



# *City of Sierra Madre*

*City Manager's Office*

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**DATE:** April 5, 2015  
**TO:** Vendors for Telecommunications System and Carrier Services  
**FROM:** Elisa C. Cox, Assistant City Manager  
**SUBJECT:** Response to Questions on the RFP

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**1. PRI's – Can you please indicate the total # of PRI's you have and which sites they are at?**

City Hall has two (2X) voice only PRI's. Two (2X) Metro Private Lines (MPL's) originate at City Hall and terminate at the library and the water dept/yard, respectively.

<http://www.telepacific.com/offer/data-networking/metro-line.asp>

**2. Analog POT's- Can you please indicate how many failover analog POT's lines you want at each site for failover in case of PRI failure. Also, did you need analog lines for faxes, alarms, fire, etc. If so, please indicate how many and at which site.**

We would desire at least two (2X) at City Hall, two (2X) at the water dept/yard, and one (1X) at the library. It would also be desirable to have six (6X) in our E.O.C., which is held in the basement of City Hall. Centrex or something similar may be wise, outside of the system. A "red phone" at the library would be acceptable, though we would prefer if the system could route through the one line there, as well. Please see attached spreadsheet for line counts, including analog for fax, alarm, fire, etc.

**3. Is there any overhead paging needed?**

NO.

**4. Can you provide phone bills for all sites so that we can do a full dialtone and internet analysis for you?**

YES. They will be made available at City Hall for your representative's review by appointment only. Please email me at [ecox@cityofsierramadre.com](mailto:ecox@cityofsierramadre.com) to make an appointment.

- 5. Vesta System – Can you please indicate how many analog ports are required for the Vesta integration? It does vary per system, we need to make sure we allocate enough analog ports for integration**

NO. We still haven't heard back from AT&T. We believe it is a low count, perhaps six (6X) lines.

- 6. You show a total of 6 conference room phones required. Any need for extension mics for better audio coverage for larger tables that extend across the room?**

NO.

- 7. Does the City have battery backups in place? If not, would you like us to propose them based on load at each site?**

YES. Happy to consider as an option on the RFP. We do need to know the load for each location the system(s) will be deployed. Our goal would be to have at least 120 minutes of runtime for our E.O.C. (City Hall basement) and public safety building at 242 W. Sierra Madre Blvd. and 30 minutes of runtime everywhere else.

- 8. The City indicated the main switches needed. Are there any other areas that may utilize mini hubs or mini switches that may not have POE (or be managed for VLANS), that need to be replaced or to have a Power brick to power the phone?**

We currently have these in place but they will be replaced with new home runs by June 1<sup>st</sup>, prior to implementation of the new system.

- 9. Does the PD require trunk side constant call recording for the radios or dispatchers?**

YES. We have a Stancil recording server in place. We would be open to replacing the Stancil as another option, should the new system(s) have the ability and comply with all DOJ/CJIS standards.

- 10. I see where the network equipment specifies the layer needs and POE needs, but does the City have a preference on Gigabit vs 10/100. This could be a big cost difference so just want to make sure everyone is on the same page.**

Per the RFP, Gigabit is required across all sites and systems. Fast Ethernet 10/100 will be eliminated.

**11. Also, assuming the City has 1 network drop at locations where telephones go, and depending on whether you want a gigabit network switch or 10/100, does the City want Gigabit IP phones to pass through gigabit speeds for current or future needs?**

YES. We do not have additional drops for the phones. A Gigabit pass through or switch is required on the phones.

**12. How many computers do you have in each of your offices?**

Forty seven (47X) at City Hall, sixteen (16X) at the police department (not including MDT's), forty (40X) at the library, and nine (9X) at the water/yard.

**13. How many phones/handsets would you need?**

Per table 3.3.1 on page 18 of the RFP, we need seventy six (76X) conventional phones/handsets, six (6X) speakerphones, and six (6X) cordless/wireless phones.

**14. Are you using TelePacific as you main internet provider or back up?**

NO.

**15. When would be a good time to come out & do a site survey?**

An initial walk through was provided at the pre-vendor conference on March 28, 2016. However, an additional site survey may be conducted on Thursday, April 14, 2016 at 10:00 am.

**16. How many users do you have each of you offices? (total people using the computer)**

Please refer to answer 12. There are only a few additional computer users in public safety, at most locations there is a 1:1 ratio. There are 121 total users.

**17. Regarding item 1.9.1.2, what type of financial statements do you require and for how far back in time?**

Compiled financial statements for two years are acceptable, consisting of at least the balance sheet and profit and loss statements.

**18. Regarding the ACD system, can the City provide us with approximate call count data that is expected in the call center i.e. total calls per day, per hour, etc.?**

NO. We are looking at this as a new optional feature, so we don't have historical statistical information.

**19. Regarding item 4.6.4.1 does the City accept MAPI as an integration protocol between the voicemail system and MS Exchange?**

The City plans to migrate to Office 365 at some point in time, per the RFP. Per the Microsoft TechNet article below, we are concerned that we would need to relay via an on premise server, which would not be desirable.

