

Irving ISD CSP # 08-85 Local Telephone Service Questions

1. Please provide information with regards to the existing data networking equipment as requested below
 - a. Do you have network diagrams detailing the LAN and WAN connectivity for each location? If so, please provide this information.
RESPONSE: Yes, we do have Visio drawings for each of our locations and will provide those to the selected vendor. We have included a sample Visio for one High School, Middle School and Elementary campus as Attachment 1.
Do you have a listing of the equipment manufacturer, model number, and operating system revision number for each device? If so, please provide this information.
RESPONSE: Yes, we have an inventory of equipment and can supply that to the selected vendor if necessary. For your information, please refer to Attachment 2 for a summary of Cisco equipments that make up our local area network infrastructure.
 - b. If equipment details cannot be provided, can Irving ISD offer assurances that they will be responsible if the equipment is not capable of providing VoIP pass through, QoS, and PoE?
RESPONSE: The District is responsible for the operation, maintenance, and modernization of the local area networks. The current inventory of Cisco network equipment is capable of providing QoS and PoE as appropriate and we will ensure that all future updates of this equipment conform to the requirements of the selected VoIP system.

2. Please provide information with regards to the existing structured cabling at each location as requested below
 - a. Is all of the cabling category 5 or better (i.e. cat 5e or cat 6)?
RESPONSE: All network cabling is Cat 5 or better. We do have 9 locations with Cat 3 wiring for telephone lines but do not plan to use those for any VoIP system. Those Cat 3 lines may be used for analog circuits if needed. Phone lines installed after 1998 are Cat 5 or better.
 - b. Is there an extra cable drop (available pairs) at each user location for a VoIP phone?
RESPONSE: No, please refer to paragraphs 1.3.2 and 5.11.4. The District's preference is to share a currently installed Ethernet port and not install additional network drops for any VoIP phone system.

3. Please provide information with regards to environmental controls at each distribution frame/network closet at each location.
 - a. VoIP LAN equipment will typically provide power to devices using PoE and will run hot. Is each closet equipped with an air conditioning or environmental control system?
RESPONSE: Most, but not all, wiring closets have dedicated air conditioning systems. However, every building that houses the closets is climate controlled and most closets without dedicated units have free-standing units. The expectation is to have individually, and centrally controlled environments for all wiring closets by the end of our construction bond program.
 - b. VoIP LAN equipment will typically provide power to devices using PoE and VoIP service is dependent on system uptime. Is each network device connected to a UPS system and if so how much run time can be expected in case of a power outage?

RESPONSE: No. Only critical components of the network have UPS, not each individual switch.

c. Is each network equipment rack grounded to the facility ground?

RESPONSE: Yes.

4. Who will be responsible for reconfiguration of existing LAN and WAN networking devices: to support the voice VLANs, to provide PoE, to provide QoS, and to reconfigure ports for IP telephones?

RESPONSE: The Irving ISD District Network Administrator is responsible for all configuration and daily operation of the local area networks. By contract, our current WAN provider is responsible for the configuration and operation of that system.

5. If we install a complete VoIP solution down to the desk top station and ISD is providing their POE switches, where do responsibilities begin and end between the vendor and ISD?

RESPONSE: The vendor shall bring in services to a specified wiring closet within a specified building and connect those services with the appropriate cross connect to the District-owned switch. All those services are the responsibility of the vendor. All services from the switch to the desk top station are the responsibility of the District. IISD will be responsible for the Layer 3 connectivity of the network attached IP telephony device. Any call processing issues will be the responsibility of the selected vendor.

6. Does the district have, at each location, LAN infrastructure that is capable of providing IP layer 3 quality of service?

RESPONSE: Yes, please see the listing of Cisco equipment at Attachment 2.

We recommend that vendors interested in responding to this CSP review the capabilities of these switches and design accordingly.

7. If answer to prior question is yes, based on existing in place LAN / WAN is it feasible for vendor to assume that layer 3 resources are available to install/connect/test IP end points to each address to support VoIP without interfering or degrading services currently provided over the enterprise?

RESPONSE: Yes. IISD is not opposed to any non-intrusive testing required to satisfy the requirements of the selected vendor. Please understand that any disruption to instruction being delivered across the LAN will require the testing to be terminated immediately.

8. Does the district have, at each location, physical infrastructure (CAT 5, 6) desk top IP connectivity?

RESPONSE: Yes.

9. How is a typical trouble report going to be managed? Will ISD IT department and/or consultant take the first call or will the vendor?

RESPONSE: Our preference is for the call to go directly to the vendor for resolution. However, we will entertain alternate suggestions.

10. What is your current up-time performance of your current WAN?

RESPONSE: 99.9% uptime.

11. With ISD's current telephone system, specify what level of activity (MAC and Repair) is represented across the district? Example - On average month -how many Priority One trouble reports does ISD experience? How many Priority two trouble reports?

RESPONSE: We do not have that information.

12. Which site would the vendor service / support coordinator report to in the District if the vendor offered this service? Would district provide work station etc to accommodate this individual.?

RESPONSE: The District would assign a central reporting authority, and the District would provide appropriate space for the individual.

13. Is ISD open to allocate IT or other district resources to set and test digital / IP telesets during the July / August 09 planned conversion? If so how many individuals (est.) would be available to assist with desk top conversion?

RESPONSE: No, please refer to CSP paragraph 2.14.

14. Concerning the Analog lines at each location: Do these need to stay as analog and kept on Central office Power to provide full up time for Alarms etc incase of a power loss? Or is it possible to build in a 30min to hour back up for lines incase of power loss at those locations?

RESPONSE: Yes, the must stay analog and no, we cannot accept a single point of failure for these critical lines. These are decentralized lines that are located at each of the facilities specified for emergency purposes.

