

**ADDENDUM #4
TO THE
Request for Proposals
FOR**

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

December 14, 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: Make the following changes:

Cover:

Replace the Proposal Due Date in its entirety with:

Proposal Due: December 30, 2024, no later than 3pm.

Section 3.1 Key events and dated:

Replace section 3.1 Key Events and Dates in its entirety with:

Event	Date
RFP issued	10/31/2024
Last day questions accepted	12/4/2024
Responses to questions	12/11/2024
Proposal Due Date	12/30/2024
Product Demos and Award of Project	December - February
Implementation and Project Completion	To be determined after award.

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

In response to questions raised by potential Bidders:

Question: Kindly provide details regarding the two video conferencing platforms currently in use across the city, including how they are integrated with the existing system.

Answer: Zoom and Teams

Question: Is integration with Microsoft Teams optional or mandatory for this project?
Answer: Integration to Teams is not mandatory – depends on the functionality and the solution.

Question: Will the configuration on the Microsoft side be the responsibility of the bidder, or does your team manage this aspect?
Answer: City of Camas IT will be responsible for any configuration done in our M365 Tenant, although guidance may be needed.

Question: For mobile integration, do you require the inclusion of mobile numbers or DID numbers in addition to standard features such as chatting and presence, or would you prefer to limit the integration to the standard features?
Answer: This depends on the solution, and we would like to see the value add of this type of integration.

Question: Could you provide further clarification on the toll fraud requirements, specifically regarding the ability for administrators to customize call accounting reports to monitor call traffic for toll fraud across all network locations?
Answer: After team discussion we realized there may not be added value to this feature – reporting on calls is important, just not necessarily reporting on Toll Fraud.

Question: Please specify the number of phones required for each of the following categories:
Answer: Standard: estimated 95.
Manager/Reception: estimated 15.
Soft Phones/Headsets: estimated 190.
Video Phones: possibly 2 depending on the solution.
Conference Phones: 1 – that is mobile or wireless.
Public Access Phones: estimated 5 but may have a need for more.

Question: How many users should the proposed PBX system support, considering maximum scale?
Answer: 500 users.

Question: How many users are currently utilizing the existing PBX system? Are all 11 locations using the same system, or is the system distributed across locations? If distributed, please provide location-specific details, including the number of phones per location.
Answer: 300 users on existing PBX but some of our users do not have their own devices they use shared machines, but if solution can be installed on cell phones that would be an opportunity for those users to have a soft phone. All 11 locations are using the same system but not all locations have their own PBX. Goal would be to have a centralized PBX. We are not doing distributed.

Question: Do all 11 locations have their own T1/SIP/ISDN lines, or are all PSTN calls routed through the main data center located at City Hall or the Police Facility?
Answer: All locations have access back to city hall for dedicated lines.

Question: How many users are currently using voicemail boxes?

Answer: Estimated 400.

Question: Do you envision a phased migration or a single-cutover transition to the new system?

Answer: We would prefer a single cutover, but it really depends on the solution. Our project trend for system implementation tend to lean towards phased cutover thus far by department. This really will depend on the solution and possibilities to run in parallel or ability to call from one system to another during cutover(s).

Question: Do you currently operate a call center? If so, please provide details.

Answer: No but will mention that finance does support utility billing and interface with the public so they will need features that support their workflow – these are in requirements.

Question: If applicable, how many customer service or help desk agents are currently employed?

Answer: 0 helpdesk agents and we have approximately 10 customer service agents.

Question: What is the current data retention policy in place?

Answer: Please see RCW 40.14.010.

Question: What are the specific security compliance requirements (e.g., ISO, NIST, HIPAA, GDPR)?

