

BPSD RFP # 2407 BPPSD-VOIP-RFP-06102024
Request for Information Answers

Licensing: We are counting a total of 702 internal lines. Is 702 the total license count? How many lines are for end users? How many lines are for common area devices (breakrooms, conference phones, etc.)?

As per the RFP on page 9, Table 2, rows 1 and 2 the number of phones initially required will be 600 with 11 conference type phones. The RFP also requires that each proposal provides for the different phone choices based upon use (teacher -vs- secretary -vs- closet\custodial -vs- managers). Please provide options for common phones. The District will negotiate with the awarded proposer for details after the awardee has been determined.

Porting: How many total DIDs are in the current inventory? How will you need to port over?

The District has approximately 380 numbers. This does not include any analog fax numbers as that will be determined after the awardee has been determined.

Phones: If new phones must be purchased, do you have a preference between Yealink and Poly?

The District does not have a preference. Proposers should provide their best option for the District.

- Desk phones Can you provide how many phones will be needed by user type? Common Area device (breakroom), Knowledge Worker, Receptionist, Conference Phone, Executive Phone, Cordless phone, and WIFI-enabled phones by type.

As per the RFP on page 9, Table 2, rows 1 and 2, the number of phones initially required will be 600 with 11 conference-type phones. The RFP also requires that each proposal provides for the different phone choices based upon use (teacher -vs- secretary vs. closet- custodial -vs- managers). Please provide options for common phones. The District will negotiate with the awarded proposer for details after the awardee has been determined. The District does not require cordless or WiFi-enabled phones.

- Can BPSD purchase the hardware (phones) and accessories (Headsets) and pay a one-time cost to a T-Mobile Sell with Partner (invoice will be separate from the monthly recurring VoIP licensing that will be billed from T-Mobile)?

The District will negotiate with the awarded proposer for details concerning this after the awardee has been determined.

- If BPSD is unable to provide the breakdown of the type of phones required, would the offeror submit pricing per individual phone type be acceptable?

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- How many Receptionist-type phones are needed?

This count will be determined after the awardee has been selected, but we will need a minimum of 9 receptionist-type phones.

Analog: How many total analog ports are required by location?

Fax lines are our only analog lines that may be ported. This RFP does not include any analog fax numbers as that will be determined after the awardee has been determined.

Paging: What manufacturer and model of your paging system does the proposed solution need to integrate with? How many total paging systems are required? ATAs How many total ATA ports are required? Can you give a breakdown of ATA ports by location so we can properly scope the ATA models and quantities?

The District uses InformaCast\Fusion by Singlewire. We do not have any paging ATA ports to be ported.

Faxing: How many total Fax numbers will need to be ported to an eFax service? Do your Fax services require HIPPA compliance? What is your total monthly outbound fax volume?

Fax lines are our only analog lines that may be ported. This RFP does not include any analog fax numbers as that will be determined after the awardee has been determined.

Survivability: Do you require survivability at your data center(s)? Or do you require local survivability at each location? If at each location provide the total location count.

Please provide this as an option for each of the eight locations.

System Reliability and Availability: Please clarify the following: Include crash reporting for web-based mobile integration.

Please identify if this is available for the softphone feature for mobile devices like smartphones and tablets. This is for information only.

InformaCast: How many InformaCast locations do you need to support? Are all locations InformaCast Fusion (cloud offering)?

We have two InformaCasts\Fusion servers that are connected to our Singlewire cloud account. They are in a fail-over-pair configuration.

Internet Circuits: Do you have multiple internet service providers in your data center? Do you have last mile resiliency?

No. We only use one provider for all WAN traffic.

Implementation: Do you require onsite services (Boots on the Ground) for hardware setup, ATA, desk phones? If so, do you have potential number of phones and hardware to be deploy with onsite technicians to help ensure accurate pricing?

Please provide this as an option for each of the eight locations.

What is the potential timeframe to start the implementation, and when would you potentially like to see it finished?

As per page 23 of the RFP, the effective date of the contract will be August 1, 2024, with a project completion date of November 31, 2024.

Training materials: Please expand on the following:

- Include up to 24 hours of in-person and/or recorded webinar training.
- Include manuals and materials associated with the phones and software.

Please identify if the proposer is able to provide training either online or in-person and support materials and manuals to the District. Training can be hosted or recorded. Documentation can be digital.

Proposal and Piggyback Bids: Please expand on the following:

- The proposal must be based on an existing piggyback bid awarded by a public agency, a California Multiple Award Schedule (CMAS) agreement valid in the State

of California, or an out-of-state piggyback bid awarded by a public agency with a participating addendum or California Rider.

There are certain contracts that have been identified as piggyback contracts by our lawyers with the Orange County Department of Education. Piggyback agreements with the State of California or other public agencies in the State of California are the normal contracts that are approved to be used. Examples of California Piggyback contracts are California Multiple Award Schedules (CMAS) and the California Network and Telecommunications (CALNET) Program. Out-of-state contracts like WSCA or NASPO must have a California rider that was approved for use by a public entity, typically the State of California. There must be time left on the contract or there must be proof of future award if the piggyback contract is up for renewal.

- 'Piggyback contract Proof of Award' – We want to make sure that we meet this requirement and that we're understanding it correctly. Can you please provide more insight here?

A piggyback contract Proof of Award should be issued by a public entity. This is typically a Board action via exhibit, resolution, action item, or letters of intent.

- Are we able to use a standalone agreement for customized pricing or does all pricing have to be through a piggyback contract?
No, as per page 3 on the RFP all proposals must be based upon a piggyback contract.
- Will the District allow email submissions of proposals? If no to question #2, will the District allow hand-delivered proposals from the offeror?

No, as per page 3 on the RFP:

Proposals must be in a sealed envelope or packaging, in writing, received, and time-stamped at the District office at 6885 Orangethorpe Ave., Buena Park, CA, 90620 no later than 2:00 p.m. on June 7, 2024. All proposals shall also include a PDF version of the proposal on a USB pen drive. Clearly specify "Response to RFP for Hosted VOIP Services". Proposals received later than the above date and time will be rejected and returned to the submitting vendor(s).