

Addendum 1

CCA Telecommunications RFP 2019

July 24, 2019

The current paging system is Bogen UTI312

Minimum 3 Zone Paging - It would be nice to be able to page to the phone systems also.

Caller ID required, LCD screen

Phone switch connectivity should be 10/100/1000 Gig

Back up: 1 remote POTS line

In the RFP, please remove 4.3.1Q. We do not want to allow hot-desking.

No sidecar or physical console needed. GUI or PC software is acceptable.

Every room with a telephone has Cat5 or higher and if it isn't run, the ISD will help us get it there.

Update to timeline: Technical questions deadline extended to Thursday, July 25th at 4 pm.

Teacher phones are defined as having a minimum of 10 buttons

Office phones are defined as having a minimum of 20 buttons

Total number of phones to include in the quote, with a line item to add or subtract phones.

Teacher Phones	82
Office Phones	13
Conference Phones (optional, quote requested)	2
Elevator Phones (required for emergency calls only)	2
Fax lines (optional, if possible)	3

nexVortex information:

The following pages include configuration on our nexVortex Managed SIP.

1: Company & Site Contact Information



Customer Name: (enter customer name here)

1.1 Main Company Contacts

Main Company Contact:

Name	Andrew Tingley
Title (Optional)	Technology Coordinator
Email	tingleya@ccabr.org
Office Phone Number	231-349-8235
Mobile Phone Number	
Available Contact Hours	

Telecom Contact: Who manages the phone system?

Same as:	<i>Main Company Contact</i>
Name	
Company	
Title (Optional)	
Email	
Office Phone Number	
Mobile Phone Number	
Available Contact Hours	

IT Network Contact: Who manages the Firewall and IP Addresses?

Same as:	<i>Main Company Contact</i>
Name	
Company	
Title (Optional)	
Email	
Office Phone Number	
Mobile Phone Number	
Available Contact Hours	

24/7 Contact: Who should we contact outside of business hours?

Same as:	<i>Main Company Contact</i>
Name	
Company	
Title (Optional)	
Email	
Business Hours (Bus Hrs)	
Bus Hrs Phone Number	
After Hrs Phone Number	

1 Company & Site Contact

1.2 Site Information

Site Name:	Crossroads charter Academy
Site Address: Where will the Adtran the Adtran be installed?	
Address	215 Spruce
City, State, ZIP Code	Big Rapids, MI 49307
Main Phone Number	231-796-9041
Site Contact:	
Same as:	Main Company Contact
Name	
Title	
Email	
Office Phone Number	
Mobile Phone Number	
Available Contact Hours	

1.3 Shipping Information for This Site

Shipping Address:	
Same as site address:	No
Address	215 N State St
City, State, ZIP Code	Big Rapids, MI 49307
Shipping Contact:	
Same as:	Main Company Contact
Name	
Email	
Phone Number	

1.4 Busy Hour Call Volume for This Site

On a busy day, how many peak concurrent calls do you expect?	< 8
On average, how many employees are at this site?	100

