

**City of Memphis
Telephone Systems Upgrade
RFP # SAIC CoM 2014 RG R91218**

Answers to Questions

	<u>RFP Section</u>	QUESTION	Response
1.	2.Requirements	Will the City of Memphis consider a hosted voice solution for this entire RFP?	Not for this RFP.
2.	2.Requirements	Will the City of Memphis consider a hosted voice solution for just the standalone locations?	Not for this RFP.
3.	2.Requirements	Will the City please provide additional information around the site connectivity for each location regarding sites connected to the Municipal network?	Locations connected to the City network via City-owned fiber with at a minimum 10Mb bandwidth.
4.	2.Requirements	Do all locations have a rack with free space?	The City will provide the racks and make space available as necessary.
5.	2.Requirements	Are there any requirements for Analog Extensions? If so, please provide location and quantity information?	TBD pending site surveys required as part of this RFP
6.	2.1	What type of telephone service is at each location in solution "B" (i.e.: PRI, T1, analog Pots Lines)?	All locations listed under solution "B" have analog POTS lines for service.
7.	2.1	How many analog devices are at each location in solution "A" and "B"	No more than 4 analog devices per site
8.	2.1	Which location(s) get a wall mount kit?	1 per site
9.	2.1	Any plans for connecting to the City's WAN? If so, before or after the systems installs?	Not as a part of this project.
10.		May we schedule time to perform a site survey at the data center and each site as needed?	If down-selected, site surveys will be allowed.
11.		By site, what is your current type of Internet connection & speed?	Solution "A" sites – connected to the City network via fiber with at minimum 10Mb bandwidth; Solution "B" sites – connected to the internet via DSL or other ISP internet service
12.		By site, what is the type of WAN utilized, i.e. Frame Relay, VPN, MPLS?	See answer to #11
13.		If you have a DSL or cable modem connection, is it used by more than 1 computer? No _____ How Many? _____	Yes, the number varies from site to site, between 2-10.

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14.		What is primary function of your connection? Circle all that apply. Email & Web Browsing Hosting of web site Connection to remote LAN Other	The information requested is not relevant for this RFP.
15.		What type of network do you currently operate? Windows 95/98/NT/2000/2003/XP)_____ Novell____Unix/Linux____AS400____Apple/Mac_	Not applicable at this time. The information requested is not relevant for this RFP.
16.		How many computers are on the network currently? And estimated in next year? 2-5____6-10____11-25____25-50____50-100____More than 100____Next Year_____	The information requested is not relevant for this RFP.
17.		Are you supporting BYOD?	The information requested is not relevant for this RFP.
18.		What types of computers are using the network? PC Apple/Mac Android Tablet iPad Other_____	The information requested is not relevant for this RFP.
19.		What Internet services does your organization host?	The information requested is not relevant for this RFP.
20.		What Platform_____ None Web Server Email / Exchange Server FTP Server DNS Server Database / Application Server Instant Messaging Conferencing	The information requested is not relevant for this RFP.
21.		Do you run servers internally on your network? Type?	The information requested is not relevant for this RFP.
22.		Are you using VMWare on your existing servers? Type of servers running VMWare? Please detail CPU, Memory, and storage capacity plus availability.	The information requested is not relevant for this RFP.
23.		Do you have available VMWare licenses?	The information requested is not relevant for this RFP.
24.		Do you have a Firewall in place? No? Yes? What type? Microsoft Proxy Server Checkpoint Borderware Secure Computing Cisco Pix Netware Border Manager Linux/Unix Other	The information requested is not relevant for this RFP.
25.		Are you using Network Address Translation (NAT) ? N o ? Y e s ?	The information requested is not relevant for this RFP.

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26.		Do you currently use DHCP? NO Yes If yes, please, complete the following: Server based DHCP Scope from _____ to _____ Subnet _____ Router based DHCP Scope from _____ to _____ Subnet _____	The information requested is not relevant for this RFP.
27.		What router/modems or networking equipment exists on your network? _____	The information requested is not relevant for this RFP.
28.		Is your network segmented using VLANs? Yes? No?	Yes.
29.		Do you share a data/ phone connection (channelized T-1) No __ Yes __ Lines __ Bandwidth _____	No.
30.		By Site please provide the make and model of existing data switches _____	Existing data switches are manufactured by Extreme Networks.
31.		How many spaces are available on your switches for new connections? _____	The City will provide sufficient ports to connect IP telephones.
32.		Are your switches PoE?	Yes.
33.		Are your switches GigE?	All switches are at least 10/100/1000Mb capable.
34.		Do multiple LAN segments share your Internet connection either locally or externally? No? Yes? If yes, please describe _____ _____	Facilities on the network share the City's primary internet connections. Facilities not on the network use local internet connections via the ISP.
35.		By site where is the location of your DMARC? _____	The information requested is not relevant for this RFP.
36.		Who performs network maintenance now? Internal staff Vendor Volunteer Owner Other	A combination of internal staff and contracted vendor.
37.		Do you have a network map? Yes? No?	Yes – the map will not be shared at this time.
38.		Please provide addressing scheme & LAN/WAN topology (physical & logical). This is very important to provide an accurate quote.	This will not be provided at this time.
39.		Do you have a scheduled maintenance plan in place? Yes? No? Internal? Vendor contracted?	Not at these sites.

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40.		Is your network remotely monitored? Yes? No? Where? ____ _____	The information requested is not relevant for this RFP.
41.		Do you routinely backup your network? Yes? No? How often? _____ Internally? Remotely? Where to? _____	The information requested is not relevant for this RFP.
42.		Has your network ever been tested by a 3 rd party for security loopholes? Yes? No?	The information requested is not relevant for this RFP.
43.		Have you ever had a network inventory performed for insurance purposes? Yes? No?	The information requested is not relevant for this RFP.
44.		Do you monitor or filter Internet activity on your network? Yes? No?	The information requested is not relevant for this RFP.
45.		Does your firm receive excessive email spam? Yes? No?	The information requested is not relevant for this RFP.
46.		Do you have concerns about viruses or other malware? Yes? No?	The information requested is not relevant for this RFP.
47.		By site please detail the type of phone system in place? _____ Vendor? _____ PBX? Key System? VoIP? Hunt lines? ____ Flat lines? ____ DIDs ____ DODs ____ T 1? ____ PRI? ____ SIP Trunk? ____ BRI? ____	Specific Site detail is available upon request. Please reference due diligence tab in the RFP
48.		Please provide current ShoreTel inventory; hardware and software type/version?	Shoretel communicator  Shoretel config cityHal.xlsx 13.2
49.		Please provide number of existing trunk, extension, and feature licenses on existing Shoretel system.	Trk's = 192 Extensions 209 See question 48 attachment for license detail
50.		Who is the current vendor of record for Shoretel? How much time remains on the current maintenance agreement?	The current vendor of record is NATI.
51.		Other pertinent network information: _____ _____	The information requested is not relevant for this RFP.