Scott Marshall
CITY MANAGER
843-525-7070
FAX 843-525-7013

Kay McIntyre
PROCUREMENT AGENT
843-525-7079

CITY OF BEAUFORT
1911 Boundary Street
BEAUFORT, SOUTH CAROLINA 29902

RFP 2023-108 VoIP Phone System
Questions and Answers

1. **Q.   What will the "training" entail?**
    A.   In terms of training, we're looking to make sure users (within our departments) know how to use phones as well as training our administrative staff (IT department) how to make changes to users and features within the phone system.

2. **Q.   If the vendor can't provide analog lines due to local agreements, should this be noted in the RFP response?**
    A.   Yes, please disclose any analog lines that are not able to be provided due to local agreements.

3. **Q.   Is there a designated form for the Workers Comp Modification Reports?**
    A.   No. City of Beaufort doesn't provide a particular form, but some vendors that haven't had any workers comp modifications have just submitted a letter from their insurance confirming this in the past. Some vendors may request a worker's comp experience rating modification factor worksheet (NCCI) from their insurance.

4. **Q.   Will the VoIP system be run over pre-existing dark fibers at the City?**
    A.   Yes, the VoIP system will be run over pre-existing dark fibers.

5. **Q.   Does the City have dispatch services in house?**
    A.   No. 911 operators are not in house for the city, they are their own separate entity. The analog call box phones at Police Department and Court call first to the Police Department, who then transfer them over to the 911 operators at emergency services dispatch. These two analog phones need address reporting capability.

6. **Q.   One of the phones for the locations is asking for a 10-button device. Is it possible for an expansion to be added to a 6-8 button?**
    A.   Yes. It is possible to replace this with a 6-8 button phone with expansion, but this employee would prefer a 10-button device if possible.

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7. **Q.** **(Start Mary Ackerman 6.8) How many headsets are needed?**
   A.   For the City overall, ten headsets are needed. One for Fire Department, three for Downtown Operations, four for Court department, one for City Hall, and one for the Police Department. See Addendum #2.

8. **Q.** **What are the model numbers of the current Cisco phones?**
   A.   The four button are model CP-7841, the six-button are Cisco IP Phone 7965, the ten button is model CP-8851, and the sidecar is model CP-BEKEM.

9. **Q.** **What does add two for deployable EOC entail?**
   A.   These two are emergency phones, kept in storage until needed in case of emergency (i.e. natural disaster). These are 4-button phones and don't need any special capabilities. They are simple phones intended to be deployed when the MEOC is activated.

10. **Q.** **Difference between wireless/cordless phones vs wireless/cordless handset?**
   A.   There's not any sort of difference. This was an error on the procurement agent's part. The total number of wireless/cordless phones should be 5.

11. **Q.** **What are the model numbers of the various ATAs if not Cisco?**
   A.   All phones are Cisco models.

12. **Q.** **What are the model numbers of the conference phones?**
   A.   The model numbers of the conference phones include Cisco CP-7832 and CP-7937.

13. **Q.** **Does the city plan to re-use some of the conference phones?**
   A.   The City is open to re-using some of the conference phones if they are compatible with the proposed system as well as maintain current quality.

14. **Q.** **Currently, how are staff receiving transcriptions from voice mails?**
   A.   None of our staff currently receive transcriptions from voice mails. Moving into the new solution, we would like our voicemail transcription via email.

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15. **Q.**   **How many phones will require being mounted on the wall?**
    A.   All the analog emergency call boxes are mounted on the wall. (Police Dept. building, Fire Dept. Headquarters, Fire Stations 2-4). Each Fire Station has a standard phone mounted on the wall in their apparatus bay (4 phones).

16. **Q.**   **How many phone numbers from the current PRI/DID's will need to be ported over to the new VoIP solution? Are there any that are toll free?**
    A.   All current phone numbers will need to be ported, about 215 DIDs. We do not have any toll-free numbers.

17. **Q.**   **For call recording, how many hours and number of days are required for storage?**
    A.   For call recording, the City would like to have 60 days' worth of retainability.

