

Request for Proposal (RFP)

Vendor Questions and Answers

City of St. Charles – Cisco Call Manager Telecommunications System Implementation
February 13, 2013

General Comment – Below is the list of questions with answers, in no particular order, as submitted by the deadline of February 11, 2013. As there were many duplicate questions submitted, only one was included in this documentation.

1. Please verify active Essential Software (ESW) and Unified Communications Subscription Services (UCSS) contracts for existing Communications Manager server software.
 - a. See ESW-UCSS_Coverage PDF.
2. Please provide detailed information on model number, quantity, connectivity and IOS Version of existing voice gateways
 - a. See Voice_Gateways PDF.
3. Please provide total quantities and models of existing IP Phones.
 - a. See Phone_Inventory PDF.
4. ATA's and VG200 devices may require Firmware/IOS upgrades to meet best practices and be compatible with the new version of Communications Manager. Please provide model numbers and quantities of existing analog gateways.
 - a. The City currently uses 30 Cisco ATA-186's, 5 VG200's and 2 VG224's.
5. Would it be correct to assume that all existing overhead paging systems are currently integrated with the Communications Manager solution and no new integration equipment (TAMB, FXS, E&M, etc) will be needed?
 - a. No new integration equipment will be needed.
6. Does voice gateway equipment already exist at the 6 primary locations for providing SRST and POTS termination? If so, please provide 'Show Tech' outputs from all existing gateways that need to be upgraded to SRST.
 - a. Only City Hall and Public Works currently have voice gateway equipment.
7. Most Call Accounting Solutions are priced based on total number of extensions on the Communications Manager system. Can you please provide the total number of extensions that will be on the implemented Communications Manager solution?
 - a. Roughly 375.
8. Please provide the manufacturer, model, and software version of the installed LAN Switching solution(s).
 - a. See Switch_Info PDF.

9. Please provide specific information about the existing HP DL380-G5 servers that the new Communications Managers will be installed on, including Processor model, RAM quantity and hard disks installed.
 - a. Old City Hall – HP ProLiant DL380 G5, Intel Xeon 5140 2.33GHz, 2GB RAM, 146GB Hard Drive.
 - b. Public Works – HP ProLiant DL380 G6, Intel Xeon E5504 2GHz, 4GB RAM, 300GB Hard Drive.

10. Please provide specific information about the existing servers that CallManager 4.2 is running on, including Model, Processor, RAM and hard disk.
 - a. Old City Hall - HP ProLiant DL380 G3, Intel Xeon 3.06GHz, 2GB RAM, 36GB Hard Drive.
 - b. Public Works – HP ProLiant DL 380 G2, Intel PIII 1.26GHz, 2.25GB RAM, 36GB Hard Drive.

11. Does the City of St. Charles currently use the Cisco Attendant Console software that is included with CallManager? Or is there any need for software Attendant Console applications as part of the new Communications Manager solution?
 - a. The City does not currently use the Attendant Console but if an application exists that presents best practice we would be interested.

12. Will the seller be responsible for physical installation of server equipment? Or placement of any new IP Phones?
 - a. All server equipment installation and phone placement will be handled by City of St. Charles staff.

13. In optional components section 5.1.2.1, will new Telephone stations selected be replacing existing phones? Or expanding the number of IP Phones deployed?
 - a. Replacing, if needed.

14. Please describe in detail the City's WAN, meaning describe speeds, types of connections (fiber, MPLS, etc.), redundancy, etc. Does the City have a topology diagram? If so, could we have access to it please?
 - a. See Fiber_Map PDF for a basic topology diagram. The City's network is comprised of a fiber backbone to all remote sites with a 10MB ATT fiber uplink. Our core switches are Cisco 4948's located at Century Station and Public Works configured in a failover environment with a 10GB uplink. Our access switches all have 1GB uplinks. The City uses ASA 5510 redundant firewalls located at Century Station and Public Works.

15. Aside from the two lines mentioned in the specifications for the SRST, can you describe how the City would like the phones to operate in survivable mode? For example, are we looking at hunt groups, DID, or any support for enhanced features like transfer or forwards? Class of restriction? Please be as specific as possible.
 - a. The City is looking for best practice direction from the integrator as the City does not currently use SRST.