Answer: CORE (Common Records Retention Schedule) Compliance

- *Adherence to Washington State's public records management policies for phone records (call logs, voicemails, recordings).*
- *Ensure proper storage, retrieval, and disposal of records according to the CORE schedule.*
- *ADA (Americans with Disabilities Act) Compliance.*
- *Provide accessibility features such as TTY/TDD support, voice recognition for speech or hearing impairments, and compatibility with assistive devices.*
- *Ensure that any web portals or mobile applications associated with the phone system meet WCAG 2.1, Level AA standards.*
- *Public Records Act (PRA) Compliance.*
- *Ensure that the phone system supports the storage and retrieval of records that may be subject to public disclosure.*
- *Implement a robust records retention system in line with local government requirements for public records management.*
- *CJIS (Criminal Justice Information Services) Compliance.*

- *Implement encryption for data in transit and at rest. In line with NIST.*
- *Provide strong access controls.*
- *Maintain audit logs to track access and usage of the system.*
- *NIST (National Institute of Standards and Technology) Compliance.*
- *Adhere to NIST 800-53 or similar security frameworks for robust data security practices.*
- *Implement security measures such as intrusion detection systems and network firewalls.*
- *Encryption and Secure VoIP.*
- *Use end-to-end encryption for VoIP communications to protect against eavesdropping and unauthorized access.*
- *Ensure data privacy through secure communication protocols.*
- *HIPAA – may require BAA to be signed.*

Question: What IT Operations Management (ITOM) and IT Service Management (ITSM) tools are currently in use?

Answer: We are using Freshservice.

Question: Would you like us to propose an analog gateway to support analog phones and faxes?

Answer: Optional.

Question: Please provide the number of audio conference phones deployed across all 11 locations, with a breakdown by location.

Answer: 2

Question: Please specify the number and models of video conferencing units used across the 11 locations, in addition to the two mentioned.

Answer: Poly

Question: Do you currently use a contact center or call center solution? If so, please provide details, including the number of agents and supervisors at each location.

Answer: No. Public works does use Daupler for after hour septic/sewer emergencies.

Question: Would you like us to propose a new contact center or call center solution? If yes, please specify the requirements.

Answer: No

Question: Is your current Unified Communications as a Service (UCaaS) solution on-premise or cloud-based?

Answer: On premise – it is about 20 years old.

Question: Would you prefer the new solution to be cloud-based or on-premise?
Answer: No preference

Question: Do you require a quote for headsets for specific users? If so, please specify the number.
Answer: Yes, approx. 150 users.

Question: Would you like us to quote for the portability of existing DID numbers to the new proposed solution?
Answer: Yes, please list as optional.

Question: Please advise on the total number of existing DID numbers and the name of the provider.
Answer: Approx. 800 – Comcast.

Question: Does the city currently have toll-free numbers? If yes, please provide details on how these are configured.
Answer: The RFP list toll reporting etc., but after discussion with team this is a non- issue and requires a downgrade of requirement 111 & 112 to “could have”.

Question: Please provide details of the switches currently in place, including whether they are PoE or PoE+ enabled.
Answer: Aruba switches, just replaced in 2023-2024 – all PoE.

Question: Kindly provide the make, model, and number of PoE switches used across the 11 locations. Can these switches be reused, or do they need to be replaced?
Answer: 15, they are new – Aruba 6300M, Aruba 6000, Aruba 6100, and one 2930 F

Question: If the current switches are non-PoE, would you like us to propose PoE switches? If yes, please specify the quantity required at each location.
Answer: NA

Question: Do you have sufficient rack space to deploy the new equipment, or will additional racks need to be procured? This is particularly important if switches need to be replaced.
Answer: Yes

Question: Is the current cable infrastructure Cat 6 compatible, or will the cabling need to be replaced? Please outline the scope for cabling across all 11 locations if required.
Answer: There likely will be cabling work for additional ports– specifically in City Hall – most areas only have 1-2 drops existing and we do have some areas of only CAT5 cabling- to what extent I am not real sure, City Hall was built in the 60’s and we expanded as we grew, by redesigning the department areas.

Question: Clarification on if CJIS compliance is a requirement for your voice system?
Answer: Below is a list of compliance that we must meet:

