

FY 2005-2006

eRate

Questions and Answers

* Newer questions will be highlighted in blue

NOTE:

- + Friday December 17, 2004 is the last day the District will receive questions from service providers.
- + All questions must be received by noon.
- + All questions must be in writing, i.e. fax -(216-432-4632), or email at erate@cmsdnet.net

QUESTIONS	ANSWERS
General Questions	
<p>Does the District prefer a separate submission/envelope be sent in for each of the opportunities which we'll be responding to under RFP #20364?</p> <p>If we're going to respond to both 11-0506 and 12-0506, would we submit 2 envelopes with complete solutions in each?</p>	<p>Proposers' who are responding to more than one Erate RFP, e.g. #06-0506, #11-0506 and #12-0506, must prepare only one set of Purchasing Division Documents noted in Part One of District RFP # 20364.</p> <p>Please submit as follows:</p> <p>(1) Place the entire response in one envelope.</p> <p>(2) Place a cover sheet for everything that notes what is in your package, e.g.</p> <ul style="list-style-type: none"> (a) Completed Purchasing Documents and Forms. (b) Proposal for RFP #20364-Erate #11-0506, (c) Proposal for RFP #20364-Erate #11-0506, (d) Proposal for RFP #20364-Erate #12-0506. <p>(3) Separate the purchasing documents as one unit with a clip, rubber band, etc. - place a cover sheet noting what it is in each of the clipped-together documents with an individual cover sheet</p> <p>(4) Separate each of the Erate RFP responses with a clip and place a cover sheet for each.</p> <p>Use colored sheets for the top sheets if possible. No notebooks, binders, tabbed sections will be accepted</p>
<p>What is the annual amount of the Centrex contract?</p>	<p>Approximately \$1,500,000 annually. The contract terminates in February, 2008.</p>
<p>Cost is the most important criterion for all of the RFP's out there. What are the other evaluation criteria would be needed?</p>	<p>We have evaluation criteria, we need to just review it and post it on the eRate website.</p>
<p>Can you let us know who is on your evaluation team, if not by name, by role?</p>	<p>We could let you know by role.</p>

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Will we have the ability to access and create emails through the eRate website?	Yes, the questions can come in writing through the eRate website @ www.cmsdnet.net/erate , or via fax @ 216-432-4632.
RFP# 01-0506: Measured Business Lines	
N/A	N/A
RFP# 02-0506: Wireless Cellular Service	
N/A	N/A
RFP# 03-0506: Paging Service	
How many pagers does the District currently utilize?	At this point in time we have approximately 775 active pagers.
Of these total numbers of pagers, can you separate out by type of service, i.e. one-way, two-way, messaging, etc?	There are only a handful, 5 or 6, of the two-way pagers being used. We also have approximately 6-8 users' who have voice messaging services.
What has been the highest number (to the best of your knowledge....ball parking it....)?	1,100 is the highest amount known for pager usage.
RFP# 04-0506: Long Distance Service	
How many minutes per month does the District average for long distance?	Approximately 35,000 minutes per month.
RFP# 05-0506: Video Conferencing Service	
Do you have some type of usage breakdown?	It is very sporadic as far as the service goes. Most of the conferencing that we do right now is in the state so we use the State of Ohio Administrative services for our bridging. Within the last year, we have not had anything outside of the state of Ohio. However, that does not mean that in the future we will not have external connections.
What type of equipment do you currently have?	We have VTel stations in the schools. Polycom bridge equipment. Video distribution system equipment by Cisco and First Virtual, and a Digital Asset Management (DAM) server.
Do you ever need a call set up for you as far as dialing out?	Whoever the provider is provides the District with a dial access number, and we punch that into system to connect. We handle the connection.
Typical access would be an ISPN type of access for your locations?	The District has two T1's to every building. The two locations are connected by an OC3 and we have an ATM DS3 to the state. We use the Polycom to convert from the ATM to IP, back and forth.
Do you know (approximately) how many videoconferences the District (as a whole) may do, or has done, or is doing, on a	If we had the service I know that schools would have many more- A modest use would be 30 per month, a more aggressive number would be 50 per month. I believe the high schools alone would do several a day if they knew the service would be easier to use.