16. There is no mention of POTS lines in use; is there any in use? If so, how many are in use and where are they located?
 - a. The City has 20-25 POTS lines terminated at the six main locations through ATT.
17. How are your current gateways configured? Are they H.323 or MGCP?
 - a. Our PRI gateways are configured MGCP.
18. We will need an approximation of the different facilities. Specifically, the square footage and number of floors for each building. This is necessary to determine how the Emergency Responder will be designed and configured.
 - a. City Hall is a 25,000 square foot facility comprised of a basement, main floor, mezzanine, and second floor. Century Station is a 65,000 square foot building comprised of a basement, main floor, second floor and third floor. The Police Department is a 30,000 square foot building comprised of a main floor and second floor. The main Public Works building is a 75,000 square foot facility comprised of a main floor and second floor. The Public Works facility also has three outlying buildings connected to the backbone. Each of those buildings is 5,000 square feet with just a main floor. Fire Station 2 and 3 are 10,000 square foot buildings comprised of a main floor.
19. The 2 DL-380 G5 servers that the City purchased are intended to replace the two existing servers that are no longer supported by Cisco, correct?
 - a. That is correct. One of the servers is a G6 with a slightly different configuration.
20. If the DL-380s are not dedicated exclusively to the CUCM application, what other applications would the City intend to run on those servers?
 - a. The DL-380's will be hosting the CUCM application only. No other City services/applications will be run from those servers.
21. Does the City have a need for or wish to include in this RFP response any special applications such as presence, mobility, smart phone clients, iPad clients, etc.?
 - a. Not specifically in this RFP. However, if the City recognizes, at a later date, some value added through the use of such applications it would be nice to know we could incorporate those applications into the CUCM system.
22. Are the overhead paging ports in the police station, fire stations, and public works offices FXS, FXO, or E&M ports?
 - a. All overhead paging ports are setup through one of the Cisco ATA186's with the default Cisco configuration.
23. It is our understanding that the City has an existing Cisco UC System in place and the City is looking to upgrade to a newer version of Cisco UC applications. This RFP states there are existing UCM Call Processing Servers in place that will be upgraded. Also, States Unity 7.0 is deployed and the assumption is that the City's intent is to Remain on Unity 7.0. Are these assumptions correct?
 - a. Those assumptions are correct. If there is a conflict with versions of Unity and CUCM please make those known in the proposal.

24. If it is only UCM that will be upgraded, has the City made a determination on which version it would like to go to? (v8.6,9.1)
- It would be the City's desire to be on the latest version. Any reasons that would prohibit that should be addressed in the proposal.**
25. Are there any other UC applications that the City currently has that would require an upgrade or a validation of compatibility?
- Nothing not specifically mentioned in the RFP.**
26. Is the Integrator to assume the City has purchased all hardware required for this upgrade?
- To the best of the City's knowledge. In other words, please review our current hardware information included in this document. If hardware upgrades/purchases are required please make those known in the proposal.**
27. The RFP requests Telephone Stations. Which Cisco End points/IP Phones is the City interested in?
- Basic phones. At this time the City has no interest in video call capabilities. Color displays are not necessary but, if the price point is right, not out of scope.**
28. Can you please indicate the company that initially installed the Cisco phone system?
- The original Call Manager installation was done by WANCOM.**

RFP Page 4 The City has purchased two Cisco Call Manager servers, HP DL380 G5s, which will be installed and implemented per this RFP. The City subscribes to Cisco SMARTnet service on the Call Managers to be implemented.

29. Please clarify if these servers were purchased through Cisco or through another vendor? What MCS UC Specification do these servers match?
- The servers were purchased through a vendor other than Cisco. Based on [LINK](#), both servers have been matched through CUCM 9.0 and 9.1(1) although it does look like the City will need to bring our G5 server up to a minimum of 4GB RAM.**
30. Can you please validate/clarify that the Cisco Unity Server will not be updated at this time?
- That is not part of this RFP.**
31. Please also clarify Unity and Not Unity Connection.
- It is Unity Connection. See Unity_Screenshot PDF.**

RFP 3.2.1 Once all upgrades and updates of the Call Manager servers have been completed, the selected vendor will be responsible for programming and implementing the Cisco VoIP network. At a minimum this will include provisioning and implementation of:

32. Please clarify and validate that all features listed here exist today?
- Not all features listed exist today. For example, SRST would be an addition to what the City currently has implemented with our current version of CUCM.**

RFP 3.5 Required Features and Miscellaneous Applications – The City requires the vendor to implement the following features and applications. The feature descriptions are intentionally generic. If alternative solutions exist, the vendor must be prepared to investigate the application and present alternatives to provide the desired functionality.

33. Please verify that these features are in place today, if not, please identify which ones are not in place today?
- a. **The features listed are in place today.**

RFP 3.5.8 – Music on hold - The City wishes to remove the default MOH and move to a customized solution.

