City Hall
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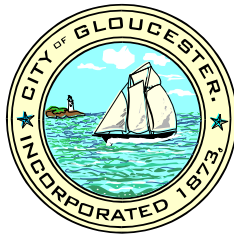| Document No.	23088	Addenda No.	1	Date Issued	1/30/23

Document Title	Integrated Telephone System Replacement
No. of Pages	8

TO: **All Interested Parties**
FROM: **Stacey Capone**
DATE: **January 30, 2023**

Reason(s) for Addendum: This addendum is being issued to respond to the questions asked via email

1. **General:**

    1.1.   Preferred purchasing method OPEX or Capex?

        1.1.1.   *CapEx is preferred for hardware; ongoing maintenance/licensing/support fees are acceptable as OpEx*

        1.1.2.

    1.2.   Please provide the number of spare phones the City will require included in the response.

        1.2.1.   *Please include a 10% spare allowance. More important than physical spares is the capability of easily purchasing spare phones/hardware throughout the life of the system.*

    1.3.   Is there a site visit? If so, is it mandatory?

        1.3.1.   *There is no site visit scheduled during the bidding period. However, a site visit with full platform demonstration is a requirement for a winning bid.*

    1.4.   Is it possible to see a copy of the city's current phone bill and usage?

        1.4.1.   *This data should not be necessary for a correctly specified enterprise phone solution.*

    1.5.   Do you have any existing contracts with Windstream, Comcast, or any other vendor's, if so, when do they expire? Would it be possible to get a copy of the bills which lists out all of the phone numbers or DID's to be ported and accounted for?

        1.5.1.   *We have existing service with Windstream and Verizon for voice circuits of various types. We are not looking to swap carriers if possible given the challenge of porting the entirety of the DID blocks. We are seeking a solution that will accept the SD-WAN connection via our Windstream circuits.*

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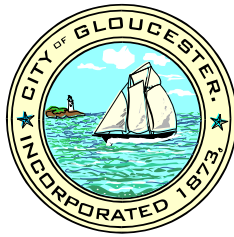| Document Title	Integrated Telephone System Replacement
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1.6. Do you have an existing maintenance contract or who maintains your existing phone system (add's moves changes)? Does windstream or another provider take care of maintenance or is that handled in house, or by a 3rd party?

    1.6.1. *We have existing annual maintenance contracts with 2 vendors to maintain the City's Shoretel system, the School's Mitel system, and an on-call agreement for the Police and City Hall legacy Norstar systems.*

1.7. Just so we can accommodate and factor in appropriate labor time, do you have a marked up floor plan for each of the 15 buildings or locations that have phones that you could provide to us?

    1.7.1. *We do not have floor plan markups that show individual phone locations for all 15 locations, the counts given in Section 8 correspond to necessary phone locations, and it will be the responsibility of the City and Schools to have necessary data wiring to each phone location. Each location has a designated MDF with rack, networking, and power.*

1.8. In order to get this quote as close as possible. We always like to do a walkthrough, if possible, at each site. This helps avoid any surprises, or "gotcha's", down the road.

    1.8.1. *Walkthroughs will only be available for those vendor responses chosen as finalists.*

1.9. Since 2 of your 4 sites are not "VoIP" ready, should they be excluded from the project? (and total cost of the project?)

    1.9.1. *No, these sites are planned to be brought into the system with upgraded wiring within the scope of the rollout. Please include them in the price proposal.*

1.10. How many computers will need the softphone installed?

    1.10.1. *Schools - 50*

    1.10.2. *City - 125*

    1.10.3. *Total Count = 175*

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1.11. How many phones will need the softphone installed?
    1.11.1. *Schools - 50*
    1.11.2. *City - 125*
    1.11.3. *Total Count = 175*

1.12. How many total analog lines will you need support for (backup lines, faxing)
    1.12.1. *Schools - At least one per building, with a likely maximum of 4.*
    1.12.2. *City - 25 analog lines total across all locations, the majority at Police, Fire, and DPW.*

