Town of Wilton – Telephone System
Addendum 1 to RFP
Based on Questions asked at the
Telephone System Vendor Conference
February 20, 2015, Room B, 10 a.m.

The following additional information is being provided as a result of questions at the February 20 vendor conference.

NOTE: Deadline for submitting proposals has been postponed to March 13, 2015

Proposals must be submitted by March 13, 2015, 4:00 pm
Office of the First Selectman
Wilton Town Hall
238 Danbury Rd
Wilton, CT 06897
(6) paper copies plus (1) electronic copy
Mark envelope: "Telephone System Proposal"

1. ***Delivery of Proposal: What kind of copy and what method?*** Six (6) paper copies and one electronic copy.

2. ***Trunks: PRI or Zip trunks; how many needed?*** See the RFP page 7 for information on the number of phones, locations, and outside lines we have now. For clarification of the provisioning of the Town Nortel switches through Frontier Centralink, see question 9 below. Also, see RFP Section 10 for the Town's requirements for carrier provisioning.

   Please propose a system configuration that you feel can handle sufficient carrier services for the buildings described in the RFP, with the type of flexibility and failover described in the RFP. Please provide detailed cost adjustments for increasing or decreasing carrier service compared to the configuration you propose.

3. ***What networking equipment is in place in each location?***

   ### Equipment & Cabling
   - Ethernet, QOS
     - Town Hall buildings and Comstock
       - See listing of specific switches at the end of this document
     - School buildings
       - See listing of specific switches at the end of this document
   - POE will be available in most locations as each building comes on line in the new system

- - Schools – network switches will be upgraded to POE as they come on to the new phone system
  - There is generally only one drop per office. We expect to use the new phones to pass through an Ethernet connection for each office PC, either 100 Mbps or 1 Gbps)
  - Layer 3 network routing and VLAN capability will be operational across all buildings and across the school and municipal buildings *as each building comes on line with the new phone system*. See the next section for details about the timetable.

Network Connectivity

- - TODAY the following groups of buildings are connected with fiber:
    - School group
      - High School (including the Board of Education District Office)
      - Middlebrook School
      - Cider Mill School
      - Miller-Driscoll School
    - Town Hall group
      - Town Hall
      - Annex Building
      - Police Headquarters
      - Fire Headquarters
    - Comstock (only connected with T1 to Town Hall group)
    - Unconnected locations
      - Fire Station 2
      - Merwin Meadows
  - FUTURE
    - School group to be connected to Town Hall group – June 1, 2015
    - Comstock to be connected to rest of Town – November 1, 2015

4. ***Is the town going to develop a short list and interview***? Yes.

5. ***Is the server infrastructure virtualized today?*** Yes, using VMware, both schools and Town. The school servers are at the District Office (on the same property as the High School). The Town VM servers operate as a split node between the Town Hall and the police department. There is also underground fiber link between the two Town server rooms.

6. ***Can a VM be proposed using the existing environment?*** Yes. The cost of the server would be on us and the back-up also.

7. ***Would you provide a breakdown on desktops are far as what type of OS and what type PC's are in place?*** The Town is very standardized on Microsoft and the schools are moving toward Google apps. For approximate numbers, see the counts of phones in the RFP. The RFP is future-oriented, looking for flexibility and adaptability to meet the needs of the Town and the schools going forward. The design of the new system should not be constrained by the limitations of the existing phone systems.

8. ***What existing trunk lines are currently in use?*** See the last two columns of RFP page 7, Appendix A. See also the answer to question 9 below.

9. ***Please explain the current Centrex configuration in use by the Town:***

    Does Centrex run through all the Nortel solutions now? Yes.

    Are there really only 12 total or 12 incoming and 12 outgoing for 170 folks?

    Town trunks – current configuration: The Town's Nortel phone system is served by Centralink 3100 from Frontier Communications. The Town's contract includes 12 Network Access Paths (NAPs). Nominally, each NAP can carry 1 incoming and 1 outgoing call, for a total of 12 incoming and 12 outgoing calls. In practice, the Town does not currently experience blocking or busy signals on its 160 Centralink direct-dial telephone numbers.

10. ***Does the Town have the need internal conferencing collaboration? It will affect trunk lines.*** See RFP section 1.12. The Town is not requesting a specific number of conferences or participants. If the system you propose includes a specific number of conferences or participants, please state that number. If there is a per unit charge for conferencing, please give details. If conferencing between buildings requires the use of outside lines, please state that.

