The following questions have be asked:

1. Page 1 – Introduction, Maintenance definition
   The document requests that all Maintenance charges be included in the proposed solution – what should this include: Manufacturer Software Assurance?, Hardware Warranty?, Professional Services for installing upgrades?, Help Desk?, ongoing Training? Do you have an expectation of what Maintenance will entail? Please advise.

   The District would like to see all hardware, software (including new software releases by manufacturer), Help Desk support, and if Training is included. If some of these services are extra cost please provide the hourly costs to provide the services.

2. Page 1 – Introduction, ISDN PRI T1 Services
   The document requests pricing for ISDN PRI Services from respondents if available. Can we provide SIP Trunking pricing if the SIP Trunking is an integral part of our solution?

   Yes, SIP provided trunks is acceptable as a new three digit dialing plan will be established.

3. Page 2 - Objectives F. ACD, functionality
   Is there truly an ACD requirement that has been identified for this project? If yes, can we get information regarding the following requirements:
   - Which groups/departments would require ACD functionality?
   - How many Agents and Supervisors would use the functionality?
   - Would the ACD queues be for voice calls only or are multimedia options (email, SMS Tex. Web chat, social media) required?

   The District is just looking for basic ACD functionality as they do not have an application currently to support a contact center. They would like to know the cost of a basic contact center application based on 5 agents.

4. Page 2 - Objectives K. E911, CenturyLink standards supported
   - Should CenturyLink voice services be selected by the District, what are the CenturyLink-supported options for E-911 services (available/not available with PRI T1, available not available with SIP Trunking)?
   - What E-911 database standards are supported on the available services (ALI? PSALI? etc.)

   We will be using the standard NENA format supporting to the site name/school name, room number, floor, using a 21 character location limit. We are also need to provide the specific station telephone number for PSAP call back as required. This would be ANI/ALI information in either network service selection.

5. Page 4 – Scope of Work, Intercom
    - What will the Intercom system be that will be installed? **Telecenter U**
    - What are the available telephony/auxiliary audio inputs available for phone system integration?- **Do not know at this time.**
    - If this system is currently in place at the Elementary School, and the existing phone system is connected, what is the connection to the existing intercom system?-**NO**
    - Is external ringing required in addition to voice connectivity?- **Do Not know at this time**

6. Page 4 – Scope of Work, Internet Service Provider
    Will the District have Internet Access available from both buildings? Or will centralized Internet Access for both buildings be delivered from a single location?

    The Plan is to have Internet Services delivered to the High/Middle School with a second connection running from the HS/MS location to the Elementary location at 1Gb for each location. You will be provided with a network diagram as soon as that decision has been made which will be after January 6, 2020.

7. LAN Switch Ports
    In order to provide an accurate quote for LAN switches, we will need to know the following information at a minimum
    - number of switch ports required in the MDF
    - number of switch ports required in each IDF
    - physical connectivity between each IDF and the MDF

    We have not determined these numbers at this time so you base the pricing on 48 port and 24 port LAN switch appliances and the district will determine how many units and what type will be required.

8. Does the District currently leverage any Cloud Based Applications/Techologies?

    Google Docs is our biggest. Multiple other software programs we purchase which are cloud based.

9. Does the District have any VMware/Hyper-V infrastructure in place today?
    a. If Yes, what is the current Version?-**VMware exsi 6.5 update 2**
    b. If yes, what is the current hardware platform?- **Dell PowerEdge R430; 20 CPU's x Intel Xeon E5-2640v4 @ 2.4ghz**
    c. If yes, what is current capacity to add additional applications?- **Currently using CPU 20%; memory 30%; storage 29% so we could add another server or two.**

10. Does the District currently purchase off a Sourcewell contract?
    a. https://www.sourcewell-mn.gov/