Price Forms spreadsheet, print the completed sheets, and submit them in a separate sealed envelope with their RFP response. Failure to complete, print, and return all seven (7) tabs of the Price Forms spreadsheet will deem the response as non-responsive and it will not be evaluated."

60. Section VIII. Proposal evaluation and Award, Item C.1. Respondent's Qualification and Experience: Can Tarrant County please provide an evaluation matrix with the allocation of the 300 points for Section VII. 3. Respondent's qualifications and experience with UCaaS?

Response: No.

61. Section VIII. Proposal evaluation and Award, Item C.2. Proposed Technical Solution: Can Tarrant County please provide an evaluation matrix with the allocation of the 350 points for Section VII. 4. Respondent's Proposed Technical Solution to meet the SOW?

Response: No.

QUESTIONS AND RESPONSES, Continued

62. Section VIII. Proposal evaluation and Award, Item C.3. References: Can Tarrant County please clarify what criteria will be used to evaluate the References?

Response: No.

63. Section VIII. Proposal evaluation and Award, Item C.5. Optional pricing: Can Tarrant County please clarify what criteria will be used to evaluate Optional Pricing?

Response: No.

64. Appendix A: Appendix A lists 2 toll free numbers, are these all the toll free numbers Tarrant County has? If not, please provide a count of Toll Free numbers that will need to be ported.

Response: Yes.

65. Appendix A: Appendix A has listed some phones that are no longer supported in CUCM version 11 such as but not limited to the 7912 phones, quantities of these phones will help determine replacements. Please provide quantities, make and model of existing Cisco Phones?

Response:
Cisco 6901 5
Cisco 6921 2
Cisco 6961 28
Cisco 7841 58
Cisco 7861 452
Cisco 7910 15
Cisco 7912 2
Cisco 7931 680
Cisco 7937 6
Cisco 7940 82
Cisco 7941 26
Cisco 7942 7
Cisco 7960 243
Cisco 7961 45
Cisco 7962 220
Cisco 8831 28
Cisco 8945 1

QUESTIONS AND RESPONSES, Continued

66. Section III. Desired Environment, Item 4.e: Do you mean Call Logging and call detail record instead of Call Logging and call detail recording?

Response: Yes.

67. General Environment Question: Can a network diagram be provided?

Response: No, to be provided as part of discovery to the selected vendor.

68. General Environment Question: Please provide all Cisco UC and Contact Center licensing currently under Smartnet support:
a. Please provide licensing type and quantities (eg: 150 UCL Enhanced; 100 UWL Standard; 100 Basic Voicemail)

Response: To be provided as part of discovery to the selected vendor.

69. General Environment Question: Please provide existing licensing counts for all third party voice applications such as for Nuance and InformaCast.

Response: Nuance: 15 - Nuance Vocal for Enterprise-Win, 1 - Java Developers Kit for Vocalizer Enterprise, 1 - Nuance License Manager, 1 - Nuance Speech Server
InformaCast: 650

70. General Environment Question: Please provide Third Party [Non-Cisco] Contact Centers with which we may need to integrate.

Response: Plexar UCD agents total 83.

QUESTIONS AND RESPONSES, Continued

71. General Environment Question: What is Tarrant County's preference on cutting over sites?

    a. Do you envision cutting over multiple buildings at once, one building at a time, or a department at a time?

    b. We can accommodate any number of cutovers, can you provide an estimated of number of cutovers you would feel comfortable with?

    c. Our recommendation would be to cutover one small site at a time for the first 2 cutovers and then cutover a medium sized site. Once the process has been established, we recommend cutting over multiple small sites at once and cutting over sites larger than 300 employees individually. Is this in line with the way Tarrant County would like to perform their cutovers?

    Response: a. To be determined, however option c is the goal to start prior to ramping up to options in a.
    b. To be determined based upon selected solution.
    c. Yes.

72. General Environment Question: Please provide an OVA layout for the system as configured today.

    Response: To be provided as part of discovery to the selected vendor.

73. General Environment Question: What version of Cisco UC, Voicemail, IMP, CER, UCCE, Nuance, InformaCast, etc. does Tarrant County have today? Professional services estimates will depend upon these versions.

    Response: Cisco UC, Voicemail, IMP, CER, UCCE - All are 10.5.1
    Nuance: Nuance Speech Server 6.2.7, Nuance License Manager 11.7.0, Nuance Vocalizer for Enterprise 6.2
    InformaCast - 11.5.2

74. General Environment Question: Does Tarrant County use UCCE or Packaged UCCE (PCCE)?

    Response: UCCE.

75. General Environment Question: Does Tarrant County use IP IVR?

    Response: Yes.

QUESTIONS AND RESPONSES, Continued

76. General Environment Question: How many outbound dialer ports does Tarrant County have today?

Response: 15.

77. General Environment Question: How many Nuance vocalizer ports does Tarrant County have today?

Response: 15.

78. General Environment Question: Do you need call recording for both Contact Center Agents and CUCM Users or just Contact Center Agents?
    a. Is it 100% recording?
    b. Retention time required?
    c. Average length of recording per day, per user?
    d. Number of concurrent recording ports?
    e. Number of named recording users?

Response: Just Contact Center Agents.
a. No, about 45%.
b. 120 days.
c. To be determined based upon selected solution.
d. To be determined based upon selected solution.
e. To be determined based upon selected solution.

ability for dial plans to function between locations that have not converted and those that have. Describe how you will meet these requirements.

d. Analog Devices – In your response, keep in mind that Tarrant County differentiates between plain old telephone service (POTS) and analog. Tarrant County will maintain a separate POTS contract for critical phone lines. These critical POTS lines cannot traverse an IP network and cannot rely on local / commercial building power, and are therefore outside the scope of your response.

   1) Describe what it will take to supply dial tone to analog devices such as fax machines and speakerphones. As previously described, Tarrant County does not own copper infrastructure between buildings, however some fiber connectivity exists, and is owned by the County.

e. Call Logging and call detail record (CDR) – How will call log data and call detail records be made available to Tarrant County? For example, real time or batch downloads, available for download, sent to user interface (UI) logging host, etc.

f. Reporting – Describe the reporting environment that will be available to Tarrant County, for example web-based, utilization statistics, errors, etc.

g. Trunking Requirements:

   1) Provide information on how your included trunking solution will meet Tarrant County's current and future needs. How do you calculate the number of trunks required? What assumptions do you make as part of this calculation?

   2) What options and limitations does Tarrant County need to consider?

h. Describe how much bandwidth is required and associated codecs to adequately transmit packetized voice conversations.

i. Provide details about call setup time, the architectures of the proposed systems and system families (such as switches, telephony servers, and gateways), and the redundancy features of the proposed solution.

j. Automatic Call Distribution (ACD) / Contact Center– A few Tarrant County departments currently utilize Contact Center functions, ranging from Uniform Call Distribution (UCD) or Cisco UCCE.

   1) Provide a description of the ACD / Contact Center functionality of your solution, i.e. skill based routing, queueing, web chat, etc.

   2) Provide examples of reports available.