



MENTAL HEALTH AND MENTAL RETARDATION
AUTHORITY OF HARRIS COUNTY

Letter of Clarification #1

TO: All Prospective Vendors
FROM: Joycie Sheba, Buyer II
CC: Nina Cook, Purchasing Manager
DATE: June 2, 2010
SUBJECT: Final Response for Vendor Questions regarding-Request for Proposal-*Telephone Hardware Replacement*

For the benefit of all prospective vendors and to avoid possible confusion in submitting information for **Telephone Hardware Replacement**, the following questions were asked via email/phone and the answers are as follows:

Question(s): 1. On page 11 of the RFP you mention an “optional” requirement for Help Line Call Center Software (iCarol), can you determine the number of Call/Contact Center agents you have today and any projections for the near future.

Answer(s): We have 25 agents that work shifts to provide a 24hour support for crisis calls. We do not see any major increases in this staffing in the foreseeable future. We would like is to have our phone system connected with our web based documentation system (iCarol). The way we see this working is when a call comes in a call document would be automatically populated with the caller’s phone number and the number in which the caller is calling (the line answered). Our intention is to interface to the iCarol system but not replace it. (see attached documents)

Question(s): 2. Since the Call/Contact Center is termed “optional”, what is the percentage that it will be awarded in this RFP at the beginning?

Answer(s): The Call Center must continue existing functionality so it will only be weighted if the current functionality will be lost. As long as we maintain existing operations for incoming calls, it will not be a problem.

Question(s): 3. Regarding the “re-use of existing software as much as possible” – please clarify which software components that are being referred to.

Answer(s): This would refer to the use of existing software such as CallXpress, Higher Ground, and Intellicenter. We are looking for the most cost effective solution that provides the best features and dependability going forward so if using existing software helps to keep it cost effective, that’s certainly acceptable. However, we also will be interested in other options if they provide more features and capabilities for the Agency at a reasonable expense.

Question(s): 4. Is there presently IP/WAN connectivity to all the locations depicted in the topology diagram or is the only connectivity to those locations via the T1 FIPN links?

Answer(s): Yes (see attachments)

Question(s): 5. Can you estimate call flows from each location and provide peak volume?

Answer(s): Unable to determine at this time

Question(s): 6. Is a current MHMRA data networking topology map available showing current infrastructure and connectivity between locations?

Answer(s): *Yes, See Attached Document*

Question(s): 7. Can you provide display pack and display soft reports off the PBX for the Savoy location? There is no modem access to the location?

Answer(s): *No vendor is allowed remote access to our system for the purpose of responding to this RFP. If any vendor is attempting to access our system without our knowledge or consent, they will not be considered.*

Question(s): 8. Are there routers at each site for the FPIN T1s?

Answer(s): *On data side, yes – a topology map will be posted. On phone side, there are PRI cards in each PBX switch (T1's going into site).*

Question(s): 9. Are there any credit card machines being supported on the Fujitsu today? If so, at which locations?

Answer(s): *Yes, it just requires an analog line – there are approximately 20. The topology map shows the number of analog lines at each site (SLT).*

Question(s): 10. How many analog trunks (to the PSTN) are there currently at each site?

Answer(s): *See answer above.*

Question(s): 11. How many voicemail users are supported on the existing CallXpress system?

Answer(s): *The current system only supports 100. We need to maintain that number at minimum.*

Question(s): 12. What version CallXpress?

Answer(s): *8.0*

Question(s): 13. Is the existing CallXpress system currently under Express Care maintenance?

Answer(s): *Yes*

Question(s): 14. Are there any central attendants/console operators? If so, how many and at which sites?

Answer(s): *No.*

Question(s): 15. Does the local PSTN provider currently deliver caller ID (name and number)?

Answer(s): *Yes, sends the caller ID of the agency's main number out as the caller ID for all calls leaving the agency. We would like to have the ability to set this differently though such that different outgoing numbers can report a different caller id (i.e. Helpline number, or specific Clinic).*

Question(s): 16. Does the Fujitsu have spare T1/PRI cards?

Answer(s): *Yes*

Question(s): 17. Are there call center agents at any of the remote locations?

Answer(s): *No but we would like to have this capability in the future.*

Question(s): 18. What type of 911 functionality is currently being used (local trunks at remote sites or E911)?