<https://technet.microsoft.com/en-us/library/office-365-voice-message-services.aspx>

“On-premises voice mail solutions from third-party providers can interoperate with Exchange Online if they can forward voice messages through SMTP or if they support Microsoft Exchange Web Services. If the voice mail system does not natively support forwarding voice messages through SMTP, an email server can be kept on-premises to receive messages from the voice mail system and then forward them to the cloud using SMTP. Because many third-party voice mail systems use MAPI/CDO to interoperate with Exchange Server for advanced UM features, the full capabilities of these systems may not be available when SMTP is used for interoperability with Exchange Online.”

**20. Would it be possible to obtain one month’s worth of phone bills to properly analyze it and make the best recommendations for a complete ROI picture?**

Please refer to answer 4.

**21. Other than analog telephones and fax machines, does the City use analog modems and/or credit card machines that need to be taken into consideration if migrating away from a PRI to SIP trunks or to a Hosted PBX platform?**

NO.

**22. Sections 1.4.7 and 1.4.8, and other areas of the document seem to indicate that the City intends to host its own system. Please confirm that a cloud-based solution, hosted in the service provider’s data centers, will be considered.**

YES.

**23. Section 2 indicates that the proposal should include upgrades to the City’s LAN and WAN infrastructure. Will the City clarify whether proposing a MiCloud solution for WAN/Internet/Voice only will be considered?**

YES. Per the RFP, we will consider on premise, hybrid, AND fully hosted solutions. Our current switches do need to be upgraded to include Gigabit, PoE, and QoS. Past that, we are open to eliminating and/or changing carrier services to minimize costs and maximize efficiency.

**24. Is the City able to provide a copy of the RFP document in an editable format, such as RTF, to accommodate the entry of answers to each requirement in-line in the document?**

We will provide the original Word document on our website for download by all bidders.

**25. On Page 8 “Project Costs” a request for purchase, installation pricing is required and an estimate for TCO over five (5) years is also requested. In section 3.15.6 page 33 pricing for warranty / maintenance for years one & two is that all you are looking to obtain the first 2 years of TCO or 5 years?**

Five years.

**26. If a hosted solution is provided the same question, are you looking for two or five years on the TCO requirement?**

Five years.

**27. Are you able to provide the Plantronics headset product numbers for us to reference**

NO. Would prefer your recommendations.

**28. In regards to the POE switches do you require uptime when experiencing a power outage? If so how much time and will this be on all the phone sets or specific phone locations i.e. police, fire. It would be necessary to provide UPS systems, we could in fact label this as an option but we would still require the amount of time i.e. 30 minutes 120 minutes etc.**

Please refer to answer 7.

**29. With the two (2) ACD agents how extensive are the reports are you looking to provide? and who will staff this ACD queue**

Per answer 18, we don't know as we are looking at this as a new option driven primarily by cost.

**30. Is there a specific T1 & trunk count from the old system to size for the new solution?**

NO. We are only concerned about providing coverage for the station types listed in the RFP on page 18, the proposed solution(s) may utilize any reliable technology to achieve that goal.

**31. Who is the current phone / internet provider?**

TelePacific is the current PRI provider. Verizon provides the analog POTS lines. AT&T provides the Vesta 911 system. Verizon Wireless is used for our cellular phone and data.

Time Warner Cable provides 100Mbit/10Mbit coaxial at City Hall and 35Mbit/5Mbit coaxial at both the library and water/yard. These are used as our primary Internet connections. Global Capacity bonded 3Mbit/3Mbit T1's are utilized at the Civic Center and library, and 10Mbit/1Mbit DSL is utilized at the Water Dept/Yard. These are used as our backup Internet connections for perfect diversity to the building.

**32. Do you have a diagram of the carrier services or circuit ID and line information?**

NO.

**33. What type of virtualization is the City currently using and how is it being backed up or replicated?**

The City currently uses Hyper-V for five (5X) of its servers, primarily in the police department. We are open to using VMware ESXi, for example, if a particular solution recommends or requires it as the hypervisor, in an on premise system. We use a BDR (backup and disaster recovery) server appliance that takes image based snapshots on an hourly basis during standard business hours. This is then replicated to the cloud, typically within one to two days. In the event of a failure, the critical servers can be spun up virtually on the BDR itself.

**34. Is the City open to having fiber installed to connect the Civic Center sites?**

YES. We currently have CAT 6 Ethernet connecting our City Hall and Public Safety buildings, fiber would be preferable as an option or a requirement dependent on the proposed solution.

**35. Is the City open to fixed wireless?**

YES. We will consider any connection type, though we would be concerned about coverage and reliability in our geographic location.

**36. Are the current data and/or phone lines under contract?**

Only our Global Capacity and Time Warner Cable DSL/T1 and coaxial Internet connections are currently under contract. The TWC 100Mbit/10Mbit won't be out of contract until 11/14/18, the rest are nearer term. We would be open to exploring all options, however, including cancellation if it makes sense on a TCO basis.