

Butler Metropolitan Housing Authority
RFP 17-01 Telephone System Upgrade
Addendum #1

1. PRI, if so, how many channels & who is the provider?
We have a PRI, and believe we have about 40 Channels. Cincinnati Bell is our current provider.
2. Analog CO lines/trunks, if so, how many will be in the telephone system?
We currently have 7 analog lines, but only 2 will be needed to be integrated into the phone system. Those 2 are the PA System and Rear Door Access.
3. SIP Trunks, if, so how many and who is/will be the provider?
We do not have any SIP Trunks.
4. How many receptionists, if any?
We have 2 receptionists.
5. Total number of employee telephones (desk sets)?
25
6. How many in common use areas?
We have 2 phones in common use areas. One in the breakroom, another in the conference room.
7. How many conference rooms? Provide number of seats in each room.
We have one conference room with 8 chairs.
8. How many employees, if any, work out of the office or in the field?
Multiple employees leave the office periodically, but only use phones to make calls and check e-mails.
9. Does the company provide cell phones to any of the employees? If so, how many?
We provide cell phones to 13 employees.
10. Is there an intercom/door box at the rear door that you can buzz someone using an electric door strike?
No. The rear door access only rings to 2 phones in the office, and the door has to be opened manually.
11. Are the existing telephone cables Category 5 or higher?
Our existing telephone cables are CAT6.
12. Are the existing telephone cables clearly labeled/identified at each end?
Yes, they are clearly labeled at each end.

13. Will you want the telephones on a separate network from the PC's/computers?
Yes, we want the phones on a separate network. We want to ensure the phones are on their own network, with sufficient backup to ensure that if power is ever lost, we do not lose phone service as well.
14. What type of email hosting are you using?
Outlook (Microsoft Office 365)
15. The current telephones seem to be digital, but are you wanting to use VoIP phones, if so, do you have PoE (Power over Ethernet) network switches?
We are open to all solutions for phones, and we do have PoE network switches.
16. What are your concerns regarding your current system?
The current system is outdated, with minimal features, and can be difficult to make internal changes to.
17. What do you like regarding your current system?
Our current system is basic, and easy to use.
18. What is the reason for looking for a new system?
We are looking for a more modern, up-to-date solution.
19. Who is the phone service provider?
Cincinnati Bell
20. Will phone service change with the implementation of the new phone system? If so, what is the desired change?
No
21. How many phone lines are there currently?
We currently have between 30-35 phone lines.
22. What is the current service type? PRI? Analog? VoIP?
PRI
23. Do you have (or want) DID's? If yes, how many?
We currently have 26 DIDs, and we want to retain them all.
24. Who is the internet provider?
Zimmerman Communications
25. What type of service do you have?
100mb PTP Metro-Ethernet Connectivity w/ 10mb (burstable) Internet Bandwidth Commit

26. What speeds are you actually getting?

I ran 3 tests through 5 different Websites on my computer. I waited 30 seconds after the completion of each test to begin another. You will see speeds vary quite a bit, so I posted all the results below. Results are in Mb/Second.

Google		SpeedTest.Net		Xfinity		AT&T		Verizon	
Download	Upload	Download	Upload	Download	Upload	Download	Upload	Download	Upload
58.4	5.22	60.07	28.39	43.8	52.3	24.92	22.24	21.9	26.73
8.02	11.8	59.91	29.52	44.7	52.3	24.28	25.3	72.56	34.16
48.5	4.85	59.45	29.42	44.1	49.0	24.86	25.3	15.81	31.35

27. Number of locations?

1

28. How many standard desk phones are required? How many touch screen phones are required?

We are looking for 40 total phones. We believe most of these phones will be standard, as majority of employees only use their phones for phone calls, voice mail, communicate amongst each other, and transfer calls to one another when necessary. We are open to more advanced phones if proposer can justify the benefits to the Authority.

29. How many basic phones are needed for break rooms, copy rooms, entryways, etc...Please describe each use clearly.

We have one basic phone in our break room.

30. How many conference room phones are needed?

One conference room phone is needed.

31. How many phones need to be wall mounted?

Only one phone needs to be wall mounted, the one in the break room.

32. Do you need any cordless phones? If so, how many?

No

33. Do any users require a headset? If so, how many and how far do they need to be able to walk from their desk and maintain connectivity?

No

34. Number of users by location?

25-30 users, all at one location.

