

- Section 1.1.2 Please indicate your vision for an on Premise-Hybrid system vs 100% on prem centralized control or 100% cloud based. **We are looking for bidders to decide what is their best solution for our current environment.**

- Section 1.1.2 Is the goal of replacing the existing MPLS network to move away from Windstream or is a new Windstream solution acceptable? **A new Windstream solution is acceptable.**

- Section 1.1.3 Please explain the end goal of having all sites run in a stand-alone mode in the event of a network outage. Is this full in an out bound trunk access or phone resiliency for desk to desk calling. Having mostly dormant trunks at all locations is often not needed. **Phone resiliency for desk to desk calling**

- Section 1.1.3 Can you clarify the ask for separate SD WAN and voice carrier (trunking) services? **In the event carrier services are changed SD WAN service needs to be maintained functional.**

- Section 1.1.3 Do you have a desired number of new carriers trunks. Currently LHAND has a total of 115 PRI channels at 5 locations. Where would LHAND like to start for the number of channels? What would be enough failover channels? **There is no desired number.**

- Section 1.5.2 There is no specific ask for feature and functions other than phones. Other than if each office phone would have voice mail, are any other features required with the initial bid submission? **No**

- General questions – can LHAND confirm there are no faxes, analog stations, or analog trunks to be configured on the system? **There are none.**

- Are proposals required to be hand delivered at this time? **RFP has specific instructions.**

- Section 3.10.1 RFP asks for software support charges for one year after initial warranty. Can you verify the new ask is for 3 years for all hardware and software coverage? Will there be an addendum to the RFP? **It is for 3 years, at this time no addendum.**

- Please confirm ask for 1,000 SMS messages per month for mass notification. **That is correct.**

Can you elaborate on your request for an “On Premise-Hybrid” solution? **Solution can include on premise hardware with cloud hosting services.**

Are you requesting a hosted solution on an OpEx model or are looking for an on-prem solution? **Bidders can include pricing for both models.**

Do you want a cloud hosted phone system? **Vendor's solution should best utilize current technologies.**

The bid asks for a single transparent solution but require each sub-system to operate in stand-alone mode. Can you clarify this requirement? **Vendor will be single point of contact for entire term of contract.**

Do you want SD Wan at all 6 locations? **Yes**

Are you requiring that ISP services be included in the proposal? **Yes**

Do you need any mobility softphone capabilities? If so, do you want this for all users? **Yes, for 20 user's softphone and mobile phone capabilities.**

Are Layer 2 switches sufficient, or are there functionalities you are looking for that are provided with Layer 3? **Vendor is responsible for all routing requirements and layer level of switches.**

Can you confirm pricing for 10,000 minutes is per month? **Yes, it is per month**

Any encryption or security requirements for the voice? **Yes**

Do you require that voice packets be non-compressed throughout the network using G.711 protocol? **Yes**