



RFP 26-444 Internet/Phone Services

Questions & Answers

- 1. Question:** Will WSDet accept a proposal for hosted VoIP, phones, fax services, hardware, installation, and support for all seven sites, excluding internet services?

Answer: No

- 2. Question:** For internet bandwidth: What interfaces are available on the Firewall/Router i.e. 100 Mbps, 1 Gbps, Optical Multi-Mode or Single Mode?

Answer: 1 Gbps

- 3. Question:** What Routers/Firewalls are in place? Will these be retained?

Answer: Unifi UDM Pro, 6x Unifi UCG Ultra. These will be retained.

- 4. Question:** Do all locations have adequate PoE switches? 1 Gbps?

Answer: Yes, all locations have adequate PoE switches. Yes, 1 Gbps.

- 5. Question:** Are existing phones IP?

Answer: All existing phones are IP with the exception of ADA phones.

- 6. Question:** Can we get a partial list of Telephone Numbers for service availability confirmation?

Answer: Yes. See below.

-9366318637	-9366318642	-9366318647	-9366318616
-9366318638	-9366318643	-9366318612	-9366318617
-9366318639	-9366318644	-9366318613	-9366318618
-9366318640	-9366318645	-9366318614	-9366318619
-9366318641	-9366318646	-9366318615	-9366318620

-9366318621	-9366221361	-9366318628	-9365601441
-9366318622	-9366313901	-9366318629	-9365601442
-4093849030	-9363275420	-9366318630	-9365601443
-9365982467	-9366391350	-9364627317	-9365527357
-9366318623	-9366398897	-9365699868	-9365052250
-9362233138	-9366318624	-9363005025	-9366318609
-9365699855	-9366318625	-9365447858	-9366318610
-9364621549	-9366318626	-9365699864	-9366318611
-9365699408	-9366318627	-9365601440	-4093362074

7. Question: Is current system premise? What make/model?

Answer: No, our current system is not premises-based. N/A.

8. Question: Current dial tone provider or cloud based?

Answer: Cloud-based

9. Question: What E-Mail system is in place?

Answer: M365 Exchange

10. Question: What is the current phone system solution at each location?

Answer: PolyCom VVX 450

11. Question: Who is your current internet and phone service provider at each location?

Answer: In order to provide fair and open competition, we do not wish to disclose this information.

12. Question: When does your contract for internet service and phone service expire?

Answer: We are currently on a month-to-month contract.

13. Question: What is your monthly expense on Internet service and phone service?

Answer: In order to provide fair and open competition, we do not wish to disclose this information.

14. Question: Do you pay for maintenance on the phone system?

Answer: No

15. Question: How many phone numbers and DIDs are currently under the phone service contract? Do you want to port them into the new service?

Answer: We currently have 56 DIDs. Yes, we want to port them into the new service.

16. Question: Do you have PoE switches to power phones, or do you need PoE equipment?

Answer: See answer to question #4.

17. Question: Can you please break down how many phones and types of phones are needed per location (Lobby, Breakroom, receptionists, etc.)?

Answer: Lufkin (Board) – 21 (1 phone with side car)
Lufkin - 58 (2 phones with side car)
Nacogdoches - 25 (1 phone with side car)
Livingston – 16 (1 phone with side car)
Center – 11 (1 phone with side car)
Jasper – 16 (1 phone with side car)
Crockett – 8 (1 phone with side car)

All phones are PolyCom VVX 450. ADA phones are not included in this breakdown.

18. Question: Can you please breakdown how many fax machines are per site? Same thing with the ADA phones.

Answer: Lufkin (Board) – fax 1; ADA 0
Lufkin – fax 4; ADA 1
Nacogdoches – fax 3; ADA 1
Livingston – fax 3; ADA 1
Center – fax 1; ADA 1
Jasper – fax 2; ADA 1
Crockett – fax 1; ADA 1

19. Question: Will you consider eFax instead of fax machine setup?

Answer: Yes

20. Question: On the internet service: Do you need 100M Fiber for 100M x 100M connectivity? 100M Coax that is 100x10?

Answer: Yes, we need 100M Fiber for 100M x 100M connectivity at all locations. No, we do not need 100M Coax.

21. Question: Is your DID block contiguous or made up of multiple smaller blocks?

Answer: Our DID block is made up of multiple smaller blocks.

