

**ADDENDUM #3
TO THE
Request for Proposals
FOR**

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

November 27, 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:

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

In response to questions raised by potential Bidders:

Question: Section 2.1 Cloud-Based and Hybrid Infrastructure - Is the City's M365 Tenant in Government Community Cloud (GCC) Cloud?

Answer: Yes

Question: Section 2.1 Cloud-Based and Hybrid Infrastructure - What is the City's current Microsoft Licensing level?

Answer: M365 G3

Question: Section 2.1 Cloud-Based and Hybrid Infrastructure - How many users are there in the City's M365 tenant

Answer: We have 296 M365 licensed accounts tied to users.

Question: Section 2.1 Cloud-Based and Hybrid Infrastructure - Is M365 Tenant in a Hybrid configuration and syncing with Entra ID Connect Sync?

Answer: Yes

Question: Section 2.1 Cloud-Based and Hybrid Infrastructure - Are all users on Exchange Online?

Answer: Yes

Question: Section 2.1 Unified Communication - How many named users will require a phone number (direct inward dial)?

Answer: We currently have roughly 800 DID numbers that we need to keep, every employee will receive a number roughly 280.

Question: Section 2.1 Unified Communication - How many common area phones are there throughout the system.

Answer: 46

Question: Section 2.1 Unified Communication - Is Microsoft Teams currently being used for Collaboration i.e. Chat, File Sharing, Teams Groups and Meetings?

Answer: Yes

Question: Section 2.1 Unified Communication - The RFP states the City already utilizes two video conferencing/Meeting platforms what are they?

Answer: Zoom and MS Teams

Question: Section 4 Phone Systems - Do both Data Centers (City Hall & Police) in your environment support virtualization?

Answer: Yes

Question: Section 4 Network/Line - Our proposed solution can use the City's current PRIs. However with PRIs not all features are available and require additional configuration. The best practice and our recommendation is to move to SIP trunking to provide the full feature set of our proposed solution. Would the City be willing to move to SIP trunking?

Answer: Yes

Question: Section 4 Network/Line - How long is your contract with your current provider Comcast?

Answer: We recently renegotiated for 60 months

Question: Section 4 Network/Line - Would you be interested in other carrier options and quotes?

Answer: Not at this time.

Question: Section 4 Other Equipment - Would you be interested in entertaining more modern Faxing solutions?

Answer: Maybe

Question: Section 4 Other Equipment - Does the overhead paging connect via IP or analog station/trunk to your current system?

Answer: IF we are using it anywhere it would be analog. Generally, we are using phone speaker paging.

Question: Section 4 Other Equipment - What are the use cases for the analog lines (i.e. Common Area Phone)?

Answer: Panic Button monitoring, 911 vestibular phones for police and fire

Question: Section 4 Other Equipment - Are there any Plain Old Telephone Service (POTS) lines used in in any of the locations?

Answer: Yes

Question: Section 4 Other Equipment - With the ability to have a soft client, does the City want a physical phone for each user or will some users have a soft client with a headset?

Answer: We expect it will be a mix depending on employee function, the goal is the majority to have soft phones.

Question: Section 4 Other Equipment - If answer is YES to previous question above: How many users are estimated to utilize a soft client with a headset?

Answer: EST. 150 employees

Question: Section 4 Other Equipment - Would you want quotations on compatible headset options?

Answer: Yes

Question: Appendix D Pricing Worksheet - In your pricing worksheet Appendix D (page 36) what does the Q and number represent in the description column?

Answer: Quantity

Question: Appendix A Preferred functions - How many receptionists will need to manage calls on a computer-based attendant console?

Answer: Up to 14

Question: Section 4 Other Equipment - How are the DSS 60 button consoles used today?

Answer: Majority of buttons are used for programmed autodial extensions.

Receipt of this addendum is hereby acknowledged:

Authorized Signature