

**ADDENDUM #1  
TO THE  
Request for Proposals  
FOR**

**Voice Over Internet Protocol (VoIP) Phone and Integrated Voicemail System**

November 6, 2024

**IMPORTANT:**        *This page of the addendum must be signed and submitted with the proposal.*

The following changes, additions, deletions and/or clarifications are made a part of the Request for Proposals document for the Voice Over Internet Protocol (VOIP) Phone and Integrated Voicemail System as fully and completely as if the same were set forth therein:

**REQUEST FOR PROPOSALS – Section 3.3 Deliverables**

Make the following changes:

Replace the section 3.3.2 Submission Requirements<sup>1</sup>, in its entirety with:

1. Submittals, including tables of contents, appendices, illustrations, charts, graphs, cover letters, and any other information, shall be no more than 18 pages with text no smaller than size 10 font on 8 ½ "x 11 paper size. Two additional 11" x 17" sheets are allowed as part of the submittal for purposes of graphical representations or illustrations, which will not count towards the 18-page limit discussed above. Submitted responses to Appendices A through G of this request for proposals will not count towards the 18-page limit discussed above.

**CLARIFICATIONS** – See the following clarifications in response to bidder questions:

*In response to questions raised by potential Bidders:*

*Question:        Microsoft 365 Licenses: Could you confirm the current counts of O365/M365 G1, G3, and G5 licenses?*

*Answer:         300 G3 M365 licenses, 20 Exchange online only licenses.*

*Question:        Contact Center Requirements: Will a Contact Center solution be needed, and if so, for how many users?*

*Answer:         Yes, maybe 6 user's total.*

*Question:        Call Recording: Is call recording required, and should it be enabled for specific groups (e.g., Contact Center)?*

*Answer:         This is not a requirement, however, could be useful and fits into "could have" for the MoSCoW.*

*Question:        Analog Devices: Could you specify the types and quantities of analog devices (e.g., fax lines, card readers, analog phones)?*

*Answer: Current types are mainly fax and some remaining alarm lines. It would be safe to say over 15. A nice goal of the project would be to eliminate fax lines and alarm lines. Alarm lines are provided through another 3<sup>rd</sup> party vendor for monitoring and support.*

*Question: Paging Integration: Is integration needed with existing paging solutions, and if so, how many devices would require analog connectors?*

*Answer: There is some interest in paging at the library and they do have an existing system. However, there was no requirement from the Library to include integration or replacement of paging at this time, if offered it would fall under “won’t have” in MoSCoW.*

*Question: Device Requirements: Could you provide the quantities and model preferences for desk phones, conference phones, and video conference phones?*

*Answer: It would be ideal to integrate our Poly Tri C60’s. We have two that are newer. Everything else needs to be replaced as our current equipment is EOL.*

*Question: Phone Number Porting: Will porting existing phone numbers be required, and if so, how many numbers?*

*Answer: Our current trunking solution is Comcast, and we have about 600 DID’s to port.*

*Question: Third-Party Integrations: Are there any specific third-party systems that need to be integrated with the VoIP or DMS solutions?*

*Answer: There is one softphone identified at the WWTP (Wastewater Treatment Plant) that would need to be ported over, otherwise we are not aware of any other 3<sup>rd</sup> party integration live at this time.*

*Question: Compliance Requirements: Are there specific compliance standards (e.g., GDPR, HIPAA, or state/federal privacy policies) that the DMS or VoIP system should meet, particularly for handling PII or data retention?*

*Answer: Yes, phone system must meet the following legal requirements:*

*A. CORE (Common Records Retention Schedule) Compliance*

- 1. Adherence to Washington State's public records management policies for phone records (call logs, voicemails, recordings).*
- 2. Ensure proper storage, retrieval, and disposal of records according to the CORE schedule.*

*B. ADA (Americans with Disabilities Act) Compliance*

- 1. Provide accessibility features such as TTY/TDD support, voice recognition for speech or hearing impairments, and compatibility with assistive devices.*

2. *Ensure that any web portals or mobile applications associated with the phone system meet WCAG 2.1, Level AA standards.*

*C. Public Records Act (PRA) Compliance*

1. *Ensure that the phone system supports the storage and retrieval of records that may be subject to public disclosure.*
2. *Implement a robust records retention system in line with local government requirements for public records management.*

*D. CJIS (Criminal Justice Information Services) Compliance*

1. *Implement encryption for data in transit and at rest. In line with NIST.*
2. *Provide strong access controls.*
3. *Maintain audit logs to track access and usage of the system.*

*E. NIST (National Institute of Standards and Technology) Compliance*

1. *Adhere to NIST 800-53 or similar security frameworks for robust data security practices.*
2. *Implement security measures such as intrusion detection systems and network firewalls.*

*F. Encryption and Secure VoIP*

1. *Use end-to-end encryption for VoIP communications to protect against eavesdropping and unauthorized access.*
2. *Ensure data privacy through secure communication protocols.*

*G. HIPAA – may require BAA to be signed.*

Receipt of this addendum is hereby acknowledged:

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Authorized Signature