1.13. Is one of your goals to disconnect all the PRI/T1 circuits from your carriers, and port all of the numbers to your new provider?
    1.13.1. *The PRI/T1 circuits will be disconnected, however, the plan is to port all numbers to our existing carrier, as well as consolidate the discrete SD-WAN circuits that we currently have for both City & Schools. The proposed solution should be capable of accepting a Windstream SD-WAN circuit*
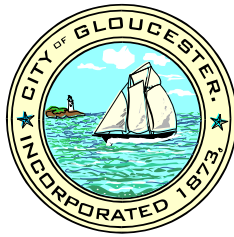
2. **Technical:**
    2.1. Does the school have a Mass notification system in place
        2.1.1. *PA System:*
            2.1.1.1. *1 Location utilizes Algo products for PA control and announcements*
            2.1.1.2. *1 Location utilizes Algo products for PA control and separate speakers for announcements*
            2.1.1.3. *3 Locations utilize Bogen products for PA control and announcements*
            2.1.1.4. *1 Locations utilize Bogen products for PA control and announcements with integration with current PBX*
            2.1.1.5. *1 location, still under construction, will utilize/integrate*
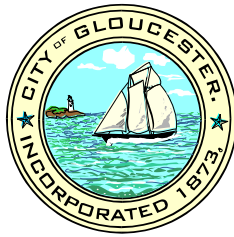   2.1.2. *For email / telephone communications, the schools utilize SchoolMessenger*

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2.2.　The RFP mentions the ability to integrate and/or utilize existing paging & intercom features for Schools and Public Safety buildings. What kind of Paging Systems do you have today(manufacturer)? Are they Analog or SIP interfaces? Combination of?

　　2.2.1.　*See above for Schools*

　　2.2.2.　*Public safety paging is mostly conducted via the page function on the existing ShoreTel or Norstar handsets, and a similar system would be acceptable for the proposed solution.*

2.3.　The RFP mentions an IVR . What kind of IVR is anticipated or in place today?

　　2.3.1.　*The existing platforms have simple IVR phone trees in place meant to route callers to the correct department, individual, or hunt group. The new system would be expected to support this configuration at minimum, with an ideal setup including additional features such as caller information passthrough and other advanced features.*

　　2.3.2.　*IVR administration should also be simple, and ideally visual in nature, though text-input based systems are acceptable should they be simple enough to use for T1 technical users.*

2.4.　Are following items requirements or preferences?

　　2.4.1.　Endpoints are capable of ADA compliance (accessibility)

　　　　2.4.1.1.　*Requirement*

　　2.4.2.　Mobile twinning (AKA Dynamic Extension)

　　　　2.4.2.1.　*Requirement*

　　2.4.3.　PSTN Trunking Options

　　　　2.4.3.1.　*Requirement*

　　2.4.4.　Needs to accept POTS on prem on site for 911 backup

　　　　2.4.4.1.　*Requirement*

　　2.4.5.　Bulk account import & provisioning and deletion

　　　　2.4.5.1.　*Requirement*

　　2.4.6.　Bulk endpoint/softphone import & provisioning and deletion

　　　　2.4.6.1.　*Requirement*

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2.4.7.   The ability to unify all four (4) current phone systems under a single integrated system, including unified extension dialing across all sites, regardless of location.

2.4.7.1.   *Requirement*

2.5.   Will the city provide VMware infrastructure/resources for the new solution?

2.5.1.   *Yes.*

2.6.   Will the city handle telco requirements to convert to SIP from the PRIs

2.6.1.   *Yes*

2.7.   Can you describe the multi-level resiliency that is required? as an example full Call control and application resiliency or call control resiliency

2.7.1.   *At minimum call-control resiliency in the event of a primary internet circuit outage.*

2.8.   Are onsite survivable gateways required for all building locations

2.8.1.   *At minimum for all school and public safety building locations.*

2.9.   Google integration, Is the requirement for Voicemail to Email capability or full integration leveraging call control with the browser
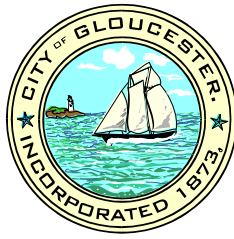
2.9.1.   *Ideally the latter, the former is acceptable.*

2.10.   Described in the RFP is a Primary Data Center, is there a secondary Data Center that we can leverage

2.10.1.   *Yes, a DR/BC site is in process of being developed and equipped. The exact site location is currently TBD, but it will be network accessible via the City's WAN and in production by the time that the solution will be deployed.*

