



**Naperville CUSD 203**  
**VoIP Upgrade RFP**  
**Vendor Questions/Answers**  
**October 31, 2018**

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1. Are you aware as to whether a Cisco partner already has Deal Registration from Cisco for this bid?
  - a. A Partner/vendor with registration will be able to provide lower pricing for both software and hardware since the registration provides deeper discounts from Cisco.

**District Response:** Vendors are encouraged to work with Cisco to provide competitive bids to the District.

2. Is a 3<sup>rd</sup> party Call Accounting/Reporting currently been used?
  - a. If so, what is the application and vendor?

**District Response:** The District does not use Call Accounting.

3. What is the number contact center agents (UCCX)?
  - a. Are there other integrations with third party applications and UCCX?
    - i. If so, what are they and vendors?

**District Response:** Currently the District has 15 agent licenses using the Contact Center software. There are no third-party integrations.

- b. What is the license level of UCCX, Enhanced or Premium?

**District Response:** The Current system version is 10.6.1, Enhanced.

- c. Would it be possible to get a breakdown of agents per site/location?

**District Response:** Following is a list of the Agents by location

Naperville Central High School = 5 agents  
Naperville North High School = 5 agents  
Public Schools Administration Center = 5 agents

- d. Are calls from contact center agents currently been recorded?

**District Response:** No.

- i. If yes, what is the application and vendor?

**District Response:** N/A

- ii. If no, are there plans to record calls in the future?

**District Response:** No

- If so, what is the estimated call volume?

**District Response:** N/A

- e. Are contact center agents using Finesse?

**District Response:** No

- 4. Are the voice gateways (3925 and 4321) routers configured for SRST?
  - a. If no, is the SRST configuration part of this project?

**District Response:** The existing routers are configured for SRST.

- 5. Would it possible to get a breakdown of users/phones per site/location?

**District Response:** Following Table is a listing of approximate phones for each location:

- 15 Elementary Schools – Average Approximately 35 phones
- 5 Junior High Schools –Average Approximately 55 phones
- 2 High Schools – Average Approximately 170 phones
- Administration – 105 phones
- 3 Service Buildings – Average Approximately 15 phones

- a. Is physical deployment of the phones part of the upcoming IP Phone refresh bid?

**District Response:** Please include the labor for your company to physically deploy the telephones in the quote. Following is the description in the RFP.

#### 8.4 Endpoints

- 8.4.1 Expand the following table to provide itemized pricing for available Cisco telephone sets and licensing. Vendor should assume a total quantity of between 1300 and 2800 telephone sets. The District may decide to retain the services of the selected vendor to provide staffing and labor to deploy the telephones. The scope would include installation and configuration of the telephone sets, user license set up, placement, and testing of the new telephones. For the purposes of this RFP, please provide the labor for this service for all 1300 stations. ALL PRICES QUOTED MUST BE VALID FOR 30 MONTHS. If, during this contract, any of the telephone handset models is labeled end-of-sale, the vendor shall provide the manufacturer's product substitution. That is acceptable.

6. Observation: Section 7.8 "System Core Upgrade", please note that Cisco Unity Connection (CUC) configuration provided under 7.8 is incorrect. An additional core is required per server hosting an instance of CUC. Both tables (PSAC and NNHS) under 7.8.1 are incorrect.

**District Response:** Thank you for your input. Please provide your recommended Tables and configurations illustrating your recommendations for the core count for each application.

7. Comment: 7921 IP Phones are not compatible with CUCM 12.x

**District Response:** Correct and noted.

8. Section 6.2.1, please clarify if the District is requesting the electronic version to be emailed or if a USB is required.

**District Response:** Please provide an electronic copy via email. Proposals can be emailed to:

**Tracey Laflamme  
Naperville CUSD 203  
203 Hillside Road  
Naperville IL 60540  
tlaflamme@naperville203.org**

9. Section 7.8.9, End User training. Can more detail be provided? We want to be 100% clear on the training expectations of the customer.
  - a. District User Training – Video with special focus on the District’s system, configuration, and applications.

**District Response:** The District would prefer to have any end-user training video be focused on the 88XX series phones, specifically the operational aspects and features that are used by Naperville 203 and not simply a generic high-level training video.

- b. Provide an 8.5 x 11 Informational Data Sheet for each telephone showing how to use typical features on the telephone system that can be placed with the telephones when deployed. The District will work with the selected – *is this a training leave behind or a data sheet?*

**District Response:** The District would like each telephone user to have an 8.5 x 11 (or a workable size for the information provided) laminated sheet describing the typical features (i.e. Call Transfer, Call Forwarding, Conference Calling, Voicemail operation, etc.). Please indicate the cost for this option.

10. Section 8.4.1, Can you indicate the replacement phone models and quantities? There is only current state model quantities in the RFP.

**District Response:** Vendors should assume that incompatible phones will be replaced with the similar replacement model. For example, 7961 phones would be replaced with 8861 phones; 7941 phones would be replaced with 8841 phones, and so forth. Approximately 1300 phones will be replaced.