18. **Q.**   **What is the download/upload speed at locations supported via VPN/Internet connection?**
    A.   All locations except for Downtown Operations/Beaufort Digital Corridor (500 Carteret St) and Fire Station 4 (571 Robert Smalls Pkwy) are on the City's Main Connection, which has 1 gig symmetrical download/upload speed. DTO/BDC (500 Carteret) has 250 symmetrical and Fire Station 4 (571 Robert Smalls) has 100 by 10 download/upload speeds.

19. **Q.**   **Can a network test be performed to ensure QoS?**
    A.   This is possible, but to avoid giving any sort of advantage to a vendor, we're asking that nothing be done outside of the scope of the RFP. If your proposal progresses to the point in the ranking process where the committee believes the network test of capabilities would be beneficial and make an effect on the ranking, they may ask the vendor for a network test.

20. **Q.**   **(End Mary Ackerman 6.8.23) Will the implementation/turn up process be scheduled between 8 AM and 5 PM, or will other arrangements be necessary?**
    A.   Yes. The implementation/turn up process will be scheduled between 8 AM and 5 PM.

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21.   Q.   (Start Aaminah Hussein) Do you currently have any existing Microsoft 365 licenses? If yes, please list the count and exactly what type of licenses.

        A.   Yes, the City currently has Office 365 G3 GCC licensing. The City is adding Azure P1 licensing starting July.

22.   Q.   Is the total user count 128, the same as the total desk phone count?

        A.   There are several instances where phones are shared, such as in conference rooms, etc. The configuration on these phones are currently static and don't change based on individual users. The total user count is about 150-175 employees.

23.   Q.   Do you require a Call Center feature? If so, for how many users?

        A.   No, the City does not require a Call Center feature.

24.   Q.   Does the proposed solution need to support analog devices? If so, are the analog devices required mostly fax/card readers, or analog phones too?

        A.   Yes, the proposed solution needs to support two analog emergency line phones.

25.   Q.   Does the proposed solution require paging?

        A.   No, the proposed solution will not require paging.

26.   Q.   Are all the required phones for the new system as well as the type listed in the table on page 12?

        A.   Yes. The required phones for the new system and type are listed in the table on page 12.

27.   Q.   Where are customer emails currently hosted?

        A.   Our emails are currently hosted through Microsoft Office 365.

28.   Q.   What is the name of your existing Telecom Provider and are you open to switching?

        A.   Our existing Telecom Provider is Hargray. We are only open to switching telephone related services.

29.   Q.   Do you require number porting?

        A.   Yes, number of phone numbers: about 215 DIDs.

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30. **Q.** **Regarding number porting, if yes, for how many numbers?**
    A.   About 215 DIDs.

31. **Q.** **(Tina @ SNS Technologies) How many handsets and users are required?**
    A.   We are looking for vendors to provide 5 individual handsets/wireless phones for 5 users.

32. **Q.** **How many cell phones will need the application loaded?**
    A.   No cell phones will need the application loaded, because none of our cell phones are a part of the VoIP system.

33. **Q.** **Do you require a switchboard with a sidecar, or can you utilize the web version on the computer monitor?**
    A.   We would prefer a switchboard with a sidecar.

34. **Q.** **Do you have a file of all contacts so they can be downloaded?**
    A.   Yes, we do have a file of all contacts, so they can be downloaded.

35. **Q.** **What are the current bandwidth capabilities for the system to work properly?**
    A.   The bandwidth depends on the products the vendor plans to provide.

36. **Q.** **Would we like auto attendant/contact center capabilities? I.E. greetings and paths to get to employees, etc.**
    A.   We would like five of our phones to have auto attendant/phone menu capabilities. One for our City Hall general number, one for our City Manager's Administrative Assistant, one for Police Department, one for Planning and Codes department (at City Hall), and one for Court department.

37. **Q.** **Would you utilize web fax for your current operation?**
    A.   At this time, since we don't have a lot of employees using email-fax/vice versa, we would like to keep the current standard setup for email-fax services and not use web fax.

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38. Q.   Are users of incoming email-fax services also needing voicemail transcription?

A.   Not all incoming email-fax users will need voicemail transcription and vice versa.

39. Q.   What are your expectations for incoming email-fax?

A.   Incoming email-faxes are delivered to specific departmental fax email inboxes and then departments can interact with faxes in this inbox.

