

**QUOTE NAME:** **PHONE SYSTEM**  
**QUOTE #:** **001207138-Phone System**  
**Q&A #:** **1**  
**QUOTE CLOSE DATE:** **February 21, 2014**  
**QUOTE CLOSE TIME:** **2:30 P.M.**  
**CONTRACT TERM:** **July 1, 2014 through June 30, 2017**

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- 1) 3.3.8 - If the responding bidder requires physical or virtual servers would MISD like for bidder to provide server cost or would MISD like for the bidder to provide specs of physical or virtual servers so that MISD can provide? Does MISD currently support virtualization via VMWare?
  - a) Vendor should provide server specifications as well as option to provide the server. Vendor will include configuration cost in the proposal. MISD does not support VMWare virtualization. MISD uses Microsoft Hyper-V.
  
- 2) 3.3.20 - Does the district require IP handsets with 10/100 or 10/100/1000 port switch on the back of the phone for data connectivity to a PC? If a mixture of both then can you detail how many Standard, Administrator, and Executive Assistant phones need 10/100 and 10/100/100 ports
  - a) Please provide cost options for 10/100, and 10/100/1000 ports and portless if available. Two Attendant Consoles (or comparable functionality) for the Central Admin reception desk.
  
- 3) 3.3.28 – “Maintenance services shall not be proprietary to the “Vendor”. What does MISD mean by vendor (partner providing solution or manufacturer)? Another way to ask this question: Is MISD looking for Manufacturer Maintenance or Maintenance provided directly from the solution partner?
  - a) Maintenance shall not be “integrator/proposer” proprietary. The maintenance must be services that can be competitively priced and offered by multiple manufacture certified vendors.
  
- 4) 3.3.29 -Technical Training: The Vendor shall provide end-user technical training for the district IT staff. This is in the nature of items a technically competent IT individual may perform in normal course operations.
  - a) Yes, and operational training for users of devices at the reception desk.
  
- 5) Is MISD asking for manufacturer certification training so that MISD will be certified to maintain and install future sites without requiring the vendor’s install support? If so, how many individuals require this training?
  - a) Two.
  
- 6) Appendix-A: Can MISD provide more detail concerning what “virtual” means? Are these extensions for mailboxes without DID number for teachers and other staff?
  - a) Yes.

- 7) Location List - What is the address of the Help Desk Location?
  - a) 1 Duvall St., McKinney, TX 75069.
- 8) Does MISD have any ACD/Call Center Requirements and can you provide details on how you currently use your call center and/or how you want to add call center capabilities in the future?
  - a) The district currently uses ACD for their help desk. There are currently 3 users. There are currently no plans to expand this to other groups but the vendor may provide options for this.
- 9) Would MISD prefer to cut over a portion of the school locations on their own after getting MISD tech staff certified by the manufacturer? If so, how many locations would MISD like to implement and how many staff members need to get certified?
  - a) This should be a complete turn-key installation provided by the vendor. MISD would like to have two (2) staff members certified and assist the integrator at the staffs' discretion during the implementation phase.
- 10) How many total Mailboxes for voicemail would MISD require for the proposed design?
  - a) 5,000 expandable to 10,000.
- 11) Does MISD require Audio/Web Conferencing? If so, how many simultaneous Audio Session and how many simultaneous Web users would be required?
  - a) No.
- 12) Should the bidder assume that the current Analog Ports will be converted to IP Stations along with the digital stations? If so, how many analog ports should we configure at each location?
  - a) This is an option the vendor may elect to propose. Please refer to Appendix A for quantities
- 13) A portion of the RFI states 4070 phones and another section states 4230. Can you confirm how many need to be quoted?
  - a) We are unable to locate the 4230 reference.
- 14) How will the PoE switches be connected? Via fiber? If so what type of fiber connector is required?
  - a) Stack cables, Fiber connectors consist of ST, SC, LC, and/or MTRJ
- 15) What is the definition of "Virtual Lines"? Are these users that have an extension and mailbox, but no phone?
  - a) Yes. They are lines that are programmed but may or may not appear on a physical device.
- 16) What is the district's current virtualization strategy? As application servers are required will the district provide a virtual environment?
  - a) As systems/servers are required, MISD will process server requests internally. MISD build the servers (virtual or physical) to meet the needs provided. In some cases, turnkey systems are provided that MISD will use (vendor supplies server, etc). MISD makes a determination when specification and support model have been reviewed..

17) Will training take place at one central point or at each campus?

- a) MISD would like to have two (2) staff members certified and assist the integrator at the staffs' discretion during the implementation phase.

18) Will installation work need to take place during any hours outside of 8-5 Monday through Friday?

- a) Work outside the hours of 8-5 is possible. The work is expected to be completed before the start of the school 2014-2015 school year (August 1). Central Administration cannot be without functional phones, so some after hour/weekend work may be required. Typically in the summer months Central Administration is only open M-Th, so Friday, daytime work may be possible. Currently no guarantee of that schedule can be made for summer 2014.

**NOTE:**

Please acknowledge receipt of this addendum by signing and dating this page and include a copy with your proposals.

Signature \_\_\_\_\_ Date: \_\_\_\_\_