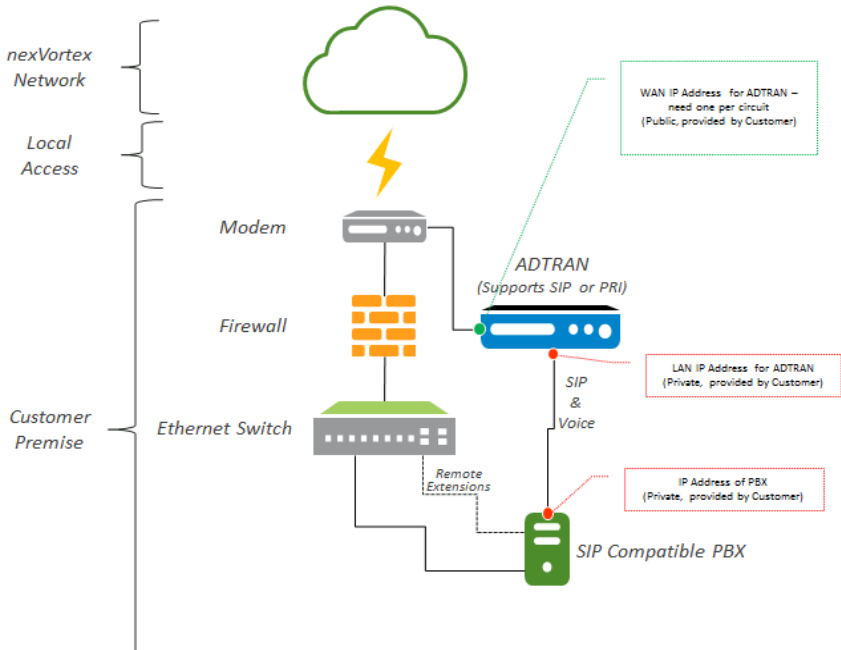
2: Select Solution Configuration

Customer Name: (enter customer name here)



2.0 Select Solution Configuration for this location: *Configuration 2*

mSIP Configuration #1 – ADTRAN Bypassing Firewall



ADTRAN Bypassing Firewall


- No Traffic Shaping
- Preconfigured for Resiliency
- Trouble Shooting from Edge Device
- Monitoring and Alert Notification
- Quality of Service Reporting

● Public IP Address
 ● Private IP Address

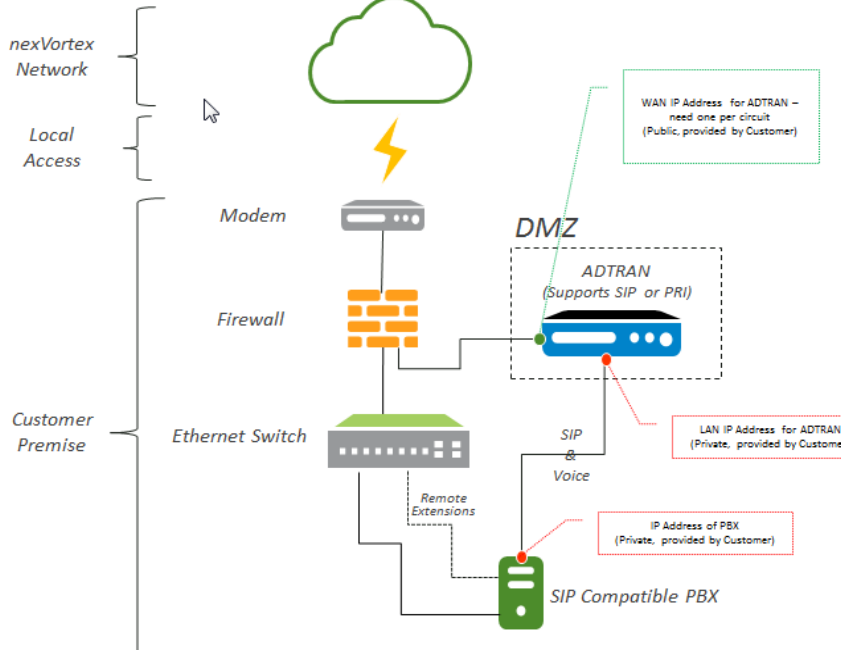
To ADTRAN 908E

PRI

To Phones



mSIP Configuration #2 – ADTRAN Behind the Firewall with DMZ



ADTRAN Behind the Firewall with DMZ


- No Traffic Shaping
- Preconfigured for Resiliency
- Trouble Shooting from Edge Device
- Monitoring and Alert Notification
- Quality of Service Reporting
- Demands use of a Pure DMZ