- *CORE (Common Records Retention Schedule) Compliance*

- *Adherence to Washington State's public records management policies for phone records (call logs, voicemails, recordings).*
- *Ensure proper storage, retrieval, and disposal of records according to the CORE schedule.*
- *ADA (Americans with Disabilities Act) Compliance*
- *Provide accessibility features such as TTY/TDD support, voice recognition for speech or hearing impairments, and compatibility with assistive devices.*
- *Ensure that any web portals or mobile applications associated with the phone system meet WCAG 2.1, Level AA standards.*
- *Public Records Act (PRA) Compliance*
- *Ensure that the phone system supports the storage and retrieval of records that may be subject to public disclosure.*
- *Implement a robust records retention system in line with local government requirements for public records management.*
- *CJIS (Criminal Justice Information Services) Compliance*
- *Implement encryption for data in transit and at rest. In line with NIST.*
- *Provide strong access controls.*
- *Maintain audit logs to track access and usage of the system.*
- *NIST (National Institute of Standards and Technology) Compliance*
- *Adhere to NIST 800-53 or similar security frameworks for robust data security practices.*
- *Implement security measures such as intrusion detection systems and network firewalls.*
- *Encryption and Secure VoIP*
- *Use end-to-end encryption for VoIP communications to protect against eavesdropping and unauthorized access.*
- *Ensure data privacy through secure communication protocols.*
- *HIPAA – may require BAA to be signed.*

Question: Total number of users requiring a license?

Answer: We have 296 M365 licensed users, about 285 employees depending on season, not all have pc devices assigned them, they use a shared machine or their cell phones for logging time/work orders etc. If soft phone solution tied to user, then I would match licensing with that of M365. Below is an estimate of types of phones we use:

- *Standard: estimated 95.*
- *Manager/Reception: estimated 15.*
- *Soft Phones/Headsets: estimated 190.*
- *Video Phones: possibly 2 depending on the solution.*
- *Conference Phones: 1 – that is mobile or wireless.*
- *Public Access Phones: estimated 5 but may have a need for more.*

Question: 240 Digital 24 button phones. (are these phones shared with other users)?
Answer: Yes, there are some in Finance, Library and Possibly PD that use shared phones, we do not have a 1:1 of phones to number of employees.
39 60 Button DSS add ons – per user
41 Analog Lines (are these used for Faxes, elevator and Fire Alarms), I believe we have a couple fax lines for PD and Fire, we do have fire alarms and elevator I believe that are analog
11 Paging interfaces – Not looking for any features for paging at this time
800 Total DID's - correct

Question: How many users need a phone license?
Answer: approx. 296.

Question: How many analog lines need to be connected for Fax, elevator and Fire Alarms?
Answer: I do not have record for exact count our current system is about 20 yrs old – guesstimate 6-8.

Question: Paging system details?
Answer: NA

Question: If possible, what percentage of callers are making the majority of outbound calls (we could provide them with an unlimited calling plan license)?
Answer: This is a real rough estimate – 70-80%, most users make outbound calls with the exception of the field workers in Public works – they use their assigned cell phones.

Question: What is the total license count for phone licenses that you will need? Our licensing is based on total number of end users and common areas for extension-to-extension dialing. Based on this, how many lines are for end users? How many lines are for common area devices (breakrooms, conference rooms, etc.)?
Answer: 300 employees that we license for.

Question: How many total DID's are in current inventory? How many will you need to port over?
Answer: 800 DID's and we would want to keep them all.

Question: Can you provide how many total phones will be needed by user type? 1) Common Area device (breakroom), 2) Knowledge Worker, 3) Receptionist, 4) Conference Phone, 5) Executive Phone, and 6) WIFI enabled phones by type?

Answer:

- Standard: estimated 95.*
- Manager/Reception: estimated 15.*
- Soft Phones/Headsets: estimated 190.*
- Video Phones: possibly 2 depending on the solution.*
- Conference Phones: 1 – that is mobile or wireless.*
- Public Access Phones: estimated 5 but may have a need for more.*

Question: If new phones must be purchased, do you have a preference between Yealink and Poly?

