

Addenda RFP #1261

1. Can you please tell me how many employees you have at the City of Springfield?
 - a. Currently the city employees 260 employees.
2. Under required features, mobile apps are mentioned but not a quantity. How many of the 161 users would need the mobile app?
 - a. This is a current feature available to all extension/users not all users participate in the use of the mobile app. We desire to continue to offer this as an option for all extensions.
3. It is mentioned that you have 215 DID numbers, are you wanting to retain all those numbers?
 - a. Yes, the City of Springfield desires to retain and port all existing numbers.
4. Under Project Description, it says that you have 70 Auto Attendants/call groups. Can you explain what you mean? Are there 70 different Auto Attendants set up or are there 70 options once you call the Auto Attendant? Either way, 70 seems to be a high number based on the total users.
 - a. The city has a large real estate footprint spread out over 15 buildings. Our current system requires a different Auto Attendant/Virtual Receptionist for normal business hours, afterhours, inclement weather closings, and holiday closures.
 - b. Call groups different from auto attendants as they may be ringing multiple phones in a sequential order or all at once depending on which option is chosen from the auto attendant.
5. Are you expecting an upfront capital expense to keep the monthly service lower, or would you prefer no capital expense with a higher monthly expense?
 - a. We will consider all options.
6. Could the City please confirm the total count of users requiring a mobile app?
 - a. This is a current feature available to all extension/users not all users participate in the use of the mobile app. We desire to continue to offer this as an option for all extensions.
7. What system is being replaced? Specifically, is it a VoIP solution and do you currently have PoE switches which can handle IP extensions? Are the switches managed (i.e., can they be configured to prioritize real-time/voice traffic)?
 - a. The current solution is a cloud hosted VoIP solution. Most phones have POE available but a small number are powered by AC power.
8. Do you have a breakdown of the Call Groups, such as what they service, how many in each group, do they utilize ACD or are they simply all-ring?
 - a. Yes, a breakdown of each call group will be available. Typically, our call groups have no more than 4 extensions. Many of the call groups are selection options when you reach the auto attendant. For example, you may press one and it ring 3 separate phones either simultaneously or in a set order.

9. If we provide faxing to/from the desktop, how many would need that feature and how many of the current fax machines would then still need to continue to be functional?
 - a. There is a mix of efax and physical machines utilizing ATA's (Analog Telephone Adapter). A total of 4 of the lines are on efax while the remaining 10 are using ATA and will continue using physical fax machines.
10. Are there redundant internet paths in case of main connection failure?
 - a. Currently redundant internet paths are not available.
11. Would the ability to text to/from the extension be a benefit? If so, how many employees would need this who were not also using faxing to/from the desktop?
 - a. This feature is currently available and unutilized.
12. How big are the conference rooms (i.e., what are the dimensions of the tables)?
 - a. The conference room sitting area is approximately 6' X 16'.
13. For the cordless phones, how far will the employees be moving? Will they use Wi-Fi? Would they need extended range phones or would apps on cell phones suffice?
 - a. The employees utilizing cordless phones typically stay within 50-100 feet from the base. The current technology used for those phones is IP DECT. We are currently utilizing Yealink W60P bases with Yealink W56H handsets.
14. Quantity of Headsets?
 - a. Currently we have 0 users utilizing headsets but, in the past, have had as many as 4. This would be an item that would need to be scalable based on need.
15. Emergency Services that need Analog (Elevator, Fire alarm)?
 - a. Any analog line the City of Springfield is utilizing is not included in this RFP.
16. Do you have overhead paging today? What type of physical connection is required?
 - a. Yes, overhead paging is available in some locations (4). Each location utilizing overhead paging is connected to the VoIP system via ATA (Analog Telephone Adapter).
17. Will the City provide physical speakers for the Intercom or will C Spire be responsible?
 - a. Existing speakers are in place and can be utilized.
18. How many users need the ability to message and host meetings? Do any of the meetings need to be longer than 40 minutes?
 - a. This service is available to all extensions. Currently the Unified Messaging includes Text Messaging and Hosted meetings. The text message portion is not currently in use and hosted meetings are utilized minimally. While Text Messaging services are currently not in use, future capability is desired.

