

Additional Phone Requirement

All network attached phones should have an internal 2-port Ethernet switch that allows for a direct connection to a 10/100/1000 BASE-T Ethernet network through an RJ-45 interface with single LAN connectivity for both the phone and a colocated PC. This allows separate VLANs (802.1Q) for the PC and phone to be configured, providing improved security and reliability of voice and data traffic.

Questions Submitted for the RFP

1. Are network diagrams available? **Yes**
2. Need a list of current data equipment in place (inventory list and placement in all Intermediate distribution frames (IDFs) and Main distribution frames (MDFs)). **This can be provided at a later time.**
3. Is Wireless Local Area Network (WLAN) deployed? **No**
4. Does network currently support Quality of Service (QoS) for VOIP? **Yes, but QoS is not currently setup.**
5. Is the Internet Protocol (IP) addressing scheme identified? **Not at this time. This will be done based on the new VOIP system requirements.**
 - a. Are Network Address Translation (NATs) deployed? (if yes, are they dynamic or static?) **Static NAT is deployed at the perimeter gateway.**
 - b. Is there a defined pattern for device management IP assignments? **No.**
 - c. Is Dynamic Host Configuration Protocol (DHCP) deployed? **Yes.**
 - d. What is the Virtual Local Area Network (VLAN) layout? **VLANs are laid out by location. VLAN configuration can be discussed at a later time.**
6. Are the traffic patterns known?
 - a. How does traffic flow between sites on fiber ? **Fiber is terminated at each IDF and is routed via our core 6509.**
 - b. What are the traffic types? **IP**
7. What is the security strategy?
 - a. Is Layer 2 security implemented? (802.1X, VMPS, MAC Filtering, etc) **802.1 x port authentication is currently being used for port security.**
 - b. Are Intrusion Detection System/Intrusion Prevention System (IDS/IPS) devices deployed? **Cisco ASA-SSM-10 module is on the perimeter of the network.**
 - c. Does the agency operate under HiPPA or other federal guidelines? **Yes, our Medical Services falls under HiPPA.**
8. Is URL filtering deployed? **Yes**
9. Is RADIUS/TACACS/AAA deployed? **Yes, for port security.**
10. How is Domain Name Service (DNS) being provided? **Active Directory**
11. Please describe Alabama State Port Authority requirement for Microsoft Outlook integration and required features? **Outlook 2010 support, click to dial from Outlook and Contacts, Quick Install, listen and forward voicemail.**

12. Which type of features and lines are required for IP sets for the Alabama Port Authority users so we can determine different quantities or would you prefer to look at all IP sets offer at cost per set in the RFP? **We would prefer to look at all IP sets offered.**
13. Does a Call Center exist now? **No.**
14. In the telecom room used to house a hosted solution, is rack space and a source of UPS power available or do we need to provide? **This depends upon how much rack space and equipment is required. This will need to be determined at a later time.**
15. How many console operators are there? How many lines does each need to monitor? **Five operator consoles and minimum of five lines per console.**
16. Are there any existing phones that are located in buildings that do not have Data\Fiber\T1 connectivity? **Yes. Middle Bay Port, Blakely Terminal and Marine Liquid Bulk Terminal have only DSL lines. Pinto Island is connected with a 10 megabit metro Ethernet and McDuffie Island is connected with a 100meg metro Ethernet. The remainder of the locations are fiber attached.**
17. Does the existing Copper / Fiber Network meet EIA/TIA Standards 568.b and 568.C? **Yes**
18. Are all the existing switches L3 Power over Ethernet (PoE) or non PoE? **The switches are 3560 and 3750 PoE non layer 3. Routing is handled for all fiber attached locations by our 6509, located at the International Trade Center.**
19. Are all the existing MDF's Battery backed up – **Yes**
20. Are there existing locations that need more Phones? **None at this time. However the capability to add phones at any time should be included.**
21. What is the growth factor expected in users and telephones? **5%**
22. How many Direct Inward Dial (DIDs) are currently in use? **See bottom of page 5 on the RFP. The total number of phone lines less the elevator lines is 231.**
23. What is the Current busy hour call attempts (BHCA). **Unknown.**
24. Do you have any estimation as to how many T1's you would need? **This should be part of the recommended solution from the Systems Integrator.**
25. Do you currently have Erlang number? **No. However, we currently have 38 NARS or paths for concurrent calls with our Centrex system.**
26. Is the Urgent Call feature needed? Using this feature, users can specify urgent telephone numbers in the web portal. When receiving a call from those telephone numbers, the word 'Urgent' shows in the Caller ID message. **Yes**
27. Is message retrieval via Web Portal desired? **Yes. ASPA desires a user web portal for call management and voice message retrieval.**