MCWA Telecommunications and Internet Services RFP/Q
Questions and Answers
1/5/2024

1. Today MCWA has T1 PRIs and POTS for redundancy. Vendor would use SD WAN to achieve last mile redundancy. Does MCWA have any objections to SD WAN being used or questions about the technology? SD WAN is far superior as compared to active Passive trunks using copper facilities.

   Answer: MCWA utilizes T1 PRIs and POTS lines for redundancy and direct connectivity to systems and applications (IVR, modems, faxes, fire alarms etc). In some cases the PBX or application can only accept these technologies making it the current preferred method. That being said MCWA is willing to evaluate and consider all proposed alternate technical solutions. Appendix A table 6.4 should be utilized for alternate solutions.

2. If MCWA is okay with using SD WAN for redundancy, do you still need POTS lines? If so, vendor would deliver these POTS lines as Digital Voice Lines (DVLs) using the SD WAN bundle as a transport. Is this acceptable to MCWA?

   Answer: MCWA utilizes POTS lines for redundancy and direct connectivity to systems and applications (modems, faxes, fire alarms, forwarding of main numbers during PSTN outage). If DVLs are to be accepted they need to work and behave the same as a POTS line and provide redundancy within the PSTN network. For example if the network that the SIP service resides on fails then the POTS line or like technology should continue to function independently as a redundant PSTN service for MCWA. MCWA is willing to evaluate and consider all proposed alternate technical solutions. Appendix A table 6.4 should be utilized for alternate solutions.

3. Appendix A Table 6.1 "48" SIP Call Session is Concurrent. Correct?

   Answer: Yes, that is correct.

4. "1" E911 for 475 Norris and "1" E911 for 4799 Dewey Ave. Total "2". Correct?

Answer: No, while 475 Norris and 4799 Dewey are the primary SIP sites, there additional MCWA locations that currently have a DID assigned and associated address for 911 location purposes. The PBX out pulses the associated DID for a 911 call.

5. How many DIDs for 475 Norris and 4799 Dewey?

   Answer: Approximately 40.

6. What type of phones using and quantity? The brand/manufacturer of those phones?

   Answer: Mitel 5304e (27), 5320e (88), 5330e (30), 5340e (30), and analog phone lines.

7. We will recommend to install one PBX system per location (i.e. one at 475 Norris and the other one at 4799 Dewey).

   Answer: There are 2 existing PBXs. One at 475 Norris Dr and one at 4799 Dewey Ave.