- Answer: New phones will have to be purchased and our preference is Poly.*
- Question: Do you have multiple internet service providers in your data center? Do you have last mile resiliency?*
- Answer: Current state – only 1 but have discussed an additional connection through another ISP. Last mile – we do not.*
- Question: What manufacturer and model of your paging system does the proposed solution need to integrate with? How many total paging systems are required?*
- Answer: No integration required.*
- Question: How many total ATA ports are required? Can you give a breakdown of ATA ports by location so we can properly scope the ATA models and quantities?*
- Answer: Approximately 10.*
- Question: How many total Fax numbers will need to be ported to an eFax service? Do your Fax services require HIPPA compliance? What is your total monthly outbound fax volume?*
- Answer: None.*
- Question: Do you require survivability at your data center(s)? Or do you require local survivability at each location? If at each location provide the total location count.*
- Answer: Yes, at our data center- City Hall and these critical locations: Police, Fire station 41,42 & 43.*
- Question: Do you want headsets quoted? If so, how many wireless and how many wired?*
- Answer: Yes, we have not collected preference for wireless vs wired, may give end users the option depending on cost overhead.*
- Question: Do you require onsite services (Boots on the Ground) for hardware setup, ATA, desk phones? If so, do you have potential number of phones and hardware to be deploy with onsite technicians to help ensure accurate pricing?*
- Answer: No thank you.*
- Question: What is the potential timeframe to start the implementation and when would you potentially like to see it finished?*
- Answer: Our guesstimate is to kick off Q2 of 2025 and since we have a small team likely the project duration would be around 9-12 months. Please note the last time we implemented a phone system was 16 years ago.*
- Question: What integrations will be required with the new phone system?*
- Answer: Possible integration with Teams, Avigilon Alta Access Control, Exchange, Library ILS notification System, SCADA if that is a possibility but not required.*
- Question: What are your expectations for continuing operation during the following types of service outages:*
- Loss of internet access*
 - Power outage*

- LAN failure
- WAN failure (if applicable)

Answer: This depends on what type of solution is being offered if on premise, hybrid or SaaS: Loss of Internet Access:
On-Premises: Local communications continue via internal system redundancy; failover options like cellular/PSTN routing are essential for external communication.
Cloud: Critical impact without internet; requires redundant connections or LTE/5G failover. Local survivability features or mobile softphones can mitigate downtime.
Power Outage:
Both: Phones and critical hardware should be connected to UPS or backup generators to maintain functionality. Systems must auto-recover when power is restored.
LAN Failure:
On-Premises: Redundant LAN hardware ensures continuity, with fallback options for localized communication.
Cloud: Phones can use alternative networks (Wi-Fi/hotspots) or softphones to bypass LAN issues.
WAN Failure:
On-Premises: Sites maintain internal communication, with external calls rerouted via local connections.
Cloud: WAN redundancy (e.g., SD-WAN or LTE backup) is crucial to maintain connectivity to cloud services.

Question: The existing phone system seems to be entirely digital (non-IP) and analog devices. Will wired LAN connectivity be available at all locations where a phone is to be located? Will some phones need Wireless LAN connectivity?

Answer: LAN connectivity exists in all locations within the scope of this project; however, we will likely need to add wiring in some areas. We do have a remote location where users are using a cell phone as primary (Buma property), there has been no request for an onsite phone.

Question: Does the existing LAN infrastructure include switches that provide Power-over-Ethernet and the ability to support industry-standard Quality-of-Service (QoS) configuration?

Answer: Yes, we have been working on upgrading our switches to Aruba 6000 series, hope to complete all bldgs before we kick this off. There are some locations though that I believe have CAT5 cabling that will need to be upgraded.

Question: In the per-location Equipment Inventories on pages 9 and 10, references are made at each location to “analog lines”. What are these analog lines at each location used for?

Answer: fax services (which we would love to have fax to email), fire alarm systems, elevators, overhead paging.

Question: In the per-location Equipment Inventories on pages 9 and 10, references are made at each location to “overhead paging”. What is the paging equipment at each location that will require connectivity?

Answer: On the whole "Overhead Paging" is simply page groups on speaker phones. If there is anywhere where we are using an additional overhead page setup it would be an analog amplifier. If there is one out there it has not been touched in 17 years. I don't think there is. The Library has overhead paging capabilities now.

Question: Will providing a I=No response in the "Able to Provide?" column for any functionality designated as M=Must Have automatically disqualify the entire response from further consideration?

Answer: Generally, yes, however we will be evaluating all submissions and scoring them. All answers will be reviewed and discussed.

Question: This section seems to be heavily skewed towards Voice Messaging functionality. Is the City highly dependent on voice messaging as a primary means of communication and will voice messaging functionality be the deciding factor when evaluating proposed solutions?

Answer: Voice mail is very important to employees here at the city as we interface with the public due to services we provide, we must have multiple ways of contact, for examples seniors are likely to call and leave a voice mail than send an email.