Answer(s): *We are looking for recommendations here. We currently have an outgoing analog line at each site for our fire alarm and emergency/security systems to dial out on alarm. We would want to continue that. However, for persons within our agency that are making 911 calls – the system reports back either the number of the analog line (caller id) or the main number. This has sometimes caused police to show up at the wrong location.*

Question(s): 19. What station cabling is used at each site - for example, category 3 or category 5?
Answer(s): Category 5. One site has a small number of Category 3 but we are willing to replace as is necessary.

Question(s): 20. Does the existing Fujitsu system interface with overhead paging systems at any of the sites?
Answer(s): Yes – most of them are Valcom systems, various models. Primarily V2001 or V2006.

Question(s): 21. Do you plan to re-use the existing Fujitsu system?
Answer(s): Yes, unless recommended otherwise.

Question(s): 22. Does the existing Fujitsu system support any conference room telephones?
Answer(s): Yes, we use various types.

Question(s): 23. Are these analog sets, or proprietary sets?
Answer(s): They are analog and are included in the number of analog lines at each site.

Question(s): 24. Do you anticipate replacing any of these sets? Please specify how many sets of which type at each facility.
Answer(s): No. Not unless necessary.

Question(s): 25. Does the existing WAN/LAN support VoIP?
Answer(s): Most of the switches at the sites for our data network will support layer 3 switching and are connected via a high speed connection. However, if POE is required to support VoIP, we would need recommendations on the upgrad path.

Question(s): 26. Does the existing WAN/LAN support QoS?
Answer(s): Yes

Question(s): 27. Does the existing WAN/LAN support VLANs per location?
Answer(s): We currently have about 50 vlans for the data network- we normally only use 1-3 at each site.

Question(s): 28. Please provide a topology for the existing data network, including, at each site:

- a. Routers
- b. Switches
- c. Hubs
- d. Firewalls

Answer(s): See Attached documents

Question(s): 29. Please provide the following information for each piece of equipment:

- o Manufacturer
- o Model Number
- o Software
- o Software version

Answer(s): All equipment at all sites for the data side are Cisco the software version can be upgraded to whatever is needed. Smartnet should be available to do so.

Question(s): 30. Is any of the date networking equipment covered by an agreement with the manufacturer/third party organization to provide hardware/software support?
Answer(s): Smartnet only

Question(s): 31. Please elaborate on what requirements are encompassed within the requirement “call routing”.

Answer(s): The ability to have a line appear on multiple phones for incoming calls, or to send incoming calls to another extension.

Question(s): 32. Are any analog devices (single line telephone sets) required? If so, how many and what features are required (message waiting line, wall mount, etc.)

Answer(s): No, analog lines are used primarily for devices that require that type of connectivity such as fax machines, conference call phones, alarm systems, etc.

Question(s): 33. Are equipment racks required or are they already present at each site?

Answer(s): We have equipment racks at each site currently, however please be sure to include them in your proposal as the existing racks at some sites will not accommodate growth.

Question(s): 34. Are UPS systems/battery back-ups required for each site?

Answer(s): Yes

Question(s): 35. Regarding the requirement for “Conference Calling”: How many parties are typically on a conference call?

Answer(s): The current system will support up to 8 parties on a call. Normally, we only have 3.

Question(s): 36. What is the maximum number of participants that need to be supported on a single conference call?

Answer(s): We need to continue to support up to 8

Question(s): 37. Regarding the requirement for “Speaker Phone, Headset Capabilities”: Do all telephone sets need to have BOTH speaker phone and headset capabilities?

Answer(s): Yes

Question(s): 38. What are the requirements for the (e.g. display, multi-line support, wall-mountable) for the end user devices (telephone sets)?

Answer(s): This varies and we don't have this level of detail. We would accept recommendations. Most of our display phones currently have 12 button support. A small number have 24 button support. All can be programmed to display more than one incoming line.

Question(s): 39. Regarding the requirement for “Support for fax lines”: How many fax lines are required at which locations?

Answer(s): See the number of SLT lines at each site – this is the number of analog lines. The fax machines currently use analog lines.

Question(s): 40. Regarding the requirement for “Staged replacement,” and “Project completion within an 18 month timeframe”: Does MHMRA of Harris County PREFER a staged implementation over an 18 month timeframe, or would a faster deployment be preferred?

Answer(s): Due to the 24 hour operational requirements of two of our main sites, staging it such that we provide the least amount of disruption/downtime is key. We would prefer a staged deployment but will accept any recommendations that do not cause significant downtime for our Agency. We provide crisis psychiatric services at Ben Taub Hospital as well as a Crisis Hotline so need to keep those operational while conversion is underway.

