

Project Q & A

Project Owner:	Woodhaven Brownstown School District
Project Name:	District Voice System Upgrades
Issue Date:	February 16, 2024

Project Questions and Answers:

This document provides answers to questions asked by bidders who have reviewed the Technology Request for Bid for the above referenced project.

Q1	Understanding that the district no longer has PRI circuits, How many total SIP Call Paths come into the current ShoreTel/Mitel Connect system and need to be designed into the new system?
A1	See Addendum #1
Q2	How many DID #'s?
A2	612
Q3	Does the district have a virtual server environment? If so, provide details on what is in place. If so, would we be able to use the virtual servers for the Central Voice Processor/Session Border Controller/Fax Server/Voice Messaging System/Call Accounting System and other applications as necessary?
A3	Yes the Owner has an existing virtual server "rig" that would be appropriate to use for call control, voice messaging, call accounting, and fax services. The district has an existing Session Border Controller (SBC) they intend to use in the new configuration. Voluntary Alternates would be considered for a new SBC.
Q4	What email system does the district use? (ie. Microsoft exchange, Gmail, etc.)
A4	Gmail.
Q5	How are the Rauland Telecenter controllers connected to the phone system? (SIP Trunk or SIP extension)? How many connections at each building?
A5	One at each of the eight (8) educational buildings
Q6	It is understood that the district has an existing Session Border Controller (SBC), please provide the details on the current SBC (make/model/licenses).

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A6	The existing Ingate SIParator® is a VMware Software SIParator/Firewall/6.3.1
Q7	Regarding Mass Notification System; Notification delivery must be able to be provided for the following: All telephone stations/instruments in the system via visual display and audio indication. (could the visual display be via a desktop or wall mounted monitor? Could the audio display be via PA/paging speaker?)
A7	The specification clearly requires notification at “All telephone stations.....”. Other approaches should be noted as voluntary alternates and/or exceptions.
Q8	2.05 (19) Features supported by the system include Forced Auth Codes (FAC). Please describe how FACs are / will be used and how many are expected to be configured.
A8	The Owner may not be currently using this feature (other than perhaps for international calling), but may wish to implement it to restrict access to dialing codes and/or features added in the new system implementation.
Q9	2.05 (30) Feature supported by the system includes Cellular Phone integration. Please describe how this will be used.
A9	This feature is currently not in use, but is a desired new feature for the renovated system.
Q10	2.05 (13) Day / Night services (presumably Time of Day routing capabilities) are mentioned. Please indicate the type of ToD based functionality you would be expecting to be configured and for how many phones / call flow types.
A10	The existing system has call coverage across all facilities being modified at night time versus during the instructional day. This is expected to be duplicated in the new configuration.
Q11	2.07 (A.3.c) mass notifications to SMS; Please indicate the approximate quantity of recipients of these messages (total unique recipients).
A11	Approximately 100
Q12	Can it be assumed that there are sufficient switch ports and wiring infrastructure to be able to have the new phone on at the service location at the same time as the current phone? For example in a classroom, is there an available switch port and wall jack that the existing phone and new phone can both be live and powered up during the transition / cutover window?
A12	No, that would not be a good assumption.
Q13	Item 11, page 52. Are there any locations that have existing equipment that are moving the phone system components to another location?
A13	No.

