

## **Design Questions for Umatilla County Telephone System**

1. Do you want the designated locations to be designed as one system, with one centralized voice mail system and do you have the carrier services in place between all the locations to transport voice over IP, toll quality conversation on? Or do you want the locations to have stand-alone phone systems with their own separate voice mail systems?  
**The system can be a central or multiple systems. We are leaving it up to the vendor to design. Staff needs to be able to receive calls and make calls even if network communication between buildings is down. The Justice Center houses all our emergency services and needs to always be up, so a centralized system will need to be located at the Justice Center. Voice mail is not mission critical, so a centralized voicemail system is acceptable. Each site has network connectivity to the County's WAN and Carrier service, see diagram.**
2. If in the above, the design should be one system, i.e., hub and spoke architecture, the pricing on the last page format will not allow pricing per site. As example, one system typically has licensing and software attributed to the main site. Same with maintenance and installation. Can the cost format be done in such a way that the phones and card and processor (equipment) be the price for each separate system/location cost?  
**The system needs to be designed so that a site can be added at a later time due to budget constraints.**
3. The "direct land lines" refer to analog, Central Office 1MB lines that are behind the phone system or separate from the phone system and dedicated?  
**Both.**
4. Relative to the above, fax machines will be behind the phone systems and not separate from the phone system and connected to dedicated analog lines?  
**Yes with the exception of (2 Faxes) dispatch and emergency management in case the phone system goes down the fax must still work.**
5. Justice Center: What is the interface methodology between the proposed phone system and the dispatch phone system (Vesta) such as SIP Trunks, stations or IP and how many licenses are required?  
**There are four analog station ports off the Justice Center system that connect to the Vesta system. For more information you will need to contact Century Link.**
6. Justice Center: The 6 Phone call center, is this a simple hunt group set up to round robin the calls or is it more of an automatic call distribution and queueing set up with delay announcements and reporting on the volume, abandoned calls, log in and out status of call center agents, etc.?  
**Automatic Call Distribution. Queueing in not necessary.**
7. Call recording- do you want to record on demand occasionally or do you want a system that records 100% of the calls?  
**Record on demand occasionally.**
8. Do you need for maintenance support services; 24X7 technician call out or 8-5, Monday through Friday type support?  
**24X7 The system supports emergency operations and field technician need to be onsite within 3 hour. Two hours preferred.**
9. Are the Polycom Conference phones that you are reusing, analog, digital, IP or SIP devices?  
**Analog**
10. For uniform dialing (4 digit), are the existing extension numbers 3 or 4 digit and do they duplicate numbers across all or some sites?  
**They are 4 digit and are not duplicated.**

