



**HARFORD**  
**COMMUNITY COLLEGE**

RFP 18P-005 Telecommunications (Voice) Services

APPENDIX A- DETAILED SPECIFICATIONS

## Harford Community College Telecommunications (Voice) Services

I.	OVERVIEW OF VOICE SERVICES .....	1
II.	PRESENT SITUATION OVERVIEW.....	2
III.	DESCRIPTION OF DESIRED SERVICES.....	2
	Trunking.....	3
	e911.....	3
	Disaster Recovery Options .....	4
	Pricing .....	4
IV.	DESCRIPTION OF INVOICING SERVICES.....	4
V.	TECHNICAL QUESTIONNAIRE .....	5
VI.	OPERATIONAL ISSUES QUESTIONNAIRE .....	5
VII.	INVOICING ISSUES QUESTIONNAIRE.....	6
VIII.	CONTRACTUAL ISSUES and QUESTIONNAIRE .....	7
IX.	REFERENCES.....	7
	Appendix A .....	8
	Main Campus – Bel Air, MD.....	8
	University Center at HEAT – Aberdeen, MD.....	9
	POTS .....	10
	Pricing Spreadsheet.....	Excel spreadsheet attached

---

### I. OVERVIEW OF VOICE SERVICES

Harford Community College (HCC) is a growing educational institution. Our main campus is in Bel Air, Maryland, and we have an auxiliary campus in Aberdeen, Maryland. HCC’s contract for voice services at both locations expires in November, 2018, and HCC is soliciting proposals to enter into a new multi-year agreement for these services. HCC intends to utilize the same vendor for local, long distance, and POTS services.

It is expected that implementation of new services will be completed by end of year 2018.

Evaluation of vendors will be based on numerous factors including:

- pricing
- technological capabilities
- quality of response to RFP questions
- references, particularly those with requirements similar to size and scope of HCC
- project management processes and assurances

- account management processes for ongoing issues such as adds, changes, and billing issues
- escalation process for maintenance issues, troubleshooting, and problem resolution

Facilities based providers, re-sellers, and brokers are invited to bid on this RFP. We anticipate the contract will be awarded in September with implementation over our Winter Break, December 26-28, 2018.

## **II. PRESENT SITUATION OVERVIEW**

See Appendix A for a detailed telecom inventory.

HCC's main campus uses a Mitel 3300 MXE-Expanded series PBX system. Incoming calls to the Bel Air campus can be dialed as DID calls to individual stations (443-412-xxxx) or may be dialed to either of three listed main directory numbers: 443-412-2000 / 410-836-4000 / 410-879-8920. Calls to any of the main numbers are answered by an auto-attendant on the Mitel system which has the capability to transfer calls to the desired station destinations.

HCC's University Center (UC) in Aberdeen also uses a Mitel 3300 PBX system. Incoming calls to UC can be dialed as DID calls to individual stations (443-360-9xxx) or may be dialed to the listed main directory number: 443-360-9200.

HCC's current contract provides an extended calling area to eliminate issues associated with the limited calling area of 443-412 and 443-360.

Currently, our PRI services are equipped with station caller ID, 10-digit out pulsed. Outgoing calls are processed and completed from College VoIP, TDM, and analog phone devices. Analog phone devices include credit card machines, faxes, and security devices (fire dialers and elevators).

E911 service provides detailed information to the Harford County EOC including building and room number and other pertinent information required to assure EOC dispatching to a very specific campus location. HCC is a member of NENA and has direct input access to Verizon's Intrado e911 database. The entries in this database are kept up to date for all campus Bel Air and Aberdeen DID locations.

Some POTS lines are equipped with a long distance authorization code to prohibit unauthorized toll calls.

A limited disaster recovery plan is in effect that provides for re-routing of incoming calls in the event of PRI failure. When this occurs, incoming calls to any of our DIDs are automatically re-routed to the Bel Air main number so calls can be answered by our auto-attendant and switchboard. Calls to HCC's Public Safety Department's emergency number go directly to this specific DID during a PRI failure.