● Public IP Address
 ● Private IP Address

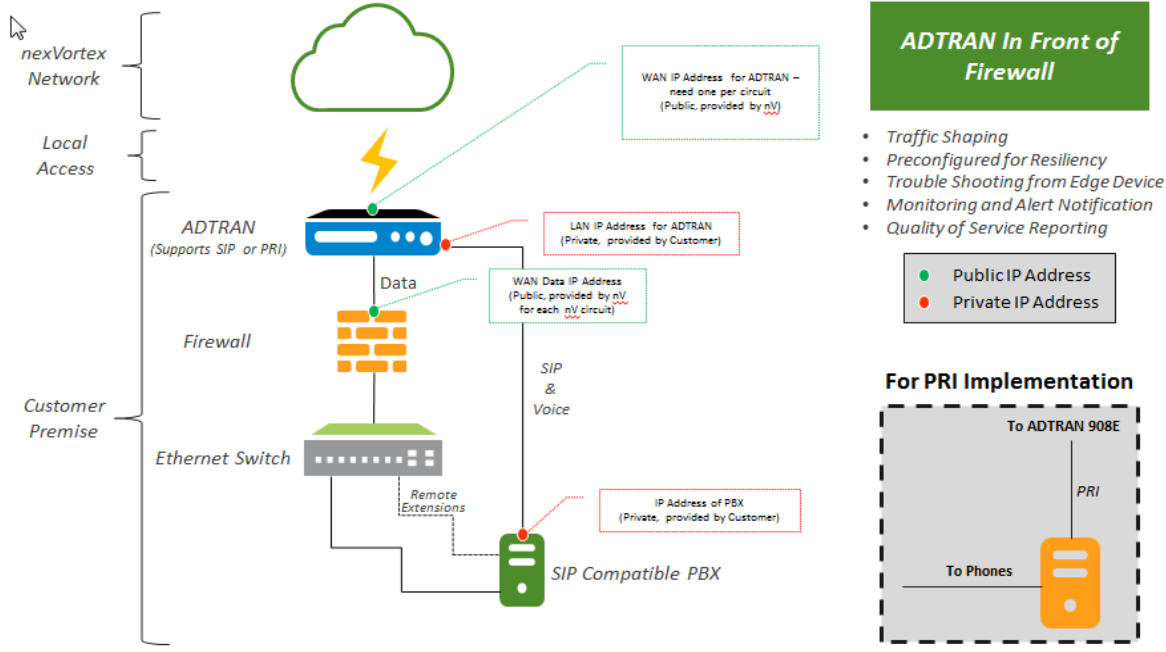
To ADTRAN 908E


PRI


To Phones



mSIP Configuration #3 – ADTRAN In Front of Firewall



3: Primary Circuit Information			
Customer Name: Crossroads Charter Academy			
3.1 Traffic Questions for Primary Circuit			
Is this a converged circuit? (e.g. Data + Voice + other services.)			
If converged, any heavy utilization traffic? (e.g. Streaming, Broadcasting, Backups)			
What is the carrier's DSCP setting for preferential handling of VoIP traffic?			
3.2 Connectivity for Primary Circuit			
<u>Connectivity</u>	<u>Example Answer</u>	<u>Customer Answer</u>	
Location of Demarc	2nd floor Telco Rack A, Switch 3, Circuit 1		
<i>For a nexVortex-provided circuit, we will fill in the below circuit information. **If you do not have an nV Circuit the below info will be put in your customer file.**</i>			
WAN Carrier/Internet Service Provider*	Comcast	Charter	
Who manages the circuit?*	Customer	Customer IT	
Bandwidth (Down/Up)	20 Mbps/20 Mbps		
3.3 Speedtests for Primary Circuit			
*Please test to both Ashburn and Denver from this circuit and service location Follow this link to check your Internet connection: https://nexvortex.speedtestcustom.com/			
<u>Ashburn Result:</u>		<u>Denver Results:</u>	
Download Speed:		Download Speed:	
Upload Speed:		Upload Speed:	
Latency:		Latency:	
Jitter:		Jitter:	
Date:		Date:	

