COUNTY OF ROCKLAND
Department of General Services
Purchasing Division

Contract Award Notification

Title:	**CLOUD-BASED MONTHLY VOIP TELEPHONE SYSTEM**
Contract Period:	August 15, 2020 through December 31, 2023 w/ (7) 1-year options
	January 1, 2024 through December 31, 2024 w/ (6) 1-year options
	January 1, 2025 through December 31, 2025 w/ (5) 1-year options
Original Date of Issue:	October 1, 2022
Date of Revision:	October 25, 2024
BID No:	**RFP-RC-2019-005**
Authorized Users:	ITS Department

Address Inquiries To:

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Description
This contract is to provide Monthly VoIP Telephone Service

Contract #	Vendor Number	Contractor & Address	Telephone No.
RFP 19-005	0000024345	Aspire Technology Partners, LLC 25 James Way Eatontown, NJ 07724 Contact: Robin Schmidt rschmidt@aspiretransforms.com teamaspire@aspiretransforms.com	732-847-9562 Fax: 732-847-9620

PAGE 1 OF 29

TITLE: Cloud-Based VoIP Telephone System	RFP NUMBER: RFP-RC-2019-005

STATEMENT OF OBJECTIVES OR DETAILED SCOPE OF WORK

Rockland County has four main objectives:

Objective 1: Modernize the voice and data communications systems with a cost-effective, cloud-based telephony system solution for all Rockland County locations

Objective 2: Provide a platform to leverage new voice and data applications for staff to be more productive and to improve the user experience for County constituents.

Objective 3: Upgrade the data network infrastructure and hardware to support the new telephone solution.

Objective 4: Engage with a Vendor who will become the "telephone company" for the County and be responsible for maintaining and updating the voice system and services.

Current Environment

The County's current voice and data infrastructure does not meet industry standards and has exceeded its useful technical life. **Attachment A – Rockland County Network Summary Map** depicts the current environment of RC and RCC.
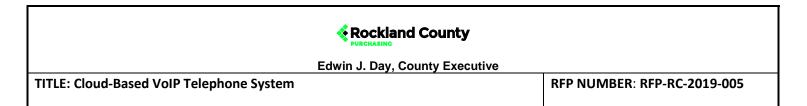
Voice Infrastructure

RC is currently using a Verizon provided Centrex telephone system which has been in service for approximately 30 years. The total documented number of active extensions is approximately 2800 Centrex lines dispersed between roughly 40 locations within Rockland County. **Attachment B – Active Voice Extensions per Location** shows the breakdown of Centrex lines per location. The current system and station features are limited with many employees supplying their own desktop devices. Internal 4-digit dialing is utilized and is a requirement for the new system.

Cabling Infrastructure

The County does not have documented records of their current data and voice cabling infrastructure. The voice cabling infrastructure cannot be reused because it is Category 3 cabling. The existing voice cabling infrastructure will be abandoned, except for a percentage of analog requirements to support security lines, elevators, standalone faxes, etc.

The data cabling infrastructure is predominately Category 5 with a small percentage of Category 5E and Category 6 cable plant installed. The switch port in the new phone will serve as a wired ethernet port for PCs.

Approximately 10% of the new endpoints will require cabling to be installed where outlets do not currently exist. It will be the responsibility of the awarded Vendor to confirm final endpoint locations and their associated cabling requirements, hardware, and connectivity requirements. The County will be responsible for the installation of any required cabling.

Page **5** of **51**
RFP Template 9-2015

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Fiber optic cabling is used to connect IT rooms and buildings; inter-building connectively is mostly multimode fiber, and a limited amount of single mode fiber is used between buildings. Fiber types and connectors are diverse and vary by time of installation. The awarded Vendor should verify this as part of the site survey. This project will most likely use the existing fiber optic cabling and should not be included as part of the proposed cable plant solution.

Rockland County also has multiple Public Announcement (PA) and intercom systems at certain locations which will need to be integrated with the new VoIP solution.

Network Infrastructure and Connectivity

Numerous telecommunications racks and closets do not meet current industry standards. For example, some of the IT racks are not grounded but will need to be grounded as the new network equipment is installed. In general, the telecom rooms do not have emergency electrical power and will require new individual UPSs.

The awarded Vendor will be required to include an assessment of all telecom closets in their site surveys and provide requirements and recommendations for improvements. **Attachment C – Data Switch Counts per Location** provides detailed information regarding current switch and port counts for both RC and RCC.

It is anticipated that Rockland County will use this contract to upgrade their data network equipment as required for the voice system, with the County responsible for any required cabling installation. Proposals shall include all costs to upgrade the data network, with the exception of cabling installation.

Rockland County Specific Details

Rockland County's data center is in the Pomona Building Complex (Building A). Approximately 1226 current Centrex lines terminate at this location.

The network is comprised of 83 HP access switches (Series 2600, 2800 & 2900), 11 Cisco access switches (Series 2800, 2900, 3500 and 3600), and 4 Cisco 6509 core switches dispersed between 22 County nodes. HP access switches are **not** Power over Ethernet (PoE) enabled and only 6 of the Cisco access switches are PoE enabled. The sites have a disparity of open ports. **Attachment D – Rockland County Pricing Worksheet** identifies the number of switches per site that need to be replaced including an additional 10% for future growth.

The County currently has two 100 Mbps private internet connections, along with two 250 Mbps public backup circuits, providing services for all 22 locations. Buildings are interconnected via direct fiber or circuits (Attachment A). In addition, several locations utilize a VPN tunnel back to the data center in Pomona (Building A).

The current internet services supporting Rockland County are insufficient to support the new hosted VoIP solution. Rockland County will require separate internet services to support the new voice system, which will be provided by the awarded vendor.

Offerors are required to design and provide the necessary internet bandwidth to support their voice solution independent of Rockland County's current internet connections.

Page **6** of **51**
RFP Template 9-2015

Department of General Services – Purchasing Division
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Network connectivity for RC is provided by the following circuits:

Altice Business	Location of Circuit	Comments
100 Mbps P2P circuit	Pomona (Building A)	Services following locations: • Pomona Campus (All buildings) • Veteran's • Sewer • Spring Valley Clinic
100 Mbps P2P circuit	Courthouse	Services following locations: • Highway • AP • Sheriff • Jail
Cablevision	**Location of Circuit**	**Comments**
250 Mbps (Public)	Pomona (Backup)	Backup circuit for Primary Lightpath
250 Mbps (Public)	Courthouse (Backup)	Backup circuit for Primary Lightpath
(2) x 250 Mbps (Public)	FTC	
100 Mbps VPN	Veteran's to Pomona	
100 Mbps VPN	SVC to Pomona	
Verizon	**Location of Circuit**	**Comments**
100 Mbps TLS	FTC to Pomona	

Rockland Community College Specific Details

Rockland Community College's network comprises 100 Cisco access and core switches (Models 2960G, 2960X, and (2) 4900M) dispersed between 11 County RCC nodes. Cisco switches deployed are **not** PoE enabled and approximately 30% are end of life.

RCC is in the process of upgrading a percentage of their data switches however, it is undetermined at this time the level of effort required from the Offeror regarding their data switch network. Proposed switches must be equivalent or compatible with Cisco 2960X PoE enabled stackable switches. **Attachment E – Rockland Community College Pricing Worksheet** identifies the maximum number of switches per site that may require replacement (10% growth included).