Question: There are hardly any references to SMS/MMS in the requirements. Is there no interest on the part of the City in providing an integrated solution for text messaging or does the City already have a solution in place for text messaging?

Answer: We do not, it likely is a case that we just don't know, what we don't know - our current system is quite old and telecom technology has come a long way, so we tried to incorporate all that we knew as possible features but if this is an industry expectation we would be interested to see the value.

Question: Is onsite User Training a requirement or will Training via a Web Meeting conducted by a live Trainer be acceptable?

Answer: Training via the web is acceptable, onsite is not required although sometimes can add value, but not required.

Question: What do the different codes in the equipment descriptions relate to?

Answer: The codes in the equipment descriptions refer to specific hardware components or functionalities associated with the telephony system. Here's a breakdown of the most commonly used codes:

Digital 24-Button Phones:

These are multi-line phones with 24 programmable buttons, typically used by staff for advanced call handling.

DSS 60-Button Consoles:

DSS (Direct Station Selection) consoles expand the number of available speed-dial or function keys, often used by receptionists or managers for high-volume call handling.

Analog Lines:

As noted, these lines support non-VoIP functions such as faxing, fire alarms, and 911 services.

Conference Phones:

Phones designed specifically for conference rooms with enhanced microphone and speaker capabilities for group calls.

Overhead Paging:

Systems integrated with telephony for broadcasting announcements across specific areas or facilities.

Question: Where should Monthly Recurring Cost pricing for standard elements of cloud-based solutions, specifically Licensing, be entered on the Worksheet?

Answer: If it is not there, please provide a spreadsheet with a line item that calls out any operating costs and/or ongoing software & maintenance/support costs.

Question: Would the City like the proposal to include desk phones? If so, does the City have a preferred desk brand?

Answer: Yes, desk phones and soft phone headsets. We prefer Poly phones and for softphones I have no preference of wireless over blue tooth, needs to be reliable and solid sound quality.

Standard: estimated 95.

Manager/Reception: estimated 15.

Soft Phones/Headsets: estimated 190.

Video Phones: possibly 2 depending on the solution.

Conference Phones: 1 – that is mobile or wireless.

Public Access Phones: estimated 5 but may have a need for more.

Question: With the City using Microsoft Teams as one of its two video conference solutions, what is the other video conferencing solution the City currently utilizes?

Answer: We are licensed for Zoom and MS Teams. Currently have 300 M365 Licenses.

Question: We are seeking clarification regarding the provision of PoE data switch ports for the proposed solution outlined in the RFP. Specifically:

1. Will the City of Camas provide the necessary PoE data switch ports at each location to support the new IP phones and SIP devices, utilizing the current equipment inventory (approximates) list?

2. Or is it expected that the vendor includes the cost of new PoE data switches in the proposal, based on the current equipment inventory (approximates) list?

Understanding this requirement will allow us to ensure the proposal fully aligns with the City of Camas's expectations.

Answer: 1. Yes, we have been working on upgrading all our switches to Aruba 6000 series across the city. We do have some areas that will need upgraded or additional cabling work FYI.

2. No switches will need to be quoted for this scope of this project. If we do require additional switches we will purchase outside of this project

Question: What specific limitations or issues are you experiencing with the current NEC v8100 VoIP and T3 Voicemail systems? Understanding pain points can help prioritize your solution's benefits.

Answer:

- Voicemail Storage Anomalies: Instances have been reported where voicemail boxes fill up with messages containing only dial tones, possibly due to*

disconnect supervision issues or external factors. Also, it is a single point of failure, if voicemail system goes down it takes down the entire phone system.

- *Usability: the system is complex for end users to forward their calls to another number, change voice mail greeting or restoring voice mails, it is not a user-friendly system – per our end users. It is really outdated, missing features that users have come to like, although fairly solid considering its age.*
- *Voicemail-to-Email Notification Failures: Users have encountered difficulties with voicemail-to-email notifications not functioning correctly, which can be due to misconfigurations or compatibility issues with email servers, however this was resolved once migrated to M365. We are not able to license any additional users for voice mail to email because the company no longer exist, this is a real pain point for a lot of users.*
- *Security Vulnerabilities: There have been reports of the SV8100 system being susceptible to hacking, leading to unauthorized access and fraudulent activities. Ensuring the system is properly secured and regularly updated is crucial to mitigate these risks.*
- *Support: due to the age of the system there are no replacement parts in event of hardware failure. This is also true for the handsets; we have to purchase them second hand as the model is no longer manufactured.*
- *Dated System: the current system does not meet end users/organization standards for use today – there are no soft phones and forwarding seems difficult for end users and we offer hybrid working so this becomes a challenge.*

Question: Are there preferred methods or specific tools for integrating with Microsoft Exchange, CRM systems, or other business applications as required?