22. Question: What are the current ADA phone models so we can make sure we have the correct adapter?

Answer: Analog big button phones with hearing impaired volume control

23. Question: Is best-effort broadband Internet access sufficient or is dedicated, symmetrical service required?

Answer: Best-effort broadband internet access is sufficient.

24. Question: In addition to the Attachments listed in the RFP, can vendors include supplemental documentation in order to showcase full capabilities with their submission?

Answer: Yes

25. Question: Is this an all or nothing bid?

Answer: Yes

26. Question: How many hosted voice lines are needed at each location? (ex: 5 Lufkin, 12 Crockett, etc.)

Answer: See answer to question #17.

27. Question: How many total desktop phones are needed?

Answer: See answer to question #17.

28. Question: How many total headset-only phones are needed?

Answer: None

29. Question: For the six ADA-compliant telephone lines, what are they being used for, and how many are needed at each location?

Answer: The lines support public-use accessible telephones to ensure individuals with disabilities have equal access to telephone services. One ADA-compliant telephone line is required at each location, except 415 S. First St. in Lufkin, where no line is needed, for a total of six lines.

30. Question: Are the ADA-compliant lines used for fire, alarm, security, red phones, or just standard business lines?

Answer: No. See answer to question #29.

31. Question: I have downloaded the RFP but do not see how to submit an Intent to Bid registration link. Is this part of the bid process or are we just emailing in our proposal?

Answer: Intent to Bid is not a part of this process. Please email proposal as outlined in RFP.

32. Question: Current internet services: For each of the seven locations, please provide the current internet provider, connection type, subscribed download and upload speeds, number of static IP addresses, and whether the existing service is under contract.

Answer: In order to provide fair and open competition, we do not wish to disclose our current provider or download and upload speeds; however, all locations are currently fiber connection with 14 current static IP addresses. Current services are under month-to-month contract.

33. Question: Internet design: May the selected contractor use different underlying internet carriers at different locations while remaining the single contractor, account manager, support contact, and billing provider to WSDet?

Answer: Yes, provided the contractor meets all other requirements.

34. Question: Minimum bandwidth: Does the requirement for at least 100 Mbps refer to symmetrical bandwidth, or will an asymmetrical business-class connection satisfy the requirement where symmetrical service is unavailable or cost-prohibitive?

Answer: Asymmetrical business-class connection will satisfy the requirement only where symmetrical service is unavailable.

35. Question: Network equipment: Is the contractor expected to provide and manage firewalls, routers, switches, Wi-Fi access points, SD-WAN appliances, or other local-area-network equipment, or does the requested scope end at the internet-service demarcation point?

Answer: The requested scope ends at the internet-service demarcation point.

36. Question: Redundancy: Does WSDet currently have, or wish respondents to propose, secondary internet connections or wireless failover at any or all locations? May redundancy and SD-WAN be presented as separately priced optional services?

Answer: WSDet currently has a secondary internet connection at the 415 S. First St. location in Lufkin only. Respondents may propose secondary internet connections as an add-on feature, but it is not a requirement for the RFP. Yes, redundancy and SD-WAN may be presented as separately priced optional services.

37. Question: Existing telephone environment: Please identify the current telephone-system platform, current carrier or carriers, approximate number of extensions, direct-dial numbers, toll-free numbers, main published numbers, and telephone numbers that must be ported.

Answer: In order to provide fair and open competition, we do not wish to disclose our current provider; however, we have a cloud-based platform, 171 extensions, 56 DIDs, 6 toll-free numbers, 8 main published numbers, and 64 telephone numbers that must be ported.

38. Question: Telephone distribution: Please provide the expected number of phones or users at each of the seven locations, including the location of the six ADA-compliant telephone solutions and thirteen fax connections.

Answer: Lufkin (Board) – 21 users; fax 1
Lufkin – 70 users; fax 4; ADA 1
Nacogdoches – 26 users; fax 3; ADA 1
Livingston – 18 users; fax 3; ADA 1
Center – 12 users; fax 1; ADA 1
Jasper – 16 users; fax 2; ADA 1
Crockett – 8 users; fax 1; ADA 1

39. Question: Concurrent calling: Does the requirement for at least 50 concurrent calls mean 50 simultaneous external PSTN calls across the entire organization, or 50 concurrent calls per location?

