QUESTIONS AND ANSWERS

PROJECT # 08-37

VOICE-OVER IP DEPLOYMENT

Date: May 28, 2008

To: All Prospective Respondents

From: Houston Community College, Procurement Operations

Subject: Information Letter # 1 – Request for Proposals (RFP) for Voice-Over IP
Deployment, (Project # 08-37)

The following written questions regarding subject RFP were received in the Procurement Operations
Department prior to the deadline for submitting written inquiries.

Question # 1:
Will the District consider a Nortel VoIP solution for the six (6) new campuses?

HCC Answer:
No. HCC, currently has a Nortel telephone system at its existing campuses. HCC is not replacing this
system. HCC has determined that Cisco's IP (VoIP) system will be the solution for the new campuses.

Question # 2:
On Page 23, Section 3.8, the RFP states, "The selected proposer will provide onsite implementation
service and full-time onsite technician for one year to support HCC VoIP implementation." Please let
me know what times HCC is expecting the onsite technician to be at HCC and at which campus will the
technician be based. For example "onsite technician is expected to be at 3100 Main Street, from 8-5,
Monday – Friday, for a period of one year.

HCC Answer:
The VoIP Technician will be expected to be onsite, at the host location, 3100 Main, Monday through
Friday, during business hours, 8:00am – 5:00pm, to maintain VoIP services and oversee move, add and
change (MAC) work orders for HCC. The onsite technician will be expected to be on call, 24x7 for any
emergencies. The onsite technician will be required to interface with HCC staff for all system upgrades
and new site installations.

Question # 3:
When a person is put onsite, the company (in this case HCC) would pay for expenses (mileage, parking,
etc.).

HCC Answer:
HCC is requesting a complete solution to include expenses. Parking will be provided by HCC. Other expenses shall be the responsibility of the selected contractor.

Question # 4:
Please provide clarification on what HCC's expectations are, it would help us tremendously in formulating a proper quote.

HCC Answer:
The expectations are outlined in Attachment No. 4 of the RFP. The vendor selected is expected to provide a bid to install the solution, integrate it with the existing Nortel system and maintain, administer and troubleshoot the system for one-year from the date of the contract.

Question # 5
On page 14 at the bottom, there is a line item for "Maintenance and Support". This can be interpreted several different ways. Please elaborate on what the intention of Maintenance and Support includes.

HCC Answer:
Maintenance and support are broken out for each campus and listed on Page Nos. 14 to 19. An explanation of Maintenance and Support is located in Paragraph 2 and 5, Attachment No. 4 of the Scope of Services.

Question # 6:
Existing infrastructure is Nortel PBX. There is no listing of Communication Manager, Voice Mail Services, Emergency Responder server, Meeting Place or any other IPT services. Will these services and servers be needed?
a. Any need for IP communicator?
b. Presence?
c. Mobility?
d. Video?

HCC Answer:
No. These services and servers have been already acquired and will be provided by HCC.

Question # 7
What location will the Cisco VoIP system be located to interconnect to the Nortel System?
a. Distributed solution?
b. Centralized solution?

HCC Answer:
The Cisco Call Manager (Publisher) will be located at the 3100 Main Data Center. The Cisco Call Manager (Subscriber) will be located at 2811 Hayes Rd. The 3100 Main building and 2811 Hayes building are interconnected by two gigabit circuits.

Question # 8:
Does HCC plan to integrate with the existing Nortel via FXO or T1 connections?

      a.   Will this be done at each campus or done through a central location?

      b.   How many channels or lines connected between the systems?

HCC Answer:
Nortel integration will be done at the host location at 3100 Main. HCC currently utilizes PRI connectivity. This will stay in place for the VoIP integration.

Question # 9:
In Appendix B there are two (2) Cisco 4506 headings with no chassis information listed. Only information listed is power supply, power cord, and blades. Are there pre-existing chassis or are these spare parts?

HCC Answer:
HCC has pre-existing chassis that are being upgraded.

Question # 10:
What type of connection will be between each of the locations? What type of topology is, or will be, implemented?

      a.   What equipment will be used for WAN connectivity between sites or between location to hub.

HCC Answer:
Each of the campuses in Appendix A is or will be connected to 3100 Main and 2811 Hayes Rd by point to point gigabit circuits. A Cisco Catalyst 3750 is used for WAN connectivity between sites or between locations to hub.

Question # 11:
This design appears to be a PBX integration only and no call managers. Does this mean only CME is needed, not SRST?

HCC Answer:
Call Managers have been purchased. This design is not a PBX integration only. Call Manager servers will be provided by HCC. The design calls for SRSTs at each of the campuses.

Question # 12:
If the assumption to the above (question # 11) is correct, routers need to handle the total phone count for each site, so the 2801 will not work. Should vendors propose a solution accordingly?

HCC Answer:
The assumption to the above (question # 11) is not correct. Call Manager has already been purchased and the 2801 phone count will be sufficient.

Question # 13:
Will the IP telephony system integrate with an intercom system at each location?

HCC Answer:

There is no integration required for intercom services at this time.

Question # 14:
There are no switches located within Appendix A. Are the switches located in Appendix B supposed to be deployed for each of the locations in Appendix A?
        a.   Are there pre-existing switches that will be installed instead?

HCC Answer:
HCC has purchased Cisco 4506 and 4510 POE switches for the campuses. The switches listed in the Appendix B are for the West Loop campus only. New switches will be installed at other campuses in Appendix A by HCC.

Question # 15:
What level of engineer will be needed on site at the HCC office, so we can price appropriately. I also wanted to make sure that the managed services (24x7 remote monitoring) and the engineer onsite are mandatory?

HCC Answer:
Both are mandatory. The onsite engineer will be required to manage, administer and troubleshoot the system on a daily basis.

Question # 16:
Would HCC please consider requesting that the manufacturers involved with the Voice Over IP solution be required to provide the same pricing model for all vendors?

HCC Answer:
No. The equipment and services are outlined in the RFP. HCC does not control the vendor pricing model.

Question # 17:
Considering the important of providing a complete solution for HCC, would you please consider providing a one week extension for a due date?

HCC Answer:
No. The due date is firm.