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## ADDENDUM NO. 1



Date: September 3, 2020

To: All Interested Parties

From: Litsy C. Pittser, Procurement Specialist  
Village of Palmetto Bay  
9705 E Hibiscus Street  
Palmetto Bay, Florida 33157

Re: Request for Proposal RFP No. 1920-06-016  
Village of Palmetto Bay – VoIP Telephone System

This Addendum forms part of the Request for Proposal (RFP) Package advertised on August 12<sup>th</sup>, 2020 and with a bid opening date of September 10<sup>th</sup>, 2020, with any amendments and/or additions noted below.

### 1. Question:

Will phones be needed anywhere outside of the conference rooms and desks e.g. common areas, kitchens, etc.?

**Response – For the initial implementation, no. In the future, perhaps.**

### 2. Question:

What is the current bandwidth & internet speeds at the locations you need phones?

**Response – Primary ISP = 600Mbps down, 40Mbps up. Secondary ISP = 100Mbps synchronous.**

### 3. Question:

Is Bluetooth required for all desk phones?

**Response – It is not required, but it would be nice to have.**

**4. Question:**

Are 6-line appearances required for all desk phones?

**Response – For all standard office phones, six-line appearances is an acceptable minimum. This does not include the reception stations or the conference rooms, obviously.**

**5. Question:**

How many physical fax machines need to be supported?

**Response – Three.**

**6. Question:**

How many unlimited e-faxing is needed?

**Response – At least three.**

**7. Question:**

Will power over ethernet be provided or do power bricks need to be quoted?

**Response – Power-over-ethernet will be provided by the Village using [Fortinet 248E-FPOE](#) gigabit switches. All horizontal cabling is Cat6.**

**8. Question:**

Do you prefer to buy or rent the desk phones and conference units?

**Response – The Village would need to see the difference in cost over the length of the contract term.**

**9. Question:**

Will a diagram of current network topology be provided?

**Response – Yes, if officially requested.**

**10. Question:**

Please confirm the Village is providing the internet connection, if so, please clarify the connection capability.

**Response – Answered in Question #2.**

**11. Question:**

Are WIFI Access points already established, or will vendor need to install?

**Response – Village Hall has plenty of Wi-Fi access points.**

**12. Question:**

Should we assume all physical/cabling connections have been installed/tested and documented?

**Response - Yes. No low-voltage work is required.**

**13. Question:**

Should we assume the Village will supply all network infrastructure including Ethernet LAN ports that are POE enables?

**Response: Yes. Answered in Question #7 and #11.**

**14. Question:**

Should we assume the voice is on a separate VLAN?

**Response: If the system requires this, we can accommodate easily.**

**15. Question:**

Please confirm that the Village will also be providing a Redundant circuit to the 2<sup>nd</sup> Cloud providers Data Center.

**Response: Answered in Question #2.**

**16. Question:**

Please provide any information such as speed/bandwidth for Telco circuits mentioned above.

**Response: Answered in Questions #2 and #7.**

**17. Question:**

Should we assume that the Village will provide the user profiles for each phone?

**Response: Yes.**

**18. Question:**

How many Hunt groups will be needed and please describe as much as possible?

**Response: We are not sure yet. Our current PBX was not configured to provide hunt groups but departments have expressed interest in using them. This may be a feature we roll out over time.**

**19. Question:**

Will the Village's IT Department place/connect the phones to your POE Switches?

**Response: Yes.**

**20. Question:**

The Village made a reference to extracting data for public records request. Is this referring to voicemails? If not provide more information of what data you are referring to?

**Response: Answered in Question #28.**

**21. Question:**

Please confirm the Village will commit to a 36-month contract.

**Response: We are seeking a term between 36 and 60 months.**

**22. Question:**

Please provide more information on the Interactive Voice Response (IVR) requirements.

**Response: Answered on Question #32.**

**23. Question:**

Please clarify the requirements for call appearance features.

**Response: Departmental administrative aides need to be able to see when other lines within their departments are busy or in use.**

**24. Question:**

In reference to phone paging, how many voice VLANs do you need to page to?

**Response:** I will need more information on how voice VLAN paging works in order to answer this question. The initial intent is that in the event of an emergency or Village-wide event authorized users may use their phone to page all other handsets in Village Hall with important information.

**25. Question:**

How many total locations?

**Response:** Just one.

**26. Question:**

Page 18, existing fax machines. How many need to be supported?

**Response:** Three.

**27. Question:**

Who is your current PRI provider? When does the contract expire? Do you have voice and data with them or just voice?

**Response:** Our current PRI is provided by IPFone. They provide us voice and data over their circuit.

**28. Question:**

It states the Village must be able to obtain data from the system consistent with our public records rules and regulations. Can you please provide an example of explanation of exactly what that entails?