2.11.   Can you describe the hunt group call flow (ACD features required)

2.11.1.   *Hunt groups should be easily created & maintained by system admins, and should have advanced options (Linear / Circular / Most Idle)*

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2.11.2.   *Advanced ACD features such as skill-based routing, CTI integration, VIP, ACB are not required, but would be desirable capabilities for future additions if desired by the City/Schools.*

2.12.   If possible, can the Polycom 6000 Conference phones be reused, or do you want them replaced?

2.12.1.   *Yes, reuse is fine.*

3.   User Count and Type:

3.1.   How many Common area phones (No Voicemail)

3.1.1.   *Schools would ideally have no less than 345. This number is approximate.*

3.1.2.   *City would ideally have no less than 125. This number is approximate.*

3.1.3.   *Total Count [Approx.] = 470*

3.2.   How many users need a phone, Voicemail, Collaboration tools

3.2.1.   *Schools would ideally have no less than 240. This number is approximate.*

3.2.2.   *City would ideally have no less than 150. This number is approximate.*

3.2.3.   *Total Count [Approx.] = 440*

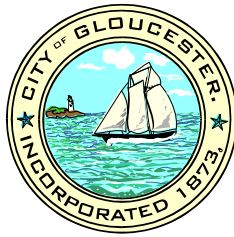3.3.   How many users need phone, voicemail, Collaboration tools, Softphone, Mobile device

3.3.1.   *Schools would ideally have not less than 50 users needing these tools depending on vendor specific offerings.*

3.3.2.   *City would ideally have no less than 175 users using these tools.*

3.3.3.   *Total Count [Approx.] = 225*

3.4.   Do you have users that only have profiles like teachers, Police (DID, Voicemail ECT.)

3.4.1.   *Almost all users in the above two categories will be named, a very small subset (5-10) may have a generic title.*

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3.5. Office worker-Can you explain IVR and call flow control

    3.5.1. *The system should be capable of simple admin creation & maintenance of IVRs for the purpose of correctly routing callers, DTMF input is acceptable for the system.*

    3.5.2. *Hunt groups should be easily created & maintained by system admins, and should have advanced options (Linear / Circular / Most Idle).*

3.6. In section 8.02 of the RFP there is a listing of User Profiles. Can we please get a quantity of each type of user for City/schools.

    3.6.1. *City - Office Worker - 125*

    3.6.2. *City - Field Worker - 25*

    3.6.3. *City - Technical Worker - 10*

    3.6.4. *City - Emergency Operations Worker - 65**

    3.6.5. *Schools - School Worker (Static, eclassroom) - 300**

    3.6.6. *Schools - School Worker (Static, Office) - 240**

    3.6.7. *Schools - School Worker (Mobile) - 50**

    3.6.8. *Schools - School Worker (Administrator, IT, etc) - 50**

    3.6.9. *Schools - Static phone, no user - 45**
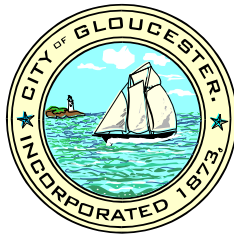
        3.6.9.1. ** Quantities are approximate*

3.7. In the Office Worker Profile please Clarify the request for an IVR.

    3.7.1. *The system should be capable of simple admin creation & maintenance of IVRs for the purpose of correctly routing callers, DTMF input is acceptable for the system.*

4. Public Safety:

4.1. Is 911 part of this RFP

    4.1.1. *No - 911 services are handled separately via state circuits.*

4.2. How many EOC users required

    4.2.1. *4 lines for GPD Dispatch (Separate from 911 lines)*

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  4.2.2. *4 lines for GFD Watch Station*

 4.3. In the police station and Fire Station HQ is there a need for an Expanded Button Module for Dispatchers if so How many Dispatchers in each location?

  4.3.1. *Yes, Police & Fire will need at least 5 EBMs each, for a total of 10.*

 4.4. Do the Police and Fire record business lines/calls today? If so, please provide the manufacturer and model for integration with a new solution.

  4.4.1. *Yes, Police/Fire currently use Acorn/Equature.*

For the contractor: **For the City:**

Company Name		City of Gloucester MA	
Authorized Signature		*Stacey Capone*	
Title/Printed Name		Purchasing Agent	
Date			

Note: All bidders must sign and submit with bid package. Failure to include signed form may disqualify the bid as incomplete.