RCC utilizes 50% of their 1Gbps circuit and would like to leverage this circuit to support their new voice system. It is anticipated the current available bandwidth will suffice. However, Vendors are required to provide estimated bandwidth requirements per user/ building in their response. In addition, Vendors are required to submit an alternate design option to provide secondary/back up voice connectivity to RCC independent of their 1Gbps internet circuit.

Network connectivity for RCC is provided by the following circuits:

Altice Business	Location of Circuit	Comments
1 Gbps P2P circuit	Brucker Hall	Services all buildings on Campus
Optimum	**Location of Circuit**	**Comments**
100/50 Mbps (public)	Haverstraw	
Optimum	**Location of Circuit**	**Comments**
75/75 Mbps FIOS	Orangeburg	
Other	**Location of Circuit**	**Comments**
11 mb	Fieldhouse to Grounds	Wireless line of site bridge

System Requirements

Rockland County has identified requirements and assumptions associated with the overall modernization process to assist in pricing and delivering the expected services.

- Support all Rockland County locations identified in the RFP and must scale to a potential of 5000 stations/endpoints
- Support for the proposed solution must be available to Rockland County from the Vendor, manufacturer and software developer in the event the Vendor discontinues the product
- Integrate with Active Directory
- Integrate with Microsoft Office (RC) and Google Mail (RCC).
- Retain and port Rockland County's current DID numbers
- Support internal four-digit dialing plan
- 911/E911 response capabilities for emergencies to be dispatched to a specific street address on the Campus

Endpoints

Rockland County requires that the following types of IP endpoints (or equivalent*)* be proposed. The endpoints and quantities will be used by different user communities as determined in the final system design. The required or equivalent instruments include the following (pricing quantities are listed in the pricing sheets):

Page **8** of **51**
RFP Template 9-2015

Department of General Services – Purchasing Division
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TITLE: Cloud-Based VoIP Telephone System	RFP NUMBER: RFP-RC-2019-005

Device Type	Description
Single-line Telephone	Used by staff with base telephone requirements along with locations such as lobbies, reception areas, workrooms, and closet areas.
Multi-line Telephone	The primary instrument for most staff; Base Telephone (4 lines or less), Enhanced Telephone (5 lines or more), Automatic Call Distributor (ACD) agents use Enhanced Telephones.
Analog Device Interface	Fax, modem, analog telephones, etc.
DSS/BFL Module	Used by administrative and attendant users to provide the status of the stations being covered by the users.
Conference Room Phones	Suitable for tables for 8-12 people.
Portable Wireless Device	DECT-based device and/or Wi-Fi device for staff that needs to be mobile within the office.
IP Softphone	Used to replace or supplement the desktop instrument.
Mobile Application	Provide solution features and functions on a mobile device.
Headsets	Wired/wireless options (optional pricing)
Durable Phone	Requested by County jail if available
Hearing Impaired Device	TTY and amplified handset

While the RFP describes the endpoints generically in this section, Offerors should provide specification sheets with photographs and model numbers of the proposed endpoints.

User Profiles (Licenses)

The County has established five typical user profile categories.

1. **Standard User (80%)**
   a. Professional workers who are mainly at their workstations
   b. Occasional need to move to private area to continue call
   c. Require full range of features and functions, including mobility and Single Number Reach

2. **Administrative User (3%)**
   a. Administrative assistants that cover for multiple executives
   b. Require access to different voicemail boxes
   c. Usually at desk but will be mobile occasionally
   d. Will require multi-button desk instruments with direct station selection /busy lamp field (DSS/BLF) capabilities

3. **Courtesy Phone (4%)**
    a. In public spaces, e.g., kitchen/break room, lobby, secondary conference room
    b. Must be able to receive active call from another device or location

4. **Call Center Agent/Supervisor (8%)**

5. **Conference Room (5%)**

Station and User Requirements *(See matrix on following page)*

Page **10** of **51**
RFP Template 9-2015

Department of General Services – Purchasing Division
50 Sanatorium Road, Bldg A, Pomona, NY 10970 – Tele: (845) 364-3820 – Fax: (845) 364-3809

TITLE: Cloud-Based VoIP Telephone System	RFP NUMBER: RFP-RC-2019-005

Standard Features	Standard User*	Administrative User	Courtesy Phone	Call Center Agent/Supervisor	Conference Room
	80%	3%	4%	8%	5%
Ad Hoc Call Conferencing (5-8 Party)					
Call Coverage by Time and Day					
Call Forwarding					
Call Hold/Transfer/Park/Pick-Up					
Call Log (Missed, Place, Received)					
Call Pick-Up					
Caller ID with Name					
Four Digit Dialing					
Hunt Group					
Individual/Group Voicemail					
Multiple Line Appearance					
Multiple Ringtones					
Music/Messaging on Hold					
Remote Voicemail Access					
Single Number Reach					
Speed Dials					
Voicemail to Email					
Optional Features					
ACD					
Auto Attendant					
Call Recording*					
Collaboration*					
Hearing Impaired					
IVR					
Mobility					
Outbound Messaging/Mass Notification					

*Approximately half of the standard users will require call recording capability and collaboration tools.

Page **11** of **51**
RFP Template 9-2015

Department of General Services – Purchasing Division
50 Sanatorium Road, Bldg A, Pomona, NY 10970 – Tele: (845) 364-3820 – Fax: (845) 364-3809

The Vendor should provide a matrix table of licensing levels available, **describe** the differences of features and functions, and identify which license matches the user profile.

User Profile	Basic License	Standard License	Premium License
Standard			
Administrative			
Courtesy			
Call Center Agent			
Conference Room			

Example

Optional Feature Definitions

Auto Attendant
Before calls reach a department's primary answering point, ability to:
- Play recorded options and route calls to different areas based on callers' input
- Insert a dynamic, current events driven announcement on departmental main lines
- Remote access to manage the message would be ideal
- Announcement should be transparent to callers if no message is active
- Auto Attendants are currently in use at Social Service and the Fire Training Center
- Other departments are also interested in auto attendant

Multi-Channel ACD
- Some departments expressed interest in the ability to route inbound emails (to a group email address) among a pool of staff members
- Public Transportation manages emails from a Transit Help email system
- Social Services is seeking a means of queuing walk-in interactions for service and report on service metrics
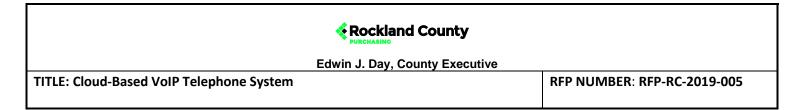
Outbound Messaging/Mass Notification
- Appointment reminders (Mental Health and Public Transport)
- Weather related closings and reschedules (Health)
- Community event awareness (RCC)

Telephones for Hearing impaired
- Public Transportation department has a TTY system which is required by law

Texting
- Text messaging via personal mobile devices is a common communication channel among County staff
- District Attorney's office relies on texting as it is the only electronic communication allowed in the courtrooms

Page **12** of **51**
RFP Template 9-2015

Department of General Services – Purchasing Division
50 Sanatorium Road, Bldg A, Pomona, NY 10970 – Tele: (845) 364-3820 – Fax: (845) 364-3809

Redundancy and Failover Requirements

Rockland County telecommunications functionality is a mission-critical system. While there are numerous points of failure from endpoint to central office, the County requires, at a minimum, the ability to:

- Make a 911 call at any site if the network connection fails
- Make a 911 call if the site loses Internet access
- Calls to be answered by voicemail if network connectivity is lost

Describe and price optional redundancy and failover architecture options as part of your design including SIP trunking backup to primary sites.