35. Are there any remote users who are not located at the main office? If so, how many?

No

36. Do any users need the ability to forward calls to a cell phone or mobile application? If so, how many?
It is not a necessary feature. Our main want involving usage out of office would be the ability of voicemail to e-mail, so those out of the office could check their voicemails in their e-mail.
37. Are there other devices that interact with the phone system?
The rear door entry and PA system.
38. Do you have any horns?
No
39. What is the make and model of the PA system?
Valcom VP-2024
40. Is the PA system tied into the phones? Can you call the PA system from the handsets?
Yes, Yes
41. Is the PA system also being replaced? If so, please provide full details of the PA system, speaker count, etc
No
42. Please describe the rear door access in detail.
The rear door is a buzzer that when pressed rings into one dedicated phone in the office. If that phone is not answered, it rings at one other dedicated phone. The door needs to be opened manually.
43. Is there any other equipment or services that interact with the phone system? Gates, third party answering services, messaging on hold, etc...If so, please describe in detail.
We have one phone that can be automatically forwarded to a 3rd party answering service. How that currently works is, the line of the answering service is selected, and a key is pressed to enable call forwarding. To turn off the call forwarding, repeat the process.
44. How many conference call participants do you want to be able to support at one time?
7-10 participants at a time
45. Is there a Call Center Wallboard or other call monitoring software required? If so, please describe.
No

46. Will you need an auto attendant? If so, please describe.
Yes. We will want help with this setup with setup of the phone system. We want to have an employee directory, broken down by department. We currently have an issue where a caller just presses buttons until someone answers the phone. If it all possible, we would like to cut down on this, so callers can reach their proper destination.
47. Will you need call queues? If so, please describe and quantify.
No
48. What type of cabling is currently available to support the phone system? CAT3, CAT5e, CAT6? Please describe in detail.
Our current cabling is all CAT6.
49. Is there a dedicated Ethernet drop for phones at each location?
Yes
50. If cabling is required to support the new phone system, who will be responsible for running the cables, BMHA or the phone system vendor?
If cabling is required, the phone system vendor would be required to run it.
51. Are there any phone locations that don't have any data ports available? How many?
All phones have data ports available.
52. What is the make and model firewall and/or router?
The make and model of our firewall is a Sonicwall TZ215.
53. What is the make and model of their existing switch(es), and are any of them PoE?
The make and model of of our existing switches is Dell Power Connect 2848, they are PoE, and we have 2 of them.
54. Are there enough open switch ports to accommodate desired number of handsets?
Yes
55. Do we or a point of contact at the location have access to the internal domain's DNS server?
Zimmerman Communications would be your contact for our internal DNS server.
56. Are dedicated departmental voice mailboxes required? If yes, how many?
No departmental voice mailboxes are required.
57. What type of email service do you currently have? Often, departmental voicemails are directed to a shared inbox in exchange. Then all users responsible for the voicemails have access to the shared inbox. This prevents departmental voicemail from being tied to a single user's phone or extension.
Outlook (Microsoft Office 365)

58. Is Butler Metro looking for an onsite or a hosted system?
We are open to both options. The system working during power loss is one of our most essential concerns. BMHA will consider all options, even if additional hardware is needed to meet all our requests.
59. Does Butler Metro currently have contractual agreements for their dial tone? If so, with who?
We do, and our PRI is with Cincinnati Bell.
60. How many total phones are you looking for?
We are looking for 40 phones total.
61. How many of the phones are for main answering positions, administrative users, or common area phone?
Only 2 phones are for use in common areas (break room and conference room). All other employee usage varies, but no phone is in a main answering position.
62. What type of carrier lines do you have – PRI, analog trunks, SIP trunks?
PRI
63. Are you under contract for your current carrier lines? If so, when does that contract expire?
Cincinnati Bell, January 2018
64. Are the faxes listed under analog lines to remain direct analog or will they be going through the phone system?
They are to remain direct analog.
65. For the listed “Rear Door Access”, is that a door phone you want connected to the system? If so, what is the model of the existing door phone/access?
This information could not be located.
66. What is the amplifier being used for the PA system?
Valcom VP-2024
67. How many users require voicemail?
All users require voicemail.
68. If you currently have Direct Dial Numbers (DIDs), how many of those are you looking to maintain?
We currently have 26 DIDs, and we want to maintain all of them.
69. Do you have any toll-free numbers?
No

70. Does each phone on the system require a DID?

Yes

71. Are you looking to maintain all 4 fax numbers?

Yes

72. Approximately how many pages of fax per month sent/received?

Estimated monthly numbers are: Sent 125pg/mo. & Received 375pg/mo.

73. Do all users need the ability to fax out?

Yes. Faxes are sent out via our printers.

74. How many paging zones are required?

4

ADDENDUM RECEIPT

My signature at the bottom of this receipt will certify that I have received **Addendum #1 to RFP17-01-Telephone System Upgrade** and this receipt will be included in the final bid proposal that is submitted.

Signature

Printed Name _____

Printed Name of Company _____

Date _____