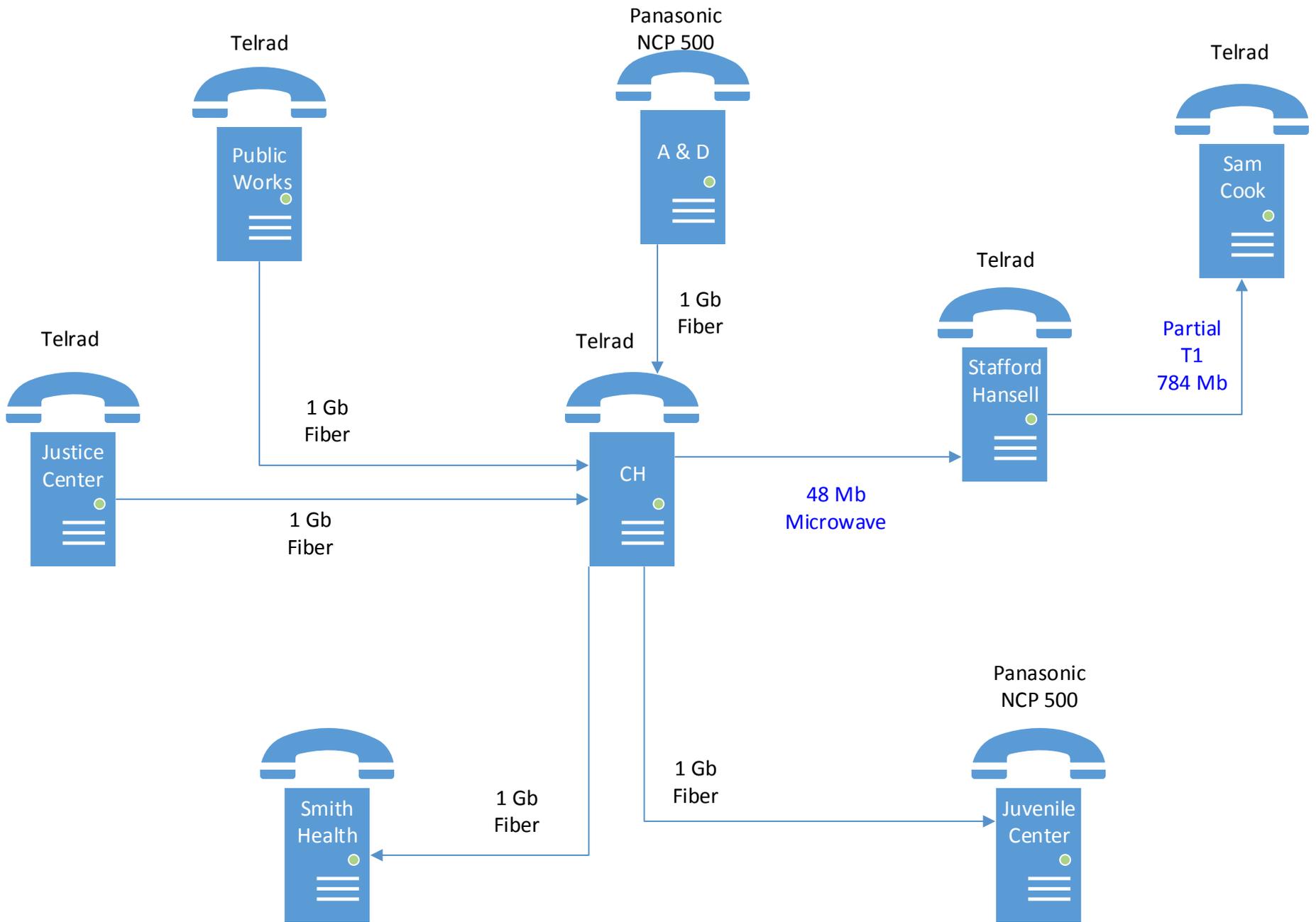
11. For the phone system processor, can you supply the server or virtual server (please indicate which option) or should we supply the server?  
**Vendor will supply all equipment and software with the exception of POE switches.**
12. Page 1 - **The phone system will also need to allow for four digit calling with three additional facilities.**  
Where are these facilities located? What is/are the model number/s of the Panasonic systems in use?  
**Community Corrections: 4705 NW Pioneer Place, Pendleton. Panasonic TDE 100  
Juvenile: 817 SE 13<sup>th</sup> St., Pendleton. Panasonic NCP 500  
Alcohol and Drug: 17 SW Frazer St., Pendleton Panasonic NCP 500**
13. Does the County have a Voice/Data network diagram including speeds of the WAN and internet links of the locations pointed out in the RFP that you can share with us?  
**See Diagram.**
14. Page 2 - **Justice Center, Phone system needs to be able to interface with the county dispatch phone system (Vesta, by Airbus) to allow transfers between systems.**  
How many concurrent transfers are required?  
**Four, see question 5.**
15. Page 2 - **Justice Center, 6 Phone call center to handle call during an emergency.**  
Can more detail be provided about this call center requirement? How complex is it? Are screen pops required?  
**See question 6. Pop screens are not required.**
16. What are the exact models of the Cisco 3750 PoE switches planned for the use of VoIP? (We'd like to know switch and port count, and if the chassis are 3750, 3750G, or 3750-X. This will determine port density, capability and where each is in the product lifecycle, etc.)  
**WS-C3750-48PS-S 48 and WS-C3560-48PS-S**
17. Will PC's be daisy chained to VoIP phones, or use separate data cabling?  
**Most cases no, but some may have to be.**
18. Are there port speed requirements for the VoIP phones, and PC's (Presuming they're daisy chained)  
**Minimum speed for a workstation is 100 meg.**
19. Regarding phones and roles; "desk phone" stipulates at least 10 programmable buttons, but says nothing of line appearances. Unless clarified, we will assume equivalent (or greater) line appearances and buttons.  
**Must have at least 10 programmable buttons.**
20. It's assumed that adequate CAT5/6 cabling within each facility is currently in place, and being used. **Yes**
21. **Page 3, Capabilities, Ability to have message lines where people can dial in to hear recorded information. Such has who has jury duty the following day or is today a good burn day.**  
How many message lines are required?