## **III. DESCRIPTION OF DESIRED SERVICES**

Harford Community College has a 24/7 schedule. Therefore, phone services must operate reliably 24 hours a day with no downtime. If downtime is required by the successful vendor, successful vendor must notify HCC of the outage at least 48 hours in advance of the planned outage.

For unplanned outages, the vendor will provide HCC with an SLA.

While it is anticipated that the quantities, types, and configurations of present services will be utilized going forward, we are open to recommendations or new technology that will maintain or enhance our current capabilities. It is imperative that all current telephone DIDs remain.

HCC will need an expanded local calling area for all incoming and outgoing calls. Since different providers may have varying plans and definitions for "local calling" areas and charges, it will be important to describe them as requested in the questionnaire portion of this RFP so HCC can make an informed decision on expenses.

The successful vendor will provide at no additional cost an experienced project management team for the implementation and installation of equipment and services.

The successful vendor will provide an experienced account management team (account rep, single point of contact, etc.) that is committed to HCC's communications needs. HCC will be notified of any personnel changes to its management team in a timely manner.

### Trunking

Currently, we have four (4) PRIs installed at HCC's main campus in Bel Air and one (1) PRI at Aberdeen. HCC intends to keep the PRI in Aberdeen.

During the Fall 2017 semester, HCC experienced multiple outages at the main campus. Because of this, we would like to explore moving to a SIP/fiber connection. Incoming calls delivered on fiber will use a direct, standalone dedicated circuit. The carrier will be responsible for this connection end-to-end. Vendor will price the SIP install two ways:

1. Using an integrated access device to convert SIP to PRI. The integrated access device will be provided and maintained by the successful vendor/carrier.
2. Connecting SIP directly to the Mitel 3300 PBX.

All College analog phone devices including credit card machines, faxes, and security devices must be able to process and complete all calls. For this purpose, we will keep 1 PRI on the main campus to route calls from these analog devices. Credit card transactions must be capable of being processed in retailer volume over the PRI. If the PRI cannot guarantee calls be consistently and reliably completed from credit card machines, faxes, and security devices, the vendor will provide an alternative solution. The alternative solution will be at no extra expense to HCC.

### e911

The vendor must be able to provide and deliver direct trunk e911 caller ID information from both of HCC's locations in Bel Air and Aberdeen to the Harford County EOC. The carrier must be registered with the PSC and tariffed to provide this service in Maryland.

## Disaster Recovery Options

In the event of a PRI failure, currently all incoming calls to any of our DIDs are automatically re-routed to the Bel Air campus main number so calls can be answered by our auto-attendant and switchboard. The campus emergency number is routed directly to that DID rather than go through the auto-attendant. We would like to discuss other disaster recovery scenarios you may provide including:

- Re-routing voice services over our internet connection. (Our ISP is Comcast and we own /23 address range from ARIN.)
- Re-routing calls over the PRI.

## Pricing

When submitting the bid, vendors must include and complete the attached *Estimated Monthly Cost Summary* spreadsheet.

## IV. DESCRIPTION OF INVOICING SERVICES

Harford Community College bills telephone expenses back to individual departments. Invoices must list charges and services in detail for DIDs, 800 toll-service, and POTS. POTS charges must be itemized by individual POTS phone number. A detailed invoice is required to charge back departments for services used and should include information on:

- Line charges, features, and fees
- Taxes and surcharges
- Local usage summary and detail
- Long distance usage summary and detail
- International usage summary and detail
- Directory assistance charges
- Toll free usage summary and detail

Some questions may be answered with a simple yes or no. Others will require more detailed explanations. All questions must be addressed in your response to this solicitation. For questions you do not believe applicable to your organization, please respond "N/A". Failure to respond to each question may result in rejection of your firm's response.

## **V. TECHNICAL QUESTIONNAIRE**

- V-1. Is your firm a facilities based provider, re-seller, broker, or a combination of these?
- V-2. Which network / facilities are you proposing?
- V-3. Are you proposing dedicated circuitry or a platform such as MPLS?
- V-4. Can you provide an integrated access device to convert SIP to PRI that is compatible with the Mitel 3300 series PBX system?
- V-5. Explain how SIP would be implemented and delivered to HCC's Bel Air campus location.
- V-6. In the event of a SIP failure, describe how using our Internet connection for voice services would be accomplished.
- V-7. In the event of a SIP failure, describe how using our PRI connection for voice services would be accomplished.
- V-8. Can you provide a long distance authorization code prompt on POTS services?
- V-9. Can you provide voicemail boxes for POTS services?
- V-10. Provide information on local calling areas for the 443-412 ANC and 443-360 ANC. HCC needs a vendor that will alleviate the limited calling area privileges and do this without HCC having to change numbers. Even though Churchville is our local CO, can you provide additional routing CO (foreign exchange) connections?

