

# Cisco IP-Based Voice Communications System RFP

## Questions / Answers

1. For licensing purposes, how many total Knowledge Workers (KW) do you currently have? A KW is an employee who has an assigned profile and accesses call control with a desk phone or softphone. This does not include employees who share a device with others, for instance phones in a shared classroom or phones in public spaces.
  - a. 489 total Knowledge Workers
2. If survivability at the building level is required, how many buildings are on each campus and are there existing POTS connectivity in each building to provide backup voice services? Without local POTS connectivity at each location the survivability feature will only allow the phones within a building to contact each other.
  - a. We will require survivability at the Findlay campus which will use a PRI or SIP trunk. This PRI or SIP trunk will also be used for local dialing inbound and local outbound dialing in the Findlay area.
3. Current Switch Types deployed at sites?
  - a. Cisco Catalyst 9200L
4. ACD says 59 agents required and average logged in shows 20, what are the max that you would need signed in at one time. System is licensed per concurrent user.
  - a. 30 Concurrent users maximum
5. Paging via FXO/FXS is mentioned and that FXO circuits are used for the ENS. 24 at the Headend (Alumni Hall) and 1 in each building (19 total). Does this mean there is currently 43 total FXO ports being used for this system? What is the brand/model of the ENS system and can it support direct SIP? Is this a centralized deployment or is there a controller for interface in each building? Do you have any documentation on the current setup of this system so that we can accurately build out a proper integration?
  - a. Will likely want a solution like Informacast and a paging adapter that ties into the existing infrastructure. There will be a requirement for 1 paging adapter per building.
6. How many students do you currently have enrolled and what are you using as a Learning Management System?
  - a. 8282 students enrolled
  - b. Blackboard LMS
7. Current environment for Toledo shows 249 analog and 707 digital users. Will we need to provide 249 analog ports and devices or will some migrate to IP devices?
  - a. Will need to provide equipment to support analog service at these building and these quantities. Each of these buildings will need to have analog service since there is no OSP copper from these buildings to other buildings.

<i>Location</i>	<i>#</i>
College Hall	120
Library	33

Findlay	34
Engineering Tech	7
Transportation	10
Law Enforcement	11
Center for Emergency Preparedness	8
Veterans Hall	19

8. Current environment for Findlay shows 19 IP, 35 analog, 121 digital. Will we need to provide 35 analog ports or will some migrate to IP devices?
  - a. Provide enough equipment for analog ports for the 35 analog devices
9. As stated in the RFP, "Owens Community College does not currently have any POTS lines." Will any POTS be purchased for use for survivability at each location or will there be another means of connection to the PSTN in case of an outage?
  - a. No POTS lines will be used for survivability. A PRI or SIP trunk will be used at the Findlay campus to provide survivability.
10. In section 2.7.5, are the counts for fax machines included in the counts for the analog stations from 2.7.4 or are they in addition to them?
  - a. Fax machines are included in the analog count
11. ACD states 8 total groups. Are these groups all reached by different phone numbers and separate IVR's or will a single IVR direct callers to each of the 8 ACD groups by choosing options?
  - a. Yes these 8 groups are reached by different numbers and separate IVRs.
12. Do the departments that require ACD routing only require voice calls or will they also require the ability to be able to send/receive chats or SMS messages?
  - a. SMS messaging is something that the college is interested in, but isn't a requirement.