Due to a lack of centralized power back up, RCC would like to see a design option which would incorporate personal cell phones as a failover option for the voice system.

Also, **describe** standard Disaster recovery/ business continuity capability and optional enhancements.

Network Switching

The Offeror will be required to replace all access and core switches for Rockland County.

However, Rockland Community College is currently in the process of upgrading their network switches and the specific number of switches per building required from the Offeror is undetermined at this time. Referenced switch counts and ports for RCC will be the potential maximum numbers required.

Attachment C – Data Switch Counts per Location provides a detailed inventory of switch and port counts per County location for the Offeror to propose an accurate number of replacement switches (RCC counts will be the potential maximum replacements per site).

The awarded Vendor will be responsible for conducting a site survey and station review process. The number of required data ports for each location will be validated and, if necessary, adjusted to support the new solution. It is anticipated the network switching upgrade will occur before installing new telephones.

Cabling Requirements

The awarded vendor shall identify locations that will require new Category 6 station cable drops. The assumption is that most of the existing data station cabling can be used to support the new VoIP endpoints, however, to accommodate endpoint locations where a computer/data port is currently not required a new cable run will be installed, by the County. (e.g. courtesy phones, break rooms, etc.). There may also be locations where the cable may need to be replaced due to type/damage/degradation. New cable runs installed by the County will need to be tested by the awarded vendor according to industry guidelines and the test results submitted to the County for review and acceptance.

Page **13** of **51**
RFP Template 9-2015

Department of General Services – Purchasing Division
50 Sanatorium Road, Bldg A, Pomona, NY 10970 – Tele: (845) 364-3820 – Fax: (845) 364-3809

Implementation Requirements

It is Rockland County's intent to contract with a Vendor-partner to acquire, install, and making fully operational a new cloud-based UCC solution, including new components and peripheral hardware/station devices with software options and capabilities identified and required by the County. The Offeror's scope of work includes all activities and services necessary to properly design, manufacture, ship, deliver, install, engineer, program, integrate, cross-connect, test, verify/validate, document, train, prepare standard reporting, required to migrate from the existing system to the new system.

The Vendor will be responsible for conducting a site survey report for each building which should include a detailed assessment confirming appropriate space, cooling, electrical and capacity that is available to support the new data and voice solution. Any deficiencies should be documented and submitted to the County to verify and address appropriately.

The awarded Vendor is required to develop a complete and detailed solution design in collaboration with Rockland County, including call flow charts and trunking through on-site meetings with multiple Rockland County departments and user groups. The successful Offeror is required to identify specific business and technical requirements with unique classes of service (COS) and provide presentations to Rockland County designated managers and departmental staff. The Offeror should assume it will perform most of the solution design using a "like-for-like replacement" method based on current configurations, although recommendations are welcome to improve efficiency and performance.
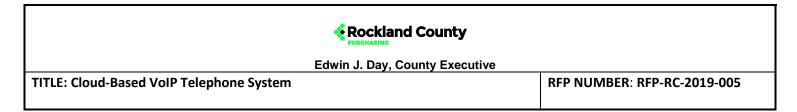
The overall solution design will include necessary hardware and software and maintenance installed on the proposed solution. Once the solution design has been finalized, the successful Offeror shall provide a Detailed Design document summarizing the solution components, including hardware platforms, software versions, and additional information as directed by Rockland County.

Schedule Requirements

The County has estimated it will take approximately 18-24 months to complete the migration to the new system. The Offeror is required to provide a preliminary Implementation Plan & Schedule, assuming a phased, site-by-site implementation in the Proposal.

The plan should include all tasks (nonexclusive list below) required by the County and the Offeror from the time of award to cutover last building cutover assuming an 18-month window.

- System design
- Conduct site surveys
- Station reviews (Excel spreadsheet)
- Installing switches and closet infrastructure
- Installing telephones
- Porting of telephone numbers
- End user training cutover support
- Testing
- Helpdesk transition for operations

Page **14** of **51**
RFP Template 9-2015

Department of General Services – Purchasing Division
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RCC schedule of classes needs to be considered regarding preparation and implementation of the new system (Summer will be the ideal time for site cutovers).

Personnel and Staffing

The Vendor shall designate a team of personnel assigned to this project and provide an organization chart of the team. If subcontractors are used, identify the work to be performed by the subcontractors. The following roles should have specific staffing proposed with resumes:

- Project Manger
- System Designer Engineer
- Lead Technician (Voice)
- Lead Technician (Data)
- System Database Specialist
- Customer Service Lead

The Vendor may not make substitutions of staff without the written approval of Rockland County.

Deployment Process

The Vendor shall **describe** the work process that will be used to migrate from the current Centrex to the new system. The contractor shall include sample work products (e.g., site survey reports, station reviews, test plans) to demonstrate an understanding and competence of deploying similar systems.

Operations and Maintenance

Voice System Requirements

The Vendor shall **describe** the process for moves, adds and changes to telephone configurations or sets including any limits on service calls or changes. For example, does your proposal include a proposed Help Desk that is considered a Tier 1 (end users call you) or Tier 2 (end users call the County help desk and escalate if needed)? The cost for telephone replacements for break/fix shall be incorporated in the MRC price quoted. Offeror shall provide information on how firmware upgrades of endpoint devices will be performed and how Rockland County will be notified.

Data Network Requirements

The awarded Vendor will be responsible for delivering, installing, and configuring required data switches to Rockland Specifications with 36 months of support and warranty. The County will accept the responsibility of managing and maintaining the data switches on a building by building basis post-cutover.

Security Requirements

Network security is extremely important to the County. The Vendor shall identify how security is built into the solution to prevent the following:

- Infrastructure-based attacks
- Applications based attacks
- Man-in-the middle (Eavesdropping)
- Denial of services (DOS) attacks
- Session hijacking/impersonation
- Pharming
- Caller ID spoofing
- Toll Fraud

The Vendor shall **describe** the security planning methodology that will be used to assess and make recommendations to the County staff. The Vendor will be required to notify Rockland County within 24 hours of any identified security breach within the solution provided.

Training

User Training

Rockland County requires a multifaceted training program to include classroom, web, and Train the Trainer program. The awarded Offeror will be expected to organize training sessions at an appropriate County location or through a webinar. The County will provide one or more rooms for the training sessions and will post prepared materials on their website such as tutorials and videos.

- Provide classroom, web-based, or video user training for the new system (assume 65% of RC/RCC users will attend)
- In person classroom training (assume 25 days of onsite training throughout the project)
- Printed and electronic versions of Rockland County branded "Quick Reference Guides" for each phone

Administration and Operations Training

The awarded Offeror will provide manufacturer certification-level system management/operations training for up to Five RC personnel and three RCC personnel.

