

REQUEST FOR PROPOSALS

ADDENDUM # 1

Questions and Clarifications

VoIP and Internet Services

RFP #NF2020-02

TO: Prospective Proposers
FROM: Jamie Arbogast, Director of Procurement
DATE: March 06, 2020
SUBJECT: Addendum No. 1 – Questions and Clarifications

The following is included as part of Addendum No.1 and supersedes the language/requirements set forth in the original "Request For Proposals".

ADDENDUM # 1 – Questions and Clarifications

#	Questions submitted or asked	Response from GPMTD
1	Are you expecting 1 Bill for VoIP and Internet Service or is it acceptable to have 1 bill for VoIP and the other for the Internet Services? Clarify: Does the VoIP and the Internet Service need to be provided by 1 vendor . . . or can I quote different providers for each service?	<i>We are asking that VoIP and Internet be provided within a single billing platform with a single contract. The provider can either be the direct seller or a reseller of the product, as long as the invoices are itemized, and we know how we are being billed for the product.</i>
2	Will the Internet services be just for the VoIP system and bandwidth should be sized accordingly or will it be used for other things?	<i>GPMTD's plan is to use the same connection for both phones and internet.</i>
3	How many users do you have?	<i>Page 23 of the RFP 2-5 Current Environment: GPMTD has 45 handsets and 3 conference phones</i>
4	How many voicemail boxes are required at cutover (understanding the system has to have the capacity to go to 1,000)?	<i>Approximately 30</i>
5	Require redundant (diverse routing)... will you keep your existing Internet circuits?	<i>We intend to keep our backup ISP providers in place at this time. Please see page 22 "Proposal will be a fiber-backed solution" No 5</i>

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6	How many hours of training are required?	<i>Pg 18 – Administrator/IT/back end training 16 hrs Pg 23 – End user training up to 80 hrs Up to 96 combined</i>
7	Is the provider expected to tone-tag-test all existing cabling? CAT 5/6 only or include all Analog lines?	<i>Removed – Vendor will be responsible assisting in trouble shooting, including tone-tag-testing should an issue present itself.</i>
8	Will alarm circuits and elevators will remain POTS and NOT go through the VoIP system?	<i>Only 1 line to convert that we know of See q 11 All other lines including elevators removed.</i>
9	Call recording – On demand or Record all calls?	<i>All lines to be capable of recording, however only certain lines will be active for recording.</i>
10	I see “Kingman Avenue & Prospect Avenue” listed as a location on page 23. Is this one location or two? Can I get street address for this location(s)?	<i>Removed</i>
11	Please describe characteristics of “existing analog circuit”. Would be helpful to know A and Z location as well as bandwidth associated with analog circuit. <ul style="list-style-type: none"> • Thought analog circuit was described as a POTS line on the call, but I am not familiar with a point to point POTS line. • If point to point what is bandwidth associated with each analog circuit. • Is this perhaps a point to point T1 line? 	<i>One alarm Circuit will be used for “panic” alarm for customer service at the transit center. It is an analog line that goes out to our 3rd party “Sonitrol”. All other lines including elevators removed. This lines ends 0753</i>
12	Thought alarm circuits were described as POTS lines. On alarm circuit section I see “point to point” between two locations. I am not familiar with a point to point POTS line. Can you please describe what is meant by point to point alarm circuit? If these truly are point to point what is bandwidth? Maybe these are T1 lines not POTS?	<i>See Q 11</i>
13	Will the PRI go away as part of this RFP to be replaced with hosted VOIP or will you keep PRI? If keeping PRI: What address is the PRI at currently? How many PRIs do you want and at which addresses? How many DIDs are associated with the PRI?	<i>Update: The PRI is not needed since the solution is required to provide its own SIP solution.</i>