## **VI. OPERATIONAL ISSUES QUESTIONNAIRE**

- VI-1. Provide a detailed explanation of the porting and cutover processes. What is the methodology you use to coordinate with HCC and PBX vendor? What are the responsibilities of HCC and PBX vendor in regard to porting issues?
- VI-2. Provide anticipated time frames and expected service outages during porting processes.
- VI-3. Provide a description of remote maintenance capabilities; and, if you are a broker or re-seller, who is actually performing these tasks.
- VI-4. If your maintenance center sees an alarm on a SIP/PRI circuit what process, if any, do you utilize to coordinate with HCC?
- VI-5. Provide a description of repair processes, timeframes, quality of service guarantees, and SLAs.

- VI-6. What is the process for placing move, add, and change orders?
- VI-7. What is the process for resolving billing issues and disputes?
- VI-8. Provide an outline for the escalation process for various issues such as repair, billing, etc.
- VI-9. Will there be a single point of contact to escalate to in the event the normal chain of command structure fails to resolve issues?
- VI-10. What is the process for HCC to follow in the event of an outage?
- VI-11. In the event of an outage, describe your proposed disaster recovery scenarios to ensure that calls will still be processed?
- VI-12. Where are your serving CO locations?
  - VI-12a. If colo, where?
- VI-13. Since Verizon owns the last mile, provide a pictorial of your network facilities and how they integrate with Verizon's local loop.
- VI-14. Pictorially explain your network redundancy.
- VI-15. Description of potential points of failure and recovery plan (alternate routing capabilities).
- VI-16. Further explanation of local calling area and options for an extended calling area.
- VI-17. If POTS services are kept with another provider can they be PIC'd to you at your proposed long distance rates?
- VI-18. Can you meet implementation deadline of December 26-28, 2018?

## **VII. INVOICING ISSUES QUESTIONNAIRE**

- VII-1. Please provide a sample of your invoicing format.
- VII-2. State your ability to meet our requirements for billing formats as described under section "IV. Description of Invoicing Services."
- VII-3. Provide information on your local calling plans:
  - VII-3a. Are local calls included in line rates?
  - VII-3b. If an additional charge, state the optional charges and options, i.e., fixed rate or measured rate message units.
  - VII-3c. Are there additional charges for an expanded calling area/foreign exchange?

- VII-4. Do you have paperless billing with the ability to download detailed documentation for the different types of charges and services?
- VII-5. Can invoices be broken down into separate categories, such as international with detail of charges?

### **VIII. CONTRACTUAL ISSUES and QUESTIONNAIRE**

While it is anticipated that HCC will enter into a 3- to 5-year service agreement with the selected vendor, HCC is open to other options based on cost saving alternatives. Over the period of the contract HCC may need to modify or add services.

- VIII-1. If HCC needs to modify the service agreements to add, reconfigure, or delete services, what if any, costs and fees are associated with these types of changes. Provide a list of services and associated fees that will be honored for the length of the contract.
- VIII-2. If services are added during the contract period can they be made co-terminus with initial services?
- VIII-3. Will the same contractual pricing be honored for services installed during contract term as those installed initially?
  - VIII-3a. If the answer to #3 is NO, then how will charges be determined?
- VIII-4. Detail reimbursement policy to HCC in event of service outages.
- VIII-5. If voice service level agreements are available, list SLA objectives and related service credits available.
- VIII-6. Describe any applicable minimum revenue guarantees.
- VIII-7. Describe how early termination charges are determined.
- VIII-8. What happens at the end of the contract period? Can existing rates remain in effect on a month-to-month basis?
- VIII-9. How often are personnel changed (account rep, account management team, single point of contact, etc.) that are assigned to an account?
- VIII-10. Provide background information and experience of people assigned to our management team.