This requirement includes training classes for administering the new system, messaging system, and automated attendant capabilities, and performing first echelon maintenance. The Offeror shall identify recommended courses and pricing. (Travel related expenses need to be included if outside a 50-mile radius of Rockland County.) The Offeror shall also provide electronic versions for all system-level manuals and as-built documents to Rockland County upon acceptance of the new system.

Local Staffing

While many aspects of a hosted solution are remotely managed there are times when it is required to be onsite to resolve problems. The Vendor shall identify certified repairmen in the area with experience and credentials to service all proposed system components. Additionally, the Vendor shall identify the number of certified service technicians on the proposed system that live in or are based within 15 miles of Rockland County. The Vendor shall provide a detailed escalation process in case of unresolved issues.

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Paul Brennan, FNIGP, CPPO
Director of Purchasing

ADDENDUM # 8

RFP-RC-2019-005

Cloud-Based VoIP Telephone System

The information in this addendum supersedes any contradictory information set forth in the contract documents. Acknowledge receipt of this addendum in the space provided on the signature page of the bid proposal. Failure to do so, may subject the bidder to disqualification. This addendum forms a part of the contract documents.

Please see the attached vendor's questions/ comments/ revisions/ clarifications and the County of Rockland's responses regarding the above referenced project. The new questions and responses start with #77 and up. The questions now also have Rockland Community College's responses to all the questions received.

SIGNED:

Paul J. Brennan

PAUL J. BRENNAN, FNIGP, CPPO
DIRECTOR OF PURCHASING

ADDENDUM
4/16/19

ROCKLAND COUNTY - PRE BIDDER Q&A

Item #	Question	County Response	RCC Response:
1	Will a walk through of each campus be provided after the pre-proposal date, at a separate date and time, or by appointment?	Yes, a time will be determined.	Yes, a time will be determined.
2	What is the target resiliency/redundancy for the network?	99.99	99.99
3	Do you want the access switches to be dual homed or single to the core/distribution?	For the County Fiber should be dual from the access to the core distribution.	RCC does not have pre-existing spare building-to-building fiber to support intenal multi-homing.
4	Can we get a 'show inventory' from the Chassis based switches such as the 6509's?	County Attachment RFP Question 4 - County.	RCC did not supply.
5	What is the County currently using the Active Directory (AD) for? What level of AD integration is required?	County No Active Directory moving to it n/w synchronization, file access.	RCC is LDAP and Google.
6	If AD integration is not part of the solution will the solution be considered?	Phone book synchronization for County and RC	Phone book synchronization for County and RCC.
7	A four-digit dialing plan is requested. If, do to numbering conflicts, will a five-digit or six-digit dialing plan be considered?	No Should be no conflict we currently have 4 digit and plan to port the numbers over to our new system	No Should be no conflict we currently have 4 digit and plan to port the numbers over to our new system
8	Call Recording: a. How many users need to be recorded? b. Home long (on average) are the conversations being recorded? C. How long do the recordings need to be stored? D. Will the County be able to offload recordings or store in the County environment?	For both County and RCC. a. Up to 1,000 users b. Average is 3 to 5 minutes c. 60 days d. Possibly, but the vendor should provide storage for the above requirements.	For both County and RCC. a. Up to 1,000 users b. Average is 3 to 5 minutes c. 60 days d. Possibly, but the vendor should provide storage for the above requirements.
9	Is the County responsible for upgrades to cabling and data switches?	The county is responsible for horizontal and vertical cabling but the vendor is responsible for providing, racking and patching and connecting the switches. RCC can supply panels they hope to piggy-back VoIP phone cabling onto exisint Cat5/Cat6 cabling but may need to upgrade and expand.	RCC is responsible for horizontal and vertical cabling but the vendor is responsible for providing, racking and patching and connecting the switches. RCC can supply panels they hope to piggy-back VoIP phone cabling onto exisint Cat5/Cat6 cabling but may need to upgrade and expand.
10	What is IVR used for? Do you have a Visio of the IVR flow?	IVR is an optional, nice to have item. Best use case is the Transportation Department: Schedules, route changes, weather, pricing, etc. IVR/ACD could be very useful for a few specific RCC departments.	IVR is an optional, nice to have item. Best use case is the Transportation Department: Schedules, route changes, weather, pricing, etc. IVR/ACD could be very useful for a few specific RCC departments.

ROCKLAND COUNTY - PRE BIDDER Q&A

Item #	Question	County Response	RCC Response:
11	Regarding the ACD: a. How many queues are there? b. How many Voice Agents are there? c. How many Email Agents are there? d. Are there any wall boards? If yes, how many?	Rockland is using limited ACD today and anticipates an increase in use with the new system. 11 Various Departments using ACD's Currently with the largest being Office of the Aging (with 25 simultaneous calls. We have estimated 8% of license totals will be ACD Agents/Supervisors (Please refer to RFP table on page 11. Also see Attachment D – Pricing spreadsheet). Numberr of agents may be overstated however, this will be refined at a later time with awarded Vendor.	IVR/ACD could be very useful for a few specific RCC departments.
12	Regarding Mass Notifications: a. What devices are you looking to notify (Phones, computers, text, paging etc. – Phones, text, email)? b. How many devices need to be notified at a time c. How many people will be responsible for creating and launching the broadcasts d. What is the frequency of the broadcast system	a. Phones, text, email b. 3000 c. 3 to 4 d. approximately 6 to 12 times per year RCC has a mass notification system/solution.	RCC has a mass notification system/solution.
13	Will the County sign an Agreement with a Company that is in Chapter 11 Financial restructuring?	No	No
14	We respectfully request an extension to April 18, 2019 to provide ample time to respond to this Request for Proposal after the pre-bid meeting on March 19th.	Being extended.	Being extended.
15	Page 12. Will you please provide additional clarification on the Texting Requirement	Optional, not a requirement. Describe your capabilities and cost.	Optional, not a requirement. Describe your capabilities and cost.
16	Page 2 mentions *'The awarded Vendor will be responsible for verifying this information by conducting site surveys for each building'*. Does that mean we have the option of conducting site surveys for all the buildings at RC and RCC later on if required?	See question #1	See question #1
17	Page 6 mentions: 'Rockland County also has multiple Public Announcement (PA)……with the new VoIP solution'. Details of the existing PA intercom systems will need to be checked if they can be even integrated with new Cisco UC deployment or if they need any additional hardware for integration with the Cisco UC system.	AGREE they will need to be checked and determine if viable.	AGREE they will need to be checked and determine if viable.

