

Hosted Voice Telephone Services Request for Proposals
Questions & Answers
9/26/2018

1. It appears that this is the Mitel solution or other vendors being considered for the city of Philadelphia and efforts to save money and improved technology?

CBH is only considering applications from Mitel voice service providers.

2. Will CBH be able to provide Microsoft Word versions of the RFP documents so we can type our responses right onto the documents?

CBH will send MS Word versions of RFP attachments that require a response to those vendors who submit an "Intent to Bid" e-mail as described in Section IV.A "Procurement Schedule" (p. 12) of the RFP.

3. One of the forms to be filled out for CBH's RFP is a Use of Consultant Disclosure Form, I'm assuming we have to fill that out and provide your information on this form?

CBH's designation as a "City-related agency" includes requiring our service providers and vendors to disclose any campaign contributions that might have been made to candidates in elections for the Commonwealth of PA or the City of Philadelphia, per the Philadelphia City Code, §17-1404. Additional information about these disclosures can be found [here](#).

4. Is there a premise base solution at Customer's location and another hosted solution at Vendor's location as back up or does the current Vendor have resilient data centers that are providing service to the Customer?

There is no premises based voice equipment at the CBH location. There are analog gateways to support the analog requirements.

5. Is current system under Software Assurance with Mitel? Who owns the contract, partner or end user?

The software assurance contract is owned by CBH.

6. Is the Mitel Application Server or Contact Center piece resilient?

The Mitel Applications Server and Contact Center applications should be run in a resilient configuration.

7. Are the 698 users UCC Enterprise or just Enterprise users?

They are Enterprise user licenses.

8. Basic record a call, is that just Ad-Hoc where user initiates to Voicemail?

Yes.

9. Do you require HIPAA compliance? Health Insurance Portability and Accountability Act (HIPAA) sets the standard for sensitive patient data protection. Companies that deal with protected health information (PHI) must have physical, network, and process security measures in place and follow them to ensure HIPAA Compliance.

Yes.

10. What version of MiVoice Business are you currently running?

Version 8.0 MiVoice business.

11. What version of MiCC are you currently running?

Version 8.1 of MiContact Center.

12. What version of VMware is the platform currently running on?

The VMWare software configuration should be 100% compliant with Mitel engineering guidelines.

13. Is the 801 Market St, Philly, PA a data center (a data center not owned by the customer with multiple tenants and a carrier meet me room)?

801 Market St is the customer's primary site, not a datacenter with multiple tenants and a carrier meet me room.

14. Are you looking for the same carrier to provide both dedicated connectivity and EIA?

No. The bidder should arrange for new primary dedicated redundant connectivity to CBH. CBH provides their own Internet access.

15. Are they looking for a SD-WAN solution for IPsec fail over?

No. SDWAN will not be needed.

16. Is their path diversity into 801 Market St, Philly?

No answer provided. Path diversity to the serving data centers would be considered a benefit.

17. Will there be an addition of new phones and users?

Yes. This is a constantly changing environment. These additional phones will be addressed at the time of contract preparation.

18. What models of paging/intercom systems are on floors 7 and 11?

The 7th floor has a Valcom V-9970 Station Level Page Control Unit. The output of that unit connects to a TOA model A-912 MK2 120 watt amplifier on the 7th floor. A second output is connected to the feed to the 11th floor which connects to a Precision Electronics 60 watt mixer amplifier.

19. How is 911 handled by CBH? Is it per phone, per floor, per building, etc.? Is there a Mitel and/or 3rd Party solution in place to handle 911 notification to internal CBH users?

E-911 service is provided via a partnership with WEST Emergency Routing Service (Previously Intrado/911 Enable). The E911 services is currently providing the complete site address and floor location.

20. For the (803) 5330e IP Phones to be serviced, is this quantity based on CBH's needs moving forward as our records indicate a different quantity of 5330e IP phones currently?

Yes.