

June 15, 2015  
J. P. Kennedy Building, Suite 9  
103 South College Street  
Madisonville, TN 37354

The County of Monroe, Tennessee  
ITB CGD-889-06-15  
Local, Long Distance Intra/Interstate/International, and Toll Free Telephone Services

To All Known Potential Bidders:

Under this cover, find Addendum I to the Monroe County, Tennessee ITB for all goods and services necessary to the proper design, provision, installation, and maintenance of Long Distance Intra/Interstate/International, and Toll Free Telephone Services.

We look forward to receiving your proposals and offer this Addendum to address questions asked during and following the pre-bid conference held on June 4, 2015. Not all questions asked resulted in changes. If you identify questions not responded to that will materially alter your ability to respond to the ITB, immediately alert me at the Finance Department via telephone at 423-442-9383 and alert the parties below via email.

Andy Roberts  
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John Thompson  
John Thompson Consulting  
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To be accepted responses must be submitted pursuant to ITB instructions no later than 10:00 a.m. (DST) local time prevailing Thursday, June 25, 2015. Bids will not be accepted via email or fax machine. If the bid is submitted in an envelope other than the "Bid Envelope" provided by the County, the outside of the envelope should be clearly marked "BID ENVELOPE" with the bid number.

We appreciate time and interest shown by all potential Bidders.

Sincerely,

Jim Wakefield  
Purchasing Agent  
[jim.wakefield@monroetn.com](mailto:jim.wakefield@monroetn.com)

**Addendum I**  
**Monroe County Tennessee**  
**ITB for Local, Long Distance Intra/Interstate/International, and**  
**Toll Free Telephone Services**

Nothing in this Addendum shall be interpreted to, in any manner, address or alter any other Article, Addendum or Attachment to the ITB not specifically addressed herein. Articles amended and/or added pursuant to this and/or any other subsequent Addenda shall become part of any contract document arising from the ITB.

1. **To further clarify the relationship between the parties, Article 1.46 is added and reads:**

1.46 The parties understand and agree that their relationship is nonexclusive and that nothing herein shall in any manner limit the County's ability to purchase or Successful Bidder's ability to sell the goods and/or services addressed herein from or to others in their respective roles as customer and provider.

2. **Point of Clarification, Article 2.2 is amended to read:**

2.2 The above locations are served by twenty-five (25) published/main lines with twenty-five (25) additional lines in hunt. Current configuration does not group all lines/talk paths into a single group of 50; rather they are divided by department into several smaller groups of from one to four. Following cutover, with few exceptions, all voice lines have access to all talk paths. In addition, the above sites are served by 16 fax lines and one (1) elevator phone. Plans call for voice lines to be moved to PRI circuits and fax and elevator phone lines to remain to be provisioned as POTS lines.

3. **Point of Clarification, Article 2.11.2 is amended to read:**

2.11.2 Bidders must describe units of measure they use in billing long distance traffic. Such may include but not necessarily be limited to seconds, tenths of a minute, half minutes, or whole minutes and shall describe differences in costs for Local Toll (intraLATA) Service, and Long Distance Toll (interLATA) Service. To assist the County in making an accurate assessment of Bidders' rates and costing, Bidders are requested to cost the list of calls provided in Attachment C.

4. **In response to questions posed at the pre-bid conference, Article 2.14 is added and reads:**

2.14 In Attachment D, Bidders shall find the initial list of telephone numbers being considered for porting. This list designates lines as published, non-published, and FAX. Unless directed otherwise by the County following award, published and non-published lines shall be PRI provisioned and FAX lines shall be POTS provisioned. Published lines are to be included in the local telephone directory. The County has the right (but not the obligation) in its sole discretion to port additional telephone numbers to its PRI's and or add additional POTS circuits to its service with Successful Bidder.

5. **In response to additional County requirements, Article 2.15 is added and reads:**

2.15 All circuits provided by Successful Bidder at the JPK and Sheriff's Department shall terminate as follows: at the JPK in the Data Center and at the Sheriff's Department in the IT Telecommunications Equipment Space. This may require that Successful Bidder either install new entrance facilities or place an extension from the existing Demarc. In either case, Successful Bidder's responsibility for all circuits placed in the JPK and Sheriff's Department shall be to the locations named above. Site visits may be arranged with Andy Roberts (contact information found on page one). Bidders shall clearly provide all costs (one time and/or recurring) associated with such Demarc relocation/extension.