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14	<p>Please confirm how many 100 Mbps fiber internet connections you require and at which addresses?</p> <p>Do you want to see pricing for speeds other than 100 Mbps and if so which speeds?</p> <p>How many static IPs are needed for each internet circuit by location?</p>	<p><i>One egress connection to 407 SW Adams and one egress to 2105 NE Jefferson AND a point-to-point connection between the two, all of which are 100 mbps..</i></p>
15	<p>Please confirm the following addresses are associated with RFP (want to make sure I'm not missing any).</p> <p>All the below in Peoria</p> <p>2105 NE Jefferson (aka main building).</p> <p>407 SW Adams – (aka transit center or downtown location).</p> <p>813 Toledo</p> <p>4017 Prospect Road</p> <p>1212 Jefferson</p> <p>2105 SW Jefferson</p> <p>Kingman Avenue & Prospect Avenue (per above, are these two separate addresses or one location – what is actual address of this location (s)?).</p>	<p><i>2105 NE -OK</i></p> <p><i>407 - OK</i></p> <p><i>813 – Removed</i></p> <p><i>4017 – Removed</i></p> <p><i>1212 – Removed</i></p> <p><i>211 - Removed</i></p> <p><i>2105 SW – Removed</i></p> <p><i>Kingman and Prospect - Removed</i></p>
16	<p>Please provide break out of total number of hosted VOIP handsets, conference phones and attendant console (if applicable) by address.</p>	<p><i>45 Hand</i></p> <p><i>3 Conference</i></p>
17	<p>On page 22 RFP says to “replace existing point to point connections with ... 2 node MPLS VPN”.</p>	<p><i>See Q 14</i></p>
18	<p>I see point to point as follows per page 23</p> <p>Point to point 2105 Jefferson to 407 Jefferson – Is 2105 SW or NE Jefferson?</p> <p>Point to point 2105 Jefferson to to 211 Adams – Is 2105 SW or NE Jefferson?</p> <p>Based on above wouldn't this be a 3-node network – not 2? How much bandwidth do you need per location?</p>	<p><i>See Q14</i></p>

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19	<p>I also see analog circuits as:</p> <p>Analog circuit from 2105 SW Jefferson to Kingman & Prospect (address needed for Kingman & Prospect).</p> <p>Analog circuit from 2105 NE Jefferson to 813 Toledo</p> <p>Analog circuit from 2105 NE Jefferson to 4017 Prospect</p> <p>Analog circuit from 2105 NE Jefferson to 407 SW Adams</p> <p>T1 line 2105 NE Jefferson to 407 SW Adams.</p>	<i>Remove all</i>
20	Are the above point to points also to be included in the MPLS? If so this would be a total of 7 node MPLS network not 2?	<i>See Q 14</i>
21	<p>Define the following terms listed on page 21</p> <p>Outbound Message Notification</p> <p>Interactive Voice Response</p> <p>Interfacing with Digital Network</p>	<p><i>Outbound Message Notification</i></p> <p><i>The solution should allow an end user to remotely check his/her voicemailbox via access code. The solution should allow for voicemails to be delivered to an end user's email mailbox as an audio attachment (mp3, mp4, etc) and voice to text.</i></p> <p><i>IVR</i></p> <p><i>In telecommunications, IVR allows customers to interact with a company's host system via a telephone keypad or by speech recognition, after which services can be inquired about through the IVR dialogue.</i></p> <p><i>Interfacing with Digital Network</i></p> <p><i>Any functionality that allows the phone system to integrate with existing data/digital network should be highlighted. It is not required that the phone system integrate as it will be VLANed from the data network initially.</i></p>
22	Describe Call Recording and Review listed on page 21? Provide a retention period? Can you provide details to what degree?	<i>3 months with ability to save in perpetuity via download or earmarking.</i>
23	Are you looking for call center functions?	<p><i>Question is too vague to provide a detailed answer.</i></p> <p><i>GPMTD has a customer service call center that takes multiple calls daily. Call center functions would be advisable.</i></p>

#	Questions submitted or asked	Response from GPMTD
24	Describe Life call monitoring, can you provide details to what degree?	<i>Supervisors being able to drop into calls to listen and take over if necessary.</i>
25	How many more wireless phones beyond 8 will be required?	<i>Not wireless phones, Wireless headsets. Unsure. List price per or include</i>
26	On Page 20, section titled "Proposal Requirements" item 12 "Must be able to meet or exceed all PCI (Payment Credit Industry) security standards" Our question is as follows: "How many users need their extensions/handsets to be compliant with PCI (Payment Credit Industry) security standards?"	<i>Approximately 5</i>
27	On Page 19, section titled "2-3 Scope of Work" item 12 "GPMTD is requesting to have one Voice over Internet Protocol (VoIP) and Internet services vendor with a singular point of contact with a proven track record of successful implementations exceptional service all while provided under a single contract and billing platform." Our question is as follows: "Does this statement imply a separate vendor for VOIP and another Internet Services or is it a single vendor/bill for both service?"	<i>See Q 1</i>
28	Is there a requirement for CRM Integration with VOIP Platform? If yes, Which CRM solution is in use? How many users need their extensions to be integrated into your CRM solution?	<i>No</i>
29	P. 22 Section 1- You mention 2 node MPLS service. Can you confirm that is not a service you wish to have quoted from us? My understanding is that you need a VoIP and Dedicated Internet of at least 100Mbps proposal. Is that accurate?	<i>See Q 14</i>