Answer: Integration with Azure/Entra ID or Exchange would be nice or an integration with Teams may add value but not required. No specific tools preferred.

Question: Are there specific features or security protocols required for mobile device integration, such as remote management or location-based restrictions?

Answer: Yes, we do currently geo block devices outside of North America – we require request for access if leaving North America.

Question: What redundancy and failover standards are expected? Do you have a target downtime or failover recovery time that the new system must meet?

Answer: Failover would be nice; however, it would require additional infrastructure in house as we only have one ISP connection in each building – most building feedback to City Hall, there are some outliers. Depends on solutions if available in the Cloud would like to hear options but if requires on premise, not sure we have the necessary technology.

- Question: How would you like the training to be structured for IT staff and end-users? Are there specific focus areas or a desired format (e.g., in-person, online)?*
- Answer: Train the trainers seem to work fine, however remote training for all users I could see value in offering. IT is fine with remote trainings as well.*
- Question: What is your expected timeline and criteria for acceptance testing? Is there flexibility in milestones if delays arise?*
- Answer: Yes, there is flexibility if delays arise. Expected timeline for this type of project was 9 mo- 1 yr based on the number of unknowns and resources available in IT, this includes user acceptance. I am open to timeframe for acceptance testing.*
- Question: Are there additional security or compliance standards beyond industry norms that we should consider, particularly for handling sensitive information?*
- Answer: Not to my knowledge.*
- Question: Would the City consider flexibility in contract length or pricing models (e.g., monthly vs. yearly)? Are there any budgetary limits or preferred terms for initial vs. ongoing costs?*
- Answer: This is a capital project, so I would prefer to include all costs for as long as contractually possible. I will capitalize both capex and opex expenses for this project– that usually buys me time to work on increasing baseline budget to account for ongoing costs. Please not operation costs so that I can work with finance, because the costs have to be sustainable for our city budget.*
- Question: Are there any specific data handling practices, such as encryption or DoD standards, that must be strictly followed beyond what is detailed in the NDA?*
- Answer: Encryption.*
- Question: What is the City's preferred process for handling change orders? Are there particular protocols or approval steps for modifications during implementation?*
- Answer: Just that we use them, I am not a fan of the \$0 change orders but will accept vendor PM processes.*
- Question: Is there a preferred method for City representatives to contact the provided references, or should we arrange for demonstrations?*
- Answer: Demonstration will be requested of the top products after the first review of submissions.*

Question: Administrators (5): What specific features are required, and should these phones include a headset?

Answer:

- *Advanced call management (call forwarding, conferencing, and transferring).*
- *Multi-line support for handling multiple calls simultaneously.*
- *High-quality audio (HD Voice).*
- *Built-in Bluetooth for wireless connectivity to other devices.*
- *Security features (e.g., encrypted calls, secure firmware).*

Question: Advanced Users (50): What features are needed, and should these phones include a headset?

Answer:

- *Multi-line support (typically 2-4 lines).*
- *High-definition audio for clear communication.*
- *Mid-size screen with key function buttons (e.g., voicemail, directory).*
- *Call handling features like hold, mute, and transfer.*
- *Optional support for headsets with Bluetooth or wired connections.*
- *Contact list*
- *Caller ID*

Question: Basic Users (175): What features are necessary, and should these phones include a headset?

Answer:

- *Basic call functionality (single-line support or limited multi-line).*
- *Clear audio quality (HD Voice if possible).*
- *Small screen for caller ID and basic settings.*
- *Minimal call handling options (hold, mute, transfer).*
- *Contact List.*
- *Caller ID.*

Question: Would the City be willing to consider a solution where the Core Telephony Software is hosted in the City's existing Azure Government Cloud environment?