ROCKLAND COUNTY - PRE BIDDER Q&A

Item #	Question	County Response	RCC Response:
18	Page 6 mentions: 'Numerous telecommunications racks and closets do not meet current industry standards. For example…….new individual UPSs'. Does that get decided after the bid is awarded, and the offeror does a walkthrough? Will that be a separate quote from the offeror outside of the bid after the walkthrough since no other information is provided in the RFP regarding the UPSs?	The County will be responsible to add/replace UPS's. Vendor will be responsible to spec out the necessary UPS's.	County Question Only
19	Contradiction between Page 6 and 13: a. Page 6 states under the heading 'Rockland County Specific details', 'Attachment D – Rockland County Pricing Worksheet identifies the …..for future growth'. b. Page 13 states under the heading 'Network Switching', ' The Offeror will be required to replace all access and core switches for Rockland County'. c. Are we replacing all the switches or just the quantities/per building mentioned in Attachment D? For example Building G at RC has (2) HP switches (per network map and attachment C) while the tab for Bldg G in attachment D has a row for Network Switches that says qty (1) has to be replaced.	a. No response yet b. No response yet c. All switches for Rockland County (Not RCC) will be replaced. Please reference Attachment D for quantities.	RCC is interested in recommendations about this.
20	Do all the switches have to be PoE? 370W or 740W?	All endpoints have to be powered by the Switch (PoE+ 740W) for the County.	RCC only requires PoE. RCC PoE+
21	Most of the buildings at both the RC and RCC locations have a 1G uplink to the MDF. Should at least one switch in each building quoted be a 10G capable to enable future upgrade to 10G uplink, or should all switches be 1G across the board?	County 10GB	RCC wants 1G to the desk and 10G to the stack/core.
22	Do we also quote SFPs for the switches or are we re-using the existing SFPs from the Cisco switches	New SFPs	New SFPs
23	On the network map, for RCC the uplinks between the various buildings and the RCC Library shows '62.5 MM'. Are these 1G or 10G?	1GB	RCC mostly 1G some have been and can be pushed to 10G.
24	'Bldg A' and 'Main Office Bldg, New City' have (1) 6509 chassis switch each. Are they to be replaced with equivalent chassis switches or multiple fixed 48-port PoE switches? If they are to be replaced with chassis switches then we would have to know the blades that are currently installed in those chassis switches.	See Attachment D or Multi 48 Port	County Question Only

ROCKLAND COUNTY - PRE BIDDER Q&A

Item #	Question	County Response	RCC Response:
25	Please provide information on the Public Address (PA) and Intercom systems that need to work with the new voice solution. Can you provide Manufacturer & Model numbers? Are there specific requirements for integration? Is the bidder responsible for supporting the PA and Intercom systems?	County Jail and Sewer currently have systems in place but they are interested in upgrades.	RCC has two systems in place that must be retained or improved. Several other departments are interested in PA services but do not currently have in place (Social Services, FTC).
26	Auto Attendant: Please provide the approximate number of auto attendants that will be required.	Documented 12 departments currently using Auto Attendants. More depts. may have interest please note constraints of your proposed system in your response (County).	RCC will want auto attendants.
27	Call Recording: The RFP states that approximately half of the users require call recording. What is the desired retention length for stored recordings?	Please see question 8c.	Please see question 8c.
28	Multi-Channel ACD: Please provide further details on the desired ACD functionality. Do you require inbound voice in addition to inbound email routing and queueing? How many agents and supervisors will need this functionality and how many unique departments will be using the ACD system	Some departments expressed interest in routing inbound emails. 1. Public Transportation manages emails from a Transit Help email system 2. Social Services is seeking a means of queuing walk-in interactions for service and report on service metrics. IVR/ACD could be very useful for a few specific RCC departments.	IVR/ACD could be very useful for a few specific RCC departments.
29	Texting: What is the desired function and integration for the texting usage into the new phone system?	Currently it is a common communication channel among County staff using their personal device. Is text messaging an option within your mobile application?	Currently it is a common communication channel among County staff using their personal device. Is text messaging an option within your mobile application?
30	For MPLS: Does the County have MPLS today and who is the carrier?	No (both)	No (both)
31	For MPLS: Bandwidth is determined by total call paths plus any other applications that require bandwidth between our DC and the customer site. How many concurrent call paths does the County need?	Vendor should state call paths proposed based on quantity of users provided in the RFP – Attachment B (Both)	Vendor should state call paths proposed based on quantity of users provided in the RFP – Attachment B (Both)
32	What is the County's contract status?	Contract is on a monthly to month basis as of now.	Contract is on a monthly to month basis as of now.

Item #	Question	County Response	RCC Response:
33	For voice, please provide the following: a. Total number of DIDs b. Total number of toll frees c. Toll free usage and rates per minute d. Local and LD usage and rates e. Copy of County's current invoices for both voice and data services to provide ROI f. Any international toll free numbers	a. Please see RFP Attachment b. Approx 2800 DID's c. Not available d. Not available e. Not available f. No	a. Please see RFP Attachment b. Approx 2800 DID's c. Not available d. Not available e. Not available f. No
34	How many employees across the deployment would be a daily user of communication tools? (IP calling, soft client, etc.) Can we assume the total number of phones for this count?	Yes, all employees	Yes, all employees
35	What are the interfaces for the PA and intercom systems? Where are they located? Are these to be replaced as part of this project as IP speakers?	Please reference answer to #25.	Please reference answer to #25.
36	Define "integrate" with Google Mail and Microsoft Office and intended functionality required.	The County currently uses Microsoft Office 365 RCC uses Google Mail. Please describe how your solution can leverage the features and functionality of these applications.	RCC we'd get at least voicemail sent to email and campus phonebook integration.
37	How many users will require call recording? How many calls will need to be recorded at one time? How long is the average recording needed? How long do these recordings need to be kept?	See question #8	See question #8
38	IVR is requested under optional features. What is the desired functionality required?	See question #10 (Both County and RCC)	See question #10 (Both County and RCC)
39	"Collaboration" features are requested. What features/functions are desired? What is the intended outcome?	Screen Sharing, Document, Sharing, presence, instant messaging, video conferencing, mobility, etc.	RCC already has a toll but integration is required.
40	UCCX - what kind of call routing/flows do they require, how many scripts and agents	Please reference #11	Please reference #11
41	Clarity on what they want for survivability. Just POTS failover, and/or connectivity to our cloud?	Requesting the Vendor to propose recommended options including failover to personal cells and POTS.	Requesting the Vendor to propose recommended options including failover to personal cells and POTS.
42	Although it seems like you are asking for a hosted solution would you consider a product that could be deployed on your own or supplied virtualized servers & within your data center in conjunction with survivable remote gateways with or with or without being backed up with instances in the cloud?	No. The County and RCC require the Vendor to be responsible for all maintenance and management of an off-site, cloud based voice system.	No. The County and RCC require the Vendor to be responsible for all maintenance and management of an off-site, cloud based voice system.