**Response:** As a government the Village is subject to sunshine laws and public records requests. A citizen or media entity could request copies of any records including but not limited to call logs, call history, messages, message history, voicemails, etc. My division is responsible for providing these records to the requestor in a timely manner. The VoIP platform should provide the Village with a method for obtaining and exporting this data easily.

**29. Question:**

Is the Village expecting an onsite installation and training or a remote installation with remote training?

**Response:** As we are pursuing an off-premise, cloud-based system, the only onsite installation would be configuring and deploying the phones. My division will handle this. No onsite installation is required.

**30. Question:**

How many fax machines and would the Village be interest in eFax instead?

**Response: Three and yes.**

**31. Question:**

On your minimum requirement sheet can you please provide explanations for: Soft phone branding? Not exactly sure what that means?

**Response: The ability to configure the soft phone client to display the Village seal or other Village branding images so that when we deploy the application to, for example, the Mayor's phone they know this is the Village's soft phone application. This is not mandatory, but it would be very beneficial.**

**32. Question:**

On your minimum requirement sheet can you please provide an explanation for: Interactive Voice Responder features.

**Response: One of our departments is interested in deploying an interactive voice responder to route calls to the appropriate divisions. The seeking something simple like "press 1 for the building division, press 2 for inspections, press 3 for plans review, press 4 for planning & zoning", etc.**

**33. Question:**

You have requested: Supports Village branding for the Softphone App – is that a mandatory requirement?

**Response: Not mandatory but very beneficial, especially for our elected officials.**

**34. Question:**

You have requested: Provides method to create customized reports. Can you elaborate as to what you are seeking in reporting capabilities?

**Response: The Village assumes that the VoIP system provides some level of built-in reporting for its different modules and features as most hosted systems do. We are requesting the ability to create new reports, either via contacting support or creating them on our own, in the event Management requests something not provided by the built-in reports.**

**35. Question:**

On Page 7 of the RFP, The Village of Palmetto Bay includes this statement:

*By virtue of its proposal submittal, the Company acknowledges agreement with and acceptance of all provisions of the RFP specifications.*

Would the Village of Palmetto Bay consider an amendment that would remove that wording above from page 7 and instead use a standardized table for all requirements and specifications? (pages 45-48) Responders could use the table to indicate Comply, Do Not Comply, and Additional information. This may provide the Village of Palmetto Bay with more responses and not eliminate any responder based on a single requirement or specification that they cannot meet.

OR is the YES/NO in the minimum requirements considered providing the same for those responding?

**Response: Please note that the final Agreement will include all the negotiated items. This provision is in general and cannot be changed.**

**36. Question:**

Can you please confirm if the signature pages that require a notary (pages 28, 31, 33, 37, 39) require notary in Florida?

**Response: Yes, those are the pages that require a notary, as the requirement in Florida, if the business is out of State but can do business in Florida, the notary can be from another state as long as it is attesting the signature of the prime which will be responsible for the proposal.**

**37. Question:**

Do to Covid-19, our offices remain closed through at least the end of 2020. As such, we are not able to provide notarized wet signatures for RFP's. Will you accept esignatures through DocuSign?

**Response: The Village will accept DocuSignatures or esignatures.**

**38. Question:**

Will you accept emailed submission of RFP's for the same reason?

**Response: Unfortunately, the Village does not accept emailed proposals. You can send your proposals by FedEx or other means with sufficient time before the bid opening date of September 10<sup>th</sup>, 2020 at 3:00pm.**

**39. Question:**

The documents requiring notary all require them to be notary by the State of Florida, we are a Colorado company that will be submitting a proposal. Will the Village accept a non-Florida notary?

**Response: Please refer to question 36.**

**40. Question:**

The requirement to have a valid Village of Palmetto Bay license and tax certificate. I have registered on the website and when I log in I get this screen (screen shot) from the application page, how does the customer number get assigned so I can log-in and request a business license and tax certificate?

**Response: There is no need to get a business licenses nor tax certificate at this time.**

**41: Question:**

In light of Covid-19, would the Village waive the requirement for hard copy deliverables and accept an electronic submittal via email or other online system?

**Response: Please refer to question 38.**

Thank you,



Litsy C. Pittser  
Procurement Specialist



# ACKNOWLEDGEMENT OF ADDENDUM SOLICITATION



Amendment/Modification No: 1

Amendment of RFP No: 1920-06-016

Title: Village of Palmetto Bay – VoIP Telephone System

Name of Contractor \_\_\_\_\_

Date Addendum Received \_\_\_\_\_

Total Pages of Addendum including Acknowledgement 2

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

**All other terms and conditions stipulated in the original Village of Palmetto Bay Request for Proposal shall remain in force. All addenda created will be incorporated into the final contract and must be acknowledged in all bids. This acknowledgement form must be included in the response and failure to sign and submit this form may result in rejection of your proposal.**