40. Q.   Is voicemail transcription needed within the Court department?

A.   No, voicemail transcription is only needed within the Police Department

41. Q.   For the two requested added EOC phones, would these require voicemail transcription or email to fax capabilities?

A.   No, these do not require voicemail transcription or email to fax capabilities.

42. Q.   What is the address for Fire Station 3?

A.   The address for Fire Station 3 is 1750 Paris Avenue, Port Royal, SC.

43. Q.   Will there be any alarms for Fire/Security connected via ATA?

A.   No, all alarms at the City are supported on a different system, not via ATA.

44. Q.   Would you utilize web fax for your current operation?

A.   See question 37.

45. Q.   What will be the retention period for call recording? 30, 60, 90, or 120 day.

A.   We would like the retention period for call recording to be 60 days.

46. Q.   In the Scope of Work on page 7, under "Current System" is the bidder to cover the quantities and functions mentioned in this section or only use the counts from the chart on page 12?

A.   Both the numbers in the "Current System" section as well as the chart on page 12 should match and these counts will be required in the new system.

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47.   **Q.   The pricing sheet only has annual and monthly costs. Can we add a line to include one-time costs such as installation, training, and hardware?**
      A.   Yes, please add an additional line for one-time costs.

48.   **Q.   How many auto attendants will be needed?**
      A.   We would like five of our phones to have auto attendant/phone menu capabilities. One for our City Hall general number, one for our City Manager's Administrative Assistant, one for Police Department, one for Planning and Codes department (at City Hall), and one for Court department

49.   **Q.   Are there any technical definitions of what is expected in a basic phone, executive phone, etc?**
      A.   No, these phones all have the same standard capabilities, but the only aspect differentiating between them is the number of buttons as well as whether the phone has a wire/is wireless.

50.   **Q.   Will the city provide a Network POE connection at each phone location, or will power supplies for the phones be required?**
      A.   All current phones are POE powered, and POE will be available at all locations.

51.   **Q.   Can we assume that the current phone system is currently an on-site VoIP based system?**
      A.   Yes, the current phone system is an on-site VoIP based system.

52.   **Q.   What equipment are the Analog lines being used for?**
      A.   We have a few copiers that are fax enabled and some emergency phones as well that are analog.

53.   **Q.   Is the City willing to share the other Q&A's communicated with other vendors?**
      A.   Yes, this Q&A document has all questions and answers communicated.

54.   **Q.   (Start Kathy Oswald) How many employees will need end user training?**
      A.   All City employees will need end user training: 150-175 employees.

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55. **Q.** **How many individuals will need Administrator training?**
A. Two individuals will need Administrator training, in our IT department.

56. **Q.** **Does the City want the training done along with the installation of the hosted VoIP Cloud solution or after the completion of the installation?**
A. The City would like the training done along with the installation of the hosted VoIP cloud solution.

57. **Q.** **Does the City require that the training be held in a classroom style setting where the instructor can train a large group of users at one time?**
A. Not necessarily, since the City is made up of many buildings, we would prefer vendors train individual departments than a very large group of users all at once.

58. **Q.** **What type of transcription is needed?**
A. Only voicemail transcription will be needed.

59. **Q.** **How are these voicemail transcriptions expected to be received?**
A. These voicemail transcriptions are expected to be received through email, enabling employees to forward an audio file of the voicemail through email.

60. **Q.** **Will the call recording requirement be for all calls or on an as needed basis?**
A. For those specifically requesting call recording functionality, the requirement will be for all calls.

61. **Q.** **Will the City accept desktop software in place of a side car?**
A. No, we would prefer a physical side car add-on.

62. **Q.** **For the 10-button phone will it need 10 physical buttons?**
A. Yes, the 10-button phone will need 10 physical buttons. This was requested by an employee who is particular with her setup. If vendor does not supply 10-button phones, a sidecar will be accepted, but employee prefers 10-buttons on this phone. A phone with scrolling pages will not be accepted.

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63. **Q.** **Are there any additional pricing documents that are missing from this solicitation?**
A. No, there aren't any additional documents about pricing missing from the solicitation. The wording was borrowed from a prior RFP and pricing should not be broken down into location.