19. Will the city be able to pass vlans for the voice?
 - a. Vlans will be reviewed as needed

20. What type of connectivity is at each location? (Bandwidth, Fiber/Broadband/Copper, Symmetrical/Asymmetrical)
 - a. Each of the locations have Copper Broadband connectivity with a minimum of 75 Mbps Asymmetrical. We do have 3 locations which are remote that are working from 5g cell service.

21. Can you please provide a list of addresses for locations where service is needed
 - a. Addresses will be included at the end of the addenda.

22. Bid states City has 215 numbers. Can we assume all 215 will need to be ported?
 - a. Yes, the City of Springfield desires to retain and port all existing numbers.

23. Bid asks for (14) FAX lines. Are these physical FAX machines (ie. analog ports) or will they be quoted as eFAX?
 - a. There is a mix of efax and physical machines utilizing ATA's (Analog Telephone Adapter). A total of 4 of the lines are on efax while the remaining 10 are using ATA.

24. If physical FAX, NEC has (3) FAX Licenses that can be chosen (see below). B&B will need to identify use and license type to quote.
 - a. The City of Springfield currently has unlimited local and long distance as well as minutes/pages.

25. Bid mentions City has (70) Auto attendants/call groups. Do all (70) have different DID numbers?
 - a. No, the call groups do not have DID number but do have an extension number. Most of the auto attendants/virtual receptionist have phone numbers.

26. How are these distributed? (ie. how many go to auto-attendant directly and how many go to call groups directly?)
 - a. There are a mix. Some location go try a live operator prior to going to the auto attendant. The live operator may be a call group and if no answer returned back to the auto attendant. Many of the call groups are selection options within the auto attendant. For example, you may press one and it ring 3 separate phones either simultaneously or in a set order.

27. If going to Auto Attendant first, how many need a different initial greeting? Or do some of these go to the same initial greeting and then sub-level menu sends to proper department/group.
 - a. Each physical location houses a different department. Each department with the exception of those housed in City Hall have their own initial greeting which are all different. Some of those departments have the ability to be answered by a live operator prior to reaching the auto attendant.

28. If going to call groups, what is the call group requirement? Simple queue group with delay announcement? Basic reporting?
- a. Our call groups are established one of two ways. The call group either rings/blasts all extensions in that group or sequential by trying one phone at a time for a set number of rings. There are no preannouncements and our current reporting allows for tracking the call throughout the entire system for first ring to disconnect.
29. What are requirements for BASIC vs STANDARD IP phones other than BW screen vs Color screen? (ie. number of buttons, BT, etc)
- a. We currently are using a Yealink T-42 as a basic device and a Yealink T-46 as a standard device. The additional Memory Keys (Speed Dials) and ability to add a side car is required for the standard.
30. Does City have CONFERENCE phone to be re-used or is new to be quoted?
- a. New conference phones will need to be provided.
31. If to be re-used, what type/model exists (ie IP or analog)?
- a. Current phone being utilized is a Yealink CP920.
32. Is full call accounting required (ie. breakdown by department) or just simple call log of all calls made / received by the system?
- a. Yes, full call accounting is desired and weighted in the Functionality portion of the Evaluation.
33. What is the requirement/desire for Resiliency Options mentioned in the bid?
- a. The current resiliency option offers manual failover to an analog line at another location. We would be receptive to the best option available.
34. Bid does not provide any direction on what features/functions are needed for BASIC vs STANDARD Users.
- a. We currently are using a Yealink T-42 as a basic device and a Yealink T-46 as a standard device. The additional Memory Keys (Speed Dials) and ability to add a side car is required for the standard. The standard phone also includes a color display screen.
35. NEC BLUE has (3) USER LICENSES available. (see attached), as well as a RESOURCE Line (see below) RESOURCE Lines are normally used for low use such as conference room, break-room phones, lobby phone, etc and don't have any UC/Mobile Client. Unless we get some more specifics from City, B&B would need to determine which licenses to use for the users.
- a. The City of Springfield currently has unlimited local and long distance as well as minutes/pages.
36. Would it possible to get a network diagram of all sites with carrier services at each location (with speeds & feeds), and any LAN/WAN connectivity between sites &/or public, private or dark fiber connections?