34. Do you have a specific solution you are looking for, or are customized greetings sufficient?
- a. **No specific solution has been evaluated. The City is currently using plain music as our music on hold and would like to expand the audio options available for us to use.**

RFP 3.6.4 E911 Locator - The City wishes to enhance the 911 functionality currently in place with an easily maintainable database solution. Please provide optional pricing for such a solution.

35. Does the City currently have CER deployed? If so, what additional enhancements is the City looking for?
- a. **The City does not currently have CER deployed.**

RFP 3.8.4 Maintenance costs for the system for Year 1 and for Year 2, as configured. Please show each year separately. Please describe any Parts Labor Warranty included in the proposal. This information should be included in Section 6. Clearly specify the warranty period for all hardware and software components. Maintenance costs should be itemized by component. A specific maintenance cost must be clearly itemized for business day service on all proposed equipment and software.

36. It was stated earlier in the RFP that the City maintains Cisco Smartnet. Can you please describe what maintenance is required? What type of coverage? (8x5xNBD, 24x7x4)
- a. **The City would be looking for maintenance costs for any and all equipment/service not covered by a Smartnet such as any equipment/service that may fall under Optional Components (5.1.2). The coverage required would be 24x7x4 for anything critical for the system to function. NBD would be sufficient for those items not critical for the system to function.**

OCH-CL1-VG200-FX1

Cisco Internetwork Operating System Software
IOS (tm) VG200 Software (VG200-I6S-M), Version 12.3(1a), RELEASE SOFTWARE (fc1)

Copyright (c) 1986-2003 by cisco Systems, Inc.

Compiled Sat 07-Jun-03 04:17 by dchih

Image text-base: 0x80008098, data-base: 0x80DC80A4

ROM: System Bootstrap, Version 12.1(1r) [phanguye 1r], RELEASE SOFTWARE (fc1)

OCH-CL1-VG200-FX1 uptime is 1 year, 24 weeks, 5 days, 5 hours, 38 minutes

System returned to ROM by power-on

System restarted at 09:51:00 DST Tue Aug 23 2011

System image file is "flash:vg200-i6s-mz.123-1a.bin"

cisco VG200 (MPC860) processor (revision 0x102) with 61440K/4096K bytes of memory.

Processor board ID JAB043906WU (0)

M860 processor: part number 0, mask 49

1 FastEthernet/IEEE 802.3 interface(s)

2 Voice FXO interface(s)

2 Voice FXS interface(s)

32K bytes of non-volatile configuration memory.

16384K bytes of processor board System flash (Read/Write)

Configuration register is 0x2102

OCH-CL1-VG200-FX2

Cisco Internetwork Operating System Software

IOS (tm) VG200 Software (VG200-I6S-M), Version 12.2(13)T1, RELEASE SOFTWARE (fc
1)

TAC Support: <http://www.cisco.com/tac>

Copyright (c) 1986-2003 by cisco Systems, Inc.

Compiled Fri 03-Jan-03 23:35 by ccai

Image text-base: 0x80008098, data-base: 0x80D549D0

ROM: System Bootstrap, Version 12.1(1r) [phanguye 1r], RELEASE SOFTWARE (fc1)

OCH-CL1-VG200-FX2 uptime is 1 year, 24 weeks, 5 days, 5 hours, 39 minutes

System returned to ROM by power-on

System restarted at 09:50:58 DST Tue Aug 23 2011

System image file is "flash:vg200-i6s-mz.122-13.T1.bin"

cisco VG200 (MPC860) processor (revision 0x102) with 61440K/4096K bytes of memor
y.

Processor board ID JAB0540088T (0)

M860 processor: part number 0, mask 49

1 FastEthernet/IEEE 802.3 interface(s)

4 Voice FXS interface(s)

32K bytes of non-volatile configuration memory.

16384K bytes of processor board System flash (Read/Write)

Configuration register is 0x2102

OCH-CL1-VG200-PRI

Cisco Internetwork Operating System Software

IOS (tm) VG200 Software (VG200-I6S-M), Version 12.3(1a), RELEASE SOFTWARE (fc1)

Copyright (c) 1986-2003 by cisco Systems, Inc.

Compiled Sat 07-Jun-03 04:17 by dchih

Image text-base: 0x80008098, data-base: 0x80DC80A4

ROM: System Bootstrap, Version 12.1(1r) [phanguye 1r], RELEASE SOFTWARE (fc1)

OCH-CL1-VG200-PRI uptime is 1 year, 24 weeks, 5 days, 4 hours, 59 minutes

System returned to ROM by power-on

System restarted at 10:21:48 DST Tue Aug 23 2011

System image file is "flash:vg200-i6s-mz.123-1a.bin"

cisco VG200 (MPC860) processor (revision 0x102) with 59392K/6144K bytes of memory.