ROCKLAND COUNTY - PRE BIDDER Q&A

Item #	Question	County Response	RCC Response:
43	This premises based private cloud solution will show a 4-5 year ROI over a true hosted solution and includes software updates so you are always current.	The County does not want the responsibility of management hardware on site.	County Question Only
44	Utilizing your own virtualized servers that are normally already covered under a hardware agreement reduces maintenance costs. If you would like keep separate we can supply servers.	Servers and any operating system software should be included in your pricing and supplied by the vendor.	County Question Only
45	Would you consider a product that could use your existing cable infrastructure to deploy voip over & would include POE? This could save a huge amount of time & money during this type of deployment. This is a tried & true product with many local governments & universities deploying VOIP & TV over IP. If you are not familiar with this technology I can send you information & references.	Existing Cat 3 or Cat 5? Not clear on the questions. We would prefer new cable infrastructure.	Existing Cat 3 or Cat 5? Not clear on the questions. We would prefer new cable infrastructure.
46	Do you use active directory?	Rockland County plans to use Active Directory in the near future and would like a system that can integrate with AD.	RCC is currently using AD.
47	47. Our company has submitted our intent to bid on the Cloud-Based VoIP Telephone System; upon reviewing the requirements, we believe we can deliver a robust solution to meet your operational and technical requirements. > We have noted a requirement for references, which presents challenges to MetTel as our contractual agreements with our clients compel us to refrain from disclosing the details of the project, names, etc. > What information will you accept in lieu of client references? For example, MetTel has been awarded the GSA Enterprise Infrastructure Solutions (EIS), 15-year, $50B IT telecommunications and infrastructure contract, which includes our Cloud-Based VoIP Telephony. As such, we have been thoroughly vetted on our technical capabilities and business standing. We can also provide case studies demonstrating our success deploying similar solutions.	If you cannot provide references with names to contact, which would occur only after shortlisting firms for further consideration, your proposal would be scored accordingly based on not providing references and contact information. The County will not contract with a firm, if we cannot independently verify references for current and prior work. RCC is LDAP and Google.	If you cannot provide references with names to contact, which would occur only after shortlisting firms for further consideration, your proposal would be scored accordingly based on not providing references and contact information. The County will not contract with a firm, if we cannot independently verify references for current and prior work. RCC is LDAP and Google.
48	All Category 6 cables will be required	YES	YES
49	County/RCC will be responsble for purchasing UPS equipment	YES-Vendor will provide specs.	YES-Vendor will provide specs.
50	The contractor is requried to install all switches	YES	YES
51	Need to clarify the level of suppot needed for switches	Edge: 8-5 M-F Next Day - 8 Cold Spares Core: 4 Hour On-site 24/7	Edge: 8-5 M-F Next Day - 8 Cold Spares Core: 4 Hour On-site 24/7
52	Identified perferred brand for Switches	CISCO	CISCO
53	Same for Core Switches	CISCO	CISCO
54	POE or POE plus?	POE Plus	POE Plus

ROCKLAND COUNTY - PRE BIDDER Q&A

Item #	Question	County Response	RCC Response:
55	Provide data that shows outputs of CORE	See Attachment D	Not provided by RCC
56	Telephones on Pricing pages need to be revised. RFP discusses different types of phones, but the pricing pages only state multi-line telephones.	The Pricing worksheet states multiple types of devices. If offering additonal devices not outlined in the pricing sheet please list them as an optional item with per unit cost.	The Pricing worksheet states multiple types of devices. If offering additonal devices not outlined in the pricing sheet please list them as an optional item with per unit cost.
57	Call recording needs clarification	a. Up to 1,000 users b. Average is 3 to 5 minutes c. 60 days d. Possibly, but the vendor should provide storage for the above requirements.	Numbers are included in County response.
58	Sheriff/Jail-will their current call recording equipment work with the VOIP technology?	Yes purchased recently should be not an issue. If determined not to work County would have to replace it.	County Question Only
59	Does the new system need to be integrated into 911	New system needs to be able to dial 911. Making a call to Sheriff Communications PSAP and be handled from there. Including give location of incoming call data.	New system needs to be able to dial 911. Making a call to Sheriff Communications PSAP and be handled from there. Including give location of incoming call data.
60	Clarify optional call center capability. What are we looking for?	Rockland is using limited ACD today and anticipates an increase in use with the new system. 11 Various Departments using ACD's Currently with the largest being Office of the Aging (with 25 simultaneous calls. We have estimated 8% of license totals will be ACD Agents/Supervisors (Please refer to RFP table on page 11. Also see Attachment D – Pricing spreadsheet). Numberr of agents may be overstated however, this will be refined at a later time with awarded Vendor.	IVR/ACD could be very useful for a few specific RCC departments.
61	Clarify number of auto attendents?	Documented 12 departments currently using Auto Attendants. More depts. may have interest please note constraints of your proposed system in your response (County).	RCC will want auto attendants.
62	Analog lines on pricing pages - used for?	Potential faxes, modems, or other analog requirements not yet identifed within each building.	Potential faxes, modems, or other analog requirements not yet identifed within each building.
63	Requested Phone List of existing numbers?	Attachment COR (County)	Not provide by RCC block is 4000-4999 (not all used)

ROCKLAND COUNTY - PRE BIDDER Q&A

Item #	Question	County Response	RCC Response:
64	Clarify integration into Paging Systems.	Will require a review by awarded vendor. Many are old and will need to be replaced if not viable. Those that are determined to be viable vendor will integrate with the County/College. Answered by Question 17.	Will require a review by awarded vendor. Many are old and will need to be replaced if not viable. Those that are determined to be viable vendor will integrate with the County/College. Answered by Question 17.
65	Acitve Directory Compliance	YES	YES
66	19. HIPPA Compliance? RCC need XXX Compliance?	YES	YES
67	Pricing schedule missing analog lines, text, tty phones	The Pricing worksheet states multiple types of devices. If offering additonal devices not outlined in the pricing sheet please list them as an optional item with per unit cost.	The Pricing worksheet states multiple types of devices. If offering additonal devices not outlined in the pricing sheet please list them as an optional item with per unit cost.
68	History on local and long distance minutes.	Not required for this RFP if wanted them to price based on minutes it would have been in the RFP pricing sheets.	Not required for this RFP if wanted them to price based on minutes it would have been in the RFP pricing sheets.
69	Will the contract use existing patch panels	Pricing sheet requests pricing for new patch panels	Pricing sheet requests pricing for new patch panels
70	RCC needs power backup	RCC Question Only	RCC stated this at the conference noting power to the closets is needed for IP phones to work. Their closets do not currently have back up power.
71	Is there a preferred partner Rockland would like to work with for the project?	No vendors should determine the best partners (if required) to accomplish the project.	No vendors should determine the best partners (if required) to accomplish the project.
72	Do we need to really respond on the Optional Features or not?	Determined by the vendor to respond or not. The County will evaluate all aspects of the proposals.	Determined by the vendor to respond or not. The County will evaluate all aspects of the proposals.
73	Do remote offices have direct internet connections or is all traffic backhauled to a single location?	County Sewer District connects back to Pomona for internet. Others (Spring Valley and Veterans use VPN over an Optimum cable modem back to Pomona but they do not use the cable line for internet access. Internet access goes over the VPN connection back to Pomona.	RCC each site has direct access to the Internet at varying speeds as well as a VPN linking the sites for secure inter-site traffic.
74	From a networking perspective, are access switches just layer 2 or are layer 3 services required?	County Layer 2	RCC existing Cisco in Library is Layer 3 switch but the rest are just layer 2 switches carrying VLANS.
75	Does each remote office have a firewall?	County Spring Valley and Veterans each have their own firewalls.	Yes
76	What is the firewall product(s)?	Checkpoint	Palo Alto