### **IX. REFERENCES**

- IX-1. Provide 3 references where 2 must be from educational institutions and where the scope, size and solutions are similar to those being proposed.



**Appendix A**  
Harford Community College  
Telecommunications Inventory

Main Campus – Bel Air, MD

PRIs – Harford Community College - Main Campus  
401 Thomas Run Road  
Bel Air, MD 21015  
4 each incoming/outgoing Churchville CO

DIDs – Main Campus (2055 total)

443-412- 2000 thru 3999 with 443-412-2000 as HCC's main number

410-836- 4000 (HCC main number)	410-836- 4018	410-836- 4351
	410-836- 4019	410-836- 4352
	410-836- 4109	410-836- 4376
410-836- 4001	410-836- 4131	410-836- 4396
410-836- 4002	410-836- 4208	410-836- 4411
410-836- 4003	410-836- 4209	410-836- 4427
410-836- 4004	410-836- 4211	410-836- 4428
410-836- 4005	410-836- 4218	410-836- 4429
410-836- 4006	410-836- 4222	410-836- 4444
410-836- 4007	410-836- 4237	410-836- 4477
410-836- 4008	410-836- 4256	
410-836- 4009	410-836- 4257	410-879- 8920
410-836- 4010	410-836- 4268	(HCC main number)
410-836- 4011	410-836- 4272	
410-836- 4012	410-836- 4301	410-879- 5570
410-836- 4013	410-836- 4305	410-879- 5571
410-836- 4014	410-836- 4307	410-879- 5572
410-836- 4015	410-836- 4310	410-879- 5573
410-836- 4016	410-836- 4322	410-879- 5574
410-836- 4017	410-836- 4349	410-879- 5575

University Center at HEAT – Aberdeen, MD

PRIs – Harford Community College - University Center at HEAT  
1201 Technology Drive  
Aberdeen, MD 21001

1 each incoming/outgoing Aberdeen CO

DIDs – HEAT Center (101 total)

443-360- 9101 thru 9200 with 443-360-9200 as HEAT Center's main  
number

410-638- 2500 (HEAT Center main number)

POTS

POTS	410-272-0669	APG Center Harford Community College Building 3146, Room 11 APG, MD 21005	410-262-0669 used for FAX.
POTS	410-893-5127 443-734-6038	Amoss Theater 200 Thomas Run Road Bel Air, MD 21015	410-893-5127 - Main office phone. <b><u>Must dial code to call long distance.</u></b>
POTS	410-272-1017 410-273-6858	HEAT Center 1201 Technology Drive Aberdeen, MD 21001	General phone use and dial in to servers.
POTS	410-612-0816	Edgewood Library 629 Edgewood Road Edgewood, MD 21040	Off-site classroom facility. Phone used for regular phone service.
POTS	410-734-6760	Harford Community College 401 Thomas Run Road Bel Air, MD 210145	Located in: Library, Data Center  Used for dialing into servers and for regular phone service.
POTS	410-734-9253	Harford Community College 401 Thomas Run Road Bel Air, MD 21013	Located in: WHFC Transmitter Building  Used for dialing into equipment.
POTS	410-734-4497	Harford Community College 401 Thomas Run Road Bel Air, MD 21016	Located in: Plant Services Building Conference Center  Used for regular phone service.
POTS/ DSL	410-734-6577	Harford Community College 401 Thomas Run Road Bel Air, MD 21015	Located in: WHFC Radio, Joppa Hall POTS line for DSL Static IP
POTS	410-734-6643	Observatory Harford Community College 208 Thomas Run Road Bel Air, MD 21015	Main line for the Observatory with voicemail

Toll-Free	866-971-9432	WHFC 91.1 FM Harford Community College 401 Thomas Run Road Bel Air, MD 21015	Pointing to 44-412-2411 US and International calling Calling from payphones enabled.
Toll-Free	844-883-8160	HCC Conference Bridge 401 Thomas Run Road Bel Air, MD 21015	Pointing to 443-412-2300 US and International calling Calling from payphones enabled.