11. ***Be more specific with requirements for best phones, attendants, simple phones, 5-Star.*** Propose a mix that you think will meet our needs. Give detailed unit pricing so that we can add or subtract. We will determine the types of phones after we see the pricing.

12. ***On architecture: Is the Town looking for a hub remote configuration, where everything comes in one place and remotes have survivability?*** We are not specifying a pre-conceived architecture. Rather, we are asking you to propose an architecture that meets our needs as stated in the RFP, one that is based on the capabilities and design of your product. In your proposal, you may make the case why it is good architecture for us. See RFP section 3 for the Town's needs with regard to architecture and survivability.

    We are relying on your experience to help us with issues like architecture and many of the other types of questions that have come up in this vendor conference. We are looking for a partner company that can offer an excellent product, knowledge about the product and understanding of the kind of customer we are.

13. ***Administration – is Wilton expecting to have multiple people administer parts of the system?*** Yes. See RFP section 8, particularly 8.3.

14. ***Company directory – can everyone see everyone?*** The structure of the directory, as seen by people calling of different Town numbers from outside, should be flexible. See RFP section 9, particularly 9.2.

15. ***Any consideration of integrating directories?*** The schools and the Town do not anticipate adopting a single, shared network directory service. See RFP section 9.3.

16. ***Any considerations for generator power?*** The four main Town buildings are on three full-building generators; Comstock also has a generator. The Board of Education central office where the Board of Education servers are located has full emergency power.

17. ***Since this is a phased project, as each building comes on, can it be assumed carrier services will be in place by then?*** The only timing that has been set is for phase 1, Comstock. Comstock will have carrier services by September 15. Later phases are not yet on the calendar. Carrier services will be in place in each building as that building comes on to the new phone system.

18. ***On police side, any involvement with 911 calls?*** The Wilton Police Department 911 system is entirely separate from the Town's phone system. If Wilton's incoming 911 link goes down, then 911 calls are routed to Weston. However, there is a requirement for handling outgoing 911 and e911 calls. See RFP section 1.10.

19. ***Do we want notification when someone is making a 911 call or after?*** Yes we do want notification when 911 is activated. See RFP section 1.10.

20. ***Are there any current carrier contracts in place?*** The Town is month-to-month on a state contract. The assumption is that the Town would absorb any transition costs.

21. ***On BoE – any E-Rate of any kind? Need to specify what would qualify.*** If you have any information about which of your equipment or services are potentially eligible for E-Rate funding, please provide it.

22. ***Support going forward – managed services anything you want to keep in or out?*** We have not decided what mix of outsourced and in-house services would suit our needs and be most economical. Support pricing should be added to the RFP as an addendum. We would like pricing on minimum hardware and software maintenance and support. Please specify response times and other conditions of any support contract you propose.

23. ***What is the breakdown of staff vs. teachers?*** 10:1 staff to faculty ratio, but uncertain if there is a handset in every room. The list given is an approximation. If you can give us a unit price for additional, please do so. If it reaches a step function, then jumps to another type system, please explain. BoE has lots of 0.2 FTE teachers who need to be in the directory, so the number of sets and number of teachers are not necessarily the same.

24. ***Police Department requirement for reliability and failover***. The Police Department is especially interested in the redundancy and survivability described in section 3 of the RFP. If VOIP service fails, the Police Department needs backup emergency phone service. Not everyone calls 911 in an emergency so the landline must always work.

