

<p style="text-align: center;">REQUEST FOR PROPOSALS FOR ANNUAL CONTRACT FOR COMMUNICATIONS AS A SERVICE</p>

APPENDIX A: VOICE LINE AND DEVICE ATTRIBUTES

- A. Tarrant County primarily uses VoIP for all locations.
- B. 375 Concurrent SIP Trunks.
- C. Approximately 5450 devices, all models are enabled with MMP (multiplatform phone) firmware. Current models in use: Cisco 7811, Cisco 8851, Cisco 8851/8861 Key expansion module, Cisco 8800-A-KEM expansion module, Yealink CP960 and Yealink SIP-T219 E2.
- D. Each license has access to soft phone functions.
- E. Each license has access to a mobile device (iOS/Android) app.
- F. Handsets are distributed based on the following classifications and percentages:
 - Digital to Analog handsets 1%
 - Essential-courtesy or open areas 3%
 - Standard-with voicemail, Call Control only on 1 device 65%
 - Executive- with voicemail, Call Control more than 1 device 16%
 - Reception/Operator-central answer point for a department or group 8%
 - Conference rooms 2%
 - Contact Center agents 5%
- G. Approximately twenty-two (22), Analog Telephone Adaptors (ATA's), 2 Media Gateways. Approximately fifty-nine (59) devices are in use. Models are Audio Code MP124E 24 FXS, Cisco SPA 112 and Cisco ATA 191
- H. No toll charges for long distance service for VoIP. Some international toll, less than 200 min annually.
- I. All VoIP moves, adds, changes, and disconnects (MACD's); telephone-related service calls; troubleshooting; repairs; and other issues that are classified as Tier 1 are completed by Tarrant County Information Technology (IT) staff, about 60 service tickets per month. Tier 2 support service request and issues are completed by a managed services vendor, less than ten (10) calls per month.
- J. Invoicing for telephone services, billing issues, credit requests, account setups, and other financial-related services are completed by the Tarrant County IT staff.
- K. Tarrant County telephone charges are downloaded and allocated within Tarrant County IT staff and distributed to Tarrant County departments through a third-party records repository application.
- L. E911 for VoIP service is managed by the VoIP provider.

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APPENDIX A: VOICE LINE AND DEVICE ATTRIBUTES, CONT.

- M. Tarrant County will separately contract for approximately 1,000 legacy POTS lines phones for "life safety" applications, elevators, and fire alarms.
- N. GoToMeeting is currently used by most departments for video conference purposes. Approximately 5,100 users are licensed for GoToMeeting.
- O. Texting is enabled as a standard feature for each licensed user.
- P. Tarrant County currently has two (2) 800/Toll Free numbers.
- Q. Virtual faxes is licensed for all users and 248 shared faxing licenses are in use by various departments.