- a. We will not release our network diagram publicly, but will share necessary details with the winning provider as needed. Each of the locations have Copper Broadband connectivity with a minimum of 75 Mbps Asymmetrical. We do have 3 locations which are remote that are working from 5g cell service. LAN/WAN connectivity may be established.
37. Does your current network support VOIP applications today?
- a. Yes, our current system is a VoIP phone system.
38. In relation to Appendix A, is there a network connection at each phone location identified that supports POE, QOS and separate VLANS?
- a. Each location referenced in Appendix A has either POE or a POE injector at the phone site. VLANS have not been established to isolate the phone system.
39. If not does your IT staff have the capability to set up POE, QOS & separate VLANS?
- a. Vlans will be reviewed as needed
40. What is the network connectivity at those locations?
- a. Each of the locations have Copper Broadband connectivity with a minimum of 75 Mbps Asymmetrical. We do have 3 locations which are remote that are working from 5g cell service.
41. Are the conference and cordless phones indicated analog, digital or IP?
- a. The conference phones are IP based Yealink CP920. The current technology used for those the cordless phones are IP DECT. We are currently utilizing Yealink W60P bases with Yealink W56H handsets.
42. Would the City pull new cables to a location where there is not a current network drop or do you require the vendor to do this?
- a. Each location that contains a phone has an active network drop available. Additional drops will be determined as needed and recommended.
43. Are there any MWBE requirements or are there any additional points given for MWBE?
- a. No.
44. Can you provide a definition of what the City of Springfield deems a Critical, Normal & Low level for on-site response, as indicated on page 2?
- a. An on-site response may or may not be required. If issues can be resolved remotely, that is acceptable. An example of Critical may include system outage or failure. Normal response may include remote phonebook failure or device replacement and low response may include items such as billing questions or minor features. But on-site response may not be required.

45. Does the City already have existing Microsoft 365 Licenses, if yes please state which licenses and the count.
- a. The city has multiple licenses types in multiple tenants. Each employee is issued a license based on job functions. All license types are Government based licenses.
46. What are the total number of users who need to be set up with the phone system?
- a. There are currently 161 user extensions.
47. Does the City require a contact/call center? If yes, for how many users?
- a. The city does not utilize a call center but does use live operators in call groups for some locations.
48. Does the City require call recording? If yes, for how many users.
- a. This feature is not required but would like the ability to purchase at a later point if needed.
49. Is there a need for integration with existing systems?
- a. The current system is a standalone system not utilizing integrations.
50. Does the proposed solution need to support analog devices, if yes please provide a count.
- a. There is a current count of 12 ATA's (Analog Telephone Adapters) in use.
51. Does the City have existing paging solutions that need to be integrated? Please share the number of devices that would require analogue connectors for paging.
- a. Yes, overhead paging is available in some locations (4). Each location utilizing overhead paging is connected to the VoIP system via ATA (Analog Telephone Adapter).
 - b. All locations have the ability to page all phone in that building, but these announcements come from the devices not an overhead paging system.
52. How many Desk, Conference and Video Conference phones are required? Is there a preference on type/model?
- a. Appendix A in the RFP notes to how many devices of each type are needed by location.
53. Where are the City's emails hosted?
- a. The city utilizes a cloud based host.
54. Is the City open to switching Telecom Providers? What is the name of your current provider.
- a. Yes. Vonage.
55. Is number porting a requirement? If yes, how many numbers.
- a. Yes, all numbers will be ported. There is a total of 215.
56. For the electronic copy: is email acceptable, or do you prefer a thumb drive?
- a. Digital Version via thumb drive would be preferred.