ROCKLAND COUNTY - PRE BIDDER Q&A

Item #	Question	County Response	RCC Response:
77	Given what was learned during bid meeting and walk through, many critical technical questions were raised as it pertains to the County and College current environment. These questions impact our design, pricing, migration and scoping, will an additional extension be granted to address and allow for a thorough design and solution.	Not in the form of a question.	Not in the form of a question.
78	When completing the price form, do we have the ability to add or amend the form based on our solution?	Add as an addendum with separate optional pricing.	Add as an addendum with separate optional pricing.
79	Now that the resiliency/redundancy for the Network has be raised to 99.99, how do we allow for Core Switches and routers in the Pricing Sheet?	Add as an addendum with separate optional pricing.	Add as an addendum with separate optional pricing.
80	Will there be a new pricing sheet to allow for the Network.	No but add as addendum to the pricing sheet.	No but add as addendum to the pricing sheet.
81	Post walk through we have discovered a number of items that did not fit the pricing sheet, will you allow a rate card for these additional items? (Core switches, distribution switches, modules, etc.)	Yes as a separate addendum to the pricing sheet.	Yes as a separate addendum to the pricing sheet.
82	Is the County the purchaser with two separate quotes (County and College) with the County being the billing entity with two separate bills?	Two separate.	Two separate.
83	Cabling - Confirm that the County will be responsible for installing any additional cabling, but wants the awarded vendor to test?	County will install and test.	RCC will install and test.
84	Is there space/location to install new equipment in close proximity to the existing equipment or will new patch jumpers be required for everything?	Yes in most cases the old switches are being replaced.	RCC is upgrading and expecting there should be room.
85	Buildings YHC E,H are missing details of existing data switches	No wiring closet in E. Building H requires a 48 port.	County Question Only
86	Buildings RCC Utility Plant, RCC Grounds, are missing details of existing switches	RCC Question Only	Grounds has Plant linked with a small switch.
87	YHC Building A and RCC Library show a router icon attached to the data switches - does this mean the switches are routing or is there another actual router there?	Building A only the core switch is routing.	RCC Library 100 users router and switch.
88	For Spring Valley and Veterans, there is Cablevision VPN - Is Cablevision handling the VPN or are the data switches (presume Cablevision)?	Cablevision is the ISP VPN is County Firewall.	County Question Only
89	Lightpath connectivity for YHC Building A, Fire Training and CourtHouse-NewCity - any more details of topology?	No see existing topography.	County Question Only

ROCKLAND COUNTY - PRE BIDDER Q&A

Item #	Question	County Response	RCC Response:
90	The only two internet links are the Verizon FIOS 75M in Orangeburg and the Optimum 100M in Haverstraw which are both single-homed to Brucker Hall?	Question is incorrect. Site are County and not part of RCC. County sites are Cablevision and single homed. See drawing.	Standard internet with VPN for RCC
91	Is courthouse a SPOF for New City?	Yes	County Question Only
92	Presume all Layer3 occurs at YHC Building A and RCC Library and Layer2 at the satellites	Layer 3 at YHC and Courthouse	Yes
93	OSPF?	No	
94	BGP?	No	
95	Multicast	No	
96	SPT? - Only see single homed connections from satellite buildings to Core	All closets should be dual homed for the replacements.	RCC Single
97	Any connectivity between RCC and YHC?	No	No
98	Any existing QOS policies in place?	No	No
99	Is there a stated Availability SLA/Goal?	See Question 2	See Question 2
100	Is there an existing Network Management System in place that will continue to be leveraged?	No	No
101	Is there an existing Configuration Management System in place that will continue to be leveraged?	No	No
102	Any existing Wi-Fi to consider that must interoperate with new infrastructure?	No	No
103	Are there Firewalls?	Yes Read Question 76	Yes Read Question 76
104	Do any of the buildings provide multiple/Diverse Power Strips/Outlets in the cabinets?	No but the County will install as needed.	No and not planned.
105	Any power specs for the racks since we will be installing POE switches everywhere?	County will install based on vendor specifications.	RCC will install based on vendor specifications.
106	When completing the price form, do we have the ability to add or amend the form based on our solution?	See Question 78	See Question 78
107	What are the current Local & Long Distance Minutes being used Monthly	See Question 68	See Question 68
108	How are the Intra Building Switches connected? Is there a Switch that acts as a core in each building and the other switches have direct fiber down to it? Are they connected via Twisted Pair? Are the switches Daisy Chained from Floor to floor?	All to the core for the most part. A handful are daisy chained.	All to the core for the most part. A handful are daisy chained.
109	Upon Site Surveys being complete after award of Contract is the County looking for the Awarded Vendor to install UPS System in every Closet	Read Question 18	Read Question 18

ROCKLAND COUNTY - PRE BIDDER Q&A

Item #	Question	County Response	RCC Response:
110	RFP References replacing defective cable or installing new cable. The RFP references CAT6, the pricing sheets reference Cat 5. Should the offeror propose CAT 5 or CAT 6 for the following to complete price sheet; Cabling, Jacks, Patch Panels and Patch Cords	CAT6	CAT6
111	Amount of PATCH PANELS not specified in the RFP.	County will provide Patch Panels	RCC will provide Patch Panels
112	Will the county and the college be on the Same Enterprise? Do they want 4 DIGIT Dialing between the 2?	Yes 4 Digit Dialing between all locations is required.	Yes 4 Digit Dialing between all locations is required.
113	Is the County looking for the awarded Vendor to replace cable racks where deemed necessary once surveys have been completed?	Yes	Yes
114	RFP mentions PAGING Systems located throughout the county. Type of Paging systems, what connections are used for integration, how many ports are required for these paging systems in each building? We need to know the integration (assuming analog ports) in order to price.	Read Question 64	Read Question 64
115	Can you confirm switch counts REQUIRED as a breakdown by floor as they have attempted in Attachment C. The counts required does not match the counts existing by floor.	Price according to Attachment D. Final vendor will need to work with County/College to finalize exact count.	Price according to Attachment D. Final vendor will need to work with County/College to finalize exact count.
116	Can you confirm which floor in each building the Dark Fiber of their Private Rings terminates on (i.e. to a network switch)	AP 3rd Floor YHC Data Center 1st Floor	
117	What needs to be HIPPA compliant?	Anything with Health related data.	RCC must be FERPA
118	How many Acitve Directory integrations are for needed for RC and RCC?	To Be Determined	To Be Determined
119	How many domains within the college and RC?	One	RCC LDAP with One
120	BLDF. Shows 296 Patch panels is this correct or is a typo. The pricing sheet does not show patch cords, do they need pricing for patch cords at this building and are patch panels needed, how many?.	Ports not Patch Panels Typo	County Question Only
121	Is the County adverse to a Vendor utilize a Private network (MPLS) to support the Voice Platform? This adds additional levels of security to the solution.	Yes	Yes
122	Average number of Long Distance minutes used and local minutes used per month (Estimate).	See Question 68	See Question 68