Question(s): 41. What degree of integration/functionality is required between existing users supported on the Fujitsu system and users supporting on the new system during the implementation period on a staged implementation?

Answer(s): They need to be able to call each other as needed. If possible, we'd like to maintain the four digit dialing structure. If that's not possible, a migration path to provide for continued communication would work.

Question(s): 42. Regarding the requirement for "Fail Over/Disaster Recovery to ensure phone reliability for HelpLine during crisis times": What level of "phone reliability" is required?

Answer(s): The Helpline answers crisis calls for several agencies across the state. During a Hurricane or Power Loss, we'd like to be able to reroute those incoming calls to the NPC at Ben Taub Hospital in order to continue to support those contracts.

Question(s): 43. Is this same level of reliability required at sites that do not support HelpLine agents?

Answer(s): No

Question(s): 44. Is any level of reliability required at sites that do not support HelpLine agents?

Answer(s): UPS power.

Question(s): 45. Does MHMRA of Harris County require a duplicated call server? That is, does the system need to be configured to support the failure of the main processor ONLY, or the failure of ANY major component?

Answer(s): No

Question(s): 46. Regarding the requirement for call recording:

Please provide the model number and software release of the hardware/software being used for the existing Higher Ground Call Recording System. Is it covered by an agreement with the manufacturer/third party organization to provide hardware/software support? Does that agreement cover software upgrades?

Answer(s): Yes; Yes

Question(s): 47. Regarding the requirement for call accounting:

Please provide the model number and software release of the hardware/software being used for the existing XIOX Call Accounting System. Is it covered by an agreement with the manufacturer/third party organization to provide hardware/software support?

Answer(s): Yes

Question(s): 48. Does that agreement cover software upgrades?

Answer(s): Yes

Question(s): 49. Regarding the requirement for on-going maintenance:

What support is required (e. g. Monday - Friday, 8 am to 5 pm or 7 days/week, 24 hours/day) and for what duration (one year or multiple years)? Does MHMRA of Harris County require on-going support on both hardware and software? Does MHMRA of Harris County typically contract with an outside vendor to provide day-to-day support (adds, moves, changes) for the telephony system, or only maintenance (break/fix) support?

Answer(s): Yes, we prefer to maintain a service contract with the provider for ongoing support/maintenance; We have onsite staff to do the adds, moves, changes. The Maintenance will be done through a maintenance contract with the chosen vendor.

Question(s): 50. Can site surveys be scheduled?

Answer(s): Site Surveys were performed June 02, 2010

7011 Southwest Freeway, Houston, TX 77074 – 10:00 a.m.

6125 Hillcroft, Houston, Texas 77081 - 11:30 a.m.

1502 Ben Taub Loop, Houston, TX 77030 1:00 p.m.

Question(s): 51. Are all the agents at the SWF location or are they remote? If remote we would need the number for each location

Answer(s): Yes, All are at 7011 Southwest Freeway Location. We'd like to have the flexibility to move them as needed for DR purposes though.

Question(s): 52. How is the Intelicenter connected today?

Answer(s): Serial connection (IO port) to the F9600 ES

Question(s): 53. Can you provide the call flow for the Help Desk?

Answer(s): See attached documents

Question(s): 54. Will Music on Hold be required?

Answer(s): Yes

Question(s): 55. Will Announcements be required?

Answer(s): Yes

Question(s): 56: Do you need a management tool for the call center?

Answer(s): No, but we are open to hear about options

Question(s): 57. How is Higher Ground connected to your system?

Answer(s): The lines from the switch are hardwired (jumpered) to the lines connected to the stations. The Higher Ground server is configured to listen on those extensions for those stations.

Question(s): 58. Do you require 100% recording?

Answer(s): Yes, only the 25lines going into the call center.

Question(s): 59. What is the length of a recorded call?

Answer(s): It varies – most are very short, only a few minutes, but some can be several hours depending on the crisis

Question(s): 60: What are the volumes of calls that are recorded?

Answer(s): It varies

Question(s): 61: How long will the recorded calls need to be retained?

Answer(s): 30 days

Question(s): 62: What type of redundancy is required, what locations and what applications are required for disaster recovery?

Answer(s): We need to be able to fail over the main portions required to keep the system running and incoming calls for main numbers available. We intend to use the NPC as DR site for this purpose. No redundancy is currently in place at any of the sites. Keeping the helpline calls and main numbers open and available to incoming calls is the main objective. No other redundancies would be critical but we'll look to vendors for recommendations.