64. **Q.** **Where does the vendor show the installation, transition, and implementation costs?**
A. If vendors would like to include a breakdown of installation, transition, and implementation costs, it can be added either in the pricing sheet section in Part IV or include in the "Additional Documents" section Part VIII in the Narrative on the Approach to the Scope of Work on page 24.

65. **Q.** **How does the City wish to see taxes, fees, and surcharges broken down on the pricing sheet?**
A. We would like all taxes, fees, and surcharges included in the pricing proposed by the vendor. This does not have to be broken down, it can be included in the overall pricing for the VoIP system.

66. **Q.** **Does the City allow for increases added to monthly bill regarding taxes, fees, and surcharges in accordance with federal, state, and local regulations when they apply?**
A. Any monthly increases regarding taxes, fees, and surcharges will be allowed if imposed in accordance with federal, state, and local regulations, but otherwise, all prices quoted will remain firm.

67. **Q.** **Is the City requesting pricing for each of the 9 locations, or just the sum?**
A. Vendors need not break down their pricing for each of the locations. We are only requesting pricing for the total sum.

68. **Q.** **If there are any one-time fees, should we include them in our bid pricing?**
A. Please include any fees, costs, etc. regardless of whether they are one-time or recurring in bid pricing.

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69.   Q.   How many telephone numbers will need to be moved from the current telephone carrier to the new solution?

A.   See question number 30.

70.   Q.   Are there any toll-free numbers that need to be moved to the new solution?

A.   The City does not have any toll-free numbers.

71.   Q.   Is there a need for a mobile phone app for any users?

A.   No, there is no need for a mobile phone app for any of our users.

72.   Q.   Is there a need for a desktop softphone/software application for any users?

A.   No, we do not need any desktop softphone/software applications for any users.

73.   Q.   What bonding limits do you require on each employee?

A.   In terms of insurance, please refer to the General Terms and Conditions for the City. Vendors must have commercial general liability insurance for bodily injury and property damage – minimum $1,000,000 per occurrence, fidelity insurance for protection against all claims for the purpose of covering the Company, its agents or employees, in an amount not less than $100,000 per employee, theft, disappearance, and destruction coverage in the amount of $500,000 per incident, comprehensive automobile liability in the amount of $1,000,000 combined single limit, SC Worker's Comp Insurance – liability insurance in the amounts of $500,000 each accident, $500,000 disease each employee, and $500,000 disease policy limit, and professional liability insurance in the amount of $1,000,000 per occurrence.

74.   Q.   Does the City only require one year for the most recent financial statement?

A.   Yes, we will only need the most recent year's worth for the most recent financial statement.

75.   Q.   Where is the Certification of Compliance with the South Carolina Illegal Immigration Reform Act located?

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CITY MANAGER
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A.   This form is located on the SCLLR website, but the form will be included in an addendum for your convenience, see Addendum #2.

76.   Q.   **(Mike Hauer start) Is Google Drive an acceptable submission link format compared to Dropbox?**
A.   If you could, when submitting your bid, please send a PDF through email to kmcintyre@cityofbeaufort.org. We do not accept submission through Google Drive or Dropbox.

77.   Q.   **Where should I submit my bid?**
A.   Please send your bid submission to the procurement agent as a PDF document through email to kmcintyre@cityofbeaufort.org or submit copies of your bid in person.

78.   Q.   **Hardware-wise would the City like to replace the existing phone hardware with newer equal or superior phones and related components?**
A.   Yes, this is correct. Hardware-wise, please replace the existing phone hardware with newer equal or superior phones and related components.

79.   Q.   **When email-fax is listed, are there any physical faxes associated with these numbers or is each email-fax line associated with its own 10-digit phone number?**
A.   The City has several copiers that are also used as fax devices. The city also has a fax-to-email service on-site called NetSatisFAXion via FaxBack. Service providers responding to this RFP should be able to provide fax-to-email and email-to fax-services.

80.   Q.   **Are there any specifications on the conference phones desired?**
A.   The conference phones are standard in terms of specifications. We would recommend giving them standard industry features.

81.   Q.   **Will each wireless/cordless phone have its own phone base?**
A.   Yes, each wireless/cordless phone will have its own phone base.

