

## RESPONSES TO VENDOR QUESTIONS

### RFP CML 12-013 – CONSULTING SERVICES TELEPHONE SYSTEM RFP CML 12-014 – CONSULTING SERVICES WIRELESS NETWORK SYSTEM

*\*\*Please be reminded that these Requests for Proposals are for consulting services and not purchases of product at this time. Once a consultant is selected and has the opportunity to assess our needs, they will assist in the preparation of an RFP for a replacement telephone system and a wireless network system.*

#### **Disregard the following deliverable from both RFP's:**

- **Provide project oversight during implementation (optional – please provide separate quote for this process)**

**Q. Can we provide a single combined proposal for both RFP's?**

**A. No, this is two separate projects. Two proposals are needed. Vendor selection will be determined separately.**

**Q. Is it possible to extend the proposal date to at least May 18th to allow adequate time to prepare a quality response?**

**A. The deadline of May 11, 2012 will not be extended at this time. The RFP was posted on April 23 and we feel that is adequate time for consulting proposals.**

#### **Telephone:**

**Q. Does the 592 digital handset count include all locations?**

**A. Yes, this is information that will be discussed once a consultant is on board.**

**Q. Have the current carrier services been audited to determine if they provide the proper (right-sized) capacity?**

**A. This is information that will be discussed once a consultant is on board.**

**Q. 58 analog circuits is very expensive, in today's IP based systems there is virtually no need for analog circuits other than back-up in the event of a fiber failure and 911 capabilities in the event of a catastrophic PRI failure. Is this issue open to adjustment?**

**A. Our goal is for a consultant to assess our needs and direct us in a way that is most advantageous for the library.**

**Q. The Library processes 6600 external calls per day. Is that inbound, outbound or both?**

**A. The external calls are both inbound and outbound.**

**Q. The IVR system is currently being provided by Talking Tech. Is that to be integrated with the new phone system/services?**

**A. The IVP connects to POTS interface cards on the phone system**

Q. **The Library system uses Microsoft Lync currently. Are you planning to use it in conjunction with this phone system and/or as the phone system itself?**  
A. *How we would utilize Lync is an area open for discussion.*

Q. **Are the Libraries looking for a VOIP phone system, or CPE at each location, or is that up for discussion as a part of the process?**

A. *VOIP vs. IP telephony has not been predefined for this project.*

### **Wireless:**

Q. **Is authentication currently being performed for network access to the library's wireless network? If it is not RADIUS, is it LDAP based?**

A. *The authentication to be used on the new wireless network has not been determined at this time. Today's authentication is based upon SSID.*

Q. **The costs for oversight of the implementation of the new wireless system cannot be determined until we create an entire scope for the system. Will there be an opportunity to provide this pricing at a later date?**

A. *See the notation above. Please disregard the request for project oversight.*

Q. **In order to determine growth of the system, statistics for authentication and usage will be needed. Will this information be available?**

A. *Yes, we do track usage.*

Q. **When performing an overview of the current wireless market and technologies, is Columbus Metropolitan Library open to manufactures other than Cisco?**

A. *Yes, we are looking at all appropriate manufacturers.*

Q. **When working with the selected vendor on pricing, will the consultant be permitted to make vendor recommendations?**

A. *Yes, one of the consultant's primary functions will be to help identify the correct product.*

Q. **How many vendors will the project be limited to?**

A. *There are no predefined vendor limitations.*

Q. **When providing project oversight during the implementation process does the Library anticipate the consultant being involved on the commissioning of the project?**

A. *See the notation above. Disregard the request for the project oversight.*

Q. **Does the Library place any restrictions on customers (or staff) wireless devices now or do you intend to in the future?**

A. *There is no restriction on which devices can connect to wireless.*

Q. **Is the overall goal of the project to increase bandwidth, coverage areas or both?**

A. *The overall goal is to replace our wireless network with a product that meets the needs of our organization, both today and for the next 5-7 years.*

- Q. **Would it be possible for us to obtain floor plans for all (or some) of the libraries?**
- A. *These will be provided once a consultant is on board. The Library system has a Main Library and 20 locations. Additional background information is available in the actual RFP.*