Processor board ID JAB05440680 (0)

M860 processor: part number 0, mask 49

Primary Rate ISDN software, Version 1.1.

1 FastEthernet/IEEE 802.3 interface(s)

48 Serial network interface(s)

2 Channelized T1/PRI port(s)

32K bytes of non-volatile configuration memory.

16384K bytes of processor board System flash (Read/Write)

Configuration register is 0x2102

PD-CLB-VG224

Cisco IOS Software, vg224 Software (vg224-I6S-M), Version 12.3(8)T9, RELEASE SOFTWARE (fc2)

Technical Support: <http://www.cisco.com/techsupport>

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Compiled Wed 01-Jun-05 23:33 by pwade

ROM: System Bootstrap, Version 12.3(4r)XD, RELEASE SOFTWARE (fc1)

PD-CLB-VG224 uptime is 2 years, 23 weeks, 1 day, 7 hours, 5 minutes

System returned to ROM by power-on

System restarted at 08:50:16 DST Fri Sep 3 2010

System image file is "slot0:vg224-i6s-mz.123-8.T9.bin"

Cisco VG224 (R527x) processor (revision 3.0) with 57344K/8192K bytes of memory.

Processor board ID FHK0826U00S

R527x CPU at 225MHz, Implementation 40, Rev 3.1

1 On-Board Twenty-Four FXS Analog Voice Module

2 FastEthernet interfaces

DRAM configuration is 64 bits wide with parity disabled.

63K bytes of non-volatile configuration memory.

System fpga version is 250025

System readonly fpga version is 240024

Option for system fpga is 'system'.

0K bytes of ATA System CompactFlash (Read/Write)

31168K bytes of ATA Slot0 CompactFlash (Read/Write)

Configuration register is 0x2102

PWG-CL1-VG200-PRI

Cisco Internetwork Operating System Software

IOS (tm) VG200 Software (VG200-I6S-M), Version 12.3(1a), RELEASE SOFTWARE (fc1)

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Compiled Sat 07-Jun-03 04:17 by dchih

Image text-base: 0x80008098, data-base: 0x80DC80A4

ROM: System Bootstrap, Version 12.1(1r) [phanguye 1r], RELEASE SOFTWARE (fc1)

PWG-CL1-VG200-PRI uptime is 1 year, 29 weeks, 1 day, 3 hours, 5 minutes

System returned to ROM by power-on

System restarted at 12:26:38 DST Sat Jul 23 2011

System image file is "flash:vg200-i6s-mz.123-1a.bin"

cisco VG200 (MPC860) processor (revision 0x102) with 59392K/6144K bytes of memory.

Processor board ID JAB054008FE (0)

M860 processor: part number 0, mask 49

Primary Rate ISDN software, Version 1.1.

1 FastEthernet/IEEE 802.3 interface(s)

24 Serial network interface(s)

1 Channelized T1/PRI port(s)

32K bytes of non-volatile configuration memory.

16384K bytes of processor board System flash (Read/Write)

Configuration register is 0x2102

WDECK-CL1-VG224-1

Cisco IOS Software, vg224 Software (vg224-I6S-M), Version 12.4(9)T7, RELEASE SOFTWARE (fc3)

Technical Support: <http://www.cisco.com/techsupport>

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Compiled Thu 10-Jan-08 21:17 by prod_rel_team

ROM: System Bootstrap, Version 12.4(13r)T7, RELEASE SOFTWARE (fc1)

WDECK-CL1-VG224-1 uptime is 7 weeks, 8 hours, 2 minutes

System returned to ROM by power-on

System restarted at 07:05:30 CDT Mon Dec 24 2012

System image file is "slot0:vg224-i6s-mz.124-9.T7.bin"

Cisco VG224 (R527x) processor (revision 4.1) with 119808K/11264K bytes of memory

.

Processor board ID FHK1232F36M

R527x CPU at 225MHz, Implementation 40, Rev 3.1

1 On-Board Twenty-Four FXS Analog Voice Module V2.1

2 FastEthernet interfaces

DRAM configuration is 64 bits wide with parity disabled.

63K bytes of non-volatile configuration memory.

System fpga version is 250027

System readonly fpga version is 250027

Option for system fpga is 'system'.