Minimum of six at the Courthouse, Justice Center and Stafford Hansell buildings. Two at each of the rest of the sites.

22. What Email System is in place for each location? **Google for Business.**
23. Are the connections for fax machines required to be analog extensions off the PBX or would analog phone lines be an option?  
**One of the goals is to reduce recurring monthly cost. Having faxes connected to the phone system would help reduce the number of single pots line needed. Some faxes require require a direct line see question 4.**
24. **Smith Public Health Building:**  
There are five (5) direct land lines from the courthouse. Is there a reason why these couldn't be DID numbers?  
**Yes they can.**
25. **Sam Cook Building:**  
How is the T1 circuit between Sam Cook & Stanford Hansell Center configured:  
**12 analog tie lines. Only half of the T1 is being used**
26. multi-party "meet me" style conferencing details such as how many simultaneous people and groups, plus security options and recording.  
**Most conferences would be less than 6 but sometimes there might be the need for 10 or 12 participants. Conferences only occur a few times a month but we have had three simultaneous on more than one occasion. Conferences do not need to be recorded. Security is not required at the moment.**
27. Being able to see if someone is on a call before transferring.  
**This can be as simple as programmed buttons for people in the office and their button would light up if they are on the phone.**
28. A button to turn on and off the ability to another number when no answer.  
**When trying to add the third person to a three way call and the person doesn't answer or it goes to voicemail, we need to be able to disconnect the third person and go back to two way without hanging up on the original person in the call.**
29. The reason for the direct land lines. Can some land lines be converted to DIDs?  
**Land lines only need to be used where they have to be used, such as dispatch's fax. The county wants reliable phones that also reduce monthly recurring cost.**
30. Could a hosted PBX be an option if the contracts for the PRI's and lines do not prevent it?  
**All sites need to be able to make and receive calls within and out of the building even if there is no internet connection. The Justice Center which houses Dispatch, Emergency management, the Sheriff and Jail requires reliable phones that need to function even during a disaster. A Hosted system can be proposed, but may not meet these requirements.**
31. How many land lines are there currently on the respective phone systems?  
**Most of the land lines are not on the PBXs at the Courthouse, Justice Center and Stafford Hansell Center. Most of the land lines at the Public Works and Sam Cook buildings are on the PBXs.**
32. Which buildings need external paging?  
**Paging was not part of the RFP, but it would be helpful if the system would allow paging through all the phones within a building.**
33. What type of music on hold is needed?  
**Hold music is not a requirement, but if there is hold music easy listening instrumental with no commercials.**