Answer: I would be open to seeing what that solution looks like.

1. For CJIS compliance:

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

2. We are still trying to collect the information on calling minutes, it is not information that is easily accessible, we have a call into our phone carrier to see if we can receive a report.

3. *Here is what we believe we will need for phone equipment after discussion with the IT team, please note these are estimates, we have not surveyed end users:*
 - *240 Digital 24 button phones. (are these phones shared with other users) – if offer soft phone/client, we estimate about 190 users would use a soft phone/client, the remainder will need a desk phone and/or combination of soft/desk phone. We do have several users who do not have their own phone/computer. Public Access Phones: estimated 5 but may have a need for more.*
 - *39 60 Button DSS add ons – approx. 15, however preference may be for hard phones, so it may be upwards of 39 – price per unit on these line items will be helpful.*
 - *41 Analog Lines (are these used for Faxes, elevator and Fire Alarms) – fire alarms, elevator, fax.*
 - *11 Paging interfaces – Library – On the whole "Overhead Paging" is simply page groups on speaker phones. If there is anywhere where they are using an additional overhead page setup it would be an analog amplifier. If there is one out there IT has not touched it in 17 years.*
4. *How many users need a phone license – 300 – when I buy licensing for any software, I buy for 300 although we have around 285 employees, but it flexes with seasonal & volunteer work.*
5. *How many analog lines need to be connected for Fax, elevator and Fire Alarms – 41 was our last count years ago (2019), have not validated how many are still active, we will go off assumption that there has been no change.*
6. *If possible, what percentage of callers are making the majority of outbound calls (we could provide them with an unlimited calling plan license). The majority of users make outbound calls – we provide all services to the City of Camas (Utilities, water, wastewater/sewer, Fire, EMS, Police, Garbage, Roads, Parks & Rec etc.).*

*Question: Will the softphone clients be installed on workstations running VDI?
If yes, which VDI?
Do you have an SSO already? What is your SSO solution? Will you require assistance setting up SSO?*

Answer: VDI and SSO:

- *We are not currently using Virtual Desktop Infrastructure (VDI) and have no plans to implement that technology at this time.*
- *Regarding Single Sign-On (SSO), we have implemented SSO for several of our solutions, though not all. We use Azure/Entra ID as our primary SSO solution.*
- *Typically, our IT team configures SSO without requiring vendor assistance, but we may need support depending on the complexity of the integration you offer.*

*Question: Since you are in a long-term contract with Comcast, can we anticipate that you will transition to SIP trunks with them and that you will have the necessary hardware (SBC) to provide secure trunking to our cloud solution?
This will likely require some scoping to determine what and who will provide the configurations of the SBC device(s).*

Additionally, your phone number(s) will not need to be ported since they are already with Comcast?

Answer: Comcast and SBC Configuration:

- o I am working to coordinate time with our Comcast account representative to gather accurate information. As I have only been with the city for 2.5 years and there is limited documentation on the current state, I want to avoid providing any incorrect details.*
- o I agree that additional scoping will be required to determine the specifics of SBC device configuration and whether number porting is necessary. You may list these items/tasks as “optional” in your documentation for now.*

Question: Does the City plan to retain its current carrier and use a Bring Your Own Carrier (BYOC) design or do they want to move to a native cloud carrier?

Answer: That would be our preference. I have a meeting with Comcast to discuss some of these questions as to what our options are. I am meeting with them on 12/13 and hope to have some answers. These answers will then be posted on the RFP site.

Question: If the City opts to move forward with BYOC do you have the necessary SBC and sessions required or would you need it quoted?

Answer: At this time, the City does not currently have the necessary Session Border Controller (SBC) infrastructure or sessions in place to support BYOC. We would need you to include the SBC and required sessions as part of your proposal. Please provide details on the specifications, licensing, and associated costs to ensure compatibility with our system and carrier. From what I understand.

Question: Please provide the make/model and quantity of your SBCs by location. Please list your total sessions by SBC.

Answer: NA

Question: Will you use PRI or SIP connections in your SBCs moving forward?

Answer: Currently we do not have a preference we have PRI's but are open to using SIP.

Question: Are PRI's Included?

Answer: No

Receipt of this addendum is hereby acknowledged:

Authorized Signature