

The following questions have been received on the Business Phone RFP. The responses are provided in blue directly below the questions. Please note the submission date has been moved to November 7, 2022 due to recent operational changes. A site survey has been scheduled for Wednesday, September 28, 2022 at 1:00 pm.

1. Does the SRAA intend to reuse all 176 analog devices/telephones?
SRAA would reuse existing devices/telephones only to the extent they are fully functional with the new system proposed.
2. Is it SRAA's intent to deploy 71 VoIP Telephones replacing the current digital phones?
SRAA has not identified a specific configuration for the replacement. We will rely on the recommendation of the applicant for the best in practice replacement option of the entire system.
3. Do you want 10 spare VoIP Telephones? If so, are licenses required for future deployment or are these for service spares?
SRAA would request 10 spare devices. Licenses are not required at the present time and would be added at the time deployment is required. Whether the device is IP or digital will be based on the solution proposed.
4. What is the current Paging System (i.e., Bogen, Valcom, etc.) and the Telephone Paging Interface (i.e., zone paging controller) in use?
The Airport paging system is an Ateis IDA8C system. Paging system functions must be an airport industry standard, including terminal wide and zone paging. Should the applicant wish to partner with another organization to provide this functionality, that would be acceptable.
5. Does SRAA's VMWare ESXi 6.5 Update 3 have the vSphere ESXi product suite?
Yes
6. Are the Ethernet network switches in place to support such features as QoS, VLANs and PoE as well as 10/100/1000Mbps?
SRAA is upgrading the switches are being upgraded as part of this project.
7. Will there be an opportunity to perform a site survey?
Yes – Site Survey will be scheduled for Wednesday, September 28, 2022 at 1:00 pm.
8. Is the new system or hardware intended to be installed in the same location as the existing system?
The new system would be installed in the same location as the existing system.
9. Is there or will there be network connectivity from that location?
There is network capability from that location.
10. Is the system or hardware intended to be installed in a rack or wall mounted? Is there space and will we need to provide this?
The system can be either installed on a wall mount or a rack.
11. Is there any additional information on what the interface is for the airport PA?
See response on #4
12. VII Specifications, call recording - Is this intended for recording of conversations to be stored and accessed at a later date? If so, is it for all calls in & out and for all extensions? Or is this just a record of inbound & outbound calls, referred a CMS or SMDR call accounting? Should it be included in the base bid?

It is a record of inbound & outbound calls (CMS or SMDR call accounting) and should be included in the base bid. If the option for recording of conversations to be stored and accessed at a later date is an upgrade that is not part of the base system, please price the option separately.

13. Is the NYS prevailing wage rate in effect for this project?

The NYS prevailing wage is in effect for this project.

Section II:

14. Item D: *"It is the sole responsibility of the Vendor to ensure that the proposal arrives on time"*

a. Can we expect same day notification that our proposal has been received?

SRAA will send out acknowledgements that the bid has been received on the same day.

15. Item E. *"Any questions about the RFP should be emailed"*

a. How long after questions have been submitted will SRAA provide answers to the submitted questions?

Questions will be answered as soon as responses are collected.

Section V:

16. Item b. *"traditional solution and VOIP should be included"*

a. By *"traditional solution"* does SRAA mean premise-based PBX solution and by *"VOIP"* a cloud solution? Or does *"traditional solution"* mean an analog/digital system (like-for-like replacement) with *VOIP* referring to an all IP solution to the desktop and analog phone locations with IP telephones everywhere?

SRAA is looking all options – premised-based PBX, VOIP and hybrids. The final determination will be based on which solution provides the best fit and most cost-effective solution for the Airport's operations.

b. "Proposals shall include pricing for a complete system including *desk phones*" Is SRAA intending to retain analog phones or replace with IP.

SRAA would replace any phone devices required to ensure full system capabilities are achieved. It could be a complete replacement or partial, depending on the final

configuration. It is expected that the in-terminal passenger help phones will remain analog. For purposes of the RFP quote, please assume a full replacement.

- c. Is SRAA to replace digital phones with digital phones or replace with IP.

See response to #2a

- d. In both cases, if replacing with IP is SRAA looking after the re-cabling or is that the responsibility of the responding vendor?

SRAA will address any cabling needs identified.

