Q&A VoIP Project - Updated 12/20/16

1. Do you use a private dialing plan for calls within West Carroll School District subscribers?

To the best of our knowledge we do not use a private dialing plan.

2. Do you require conferencing capabilities?

Yes, several of the phones will require conferencing capabilities.

3. Would any of the subscribers prefer to use a soft phone application versus a desktop phone?

Not at this time, soft phone features would be nice, but unnecessary.

4. Are you interested in providing the capability where callers dial one number and can reach you on any phone the user chooses? i.e. an alternate desk phone, cell phone, and/or a soft phone so they can ring simultaneously?

Cell phone redirection would be a plus.

5. For voice mail users would you like to offer a feature that allows users to receive a transcribed email of their voicemail messages?

Additional feature would be nice, but unnecessary.

6. What are the monthly call volumes for Local calls, Outbound Long Distance and Intra-state calls?

Sample Nov Call Volume:

Total LD Minutes   4,501.5

Intrastate   3,614.7   80.3%

Interstate   886.8   19.7%

No international calls recorded in this bill period

7. Please identify the Cat1, Cat3, and Cat5 schema for the existing phones when the phone location details are provided.

Current telephone line is either Cat1 or unrated 4 conductor phone wire.

8. Does the District have any virtualized services/applications today?

No.

9. Please identify the current rack space available at the 3 schools.

There is at least 4u available at each data rack at each school. A total of 6 data racks.

10. One of the vendors at the Bidder's conference indicated there is Internet connectivity today at each site, currently 5 Mb and could be increased to 20 Mb. Please describe the type of connectivity (DSL, WiFi/wireless, cable, and if it is appropriate for voice as a backup.

Connectivity would be dedicated wireless with static IPs. Yes, would be appropriate for voice as a backup.

Additional Questions (12/20/16):

11. If we are bidding on only one aspect of the project (e.g. Wiring, Telephony) should we be quoting the rest of the gear required?

My best suggestion would be to split the bid up into tiers of service provided (e.g. phones and telephony switches only, telephony + PoE switches, telephony/switches/APCs, wiring only, wiring + PoE switches, etc). Make sure to clearly indicate on the bid which parts are and are not covered under your proposal.

If possible, itemize out the additional equipment, so it can be added/removed based on other competing or complementary bids. This way, edge cases can be decided on the basis of the e-rate criteria.

12. Are the current numbers portable?

Yes, Centurylink has confirmed internally that all numbers associated with West Carroll may be ported over.

13. What sort of scalability would you like built in?

If possible, we would like the capability to add 5-10 lines per building at a later date with no further infrastructure spending.

14. What Internet and WAN connections are available?

Our Internet connection is provided by NIUnet through iFiber at 100 Mb over a 1 Gb line to the High School. The High School has two dark fiber runs at 10 Gb, one to the Primary School and the other to the Middle School. The District Office connects to the Middle School through a wireless point to point system. All 3 campus locations have a backup 5 Mb Internet connection to JCWiFi.

15. Any additional considerations?

We have an intercom system currently hooked up to the existing PBX. We would like a solution to either implement this into the new solution or replace with a similar functional device.