Answer: The requirement for at least 50 concurrent calls means at least 50 simultaneous external PSTN calls across the entire organization.

40. Question: Required calling features: Please identify the number and complexity of any required auto attendants, hunt groups, call queues, receptionist consoles, shared lines, overhead paging integrations, conference phones, softphones, mobile applications, call recording, reporting, or contact-center functions.

Answer: Eight auto attendants; minimum of 16 hunt groups; 0 call queues; 7 receptionist consoles; shared lines not required; overhead paging integrations not required; conference phones not required; softphones not required; mobile applications not required; call recording not required; basic reporting only required (e.g. call logs); contact-center functions not required

41. Question: E911 requirements: Does WSDet require location-specific E911 or dispatchable-location information for each site, floor, office, or individual device? Are there existing emergency-notification or safety systems that must integrate with the proposed solution?

Answer: No, WSDet does not require location-specific E911 or dispatchable-location information for each site, floor, office, or individual device. No, there are no existing emergency-notification or safety systems that must integrate with the proposed solution.

42. Question: ADA devices: What models and connection types are used by the six existing ADA phones? Are respondents permitted to replace them with ADA-compatible IP devices instead of preserving the current equipment through analog adapters?

Answer: Not model specific. Currently using analog big button phones with hearing impaired volume control. Yes, respondents are encouraged to propose an ADA-compatible IP device replacement.

43. Question: Fax services: Please describe the current use of the thirteen fax connections, including whether any support multifunction printers, high-volume faxing, healthcare or sensitive records, and whether a secure electronic-fax service would be accepted as an alternative.

Answer: Fax machines are used by both employees and customers and are regularly used for sensitive document submissions. A secure electronic-fax service will be acceptable as an alternative, provided it is HIPPA compliant.

44. Question: Number portability: Will WSDet provide a recent carrier invoice or customer service record for each account to assist respondents in confirming telephone-number ownership, portability, circuit inventories, and current services?

Answer: In order to provide fair and open competition, we do not wish to disclose our current provider.

45. Question: Implementation timing: Is September 1, 2026, the required date for full operational cutover, or the anticipated contract commencement date from which implementation may begin? Would WSDet permit a phased implementation if carrier installation or number-porting intervals extend beyond that date?

Answer: September 1, 2026 is the date implementation may begin; however, selected proposer's timeline will be considered in roll out of services.

46. Question: Site readiness: Are the seven locations currently equipped with adequate Ethernet cabling, PoE-capable switches, network closets, electrical capacity, and battery backup for approximately 155 IP phones, or should respondents include a site assessment and any required network remediation?

Answer: The seven locations are currently equipped and operating for this capacity.

47. Question: Proposal structure: Must one respondent provide both internet and hosted VoIP services under a single solution, or may a prime respondent use disclosed carrier, installation, or technology subcontractors while retaining full contractual responsibility?

Answer: Yes, a prime respondent may use disclosed carrier, installation, or technology subcontractors while retaining full contractual responsibility, provided the proposal meets all specifications and requirements of the RFP.

48. Question: Pricing term: The RFP states that pricing should be provided for each applicable contract year and that renewal increases must be disclosed, while the Budget Summary states that proposed costs are firm and fixed for the contract term. Please clarify whether respondents may include identified annual increases for renewal years or whether all pricing must remain unchanged for as long as five years.

Answer: Respondents may include identified annual increases for renewal years; however, those costs cannot be increased once outlined in the proposal.

49. Question: Comparable projects: For the requirement to describe at least two similar projects completed within the past five years, may respondents provide private-sector and nonprofit multi-location projects of comparable size and complexity, or are public-sector references preferred or required?

Answer: Respondents may identify any completed project of comparable size and complexity, regardless of private- or public-sector.

50. Question: Optional improvements: May respondents separately propose value-added options such as Microsoft Teams integration, Cisco Webex, AI receptionist capabilities, business-continuity routing, softphones, mobile applications, secure electronic fax, backup internet, and SD-WAN without affecting compliance with the base proposal?

Answer: Yes.

51. Question: Incumbent information: Will WSDet publish the current service inventory and existing recurring and nonrecurring costs so that all respondents can develop proposals from the same baseline information?

Answer: No

52. Question: I need to know how many Business Class Phones are needed at each serviceable location, along with any conference phones and administrative side cars (1 button transfer).

Answer: See answers to questions #17 and #40.