1. What are the bandwidth requirements for the MPLS connection and the internet connection
   - As we do not know pricing, the most speed for the best price is desired
2. Firewalls… its stated in the RFP that you currently have Cisco 5510 and RV 320, can we reuse existing equipment and we would just provide new POE switches?
   - The Agency just switched out the ASA for Meraki MX65 Cloud based Firewall, this can be reused unless increased capacity is required.
3. Internet…. Does the internet that will service all locations have to reside at a certain office?
   - Generally no, as long as all sites are protected by firewalls unless a different approach is proposed.
4. Confirm….Is it exactly 48 phones for all sites?
   - Number was approximated but close, please include costs for additional sets
5. To clarify are we replacing the overhead Paging system or providing the analog devices and <u>cabling</u> to allow existing overhead paging to work with the new system at each location?
   - Providing analog services, or necessary hardware/software, for the overhead paging system onsites
6. Cabling would be required at all locations with the new system to connect devices. Is this part of a separate bid, is Matrix doing the cabling or do you want all parties bidding to provide it? Based on previous surveys do you want us to provide the quote separately?
   - Some cabling may be necessary at all sites to replace existing phone system with IP sites. If vendor is not capable of cabling, quotes would need to be secured and added to proposal.
7. Do you want any add modules for the phones? That is equipment that goes on the phone that allows you more programmable buttons to see other phones status within the company. Typically you see these for a receptionist.
   - There are 3 receptionist phones at Elwood Davis Rd., sidecars will be necessary
8. For the 48 handsets phones are you looking for multi button/multi feature phones. Example minimum of 24 button programmable
   - The Agency is not interested in the most expensive phone on the market. Please present typical phones used by other clients. For example, we do not need Management phones.
9. Do you have the phone count per location?
   - Approx. 7 @ Ley Creek
   - Approx. 10 @ Rock Cut Rd
   - Approx. 29 @ Elwood Davis Rd
   - 2 @ Amboy
10. Do you want to replace all your fax machines and go to a fax server or do a combination of both? If you are going to keep some of the fax machines with the lines, how many and where….?
    - It will be determined by the proposals returned. The Agency currently has fax machines at all but 2 locations
      - Ley Creek – 1 fax machine but 2 POTS for security
      - Elwood Davis Rd – 2 fax machines – 3 lines
      - Rock Cut Road – 2 fax machines 2 lines (also use for security)
11. Is OCRRA keeping their VPN appliances?
    - The VPN is handled by a new Meraki device for some employees to access network resources remotely.
    - As part of the proposal, if a better solution is available please add to the proposal.
12. Do you want two internet connections or you can we provide one for all sites?
    - Depending upon proposal specifics, presently the Agency has individual internet to all sites with hosted firewall services.

13. How many PRI's or SIP trunks would you require overall to support all the locations inbound and outbound calling, if we provide a premise base solution?
    - Unsure,
14. Ley Creek has a wireless Ethernet bridge to the hut out there, can we reuse that equipment or does it need to be replaced?
    - Yes, can be used
15. In our past experience with RFP's like this, broadband providers will propose the data network only, therefore is it acceptable for a vendor to provide two responses, one for phones only which would operate over the selected broadband providers network and one to include both the network and phones?
    - Yes
16. What is the function you are looking to achieve w/ the Integration of Microsoft Office 365 & Outlook?
    - Unified communications, voicemail in email…
17. How many Faxes do you have?
    - Ley Creek, 1
    - Rock Cut, 2
    - Elwood Davis , 2
18. How many users will require Unified Communications versus desk set only?
    - TBD, based upon seat cost per user
19. Paging-which locations have paging and is it overhead head paging and if so are there zones for paging?
    - Both Ley Creek and Rock Cut Have paging, no there are no zones (all phones), Rock Cut Road utilizes a ringer for the mechanics
20. Please describe pager/ringer & its application & use.
    - Presently, paging is unused at Ley Creek. Paging is seldom used at Rock Cut, the ringer is used daily
21. How many data cables/connections do you have to each work station?
    - Only a few have 2 data ports at the desk. Looking for phones that offer GB ports.
22. Reporting-what type of reports are you looking to have available and in what format?
    - Possibilities to use reporting for payroll, daily statistics and such
23. You are requesting to replace or upgrade ALL associated network related hardware i.e. replace exiting switches with GB POE switches at all locations. Are we replacing switches associated with the phones, or all switches related to Network and phones? If so how many?
    - OCRRA is a small Agency, there is no difference between switches for phones and or networks they are 1 in the same.
    - Existing hardware, while not old, may not be suitable for upgraded telephone systems and networking.
24. Can we submit two options/solutions: one premised based & one hosted?.
    - Yes
25. How many Wall Mount kits are required for telephones?
    - Approx. 5 - please include costs for additional Kits
26. How many existing voicemail ports in the BCM?
    - Each location has its own BCM and every phone has a voicemail account.
27. Any reception console/extra button module required?
    - Yes at least 3
28. Do they want a choice of handsets-Executive/Lobby etc., if yes, then qty & type?

29. Any special features such as Softphones?
    - Pricing should be included in proposal for option
30. RFP does not mention the existing PRI/Analog lines at each site, can we get a breakdown of the services?
    - Ley Creek: Single T1 line with 4 lines (usable), No DID, 2 POTS (1 fax, 1 security)
    - Rock Cut: 2 T1 – bonded with 4 lines (usable), 20 DID, 2 POTS (shared fax/security)
    - Elwood Davis Rd: 4 T1 – Bonded with 8 lines (usable), 20 DID, 2 POTS (fax)

Amboy: Cable line provided by Spectrum through Broadview, 25x2, digital to analog handoff, 1 line, 2 IP phones