57. Do you prefer phone purchase or rental?
- a. We would consider either option.
58. How many physical locations will this system service?
- a. 15
59. Do you prefer monthly Billing or annual billing?
- a. Monthly billing is preferred for ease of scalability.
60. What is the City's monthly fax traffic volume by minutes or pages per month?
- a. Currently this isn't tracked, but is minimal.
61. How many dedicated Fax numbers does the City have?
- a. 14
62. Does the City have any compliance requirements like HIPAA etc.?
- a. No
63. Would they want onsite training? How many different sites would we need to go onsite to train?
- a. Training can be done one of several ways, either on-site or virtual. If completed onsite we could complete training in 2 days at a single location or if the desire was to complete in 1 day it would be 14 locations.
64. Would the city be willing to go off of the wireless phone and use the softphone client on mobile phones instead?
- a. If this is in reference to the cordless phones, no as not all employees are issued mobile devices. If it is a general question for all users, it is not the city's desire to discontinue desktop phones at this time.
65. If the bid is awarded on 11/21, then there isn't enough time to port numbers, train and go live on the system on 12/1. Can you define implementation? Does this mean to begin implementing on or by 12/1?
- a. This is for implementing to begin including installation and service to begin as soon as porting is completed. With a requirement to be completed by the end of the calendar year.
66. Project Description - The City has approximately 215 phone numbers, 160 phone extensions, 161 phones, 14 fax lines, and 70 auto attendants/call groups. The number of phones is higher than the number of extensions, can the city explain the use case for the phone without an extension?
- a. At several of the locations we have multiple phones which contain the same extension spread out throughout the large room. For example, we have 1 extension that services 3 cordless phones.

67. Page 1: Scope of Work - As a part of this RFP, the new Telephone, Voicemail, and Unified Messaging system should provide a uniform communication system for all of the facilities. Please elaborate on Unified Messaging requirements.
- a. Currently the Unified Messaging includes Text Messaging and Hosted meetings. The text message portion is not currently in use and hosted meetings are utilized minimally. While Text Messaging services are currently not in use, future capability is desired.
68. Page 2: Basic Project Deliverables - Resiliency Options (for critical communications, including continuity-of-governance, during local and/or regional emergency operations activation). Please elaborate on the resiliency options requirements.
- a. The current resiliency option offers manual failover to an analog line at another location. We would be receptive to the best option available.
69. Page 2: Required Features Include - Call Accounting/Logging/Reporting. Please elaborate on the call accounting requirements.
- a. If the service is charged at a rate per minute/page, we desire to have the accounting behind those charges. Call logging will require the ability to trace calls throughout the entire system including transfers from the first ring to disconnection both inbound and outbound. The reporting features must include reporting on users, devices, messaging, and call summaries.
70. Page 2: Required Features Include - Fax to Email and Email to Fax. Can the city confirm if analog fax service is required, or just E-fax service is required?
- a. There is a mix of efax and physical analog machines utilizing ATA's (Analog Telephone Adapter). A total of 4 of the lines are on efax while the remaining 10 are using ATA.
71. IP phones require customers to establish a physical connection to their network with either a Cat 5 or 6 ethernet cable, can the city confirm the availability of Ethernet port and Cat 5 or 6 wiring for each phone?
- a. Yes, each phone location has a network connection and either POE available or a POE Injector at the phone.
72. To ensure the highest call quality over VoIP systems all the locations must have access to the internet and adequate internet bandwidth, can the city provide an updated site list with the internet bandwidth for each site?
- a. Each of the locations have Copper Broadband connectivity with a minimum of 75 Mbps Asymmetrical. We do have 3 locations which are remote that are working from 5g cell service. LAN/WAN connectivity may be established.
 - b. Addresses will be included at the end of the addenda.
73. Do you require zone based paging in a particular building, for example, City Hall?
- a. We currently have overhead paging/intercom system at some locations (4). Each location utilizing overhead paging is connected to the VoIP system via ATA (Analog Telephone Adapter).