17. Item c. "paging equipment"

- a. Is SRAA looking to replace all equipment in the existing paging system? If so, please describe fully the paging system in place today - how many overhead units, how many zones, is there paging to phones and if yes how many zones. Is wiring required to be replaced. What is the specific layout?

See answer to Question #4. Access to the paging system is required at each gate, ticket counters and checkpoint. Paging is desired with terminal wide, concourse and gate specific zone options. Other zones may be identified as we move through the implementation process.

- b. If SRAA is not replacing all equipment in the paging system, what equipment is being replaced? What are the interface requirements to the rest of the paging system that will remain?

SRAA is replacing the handsets, wall mounts, consoles and any system specific hardware.

18. Item c. "network hardware"

- a. What network hardware is expected since on Page 9, "Excluded From Bid", SRAA has identified network switches and network devices as excluded

Any hardware or phone devices required for full functionality of system. SRAA will retain responsibility for switches and other standard IP network infrastructure.

19. Item f. "All Airport facilities are included in this RFP"

- a. Please describe the SRAA facility. Please provide a floorplan of the SRAA facility.

A PDF of the terminal floor plan has been provided.

20. Item m. "*ability to integrate in existing SRAA and Airline systems*" (also in Section VI first paragraph)

- a. Please provide details on all SRAA and Airline systems to be integrated with the phone system (physical interfaces, protocols, etc.)

SRAA is unable to publish detail descriptions of all systems at the airport. We do have common use systems, paging systems utilized by both the Airport, airlines and other tenants.

Section VI.

21. Para 1. "replace the existing PBX system and provide the *advanced functionality not available* with the current system"

- a. Can you describe the advanced functionality you are looking for?

The system should be capable of supporting voice calling, paging, video calling and conferencing, voicemail, call recording and fax. including recommended peripherals. The system should be capable of being expanded to accommodate Airport growth. Call forwarding to cell phones is also desired.

22. Table Entry: "*10 ACD Agents*"

- a. Please describe what aspects of the SRAA operation the ACD Agents are providing. How many queues are there. How many agents per queue. Is there any reporting being done on Agent activity today - or any desired for the new solution

The 10 ACD agents are currently not active. However, the capability to deploy at a future date is desired.

23. Table Entries: "*AST*" and "*AML*"

- a. Please define these terms and what is required.

Section VII.

24. System and Project Management: "*video calling and conferencing*"

- a. how is the video calling and conferencing used today. Is it available for all users?

SRAA utilizes various video conferencing platforms, such as Teams and WebEx, on a daily basis by all administrative users. Staff often utilize the phone system for the audio connections.

25. Warranty: "*minimum of a XX year full system warranty*".

a. Please define XX.

SRAA is not limiting the warranty. We ask the applicant to provide the best option.

26. Your current Nortel system has survivable cores, are you looking for a similar configuration?

SRAA will rely on the recommendation of the vendor for best option.

27. Can any work be performed during normal business hours?

Work can be performed during business hours providing it does not impact any airline operations.

28. Will you be reusing your analog sets or would we replace them with IP?

Please see answer to question #1, #2 and #16 above.

29. If we are to replace the analog with IP, how many of the sets would be desktop and how many would be wall-mount?

The vast majority of sets are desktop. It is expected this will remain the same with the replacement.

30. Do your analog set users require voice mail?

The users who have voice mail today will require the same functionality on the new system.

31. How many total mailboxes are on the system today?

Approximately 50 mailboxes are active today.

32. Are you looking for any wireless sets? If so, how many?

SRAA does not utilize wireless sets at this time.

33. Will you be reusing your paging equipment (i.e., page controller, horns, speakers, etc.)?

SRAA will reuse equipment only if it is not beyond useful life and doesn't limit functionality of the new system. See also comments on paging system above.

34. Will the switches provided by the airport be either 802.3af (PoE) or 802.3at (PoE+) and will you be sharing the network drop between the PC and phone or have dedicated runs?

Switches will be 802.3af

35. Will you be providing patch cables at the closet?

Yes

36. How many users are looking for cell phone forwarding?

All users should have access to this feature.

37. Are any ACD, advanced ring groups or call center applications being used today?

There is limited functionality of these features. SRAA will look to deploy these functions in the future.

38. What IT programs are you looking to integrate with and to what extent?

Please see answers above.

39. Under Section II Instructions to proposers, D. it mentions 3 copies, are we to deliver hard copies of our response in addition to emailing it?

Please email responses. Hard copies are not necessary.