Addenda 2 RFP #1261 Rebid

1. It states the City has approximately 215 phone numbers are those direct dial numbers (DID)?
    a. Those are a mixture of primary inbound numbers, fax lines, as well as DID. The City of Springfield desires to retain and port all existing numbers.

2. Is that 215 published numbers with rollovers/hunt groups behind them or 215 lines in total?
    a. That is a total of 215 published numbers.

3. Are the 14 fax lines included in the 215 number or is that separate?
    a. The 14 fax numbers are included in that amount.

4. It also states you have 160 phone extensions and 161 phones. Is the 1 phone without an extension a spare phone, courtesy phone, door phone, or some type of hotline/ringdown phone-meaning you pick it up and it automatically rings directly to a phone or to off-site location. All phones need an extension number to dial it internally or there is no way to reach it. It might not be a published number but there needs to an extension number programed to it.
    a. We have several phones that share extensions. For example 3 of the cordless phones may operate off the same base utilizing the same extension, but one of those cordless phones may have 2 extensions assigned to it.

5. It mentions 70 auto attendants. Of the 70 how many have a multi-tiered environment? Meaning once you make a selection how many go to another menu where other selections need to be made? How many levels do have until you get to an extension?
    a. We do not have any multi-tiered auto-attendants. Each selection directs to an extension.
    b. 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.

6. It also states all sites must have the ability to obtain service, does this mean there is no current services at some of the sites? If so which ones? By service do you mean internet access or line services?
    a. Each site has internet access and currently operates on a VoIP system. Each site must be able to obtain VoIP service.

7. What is the current technology and how is it connected? Do you have any analog phones like elevators or emergency phones?
    a. Any analog line utilized by the City of Springfield has been excluded from this RFP, and is not included in any totals listed. We do have several fax machines which are part of our current VoIP system that utilize ATA (Analog Telephone Adapter), those are included in the totals listed.
    b. On Appendix A in the Fax Line column, any line not notated by an asterisk has an ATA.

8. Is there any overhead paging if so how is it connected today?
   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).

9. Looking at the rebid vs the original RFP, it appears the key differences are the intent to rent equipment and the signature needed for Iran Divestment Act. Can you confirm or identify any other changes I may have missed?
   a. The primary differences include the intent to rent, required Iran Divestment Act, and clarification on training and minimum phone requirements.

10. Would you like to see equipment purchase and rental prices for reference or strictly rentals?
    a. The desire of the City is to review only rental pricing.

11. I just read the RFP and will have questions, but I wanted to know before we begin the process of answering the RFP if you would accept a Premise based system that could be virtual if you are equipped?
    a. We are requesting a cloud hosted environment.

12. Do I need to resubmit or do you still have my original which can be re-used?
    a. A new bid packet will need to be resubmitted if you desire for your proposal to be considered.

13. We would like to inquire on additional information documents related to the current open bid for UCaaS. It appears in the original RFP document it mentioned another "requirements document" that we can not locate.
    a. All bid information may be obtained from the City of Springfield website, https://springfieldtn.gov/437/BidsRFQsRFPs
    b. All information is included in the Bid Packet located on Vendor Registry. This is the requirements for bid.

14. We have visited your website and downloaded the PDF document associated with this RFP but I do not see specific questions vendors need to respond to, or a template we need to use for our responses.
    a. The City of Springfield does not provide a template or specific questions to answer. Each vendor is encouraged to read the RFP thoroughly and provide adequate responses to fulfil the requested information located in Method of Evaluation.

15. What information are you looking to evaluate? Is this based upon the sample systems we provide under experience?
    a. Stated system wide uptime will be evaluated under this section. Additionally end user experience will be evaluated based on relevant change and functionality changes. Administrative platform description will be utilized.

16. If needed, could we do a site visit to one or more locations?
    a. Onsite visits are not currently available to all locations.

17. Can you articulate the VoIP service currently being used at each location?
    a. The city currently utilizes a cloud based hosting service with Vonage.

18. We are asked to submit proposals in a sealed envelope to a PO Box. Could we get a physical address to deliver these to? Is the address the one on the cover page, 405 North Main Street, Springfield?
    a. Hand Delivered proposals may be left with the receptionist at 405 North Main Street Springfield, TN 37172.

19. Are we to assume we need to quote an ATA to interface to the physical fax machine at all locations that do not annotate e-fax? Should it be included in scope to hook up the physical fax machines to the ATA devices?
    a. Yes an ATA will be required for those not annotated. Inclusion of installation is at the discretion of the provider.

20. How many proposals can 1 bidder submit? If we identify a couple options that would be good to consider, can we submit multiple proposals?
    a. Each vendor is encouraged to submit a single offer for the best option.

21. Is that left to the bidder to make the right recommendation based on scope?
    a. Yes, the bidder is encouraged to make the most appropriate decision.

22. Can you clarify internet access and bandwidth at each location?
    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.

23. Regarding headsets, are you looking for an option list from which to choose or one type to standardize on?
    a. Standardized headset are acceptable. Each physical phone device will need to hear impaired compatible.

24. Is the City agreeable to this portion being a cash purchase, rather than part of the rental of the solution?
    a. Yes the city would agree to purchase headsets on an as needed basis. Those purchases would come from the recommendations made by the vendor.

25. Was there also a rebid request/ document as well?
    a. The bid documents may be downloaded from SpringfieldTN.Gov on the Bids/RFQs/RFPs located in the footer of the page.

26. I was hoping to get some clarification on what specific features or reports are sought for the Call Accounting requirement.
    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.

27. Can you please send us a copy of this pending IT/TELCOM/A-V RELATED BID, or is there a web link you can provide?
    a. The bid documents may be downloaded from SpringfieldTN.Gov on the Bids/RFQs/RFPs located in the footer of the page.