34. Where will the system be mounted?  
The systems can be mounted in the phone rooms or server rooms of any of the buildings.
35. Does the system need to be attached to overhead paging system at the Courthouse?  
Yes, the current phone system connects to a Telecor XL Administrative Communication System via a single telephone extension and co port.
36. Are PRIs staying or are SIP trunks being considered?  
People still need to be able to make and receive calls even if the Internet is down. If the PRIs is needed to accomplish this, then yes our PRIs are staying. Sip trunks are acceptable.
37. If only one system is installed is four digit dialing still a requirement to the remaining Telrad systems?  
Yes. If this is an additional cost please list the extra cost to provide 4 digit dialing if not all the systems are replaced.
38. If additional cards are needed in the remaining Telrad systems who is responsible for the cards and programming?  
The vendor would be responsible. Please list this extra cost.
39. Would the system be subject to prevailing wage?  
The new phone systems would not be public works subject to the prevailing wage requirements.
40. - How do the calls route between the Panasonic and Telrad systems now?  
Calls are not currently routed between the Telrad and Panasonic systems.
41. - What happens when someone calls with a 4-digit extension between them?  
4 Digit dialing only works between the Telrad systems at the moment.
42. - Are there gateways or Audiocodes devices involved, what are the physical connections  
There is not equipment connecting the Panasonics system with the Telrads or the other Panasonics systems. The Telrad systems are connected via IP cards over our WAN. The Panasonics are connected to our WAN.
43. How many telephones are at
- Community Corrections 29
  - Juvenile and DD 29
  - Alcohol and Drug Pendleton Office 18
44. How many Faxes are at:
- Community Corrections 1
  - Juvenile and DD 2
  - Alcohol and Drug Pendleton Office 2
45. Polycom Conf phones, usually found in meeting rooms, are at
- Community Corrections 1
  - Juvenile and DD 2
  - Alcohol and Drug Pendleton Office 1
46. How many analog trunks (B1 lines) are at
- Community Corrections 5
  - Juvenile and DD 4
  - Alcohol and Drug Pendleton Office 5
47. How many PRIs are at
- Community Corrections 0
  - Juvenile and DD 0
  - Alcohol and Drug Pendleton Office 0

48. What exactly are you using the (Direct land lines) for at all your sites?  
Not all sites have PRI or SIP trunks so the use of the direct land lines is necessary. Some are hold over from years back and need to be removed. Some offices required a direct line in case the phone system went down so they could receive faxes. Some were installed by none county offices (state) for their special programs. You can remove as many of the land lines as you want as long as we can keep doing what is stated in question 4.
49. Can we use a fax server to replace the majority of fax lines and fax machines.  
Things are emailed whenever possible. Time is a factor and sometimes it is easier and quicker to use an actual fax. I don't think a fax server would benefit the few departments that still have to send occasional faxes.
50. Subsection A - qualifications, competence, and specific examples of past experience: would an explanation of our experience and a few successful project descriptions suffice or would it be better to provide a list of references for you to contact? If references are preferred, how many would you like to have us submit to the County?  
References are not necessary to respond
51. Subsection C - financial strength and stability: would a description of our stability and history be sufficient or would you prefer audited Financial statements, a letter from our VP of Finance, etc.?  
Description will comply with request, audited statements are not necessary.
52. Subsection D - willingness to negotiate on contract terms: would you please elaborate on this statement? Would we be agreeing to negotiate with the County for purposes of creation of a final statement of work or does this refer to negotiations on the County's standard contract's terms and conditions? If this relates to the County's contract, may I get a copy of it, please?  
This relates to negotiation of matters contained in the response.
53. Do the Panasonic systems have an open bay to add a T1 card? I am not sure.
54. How old are the Panasonic systems?  
a. Community Corrections less than 5 years  
b. Juvenile and DD 2 years  
c. Alcohol and Drug Pendleton Office 3 years
55. Do the Panasonic systems support QSIG? Yes
56. Depending on the age of Panasonic systems do you know if they'll support T1? They should but may need a card.
57. Will your current Panasonic dealer be willing to work with us to assure the systems are all talking and integrated as expected? Only our Panasonic vendor is allowed to work on the Panasonic systems. It is the bidder's responsibility to work/contract with our Panasonic vendor. The cost to contract with the Panasonic vendor needs to be included in the bid.
58. The weather forecast predicts snow and freezing rain for the gorge over the next few days which may cause complications getting our response back to you before the due date and time. Will you consider extending the due date or allow vendors to email / fax responses to meet the due date while the physical copies are in transit?  
The deadline will not be extended. If an entity has mailed or sent a response, please let us know, and if the weather prevents the proposal from reaching the county prior to the time due, the county will call and ask that a copy of the proposal be sent to me by email or fax.



# UMATILLA COUNTY PHONE SYSTEMS