

### **DATA SERVICES:**

- You listed 20 Physical Location on the RFP. Can you provide the address for those locations.
  - See attachment “Oneida County Full Service”
- Is the bidder to provide circuit transport for the SIP trunks?
  - Yes
- We will need to survey each location to determine it serviceability. Who will be the point of contact from Oneida County to schedule times for our surveyors to visit each site.
  - Chuck Klein @ [cklein@ocgov.net](mailto:cklein@ocgov.net) and Anthony Palmitesso @ [apalmitesso@ocgov.net](mailto:apalmitesso@ocgov.net)
- Can you provide a network diagram of your current service.
  - See attachment “Oneida County Network”
- Can you provide a list of which locations are on your network and which site are using VPN service.
  - See attachment “Oneida County Network”
- Can you provide the range of bandwidths you are looking for at each location.
  - See attachment “Oneida County Full Service”
- Can you provide what traffic is going across your Data network.
  - All inter-site communication to our data centers include voice traffic and internet traffic
- Are you also looking for internet service and if so, at which locations and bandwidth requirements.
  - Yes. Internet service is currently at 800 Park Ave Utica NY and 120 Airline Street Oriskany NY. Our current bandwidth for each location is 500 gb both upload and download.
- You listed SD-WAN service, are you looking for a managed solution and/or will you consider a managed data network solution.
  - Not at this time, but could be open for the future
- You listed several technologies MPLS, Dark Fiber, Broadband, PTP and Ethernet circuits. Which are you using today, and which are you most interested moving too.
  - Currently we use all these services.
- Do all sites need to talk to each other.
  - Yes
- You listed High Availability Data circuits. Can you explain what you are looking for.
  - We have several mission critical services such as 911 and Sheriff office. We are looking to have high availability not only in equipment but also geographic if possible. Please explain your capabilities.
- Are you looking for disaster recovery/redundancy on your network and if so, which locations will be the primary site, and which will be the secondary site.
  - We currently use MPLS as our primary mode of connectivity and Microwave radio as our failover between our 2 data centers located at 800 Park Ave and 120 Airline street locations.

### **VOICE SERVICE:**

- What is the make and model of you PBX?
  - Cisco Unified Communication Manager ver. 12.5.1
- You said you only have 2 SIP trunks. Can you provide how many paths are on each trunk.
  - 72 trunks at the 800 Park Ave location and 72 trunks at the 120 Airline street location
- If you have SIP trunks at 2 locations, can you explain how the PBX/SIP/trunks interact with each other.

- Are you looking for Failover on the voice trunking services between locations.
  - Yes, currently these circuits are setup for failover.
- How many DID numbers do you have at each location and are these number in the proper rate center.
  - All locations utilize the same DID ranges. Please See attachment “Oneida County Full Service”
- Can you provide a list of your DID numbers.
  - All DID ranges are included in attachment “Oneida County Full Service”
- Do you need RCF service on any of the DID numbers.
  - Yes
- Can you provide how many minutes of Long Distance and international calls you average per month. If there is a large amount of International, can you provide details (country’s) of those calls.
  - Number of LD Calls: 10,950
  - Minutes of Use: 29,715
  - International Called Destinations:  
Santo Domingo, Dominican Republic  
Kingston, ON  
Milton, ON  
Toronto, ON  
Montreal, QC
- Can you provide a list of your Toll Free Numbers and minutes of usage.
  - None at this time
- You listed PRI service in the RFP. Is this additional to the SIP or are you looking to replace the SIP service with PRI service.
  - PRI is additional to our SIP trunks.
- Can you provide the addresses for the POT’s lines and the number of lines at each site.
  - See attachment “Oneida County Full Service”
- Please explain what you are looking for with SMS text and data services.
  - Nothing at this time. We are interested in having these services available should the need arise
- Please explain what you are looking for with the PSAP for voice.
  - Nothing at this time. We are interested in having these services available should the need arise
- Are you currently compliant with Kari’s Law and the Ray Baums Act or are you also looking for a solution for that as well.
  - We are not 100% compliant and are currently working to remediate.
- In the RFP you said leveraging the latest Technology. Does this also include the voice service and are you willing you entertain a Unified Communication Solutions.
  - We are interested in any possible solution that improves services and/or is cost effective.

**RFP**

- Will you consider using the OGS contract for procurement of these services.
  - possibly

- You are asking for a lot of services at a lot of locations. Will you consider extending the due date for the RFP.
  - Extension of the deadline maybe considered