82.   Q.   **Will vendors need to port any analog lines as a part of this RFP?**
A.   Porting these analog lines is not necessary, but whether or not they will need to be ported depends on the vendor's proposed solution.

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83. **Q.**   **What does voicemail transcription entail?**
     A.   Voicemail transcription entails an email being sent to a user's email box with an attached file of the recording, and a transcription of the recording in the body of the email.

84. **Q.**   **Is a mobile app desirable for users, or do the City's users prefer to use the physical phones solely?**
     A.   The City's users prefer to use the physical phones solely.

85. **Q.**   **Would it be desirable for users to be able to text from their City's phone number provided?**
     A.   At this time, we do not have enough demand for this function, so it is not needed.

86. **Q.**   **Is it acceptable to attach a document showing itemized pricing so that the City can better comprehend the hardware and monthly costs associated?**
     A.   Yes, if a vendor would like to include itemized pricing other than on the pricing sheet, they may include this in their bid.

87. **Q.**   **It is typical for a Hosted Phone System to have one-time costs and monthly costs (not always having annual costs). Would we be able to add an area showing the one-time costs and monthly costs, and to omit listing annual costs?**
     A.   Yes, if a vendor would like to only break down their costs into one-time costs and monthly costs, they can, but make sure each are labeled and clear.

88. **Q.**   **Would the City like taxes/fees shown with the costs or can it be assumed that any applicable telecom taxes/fees would simply be added at time of invoicing?**
     A.   If possible, the City would like all taxes/fees shown with the costs in the pricing section.

89. **Q.**   **When proposing an OEM's phone hardware, would it be acceptable to hyperlink datasheets to a URL?**
     A.   If possible, we would like a physical or PDF copy of these datasheets, however, if not possible, a link will suffice. The procurement agent will contact you if they have problems with the links.

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90.   Q.   **Certification of Compliance with the South Carolina Illegal Immigration Reform Act: Is it acceptable to include a written statement of compliance with our proposal showing that we comply with this Act?**
         A.   There is a specific form to fill out for compliance. Please see addendum #2.

91.   Q.   **Non-Resident Taxpayer Affidavit: Is this in the RFP document? If not, how should we address this requirement?**
         A.   This form can be found on the SCDOR website but will be included in an addendum. See Addendum #2. Only non-residents need to fill this out.

92.   Q.   **Is a Certificate of Insurance desired at the time of proposal or only by the awarded vendor at project commencement?**
         A.   Proof of Certificates of Insurance should be submitted at the time of proposal.

93.   Q.   **Regarding Financial Statements, we do not typically release these for public bid responses. Would it be acceptable to provide an alternative for this requirement such as a letter from our Bank, CPA, or distributors describing a positive financial standing??**
         A.   If a vendor would like to withhold their financial statements from their bid submission, this is permitted, but if it turns out that this is a deciding factor for the selection committee, we may request them later on.

94.   Q.   **Regarding Workers Comp Modification Reports, is it acceptable to provide a written statement that the vendor has never received a workers comp claim against the Company, if there are no such reports to provide?**
         A.   Yes, a letter confirming this from your insurance provider will suffice.

95.   Q.   **This refers to a point-by-point response to the Scope of Work. As much of the scope of work simply lists existing telephone hardware, would it be acceptable to provide an overall description of our scope of work for the project, as to not be too granular or wordy on changing out physical phones themselves?**
         A.   Yes, this is permitted. Vendors may provide overall descriptions of scope of work rather than point by point.

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96.   **Q.   How many 10-digit phone numbers does the City have? Could you provide a listing of all phone numbers to ensure portability? Are all phone numbers provided by one carrier?**

    A.   All phone numbers are provided by one carrier, Hargray. We have about 215 DIDs.

97.   **Q.   Does the City have reports on how many minutes are being used on a Monthly basis that could be provided?**

    A.   Unfortunately, the City does not have reports on how many monthly minutes are being used.

98.   **Q.   If the existing ATA can be used with our solution, would the City like us to quote a new ATA or reuse the existing? If the City is open to reuse, could you provide the model number(s)?**

    A.   The ATAs are Cisco ATA-18x and 19x models. The City is open to reuse, as long as current quality is maintained.