Question(s): 63: What sizes of digital phones are required?

Answer(s): Currently we use 12button or 24button phones...there are less than ten of the 24button phones. However, those need to be able to accept as many 5/6 incoming lines.

Question(s): 64: Do the analog phones need to be replaced?

Answer(s): We do not have any

Question(s): 65: Are consoles required? If so how many and where are they located?

Answer(s): No

Question(s): 66: Do you require growth? If so how much?

Answer(s): Yes; it varies but up to 500 lines would be sufficient.

Question(s): 67: How many Mail Boxes are required?

Answer(s): Approximately 2500 (this includes potential growth)

Question(s): 68: Will it need to be redundant?

Answer(s): No

Question(s): 69: Does your Agency have a preference of IP or Digital Telephones?

Answer(s): No, either option is fine for us. We are interested in ways to reduce the telephone expenses so either option is attractive if it helps to reduce the long term expense.

Question(s): 70: How many T-1's or PRI's are providing dial tone for incoming outgoing calling?

Answer(s): This information is all available in the topology diagram. The legend at the bottom of the diagram explains this detail.

Question(s) 71: How many ports are on the existing call express voice mail?

Answer(s): This is also in the diagram.

Question(s) 72: How many calls, on average, are being handled by the 24 hour helpline each day (week or month)?

Answer(s): Weekday – approximately 700; Weekend – approximately 200 (year – just over 200,000 calls)

Question(s) 73: How many call takers handle these calls?

Answer(s): 22-26 (we have varying #'s of Relief Staff)

Question(s) 74: How many supervisors are there?

Answer(s): 4

Question(s):75: Are there specific requirements for this service, for example, are management reports being generated to show the number of calls, the duration of those calls, etc.? Can you provide samples of these reports?

Answer(s): Depends if this would be replacing Intellicenter? If not, then we would want to know what kind of information this system would be able to provide and what reports are available by default.

Question(s):76: How do you propose disposing your old equipments?

Answer(s): MHMRA complies with Agency Policy and Procedures for the disposal of IT related equipment. MHMRA welcomes any disposal recommendation. Please submit your recommendations and cost in Section VIII – Proposal Reply Page – under “additional fees.”

Question(s):77: Any Racks, Cabling and Powering?

Answer(s): Please provide rack and ups costs as well as equipment. Our Agency will provide power as per your requirements. Cabling can be included as well if additional is needed.

Question(s):78: Can we use DIR Pricing?

Answer(s): Yes you can. If your pricing is government pricing please provide copy of your agreement with specific state, federal or local organization. (Ex: GSA, DIR etc.)

Question(s):79: How many PRI are trunking into the building?

Answer(s): 5

Question(s): 80: How many switches are there at each site?

Answer(s): This information is on the drawings provide, all are CISCO unless noted otherwise

Question(s):81: Are the data switches POE?

Answer(s): See attached documents

Question(s):82: What IOS is running on the data switches?

Answer(s): See attached documents

Question(s):83: How many members of staff do you have?

Answer(s): Currently, MHMRA has approximately 2000 staff members.

Question(s):84: What GBICs are installed in the data uplink switches?

Answer(s): We will have to gather this information. This will be posted within two days.

Question(s):85: What is the bandwidth to the desktop for the data switches?

Answer(s): 100MB currently

Question(s):86: Does the Higher Ground record every calls made at the center?

Answer(s): No, the Higher Ground only records calls placed to the Helpline Center

Question(s):87: How do you want the 911 call set up?

Answer(s): The 911 calls need to be able to direct dial from each location and display the location address from which it called out so that emergency responders can go to the correct location. Currently this only occurs for Southwest Freeway. The other locations route out through Southwest Freeway, therefore showing it's address.

Question(s):88: Would you like to consider E-911?

Answer(s): Please provide information as a recommended option

Question(s):89: What is the Hand off for each site?

Answer(s): See attached documents

Question(s):91 Do we have music on-hold at every site?

Answer(s): Yes, but it's only enabled at a few sites. We would like to have it at all of our sites.

This clarification letter is hereby incorporated in the Request for proposal document and shall supersede any previous specifications or provisions in conflict with the letter of clarification. All prospective vendors are directed to respond accordingly. By submitting a proposal on this project, vendors shall be deemed to have received this Letter of Clarification and to have incorporated it into its proposal.

Please contact MHMRA of Harris County, Texas, Purchasing Department at (713) 970-7300.