

REQUEST FOR PROPOSAL

Questions and Answers

VoIP Telephone System Replacement
For
South San Joaquin Irrigation District

Important Dates:

RFP Published.....Tuesday, August 29, 2023
Addendum Deadline.....Friday, September 15, 2023
All Questions Due.....Friday, September 22, 2023
Questions and Answers Published.....Monday, September 25, 2023
Proposals Due.....Friday, September 29, 2023
Award of Contract.....Tuesday, October 10, 2023

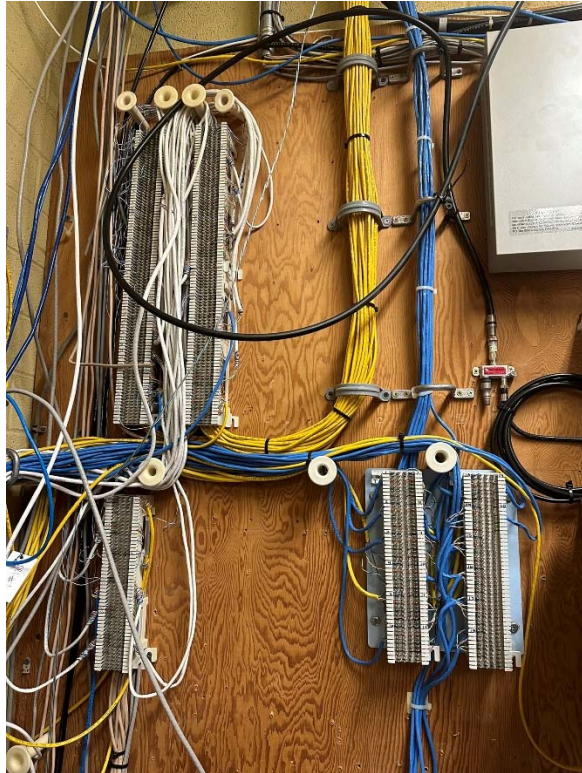
VoIP Telephone System Replacement RFP – Questions and Answers

- Will there be any consideration made toward Hosted/Cloud providers ?
 - SSJID prefers to keep an on-premise system for convenience and security, as well as any potential future upgrades or additions without increasing any monthly rate.

- Water Treatment Plant requires 24 new drops of CAT 5e or better. Can you provide me with a map, or do you think a site visit would be better? What type of ceilings are we dealing with? Hard lid, or drop tile? Just too many variables to provide an accurate quote based on the statement in the RFP.
 - This may not have been clear. The District is not looking to replace the cabling from the punch-down blocks, only to replace the blocks with patch panels. The location of the phones near the PoE switch at the Water Treatment Plant is close enough that PoE and 100 Mb Ethernet will function over the existing Cat. 3 cables. Currently, the Cat. 3 cables and Cat. 5 patch cables are punched together on the block. At the District Office, the existing Cat. 5e cables are punched together with the Cat. 5e patch cables.

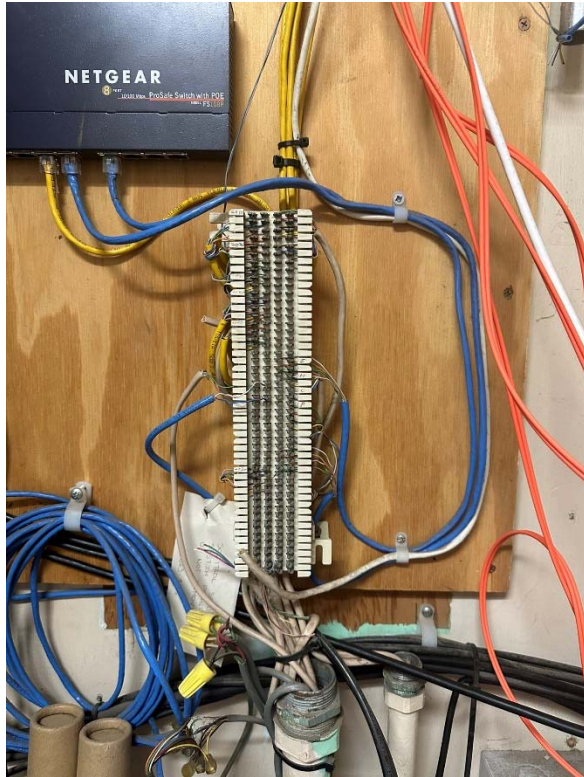
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- Replacing punch down blocks with patch panels sound relatively easy enough. However, we don't know how many ports are required for the new patch panel. Do the existing cables have enough wiggle room to be moved from 66 Blocks to Panel? Is the panel to be wall mounted or is it going into a data rack/cabinet?
 - Please see the pictures for reference:

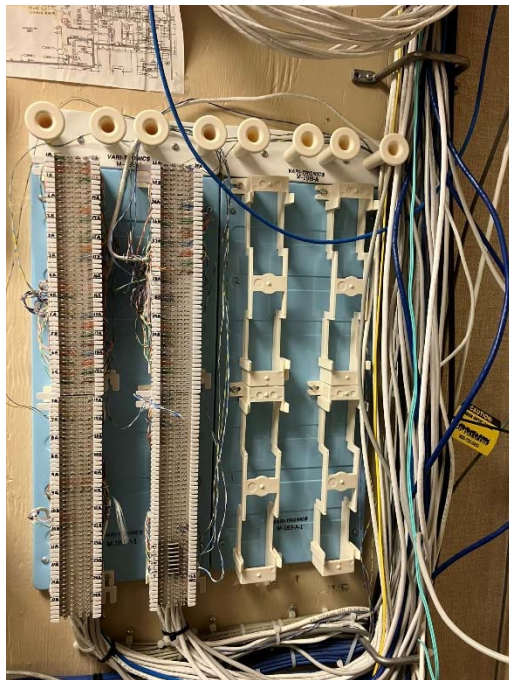


- District Office, Building A: Cat 5e. cabling. Only yellow and blue cables will need patch panel. Approx. 45.

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- o District Office, Building B: Cat 5e. cabling. Only yellow cables will need patch panel. Approx 8.



- o Water Treatment Plant: Cat 3 to Cat 5e cabling. Approx 32.
- o Control Room cabling is already in place and will not need to be replaced.

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- The panels will all be mounted to the wall. District IT staff will run patch cables to network switches on the racks.
 - As a side note, Mitel VoIP phones are already installed around the District. The reason for the need of patch panels is for 1) cleaner installations, and 2) Water Treatment Plant cables are only wired with 2-pairs making PoE limited to certain vendors.
- Would you like to see the support contract as a separate line item, or built into the total package?
 - I would like to see the support contract built into the total package.
- Is SSJID open to a solution that is fully Cloud based with the only equipment on site, being the phones?
 - SSJID would prefer to keep all equipment on-premises as we are looking to possibly expand our system in the future.
- How many virtual fax numbers are required?
 - Approximately 40 fax numbers are required. We have already procured the DIDs. After the final contract award, District staff will provide all DIDs with their intended functions.
- Each location (Section 2.2) shows a requirement for Paging Speakers. Do the facilities/locations currently have paging and can it be reused or do you require new?
 - Only one location currently has paging, however, it is built into the phone handset. During the walkthrough, District staff will show the locations for the paging requirements.
- Does every user need their own DID/Ext?
 - Yes. We have already procured the DIDs.
- Billing – One bill or a bill for each site
 - One bill total please.
- Current Cat 6 router- The cat6 cabling for the computers are the routers POE?
 - All VoIP drops are already PoE.
- So you currently have a PRI and with your data.
 - We have a SIP to PRI gateway. Our current phone system is PRI, but TPx provides service via SIP. I would like to eliminate the PRI SIP gateway.
- How many minutes are included in your voice plan.
 - Our current voice plan should not change with this project as we already have TPx's SmartVoice SIP plan.

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- Are all category cables (data) are only to be re-terminated on the IDF/Patch panel side.
 - Correct.
- Are all category cables (data) terminated with data capable jacks and configurations.
 - Yes.
- Are all station side faceplates accessible. Is there access behind furniture/desks.
 - Most are, however, in locations that are not accessible, the existing patch cable can be used.
- Are we to demo blocks where PBX lands, what if block has other devices attached.
 - Yes. If there is a situation where a POTS line is going through that block, it can be disconnected. IT staff will determine the solution.
- Are we to test cables and provide test results.
 - Testing will be required.
- Are we to remediate any failing cables.
 - That would not be necessary.
- Are we to provide patch cords.
 - Patch cables will be provided by SSJID staff.
- Wanted to confirm that the cabling on Site 3 is CAT3. On the walk we talked about Site 3 being a similar layout to Site 1 so I wanted to clarify.
 - Cabling is Cat 3.
- Last, I wanted to confirm that the new Network Switches are POE.
 - Yes, they are PoE.