#	Questions submitted or asked	Response from GPMTD
30	<p>We customize solutions specific to our customer's business needs. There are different licenses dependent on the end user needs. Basic License is generally for common areas such as conference room, lunch room, lobby, etc... Business License is for end users and comes with voicemail, voicemail to email, click to call, internal chat, softphone, Outlook Integration and a very cool software client. Call Center Agent – for agents needing call queuing, call recording and more. Call Center Supervisor – for those needing to monitor calls, barge, whisper, run reports, etc... Can you answer the following:</p> <ul style="list-style-type: none"> a) Can you break down the phone count for each location? b) Can you tell me how many of those phones at each location are in common areas versus end users? For example, you have 3 conference phones. Which building are they located? c) How many of the above mentioned end users need Call Agent functionality(per location)? d) D)How many of the above mentioned users need Call Agent Supervisor capabilities? 	<p><i>a) 9 handset and 1 conf at 407 36 Handset and 2 conf at 2105</i></p> <p><i>b) All Conf phones in common areas 4 at 407 are user specific. Rest are shared 22 are user specific. Rest are shared</i></p> <p><i>c) Roughly 5 per location (10 total) whom will be using their phones in a call center environment.</i></p> <p><i>d) Approx 4</i></p>
31	Other than the fax lines, do any of the 18 POTS lines in total need to remain analog for any reason? If so, please indicate how many at each location and for what purpose must they remain analog?	<p><i>We do not believe so.</i></p> <p><i>Also see Q11</i></p>
32	General: Please specifically define the number of circuits (1 Per Location, 2 Per Location?), products of each circuit (DIA vs MPLS), bandwidths of each circuit, number of phones, number of DIDs, number of Toll Free Numbers, number of fax lines, number of elevator and/or alarm lines that you are asking for a bid on.	<p><i>Circuits –0</i></p> <p><i>Bandwidth –</i></p> <p><i>Phones – see Q3</i></p> <p><i>DID- Approx 30</i></p> <p><i>Toll free- 0</i></p> <p><i>Fax- 0</i></p> <p><i>Elevator -0</i></p>
33	Section 1-4-D-1: Are the SSAE 16 certification or any other certifications required to bid?	<i>Removed as requirement but please provide if you have as supporting documentation</i>
34	Section 1-7: The “start up date” is listed as 06/01/2020. Is that the date services shall be installed and turned up by or the date that the project will commence?	<i>6-1-2020 is desired start up date, however, dependent on contract negotiations with winning contractor that day may be flexible.</i>

#	Questions submitted or asked	Response from GPMTD
35	Section 2-2: "Detailed Project Plans" including physical diagrams for all proposed network installations. How detailed do these need to be?	<i>Blueprint of fiber cabling as well as proposed installation points, timelines etc...</i>
36	Section 2-3: The proposed fiber network architecture must match the existing WAN setup, but I don't know that the current setup is ever clearly defined in the RFP?	<i>See Q 14</i>
37	<p>Section 2-4 Functionality Requirements:</p> <ul style="list-style-type: none"> • In the requirements, the first line lists 5 handsets and 3 conference phones. What does that mean? We have to have options for them in those amounts or those are quantities needed per location? • Please define your needs for "obscure outgoing phone numbers with trunk line which a caller will reach our call center Queue upon callback" as this is unclear to Stratus. • Please provide a list of all phone numbers to be able to verify portability. • Please define live call monitoring. • Unified messaging: we can currently provide a hyperlink via email with the voice message. We do not have the ability to transcribe the message at the present moment but that feature will be coming in the near future. Is this satisfactory? <p>Call Accounting: We are able to provide the call history "From" "To" "Time" and "Duration". What exactly are your requirements for this?</p>	<ul style="list-style-type: none"> • <i>See Q 16</i> • <i>Outgoing calls will show call recipient a line that is not that same as their DID and upon call back will place caller into GPMTD main call queue</i> • <i>Approx 30 lines and will give specific numbers to awarded vendor</i> • <i>See q 24</i> • <i>See q21 and provide timeframe in proposal</i> <p><i>Generatable or ad hoc reporting that would coincide with all of the data and also avg duration, number of calls fielded, time to answer, missed calls, time logged in, call recordings, time logged out after missed calls, idle times, etc.... per day/week/month/lifetime</i></p>
38	Section 2-4-5 Requirements: Who deems what is classified as an "occurrence"?	<i>Contractor will provide SLA that GPMTD will sign off on when both sides agree.</i>