Network Switches and Locations - Board of Education

B5G124-48   Cider-Mill-2nd-Floor-A Enterasys Networks, Inc. B5G124-48 Rev 06.61.07.0010
B5G124-48   Contact Cider-Mill-2nd-Floor-B Enterasys Networks, Inc. B5G124-48 Rev 06.61.07.0010
B5G124-48   Cider-Mill-3rd-Floor-C   Enterasys Networks, Inc. B5G124-48 Rev 06.61.07.0010
B5G124-48   Cider-Mill-3rd-Floor-D Enterasys Networks, Inc. B5G124-48 Rev 06.61.07.0010
S1 CM_CORE   Enterasys Networks, Inc. S1 Chassis Rev 08.11.03.0006 07/26/2013--14:36 ofc
C3G124-48   WHS_DTO-CO-Closet   Enterasys Networks, Inc. C3G124-48 Rev 06.61.07.0010
S4 WPS-CORE-S4   Enterasys Networks, Inc. S4 Chassis Rev 08.11.04.0005 09/18/2013--17:23 ofc
C5K125-24P2   WHS_MDF_Access_Switch   Enterasys Networks, Inc. C5K125-24P2 Rev 06.42.06.0008
Bonded SSA   Bonded_ServerFarm_SSA   Enterasys Networks, Inc. Bonded SSA Chassis Rev 08.11.04.0005 09/18/2013--17:23 ofc
SSA-G1018-0652   Middlebrook-Core   Enterasys Networks, Inc. SSA Chassis Rev 07.72.02.0004 10/05/2012--15:37 ofc
K10 MB-2ndFL-KA   MB-2ndFL-KA   Extreme Networks, Inc. K10 Chassis Rev 08.22.02.0012 06/03/2014--20:09 ofc
K10   MB-2ndFL-KB   MB-2ndFL-KB   Extreme Networks, Inc. K10 Chassis Rev 08.22.02.0012 06/03/2014--20:09 ofc
C3G124-48   Middlebrook-OLD-Wing   Enterasys Networks, Inc. C3G124-48 Rev 06.61.07.0010
C3G124-48   Middlebrook-LAB1-LAB2   Enterasys Networks, Inc. C3G124-48 Rev 06.61.07.0010
C3G124-48   Middlebrook-Music   Enterasys Networks, Inc. C3G124-48 Rev 06.61.07.0010
C3G124-48   Middlebrook-Media   Enterasys Networks, Inc. C3G124-48 Rev 06.61.07.0010
B5K125-48P2   Middlebrook-MDF B5 STACK Enterasys Networks, Inc. B5K125-48P2 Rev 06.61.07.0010
SSA-T1068-0652 Miller-Driscoll Core   Enterasys Networks, Inc. SSA Chassis Rev 08.21.03.0003 01/14/2014--11:52 ofc
C3G124-48   Driscoll-Blue   Enterasys Networks, Inc. C3G124-48 Rev 06.61.07.0010
C3G124-48   Driscoll-Yellow   Enterasys Networks, Inc. C3G124-48 Rev 06.61.07.0010
B5K125-48P2   MDF-Blue   Enterasys Networks, Inc. B5K125-48P2 Rev 06.61.07.0010
C3G124-48   MDlab2   Enterasys Networks, Inc. C3G124-48 Rev 06.03.08.0012
C3G124-48   WHS Enterasys Networks, Inc. C3G124-48 Rev 06.61.07.0010
C3G124-48   WHS-Building-A_Sw_2 Enterasys Networks, Inc. C3G124-48 Rev 01.02.01.0004
C3G124-48   WHS-Science   Enterasys Networks, Inc. C3G124-48 Rev 06.61.07.0010
C3G124-48   WHS-Library   Enterasys Networks, Inc. C3G124-48 Rev 06.61.07.0010
C3G124-48   WHS-Bzns   Enterasys Networks, Inc. C3G124-48 Rev 06.61.07.0010
S3-A   WHS_SOUTH_S3A   Enterasys Networks, Inc. S3-A Chassis Rev 08.11.02.0001 07/04/2013--08:43 ofc
S3   MDF_S3   Enterasys Networks, Inc. S3 Chassis Rev 07.72.02.0004 10/05/2012--15:37 ofc
C3G124-48   WHS_SOUTH_C3   Enterasys Networks, Inc. C3G124-48 Rev 06.61.07.0010
C3G124-48   WHS-3rdFloor-East   Enterasys Networks, Inc. C3G124-48 Rev 06.61.07.0010
C3G124-48   WHS-3rdFloor-West   Enterasys Networks, Inc. C3G124-48 Rev 06.61.07.0010
C5K125-48P2   WHS-NORTH   Enterasys Networks, Inc. C5K125-48P2 Rev 06.71.02.0008

Network Switches and Locations – Town Buildings

Model	Building
ProCurve Switch 8212zl(J9091A)	Town Hall
ProCurve Switch 3500yl-48G (J8693A)	Annex
ProCurve Switch 3500yl-48G (J8693A)	Fire HQ
ProCurve Switch 5406zl(J8697A)	Comstock
ProCurve Switch 2824 (J4903A)	Comstock
ProCurve Switch 2910al (J9146A)	Comstock
ProCurve 2910al-24G-PoE Switch (J9146A)	Police HQ
ProCurve Switch 8206zl (J9477A)	Police HQ