15. Analog (Alarms, elevators, critical circuits needing POTS lines)

The term POTS means different things to different people...

Are we to assume that each of these lines **MUST** be a single copper pair electrically connected directly from the Central Office to the device, or is it acceptable to provide POTS service via a standard device such as a T1 channel bank or a packet gateway, as long as compatibility is ensured?

RESPONSE: See #14. Copper wiring is already in place for these lines. Currently they are individual lines that operate even when building power is not available. This type service must be maintained.

16. Pricing shall be based upon a ten to one trunking ratio.

We would like to confirm that your instructions are to provide trunk pricing based on a ten to one ratio of lines to trunks, calculated on the basis of the number provided by the District in Appendix A, "Quantity Matrix for Pricing," in the column named "Quantity of Digital and Analog Lines Required." If this is not the case, please clarify further.

RESPONSE: Yes, no clarification necessary.

17. Digital Single Line Telephone Instruments (2 port network connector)

In 1.3.2 it is stated "The intent is to share Ethernet connectivity between the digital phone and a computing device (e.g. – a PC). This statement along with 1.4.5.2.1, if taken as REQUIREMENTS rather than PREFERENCES would mandate a VoIP solution, since only IP phones can share a connection with a PC. If the District's intention is to specifically request a VoIP solution then would you please specify this? Otherwise, can you provide language that discusses which party would be responsible for the additional cabling and related work that would be required if a non-IP, standard 2-wire digital phone connection is required in addition to the Ethernet connections?

RESPONSE: Our industry investigation has led us to believe that the VoIP solution may be the best product for our organization over the next 5 years. Therefore, the CSP refers to that solution. However, the purpose of this CSP is not to limit the solution to only a VoIP solution. We will evaluate any alternative solution that provides the same or greater capabilities as requested in the CSP, and provides similar benefits to the District over the full

term of the contract period. The District currently has a non VoIP system and has individual cabling to all telephones listed in the Appendixes.

18. RE: “the ability to be centrally configured from a network-connected server...” Is the district asking for the ability for the district to be able to configure the phones from a server on their network, or asking that the vendor have the capability to configure the phones centrally, i.e., as opposed to having to do so on-site or via a per-site ‘server,’ etc.?

RESPONSE: The Vendor should have the ability to configure the phones centrally, and the District should have the ability to access that capability and configure phones from within the District. We are not asking that the vendor place any servers within the District network.

19. When will Irving ISD answer all questions? If later, will IISD consider an extension of the RFP date?

RESPONSE: Please refer to paragraph 2.7. We will respond to all questions by September 19, 2008 and we do not anticipate any extensions.

20. Can the current WAN support telephone system? Is the bandwidth segmental?

Response: Our existing Gigabit WAN (see para. 1.3.2) will support the proposed phone system. If the vendor offers a solution that demands unexpected amounts of bandwidth, it should be specifically identified in their response as a possible issue.

21. Would IISD consider increasing bandwidth of current WAN with current provider if WAN could not support telephone system?

Response: We would only consider increasing the 4 GB bandwidth capability that services the Administration Building, but only if that is necessary. We have no reason to believe that any bandwidth increase will be required.

CAUTION: No vendor shall use our current 200MB Internet circuit when constructing their solution to this CSP. Our Internet bandwidth is fully utilized and intended primarily for instructional use.

22. If not upgraded, who will control QoS?

Response: The Irving ISD network administrator will configure QoS on our current inventory of Cisco equipment as appropriate.

23. Can IISD provide a minimum number of analog lines needed for faxes at each location?

Response: No. Please refer to para 2.14 which states that “The District is requesting a totally turn-key implementation”.

24. Does IISD plan to run fire, alarm lines through the phone system?

Response: Yes, they will be run through a phone system. However, those are to be analog (POTS) lines that are not affected by any WAN or LAN network outages. Please see Appendix A, Quantity of Analog lines required.

25. What type of IP phones does IISD want? (10/100 Mg or Gig at the desktop)

Response: Please refer to para 5.11, Telephone Instrument Preferred Specifications.

26. How many buttons on phones?

Response: Please refer to para 5.11, Telephone Instrument Preferred Specifications.

27. Will IISD provide their own layer 2 switches or should vendor proposal include?

Response. IISD will provide all switches. Please refer to para. 1.3.2.

28. Should all phones be survivable at each location?

Response: Need additional information before we can respond to this question. However, the District is responsible for the survivability of the LAN and we have a service level agreement in place for the WAN.

29. Specify dual processor?

Response: Need additional information before we can respond to this question

ERATE (currently IISD is 84% but has a few higher schools)

30. Will IISD consider splitting 90% and higher schools out for erate funding?

Response: Yes, but our current discount rate is 84% and increases each year. We would have to understand the specific benefits of this split before agreeing. If this is for the purpose of requesting discounts as Internal Connections rather than Telecommunications, the answer is NO since the 2-in-5 year rule will significantly reduce our benefits.

31. Will the start date of the contract be July 1, 2009? If erate funding commitment has not been received by that date, will the start date change?

Response: Yes, the start date of the contract is the start of the E-Rate funding year. We can negotiate dates if this cannot be achieved; however, the system operational date cannot be later than mid-August 2009.

32. Does each site have its own independent Internet connection or is Internet Access delivered to each location across the Ethernet WAN?

Response: Internet Connectivity is centralized through the Administration Building. However, please refer to Question 21 when planning the use of our Internet connection.

33. What level of bandwidth is currently available at each site?

Response: Please refer to paragraph 1.3.2 of the CSP and response to Question 20.

34. Are the sites internally cabled with CAT5 to each jack currently?

Response: Yes.