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monthly or quarterly basis? Do you have a rough estimate?	
How many sites would be bridged typically? What is the maximum number of sites?	36 sites maximum. Most of the time it is just 2-3 sites.
Do you require any type of monitoring services on these conferences?	No, we do not need a moderator, but we do require support. We need a contact if the service went down.
Typical connectivity level, you said you have two T1's, but what do you typically connect at?	384
Do you require any special billing or usage reports?	We require the 90% and the 10% cost broken out separately, then beneath that the vendor should detail the services.
RFP# 06-0506: Voice Mail Service	
How many boxes does the District currently have?	We currently have 888 boxes, with the capacity of 1100 boxes. We are interested in two options: 1. Using our equipment. 2. Point-to-point service.
RFP# 07-0506: Voice Bandwidth Service	
N/A	N/A
RFP# 08-0506: Data Bandwidth Service	
N/A	N/A
RFP# 09-0506: Fiber Optic Service w/2 Options	
For the VoIP service, are you looking for hosted IP Centrex service or do you have your own equipment?	We have our own VoIP equipment. We are not seeking a VoIP service from a provider; it is ineligible under erate rules. However, if a provider includes charges for VoIP service, they must be clearly noted as a separate line item and separated out as Erate ineligible costs.
How many PRIs will be located at the Woodland data center? To which schools will a PRI be run directly?	<p>The District is still considering the advantages of a centralized or distributed VoIP system. The current distribution of the VoIP equipment, owned by the District, is distributed. As a result, it is difficult to determine to which schools direct connection via PRIs, and how many, would be needed. The same holds true for the Woodland Data Center, our main hub.</p> <p>Regretfully, the District has difficulties in responding more precisely due to the Erate program's funding decision commitments very late in the fiscal year. Proposers should respond with both a centralized and distributed configuration, if possible, and should make their recommendation which configuration would be most effective for the District, particularly addressing future cost implications.</p>
How many total DIDs does the system have/need?	We do not yet have a plan that determines the Final Number of DIDs we will need, due to the VoIP centralized or distributed configuration decision. Our hope is to have fewer than we currently have. We currently have 6500 Centrex lines.

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RFP# 10-0506: Internet Access and ISP	
Is CMSD open to a priority one email solution?	Absolutely.
RFP# 11-0506: Email Service	
What versions of software do you have to integrate with?	We will provide those to you. However, we are currently on 6.5.
With some services that you currently have it is easy to forecast funding; How do you look at doing email funding wise? Do you have a clear idea of getting funding, or will you go with the commitment that if you are denied you will pay the vendor?	We prefer the 10% from the beginning; however, we are paying at full cost on specific services. This would be on a case-by-case basis.
Would hardware be included?	We are not purchasing any equipment. There is hosted, then there is onsite.
To clarify, is it the District's preference to stay with a Lotus Notes Hosted Mail solution, or would they prefer a migration to a hosted exchange solution?	All solutions should be Lotus Notes compatible.
Is the method of interface to the email system for current applications via LDAP? If not, what is the authentication method currently?	Lotus Notes is LDAP compliant. However, we currently authenticate via our internal Notes directory, and do not use additional authentication tables, which would be done via LDAP.
Are servers centrally located at the Woodland Data Center or are they spread out throughout the District.	All mail servers are located at the Woodland Data Center.
RFP# 12-0506: Basic Maintenance and Technical Support	
Could you elaborate a little bit more when you speak of staff augmentation versus managed services? You asked for specific quantities, if I gave you a table to describe	For staff augmentation, it is not necessary for you to estimate the number of people it will take to get the job done.

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the role and the rate per role or classification, is that sufficient, or do you also want an estimate the number of people? Can we give an estimate of the number of staff that we have now?	Yes- we will post that.
For warranty work to cover maintenance, which is covered under Erate break fix, could you provide a specific list of the equipment that you are looking for?	Yes, this is in the master documents as a table, and also under number 12 as attachment A.
Would you prefer the District know a single phone number 1800 hardware fix dispatch CISCO and other vendors equipment break fix?	Single point of contact is always our goal.
For the equipment that is listed on Attachment A, is it being serviced currently?	Yes
Is it time and materials or an annual contract?	Annual contract that we pay quarterly. The District would like to stay with quarterly payments.
If any of those pieces of equipment have been with start endings for the service, would that be specified?	They all begin in July and end in June, i.e. everything on that list. That does not include servers, those are separate.
Is the District receptive to other creative proposals within the maintenance RFP that do fit within the spirit of what you are requesting?	We need to have a response for option A and option B that are clearly option A and option B, so that we can evaluate easily.