#	Questions submitted or asked	Response from GPMTD
39	<p>Section 2-4 Proposal Requirements:</p> <ul style="list-style-type: none"> • What equipment are you asking for the make and model of, only phones or all demark, routers, etc? • Please define “startup”. What are “startup recurring charges”? • Taxes and surcharges are subject to change at any time beyond Stratus’ control and Stratus is obligated by law to bill those taxes and surcharges for new or existing customers. We can provide information on today’s rates as they are known but do know these could change at any time. <p>What are the PCI security standard terms? This is not anything our 1,000 customers have requested, including our many, many banks and hospitals. Could you explain what the standards are?</p>	<ul style="list-style-type: none"> • <i>Propose solution</i> • <i>Startup – one time fees associated with implementation Recurring – monthly fees</i> • <i>Contractor will provide billing schedule and must adhere to as defined in proposal unless both sides agree to contract amendments.</i> <p><i>Some of our users take credit card information over the phone, PCI standards detail the level of encryption/security required to ensure privacy. Please refer to https://www.pcisecuritystandards.org/ Potential vendors must be able to comply with this request</i></p>
40	<p>Fiber Backed Solution:</p> <ul style="list-style-type: none"> • What do you mean by 2 node MPLS VPN? You want a private network between 2 locations? Which 2 locations? Where is the existing fiber internet egress being replaced? Are there internet egresses at 1, 2, or 3 locations? We should quote 1 internet circuit and 1 MPLS node at the Admin Building and Transit Center, or something different? • You list three locations: 2105 NE Jefferson (Admin), 2105 NE Jefferson (Maintenance), 407 SW Adams (Transit Center). Are the Admin and Maintenance separate buildings? Does Maintenance not need fiber connectivity? How does the Maintenance building connect if not through a proposed fiber connection from the vendor? • What does “redundant cabling on separate pathways for ‘middle mile’ transmission” mean? Each circuit should include redundant connectivity? There should be redundancy from the Central Office to the core of the network? Separate dual entrances to the facilities? Please define. <p>What functionality is required within the web portal specified?</p>	<ul style="list-style-type: none"> • <i>See Q 14</i> • <i>Maintenance is part of 2105 and a connection is relayed from the administration building to maintenance.</i> • <i>Redundancies built in within your network that if one connection is severed, we are not down without service. We expect provider to have robust networking to afford us limited disruption should fiber be severed at locations that are not physically near our locations all while meeting the SLA.</i> <p><i>See q 37</i></p>

#	Questions submitted or asked	Response from GPMTD
41	<p>Additional Requirements:</p> <ul style="list-style-type: none"> How does the “up to 80 hours of on site training” work? 80 hours over the course of 1 month, 1 year, etc? Is there a specified timeframe? <p>What are the needs of each department?</p>	<p><i>See Q6. Initial training and followup trainings up to 96 within first year will be fine.</i></p>
42	<p>Section 2-5 Current Environment:</p> <ul style="list-style-type: none"> GPMTD currently has 45 handsets and 3 conference phones, is that what we’re quoting to replace? Is the goal to replace GPMTD’s entire current environment with a fiber-backed, hosted solution, or will there be a mix of the current environment staying in the new design? What is meant by “analog circuit” from A to Z and how is that different from the T1 point to point? What is meant under “Alarm Circuits” by “Point to Point”? The Z location gets the alert when an alarm at the A location is triggered? Do the alarm lines need to be maintained as traditional POTS lines, which can only be obtained through the LEC? If so, does not directly being able to service those lines disqualify a bidder that’s not the LEC? 	<ul style="list-style-type: none"> <i>Yes, with capability to grow permanently or temporarily.</i> <i>Dedicated redundant fiber with new VOIP phone system. Existing internal cables will be reused. Backup ISP will remain in use.</i> <i>See q14</i> <i>See q 14</i> <p><i>All pots lines removed with exception of 1 analog line. See q11</i></p>
43	<p>Section 3-4 Approved Equals:</p> <p>Will upgrades in technology need to be approved through the “Approved Equals” process (Attachment D) or will those be accepted as part of the solution without the need for prior approval, such as replacing traditional POTS lines with ePOTS lines, replacing T1 lines with fiber lines, etc.?</p>	<p><i>Part of the proposed solution</i></p>
44	<p>Section 4-1 General:</p> <p>What supporting documentation is required on the technical aspects and costs?</p>	<p><i>Provide technical documents which support items listed on your proposal. Examples) Spec sheets for phones or headsets, training guidelines, contract terms and conditions, SLA, or customer support procedures.</i></p>
45	<p>Section 4-2 Eligibility:</p> <p>What is required to “prove to the satisfaction of GPMTD that it has the integrity, skill, and experience to faithfully perform the conditions of the contract”?</p>	<p><i>Gross receipts, references, certifications</i></p>