- b. All locations have the ability to page all phone in that building only, but these announcements come from the devices (phones) not an overhead paging system.
74. Do you require a “page-all” feature in a particular building?
- a. We currently have overhead paging/intercom system at some locations (4). Each location utilizing overhead paging is connected to the VoIP system via ATA (Analog Telephone Adapter).
 - b. All locations have the ability to page all phone in that building, but these announcements come from the devices not an overhead paging system.
75. The statement of “Intercom” implies a requirement of two-way audio communication in some places within the system. Could you clarify this requirement and provide details or examples of how you would like this to work?
- a. An overhead paging system with one way audio.
76. Does the City have their own PSAP or are they relying on a county PSAP/Dispatch?
- a. No
77. Are there special requirements for the Police Station?
- a. No
78. Are there special requirements for the Fire Stations?
- a. No
79. Please describe the specific expectations of training necessary as part of the bid., example, in person, web based, frequency availability, etc.
- a. Training can be done one of several ways, either on-site or virtual. If completed onsite we could complete training in 2 days at a single location or if the desire was to complete in 1 day it would be 14 locations.
80. May we please have a copy of the City's WAN/LAN Diagram? If not can someone briefly explain the network and connectivity today at each required location?
- a. We will not release our network diagram publicly, but will share necessary details with the winning provider as needed. Each of the locations have Copper Broadband connectivity with a minimum of 75 Mbps Asymmetrical. We do have 3 locations which are remote that are working from 5g cell service. LAN/WAN connectivity may be established.
 - b. Each phone location has either POE available or a POE Injector at the phone.
81. Call Accounting – Is logging and reporting on the CDR adequate, or is call charging and charge-back to departments also required?
- a. If the service is charged at a rate per minute/page, we desire to have the accounting behind those charges. Call logging will require the ability to trace calls throughout the entire system including transfers from the first ring to disconnection both inbound and

outbound. The reporting features must include reporting on users, devices, messaging, and call summaries.

82. Paging/Intercom – Are there any existing analog or SIP based overhead paging systems that the vendor would be required to provide an interface for?

- a. We currently have overhead paging/intercom system at some locations (4). Each location utilizing overhead paging is connected to the VoIP system via ATA (Analog Telephone Adapter).

83. Telephones – What is the expected range required for the cordless phones? Is local to the endpoint adequate, or would cordless require “roaming” throughout the facility?

- a. The employees utilizing cordless phones typically stay within 50-100 feet from the base. The current technology used for those phones is IP DECT. We are currently utilizing Yealink W60P bases with Yealink W56H handsets.

84. Fax Lines – If the vendor’s solution supports faxing to and/from the user’s desktop, would the fax machines still be required at each location?

- a. There is a mix of efax and physical analog machines utilizing ATA’s (Analog Telephone Adapter). A total of 4 of the lines are on efax while the remaining 10 are using ATA.

85. Golf Course – Is telephony or an instrument required at this facility, or is an analog line shared from the fax machine if someone needs to call?

- a. This location is on efax.

86. Cordless – What is the expected range for the cordless units at the Water and Public Works locations?

- a. The employees utilizing cordless phones typically stay within 50-100 feet from the base. The current technology used for those phones is IP DECT. We are currently utilizing Yealink W60P bases with Yealink W56H handsets.

87. Telephones – Should the vendor assume that Power over Ethernet (PoE) is available for all endpoints?

- a. Each phone location has either POE available or a POE Injector at the phone.

88. Will service provider need to provide CPE for Voice Services or will customer provide?

- a. The city currently is utilizing vendor provided customer premise equipment.

89. Will service provider need to provide POE Switches or will customer provide?

- a. Each phone location has either POE available or a POE Injector at the phone.

Addresses for Service

405 N Main St. Springfield, TN 37172

401 N Main St. Springfield, TN 37172

1311 RW Gordon Dr Springfield, TN 37172

1315 RW Gordon Dr Springfield, TN 37172

1000 Central Ave Springfield, TN 37172

924 Central Ave Springfield, TN 37172

203 Central Ave Springfield, TN 37172

1005 Bradley Dr Springfield, TN 37172

2809 Clinard Dr Springfield, TN 37172

802 Willow St Springfield, TN 37172

1029 Richard St Springfield, TN 37172

507 Industrial Dr Springfield, TN 37172

530 Lawrence Ln Springfield, TN 37172

100 Raymond Floyd Dr Springfield, TN 37172

6213 Smith Road Cedar Hill, TN 37032