4: Secondary Circuit Information			
Customer Name: (enter customer name here)			
4.1 Traffic Questions for Secondary Circuit			
Is this a converged circuit? (e.g. Data + Voice + other services.)	Yes		
If converged, any heavy utilization traffic? (e.g. Streaming, Broadcasting, Backups)	10-20mbps		
What is the carrier's DSCP setting for preferential handling of VoIP traffic?			
4.2 Connectivity for Secondary Circuit			
Connectivity	Example Answer	Customer Answer	
Location of Demarc	2nd floor Telco Rack A, Switch 3, Circuit 1	Bottom Floor 215 Spruce Address Maintenance / Telco - single rack	
<i>For a nexVortex-provided circuit, we will fill in the below circuit information. **If you do not have an nV Circuit the below info will be put in your customer file. **</i>			
WAN Carrier/Internet Service Provider*	Comcast	Charter Communications	
Who manages the circuit?*	Customer	Customer IT	
Bandwidth (Down/Up)	20 Mbps/20 Mbps	100 Mbps / 100 Mbps (shared)	
4.3 Speedtests for Secondary Circuit			
*Please test to both Ashburn and Denver from this circuit and service location Follow this link to check your Internet connection: https://nexvortex.speedtestcustom.com/			
Ashburn Result:		Denver Results:	
Download Speed:	94.6 Mbps	Download Speed:	93.5 Mbps
Upload Speed:	41 Mbps	Upload Speed:	94.2 Mbps
Latency:	43ms	Latency:	43ms
Jitter:	1ms	Jitter:	1ms
Date:		Date:	



5: ADTRAN Router Configuration

Customer Name: (enter customer name here)

5.1 nexVortex eSBC Router (ADTRAN)

(Enterprise Session Border Controller)

nexVortex Equipment	Example Answer	Customer Answer
Equipment Location	IT closet	HSMS MDF
Number of Channels (base package is 23):	23	23

5.2 WAN Port Settings for Primary Circuit

The below IP information will be provided by nV in Configuration 3.

WAN Port 1 Settings	Example Answer	Customer Answer
ADTRAN Primary WAN IP Address (Public, Static IP Address)	xxx.xxx.xxx.xxx	97.86.84.242
Subnet mask	xxx.xxx.xxx.xxx	255.255.255.252
Default Gateway	xxx.xxx.xxx.xxx	97.86.84.241
DNS Server IP Address	xxx.xxx.xxx.xxx	

5.3 WAN Port Settings for Secondary Circuit

The below IP information will be provided by nV in Configuration 3.

WAN Port 2 Settings	Example Answer	Customer Answer
ADTRAN Secondary WAN IP Address (Public, Static IP Address)	xxx.xxx.xxx.xxx	75.133.70.75
Subnet mask	xxx.xxx.xxx.xxx	255.255.255.0
Default Gateway	xxx.xxx.xxx.xxx	75.133.70.1

5.4 LAN Port Info for ADTRAN*

LAN Port Settings	Example Answer	Customer Answer
LAN IP address for ADTRAN	xxx.xxx.xxx.xxx	10.96.0.92
LAN Subnet for ADTRAN	xxx.xxx.xxx.xxx	255.255.0.0
LAN Gateway for ADTRAN	xxx.xxx.xxx.xxx	10.96.0.2

5.5 Firewall Information (needed for Configuration 2 only)

5 ADTRAN Router Config

Firewall Information	<u>Example Answer</u>	<u>Customer Answer</u>
Are you using a controlled or pure DMZ?	Pure	Pure
What Ethernet port is configured in the DMZ for the eSBC/ADTRAN?	4	4

5.6 PBX Information

PBX	<u>Example Answer</u>	<u>Customer Answer</u>
Manufacturer	Avaya	Toshiba
Model	IP Office	CIX670 Release 5
<i>The below IP information is applicable to a SIP PBX only.</i>		
IP Address of PBX (Private)	xxx.xxx.xxx.xxx	

5.7 Voice T1 Settings* (Applies to PRI replacement only)

Voice T1 Settings*	<u>Comments</u>	
Signaling type (T1 CAS or ISDN PRI)	<i>ISDN PRI</i>	
Line Coding	<i>B8ZS</i>	
Framing Format	<i>ESF</i>	
Line Build Out	<i>short 110ft</i>	
Companding Standard /Coding Type	<i>U-law</i>	
Clock Mode	<i>PBX is Master</i>	
ISDN Protocol Standard/Switch Type	<i>NI2</i>	

5.8 Customer Network Diagram*

*****Please provide us with an accurate network diagram for our networking team to review.**
 The diagram should include a view of the entire network, including the equipment at this site.
 Within the site diagram please include the following:
 -All equipment placement
 -LAN IP Address and Subnet for the ADTRAN (PBX Subnet)
 -WAN IP Addresses, Subnet Masks and Gateway IP addresses for each circuit
Please include this diagram when returning this workbook to your project coordinator.