#	Questions submitted or asked	Response from GPMTD
46	Section 5-2 Termination: Concerning termination, where GPMTD maintains the right to terminate at any point while the vendor is compensated for work done to that point, that means GPMTD will pay an ETL equal to all actual costs realized by the vendor that were planned to be recovered over the course of the contract, as well?	<i>No, We expect that the vendor will provide a quality product and service and termination should not be an issue. GPMTD has rarely terminated a contract.</i>
47	Section 6-10: Depending on the answer to the question concerning Section 1-7, if the turn up date requested is 06/01/2020, the quarterly status reports for the project as requested seem moot. Are there other quarterly status reports being requested once service is installed and turned up?	<i>Status reports throughout the installation and go live process as well as if requested moving forward as detailed in section 6-10</i>
48	2-4 Proposal Requirements 16, Functionality for the VoIP Solution: Outbound Message Notification (Voicemail) We are not sure what you are looking for, can you please define?	<i>The solution should allow an end user to remotely check his/her voicemailbox via access code. The solution should allow for voicemails to be delivered to an end user's email mailbox as an audio attachment (mp3, mp4, etc) and voice to text.</i>
49	2-4 Proposal Requirements 16, Functionality for the VoIP Solution: Programmable Call Routing (to pages.. Is this a reference to pagers? Q: We are not sure what you are looking for, can you please define?	<i>The solution must be capable of routing inbound, outbound, and internal calls. Ex... A call rings at a phone. After X number of rings, an unanswered call forwards to the corresponding voice mailbox. The solution must require staff to press "9" before calling an external phone number.</i>
50	2-4 Proposal Requirements 16, Functionality for the VoIP Solution: Call Accounting/Information Management integrated with software for network/ workstation monitoring... Q: We can offer detailed reporting within our Contact Center solution - CCS, however you asked for it to be broken down by user, date, day of week, user group but not limited these categories. Would like an understanding of what other categories you had in mind?	<i>Other useful categories may include DID, extension, or dialed number. Also, the ability to trace a call's path as to forwards, transfers, disconnects would be other category types typically needed for troubleshooting call path issues.</i>
51	2-4 Proposal Requirements 16, Functionality for the VoIP Solution: Interactive Voice Response We are not sure what you are looking for, can you please define? Is DTMF IVR acceptable?	<i>Yes DTMF IVR is acceptable. "In telecommunications, IVR allows customers to interact with a company's host system via a telephone keypad or by speech recognition, after which services can be inquired about through the IVR dialogue."</i>

#	Questions submitted or asked	Response from GPMTD
52	<p>2-4 Proposal Requirements 16, Functionality of VoIP Solution: Interfacing with the digital network</p> <p>We are not sure what you are looking for, can you please define?</p>	<p><i>Any functionality that allows the phone system to integrate with existing data/digital network should be highlighted. It is not required that the phone system integrate as it will be VLANed from the data network initially.</i></p>
53	<p>2-4 Proposal Requirements 16, Functionality of the VoIP Solution: The RFP asks for 100 hours of voicemail storage.</p> <p>Do you need this per mailbox or collectively among all mailboxes?</p>	<p><i>100 hour requirement removed. Propose your solution.</i></p>
54	<p>2-5 Current Environment</p> <p>You list analog circuits from point A to point B and a T-1 from point A to point B. What are these circuits doing and do you need to maintain point to point connectivity as long as the phone system allows you to interoffice dial one another?</p> <p>The alarm circuits several are point to point. How are these being delivered?</p>	<p><i>See q 19</i></p>