Q14	<p>Section 1.02 – Compliance – The way this reads, this bid is going to be divided up between bidders, or at least can be. Please confirm if this is the intent of the school district or not? If it is not the intent to divide this bid up, for purposes of an accurate bid document, will this language be removed from the RFP?</p> <p>Section 3.08 – As to above, this section makes it sound as though you will take complete bids, divide them up as you'd like, with potentially multiple contractors involved in this one project. Again, is this the intent of the school district? If not, will this language be removed from the official bid documents?</p>
A14	This language will not be removed from the bid. The Owner reserves the right to award categories to separate bidders. However, as anyone reviewing the bid can see, there is only one category in this particular bid document.
Q15	Section 3.05 – Codes, ordinances, regulations and related – Is this a prevailing wage project?
A15	No, there are no current prevailing wage categories applicable to telephone system installation and configuration.
Q16	Section 3.11 – Payment Requests and Payments – The way this reads is the school district will make monthly payments. Is this progress pay terms? Will the initial payment to actually order products be paid up front? We realize it's under AIA – need further clarification.
A16	Payments will be made on AIA style documents monthly. The Owner will pay for stored material as is stipulated in the document. The Owner will not pay in advance for any items not physically delivered to either their facilities, or to the contractor as is provided for in the document.
Q17	Section 3.09 – Time, Schedules, Project Management, Meetings and Plans – C1 – Can the PM take advantage of the technology and tools currently available and that we are bidding to install to attend these meetings remotely via an industry standard webinar like Teams, Zoom and or Go to Meeting?
A17	Remote conferencing tools are acceptable for regular check in meetings. Throughout the project, it may be required to be onsite to conduct site walks, reviews, and training.
Q18	Section 3.10 – Changes to the work – Your requiring credits to be submitted for any changes. Once materials are purchased, through any manufacturer, including and especially licenses, the manufacturer will not refund those products. Or is the expectation that the manufacturer will refund already purchased product. Whereas, throughout the rest of the document, you hold the contractor responsible for keeping their commitment. Clarification required please.
A18	As is stipulated in the document, additions to the project, or deletions from the project scope will be based on the documents. Material orders (material lists and timing) will be coordinated with the awarded contractor to minimize any difficulty with manufacturer/distributor policies.

Q19	Section 1.02 – Warranty – in section A1 you require 5 year warranty for the required alternate. Further below in section G – you are then asking for a 3 year warranty on the alternate. Please clarify.
A19	See Addendum #1
Q20	Section 1.04 – Submittals – What drawing are you looking for from the bidder? No drawings were provided to us as a bidder. Further clarification is needed.
A20	The Owner may require identification of locations of material on drawings for record documents as well as system configuration line drawings.
Q21	Section 2.05 – Central Voice Processor – Section G – QoS is typically defined on the network. Will vendors have complete access to the network, or will this be handled by others? Please clarify.
A21	As is indicated in the document, the Contractor will not have responsibility for the existing network configuration and/or changes to that infrastructure. The Contractor is responsible for providing best practice guidance for the Owner, and/or it's Consultants to make any such adjustments deemed appropriate. No access to switch port configuration (QoS or other) will be provided to the Contractor awarded this work.
Q22	Section 2.12 – Allowances – If we are understanding this correctly, all bidders are to add \$12,000 to their base bid?
A22	Correct.
Q23	Section 3.02 – Installation –Section E5 – Please clarify what you are looking for on every phone device please. What type of labels? Section E12 – Are you requiring each phone to also have an asset tag? Please clarify specifically what you would like to see for each phone in this section.
A23	See Addendum #1.
Q24	Section 3.04 – Documentation - Please Clarify: 15 – CAD as built drawings for each building – what specifically are you requesting here? There were no drawing supplied to us at the pre bid mtg. 16 – Dial plan report – Please clarify what you are looking for here.
A24	Refer to QA20.
Q25	Section 3.06 – Schedule, Meetings, and Plans – Section E – Can we use the technologies available and provide for remote mtgs vs onsite and in person?
A25	Remote conferencing tools are acceptable for regular check in meetings. Throughout the project, it may be required to be onsite to conduct site walks, reviews, and training.

Q26	Phone system item 12 b page 38 – says “Meet-me” conferencing for twenty (40) parties. Please clarify number of participants and how many simultaneous meetings are required.
A26	See Addendum #1.
Q27	Phone system item E on page 40 says ‘System shows provide access to standard trunked ISDN PRI circuits’. Please clarify as we talked about in the meeting they only need SIP trunk access and quantity of call paths.
A27	See Addendum #1.
Q28	Phone system item F 1 on page 40 conflicts with 2.09 B 3 a on page 47. Please clarify as it appears the latter is more accurate instead of saying Four lines at each building, which is non-inclusive of 2 which would be a minimum 6 lines. We need to designate FXO or FXS. FXS listed as trunk, but these are not trunks item 2.09 Voice Gateways (Trunk capacity).
A28	See Addendum #1.
Q29	Item E 6 on page 49. This is a premise-based system. Does the Audio voice message transcription need to stay on premise, or can it be transcribed via cloud service?
A29	The Owner will consider cloud services for only this portion of the solution.

END OF QUESTIONS AND ANSWERS #1