62720K bytes of ATA Slot0 CompactFlash (Read/Write)

Configuration register is 0x2102

WSP-CL1-VG200

Cisco Internetwork Operating System Software

IOS (tm) VG200 Software (VG200-I6S-M), Version 12.2(11)T2, RELEASE SOFTWARE (fc
1)

TAC Support: <http://www.cisco.com/tac>

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Compiled Sun 13-Oct-02 04:32 by ccai

Image text-base: 0x800080B4, data-base: 0x80BD1F28

ROM: System Bootstrap, Version 12.1(1r) [phanguye 1r], RELEASE SOFTWARE (fc1)

WSP-CL1-VG200 uptime is 49 weeks, 4 days, 1 hour, 33 minutes

System returned to ROM by power-on

System restarted at 13:21:49 CDT Thu Mar 1 2012

System image file is "flash:vg200-i6s-mz.122-11.T2.bin"

cisco VG200 (MPC860) processor (revision 0x102) with 61440K/4096K bytes of memor
y.

Processor board ID JAB04310CVQ (0)

M860 processor: part number 0, mask 49

1 FastEthernet/IEEE 802.3 interface(s)

2 Voice FXS interface(s)

32K bytes of non-volatile configuration memory.

8192K bytes of processor board System flash (Read/Write)

Configuration register is 0x2102

IP Telephone	CP-7961G
IP Telephone	CP-7970G
IP Telephone	CP-7970G
IP Telephone	CP-7971G-GE
IP Telephone	CP-7971G-GE

<u>Location</u>	<u>Manufacturer</u>	<u>Model</u>	<u>Software Version</u>
Century Station	Cisco	WS-C2960-24PC-L	12.2(50)SE5
	Cisco	WS-C3550-12G	12.2(50)SE3
	Cisco	WS-C2550-24PWR	12.2(50)SE3
	Cisco	WS-C3560-48PS	12.2(50)SE3
	Cisco	WS-C4948-10GE	12.2(53)SG
	Cisco	WS-C2960-24LT-L	12.2(50)SE4
	Cisco	WS-C2960-48PST-L	12.2(50)SE5
	Cisco	WS-C2960S-24PS-L	12.2(55)SE5
	Cisco	WS-C3560-24PS	12.2(50)SE3
City Hall	Cisco	WS-C2960G-24TC-L	12.2(50)SE3
	Cisco	WS-X2931-XL	12.0(5)WC17
	Cisco	WS-C3524-PWR-XL	12.0(5)WC17
	Cisco	WS-C3524-PWR-XL	12.0(5)WC17
	Cisco	WS-C2950G-24-EI	12.1(22)EA13
	Cisco	WS-C2960G-24TC-L	12.2(50)SE3
	Cisco	WS-C3524-PWR-XL	12.0(5)WC17
	Cisco	WS-C3524-PWR-XL	12.0(5)WC17
Police Department	Cisco	WS-C2960-24TC-L	12.2(50)SE3
	Cisco	WS-C2960S-24PS-L	12.2(55)SE5
	Cisco	WS-C2960S-48FPS-L	12.2(55)SE5
	Cisco	WS-C2960G-24TC-L	12.2(50)SE3
	Cisco	WS-C2960S-48FPS-L	12.2(55)SE5
Fire Station 2	Cisco	WS-C3560-24PS	12.2(50)SE3
Fire Station 3	Cisco	WS-C3560-24PS	12.2(50)SE3
Public Works	Cisco	WS-C3524-PWR-XL	12.0(5)WC17
	Cisco	WS-C3524-PWR-XL	12.0(5)WC17
	Cisco	WS-C2960G-24TC-L	12.2(50)SE3
	Cisco	WS-C3524-PWR-XL	12.0(5)WC17
	Cisco	WS-C3560-48PS	12.2(50)SE3
	Cisco	WS-C4948-10GE	12.2(53)SG
	Cisco	WS-C2960-24TC-L	12.2(50)SE3
	Cisco	WS-C3560-48PS	12.2(50)SE3
	Cisco	WS-C3524-PWR-XL	12.0(5)WC17
	Cisco	WS-C2960-24TT-L	12.2(50)SE3
	Cisco	WS-C2960G-24TC-L	12.2(50)SE3
	Cisco	WS-C2960-24TC-L	12.2(50)SE3
	Cisco	WS-C2960-24TT-L	12.2(50)SE3
	Cisco	WS-C2960-24TC-L	12.2(55)SE5
	Cisco	WS-C3524-PWR-XL	12.0(5)WC17
Substation 3	Cisco	WS-C2960G-24TC-L	12.2(50)SE3



Cisco Unity Connection Administration

Cisco Unity Connection version: 7.0.2.10000-38

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Additional US and foreign patents pending.

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