6. **In response to questions posed at the pre-bid conference, Article 2.16 is added and reads:**

2.16 Because it is moving from several independent POTS trunk groups, the County has no imperial traffic data. To avoid over or under trunking at cutover, the County requests that Successful Bidder agree to place a secondary PRI at the JPK building for a period of up to one-hundred-twenty (120) days to allow time to determine long term needs without the possibility of blocking calls while doing so. At the end of the one-hundred-twenty (120) day period, the County will request that the secondary PRI be disconnected or converted be set to run coterminous with the primary PRI at the JPK.

7. **In response to questions posed at the pre-bid conference, Article 2.8.1 is added and reads:**

2.8.1 It is contemplated that there will be two PRI's at installation. PRI-1 terminated at the JPK building (PBX-1) and PRI-2 terminated at the Sheriff's Department (SD) (PBX-2). It is desired that the PRI's be configured as follows:

- a. Inbound calls from JPK-PRI-1 will overflow to SD-PRI-2 when JPK-PRI-1 is at or beyond capacity or out of service. Such calls overflowing from JPK-PRI-1 to SD-PRI-2 will be internally routed by SD-PBX-2 across the County's network (VPN or other) to JPK-PBX-1 which will route the call to the appropriate telephone.
- b. It is further contemplated that JPK-PRI-1 will include one hunt group of twenty-three (23) channels and SD-PRI-2 will include two hunt groups; one (HG-1) with eight (8) channels and another (HG-2) with fifteen (15) channels.
- c. Calls overflowing from JPK-PRI-1 HG-1 (twenty-three channels) will overflow to SD-PRI-2 HG-2 (fifteen channels).
- d. When all eight Channels of SD-PRI-2 HG-1 are full it will overflow to SD-PRI-2 HG-2 (fifteen channels).
- e. Unless doing so creates a "looping" problem, inbound calls to SD-PRI-2 HG-2 will overflow to JPK-PRI-1 when SD-PRI-2-HG-2 is at or beyond capacity or out of service. Such calls overflowing from SD-PRI-2 to JPK-PRI-1 will be internally routed by JPK-PBX-1 across the County's network (VPN or other) to SD-PBX-2 which will route the call to the appropriate telephone.
- f. Four outbound traffic, PBX's will be programmed such that when JPK-PRI-1 at JPK-PBX-1 is full, JPK-PBX-1 directs outbound overflow traffic internally across the County's network (VPN or other) to SD-PBX-2 which will route it out SD-PRI-2 HG-2.
- g. Carrier and CPE engineers shall finalize routing following award.
- h. If the County places two PRI's at the JPK Building (see 5 above), then inbound traffic to the JPK would hunt: JPK-PRI-1, JPK-PRI-2, and SD-PRI-3-HG2 (*renumbered*).

8. **In response to questions posed at the pre-bid conference, Article 2.17 is added and reads:**

2.17 Bidder's are requested to briefly describe how they will provision POTS circuits at County locations where Bidder is delivering no other service (e.g. Internet, MPLS, Point-to-Point Data, etc.). Where pricing for POTS is requested in Article 3, it must be provided to allow the County to determine the accurate cost of a single POTS line at a location having no other Successful Bidder provided service. Below, Bidders shall provide pricing applied when the POTS lines are provisioned as part of a "bundled" service (including all applicable taxes and fees).

<b><u>Service/Cost Element (Each)</u></b>	<b><u>Monthly Amount Bid/Contract Term (Years)</u></b>		
	<b><u>One Year</u></b>	<b><u>Two Year</u></b>	<b><u>Three Year</u></b>
<b>POTS - Business Line - Local Non-Measured (1FB)</b>	_____	_____	_____
<b>POTS - Business Line - Measured (1MB)</b>	_____	_____	_____

9. **In response to questions posed at the pre-bid conference, Article 2.18 is added and reads:**

2.18 Bidders’ must briefly describe how the County will be protected from “hacking attempts” when service is provided via SIP/IP transport even if such traffic is presented to the PBX via PRI interface (firewall, session border controller, etc.).

10. **To clarify fully provisioned PRI cost to County, the below line items and instructions are added to Article 3.6 of the original ITB:**

3.6.1 In the case of PRI circuits, Bidders shall clearly define any minimum number of B-Channels required per PRI. The County plans to deploy its initial PRI’s with twenty-three (23) (B) Channels and one (1) D each. In addition to costs requested in Article 3.6 of the ITB, Bidders are to provide costs for fully provisioned 23B+D PRI’s (including all taxes and fees) in the table below.

<b><u>Service/Cost Element (Each)</u></b>	<b>Total Cost to County</b>		
	<b>Contract Term (In Years)</b>		
	<b><u>One Year</u></b>	<b><u>Two Year</u></b>	<b><u>Three Year</u></b>
<b>Legacy PRI 23B+D</b>	_____	_____	_____
<b>SIP with PRI Handoff 23B+D</b>	_____	_____	_____