ROCKLAND COUNTY - PRE BIDDER Q&A

Item #	Question	County Response	RCC Response:
123	Part of the confusion on the RFP is that the attached document states that about 8% of the population will be Contact Center Agents / Supervisors (page 11) but then it states that Contact Center (ACD and IVR) is optional. Can you please clarify this? it's very important to know this answer.	Rockland is using limited ACD today and anticipates an increase in use with the new system. 11 Various Departments using ACD's Currently with the larget being Office of the Aging (with 25 simultaneous calls. We have estimated 8% of license totals will be ACD Agents/Supervisors (Please refer to RFP table on page 11. Also see Attachment D – Pricing spreadsheet). Number of agents may be overstated however, this will be refined at a later time with awarded Vendor.	IVR/ACD could be very useful for a few specific RCC departments.
124	Do we need to really respond on the Optional Features or not?	Vendors choice everything will be reviewed by evaluators.	Vendors choice everything will be reviewed by evaluators.
125	Can you provide additional info regarding the chassis switches or expand on the answer of one of the earlier questions for the County?	YC-A02-6509S_1 in Pomona is to be replaced with dual layer 3 chassis core switches and 12 10gb top of rack switches. The chassis must have enough ports to dual home all our closets and the 12 top of rack switches. PoE ports not necessary A02_6509_2 in Pomona can be replaced with stackable PoE switches or a chassis NC_AP_02_6509_1 in New City AP to be replaced with a chassis with fiber and PoE ports. NC_CT_WC06_6509_1 in New City Courthouse to be replaced with layer 3 chassis with fiber and PoE ports as well as two 10gb top of rack switches. These switches must be swapped out after hours.	County Question Only
126	Regarding Outbound Messaging/Mass Notification: Is this something the County and RCC is doing currently and requires integration into the phone system or is it something net-new and the County wants s solution included with our design? If it's existing, what platform is the County using?	New for the County	RCC used external service provider.
127	Please provide the 'sh inventory' for the 4900Ms at RCC basement and RCC Library.	RCC Question Only	
128	Are the IDF closets connected to both the 6509 switches (YC-A02 and A02) in Building A or just one? Are they all 1G MM fiber?	Just to A02 but we dual homed to the new cores. Yes 1G MM and single mode.	County Question Only
129	Is YC-A02 the switch for the servers and A02_6509 for the workstations only?	YCA02 is workstations and A02_6509 is server.	County Question Only
130	How are the YC-A02 and A02-6509 connected to each other at RC?	1G MM fiber	County Question Only

ROCKLAND COUNTY - PRE BIDDER Q&A

Item #	Question	County Response	RCC Response:
131	Do you need the approved vendor to re-do the cabling in all the closets as well?	Yes. Wherever the switches are being replaced and any newly added locations.	Yes. Wherever the switches are being replaced and any newly added locations.
132	During the walkthrough, it was mentioned that at the Core location in Building A, you are requesting 12 Top-of-Rack switches at the MDF. Is that count part of the 31 requested in the RFP, or is that additional?	Additional	
133	Same question for the Courthouse, there was a request for 2x Top-of-Rack switches, is this included in the requested total in the RFP, or is it additional?	Additional	
134	Within each building, do you require enough 10Gb optics for dual connections from each IDF to the MDF switch stack? For example, at the Allison-Parris Office building there is an MDF and 1 IDF, do we quote 4x 10Gb SR SFP modules (2 for the MDF and 2 for the IDF side)?	Yes	
135	Will Rockland County accept bids that only include the Cloud Voice requirements/pricing, and not the equipment or cabling?	No	No
136	How many telco closets are in each building? Within those closets how many switches are required per closet?	Closets vary in number. Switch count is in the RFP.	Closets vary in number. Switch count is in the RFP.
137	There is reference on the RFP page 13 "Cabling Requirements" that all cable pulls will be done by ROC. The awarded vendor shall identify locations that will require new Category 6 station cable drops. The assumption is that most of the existing data station cabling can be used to support the new VoIP endpoints, however, to accommodate endpoint locations where a computer/data port is currently not required a new cable run will be installed, by the County. (e.g. courtesy phones, break rooms, etc.). There may also be locations where the cable may need to be replaced due to type/damage/degradation. Is Rockland County aware that new cable runs installed by the County will need to be tested by the awarded vendor according to industry guidelines and the test results submitted to the County for review and acceptance? On Bldg A worksheet of the RC Pricing sheet there is references of 34 Category 5e cable (200 feet) - includes end to end connectivity faceplate to patch panel. Estimated 10% of License total.	Pricing sheets include cabling pricing as an option to the County to have awarded vendor install the cabling. However, the current plan is the County and RCC will install all cabling.	Pricing sheets include cabling pricing as an option to the County to have awarded vendor install the cabling. However, the current plan is the County and RCC will install all cabling.
138	Can you please explain if this 34 runs will be installed by ROC?	In reference to Building A on the pricing tab- Yes.	County Question Only

ROCKLAND COUNTY - PRE BIDDER Q&A

Item #	Question	County Response	RCC Response:
139	Can you please elaborate on the 10% of license total.	10% has been added to all license totals and network port totals to cover future growth and/or unforeseen requirements. This is stated in the first tab of the pricing sheet and pricing instructions.	10% has been added to all license totals and network port totals to cover future growth and/or unforeseen requirements. This is stated in the first tab of the pricing sheet and pricing instructions.
140	Is the vendor required to quote 34 cable pulls of 200 feet in length?	Yes the County plans to pulls the cabling however, they may opt for the vendor to provide the work.	County Question Only
141	What functionality is needed from Active Directory?	See Question 7	See Question 7
142	What particular integration is needed? Office 365?	Please reference RFP "System Requirements".	Please reference RFP "System Requirements".
143	Why single line phone is needed? Use case?	Lobbies, reception areas, break rooms, etc.	Lobbies, reception areas, break rooms, etc.
144	5.0.2 Needs clarification, use case.	Not sure what references are to? Form into a question.	Not sure what references are to? Form into a question.
145	6.0.1 Needs clarification, use case.	Not sure what references are to? Form into a question.	Not sure what references are to? Form into a question.
146	6.0.5 Needs clarification, use case.	Not sure what references are to? Form into a question.	Not sure what references are to? Form into a question.
147	6.06 Needs clarification, use case.	Not sure what references are to? Form into a question.	Not sure what references are to? Form into a question.
148	7.0.1 Needs example. Make a 911 call at any site if the network.	Not sure what references are to? Form into a question.	Not sure what references are to? Form into a question.
149	5.0.2 Needs clarification, use case. Describe the security planning methodology.	Not sure what references are to? Form into a question.	Not sure what references are to? Form into a question.
150	In addition to HIPPA, are there any other compliance issues needing to be addressed.	Not sure what references are to? Form into a question.	RCC FERPA
151	Pricing sheets show over 12000 patch cords, is that what is actually needed.	Yes	Yes
152	The question that has the 296 Patch Panels. Also, is a patch panel required for each building and how many ports for each panel?	Typo-This should be Patch Cables not Panels (should be in cell B33 on the pricing sheet). Patch panels may be required in each building. Please reference Attachment C and D for counts.	Typo-This should be Patch Cables not Panels (should be in cell B33 on the pricing sheet). Patch panels may be required in each building. Please reference Attachment C and D for counts.
153	On the pricing sheets, core, distribution and access switches and WAN routers are not included, where do you want to see those pricing?	As an optional pricing addendum	As an optional pricing addendum

ROCKLAND COUNTY - PRE BIDDER Q&A

Item #	Question	County Response	RCC Response:
154	To clarify, does the County intend that other county entities (outside of Rockland Community College) purchase under this agreement? And if so, will such entities contract on their own behalf via a participation agreement? Will the County be a signatory on these participation agreements?	No	No