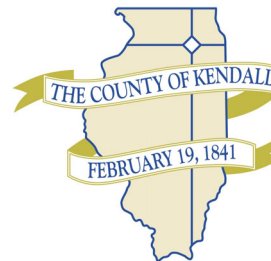


# KENDALL COUNTY *Facilities Management*

804 W. John St. Suite B. Yorkville, IL 60560



October 14, 2020

James K. Smiley KCFM Director

KCFM Invitation to Bid – Telephone System/VoIP/Cloud Based Solution

Addendum #1

We are answering question to date from various bidders with this Addendum #1.

Please acknowledge receipt of this addendum #1 in your bid.

QUESTION: Would the County be open to a managed solution that is hosted as a private cloud either on the County premise or in a local data center? This type of solution offers much of the same benefits/features within your ITB and many more.

Answer: The County is open to a private cloud solution that is hosted in a local data center as long as it meets the requirements listed inside of the ITB.

QUESTION: Would the County entertain an extension to the closing date of October 22, 2020. Pulling together the CPE Hosted solution, network and call features/requirements will take more time to be complete, be competitive and favorable to the County.

Answer: There is currently no plan to extend the due date for our ITB.

The due date remains October 22, 2020 at 2p.m. at my office:

804 W. John St.

Site B

Yorkville, IL 60560

Question: Regarding section 2, Tab C, Documents/Information to be submitted, #8 Description of Company, bullet – License to do business in the State of Illinois; can company apply for a license after an award has been made?

Answer: I don't know what it takes to be licensed in the State of Illinois or how long it takes to do that. We just asked you to list if you have one.

Question: Regarding section 2, Tab C, Documents/Information to be submitted, #8 Description of Company, bullet – Identify customers your company has in the Chicago metropolitan area and the number of customers in Kendall County; Since this is a cloud solution offering and the solution being managed is most likely not located in Kendall County/Chicago area but in cloud based data centers across the US or even the world, can we submit references outside of the state of Illinois that meet the cloud reference aspects?

Answer: Again we do not say you must have customers in the Chicago or Kendall County area. We just ask you to list them. So, if you don't have Chicago or Kendall County area customers, list what you have and especially if they are similar to our scope.

Where "UCaaS" is stated it is referring to a cloud unified communications solution.

Answer: We do not mention UCaaS in the ITB. Our intention is to have a system that does not require us to invest in new PBX or Networked Onsite Equipment other than telephone sets or whatever is needed to provide analog circuits to the devices still needing analog equipment. Or if any additional equipment is needed to make the paging work with whatever solution is proposed.

The RFP doc states bids shall be made with 4 paper copies submitted in an envelope. Considering that most companies are working remotely due to Covid-19 and many do not even have access to their corporate office for supplies, copiers, etc. is there any merit to the idea of allowing bids to be submitted electronically?

Answer: We will accept bids at [kcfm@co.kendall.il.us](mailto:kcfm@co.kendall.il.us) up until the deadline on October 22, 2020. Email will confirm the date and time received if companies submit this way.

On pages 4 and 5 the RFP states “for the purpose of the proposal base, all user phones should be priced as basic phones” but it also states “all telephone sets must include the ability to perform all of the below-listed minimum features and capabilities”. Some of the features listed would be considered more advanced features than a basic seat license would include. Would you have the ability by location to break out how many phones need the advanced features and how many only need basic features such as dial-tone or dial-tone and voice mail. If not, would it make more sense to have everyone bid their license that would, in fact, include all the required features listed and then prior to award you can back down some of the phones to basic licenses as required? It is probably easier to have prices quoted and then come down in price prior to installation rather than have the price go up. Let us know how you want this handled.

Answer: Our intention is for bidders to meet the specifications in the ITB. We do not need any features beyond the ability to dial or receive calls for mechanical rooms, elevators, Fax and lunchrooms. For premium feature option requests, if your basic license does not include those, advise as to the additional license type required and cost per license.

In the itemized location breakout on pages 6 thru 9 it is not entirely clear what all the device counts are. It seems to mix phones and lines where we are not entirely sure what it is at all locations. Some are identified as phones, some as lines, and others with just a name where we are not sure whether it is a phone or a line. Can this section be updated to reflect how many phones (and whether it should be a basic seat license or advanced seat license) and how many lines there are (assuming these are all analog POTs lines for these devices).

Answer: More detailed breakout attached and answered in the question above.

In the itemized location breakout on pages 6 thru 9 you list fax lines. Are these dedicated analog POTs lines connected directly to fax machines currently or are they fax machines setup as analog extensions off the NEC SV8300 system with DID fax numbers coming in on the PRI routed to the fax machine extension? Or is it a mixture of both? Please clarify how you want these handled. Do you want them left as dedicated analog POTs lines, analog extensions with DID fax numbers routed to them, or do you want to replace them all with E-Fax capabilities where users send and receive faxes thru the UCaaS provider using their computers rather than using the fax machines?

Answer: We have a mixture of both. Most Fax machines have analog POTS lines. The Fax numbers built off the current NEC PBX system are DID numbers built on analog cards. There are only a handful of numbers like this in our current setup. We have asked for a Fax solution in the ITB. Please price this as a separate option.

The RFP makes reference to company’s being able to bid POTs lines and other carrier services. Please note that some UCaaS providers (who are actual CLEC’s) might be able to propose the carrier services in addition to the UCaaS solution but many others will not be able to. In order to have all UCaaS bidders on a level playing field does it make sense to leave the carrier services outside of this RFP response (as much of the carrier services will go away as part of a UCaaS installation) and have a separate RFP for whatever carrier services end up staying after a UCaaS installation such as POTs lines for elevators, alarm systems, gas meters, etc.?

Answer: Our assumption is that bidders will provide a solution that meets the specifications of the ITB. Our current analog and T1 circuits information is provided to let bidders know when the contracts run out. Our intention is that bidders will provide replacement circuits for routing our numbers via their proposed solution.

The RFP document does not really specify what the installation requirements are related to a UCaaS solution. Many UCaaS solutions are proposed based on the idea all project management and technical services are remote. This would require Kendall County's staff to handle placing/testing phones and if there are problems the staff would deal with a remote programmer or project manager to troubleshoot. Many of these providers have the ability to provide onsite installations but they do not include these services unless they are asked for. Some UCaaS providers provide instruction to the end user customer on how to program the extensions/call routing and expect the customer to perform this labor. Some UCaaS providers perform all the project management, all programming, and provide onsite techs to install the phones. Being there is such a wide variety of installation methodologies can you clarify what the expectation is for UCaaS solution installation services that are to be included in the bid?

Answer: We need all bidders to include a total "turnkey" solution including implementation, project management, installation and training on all aspects of the proposed solution. This includes onsite tech setup of the replacement phone sets and any equipment or connections needed to operate the proposed solution. Kendall County has made a best effort to provide known information on the current systems. However the expectation is that the bidder will include department by department implementation to understand how the systems are currently setup and operate in order to make the proposed solution best replicate current setup and operation. Training is needed for all users on the telephone sets and features and Voicemail solution. This would be on a department by department level. Kendall County also requires specialized training for Kendall County Facilities Management & Technical Services staff on the maintenance, troubleshooting & Move, Add and Change work commonly done on an operating system. This includes the proposed Voicemail/Unified Communication solution. This would be done as a single call or classes depending on how much time is needed and how many systems the training will be on.

On page 20 of the RFP in section number 15 entitled "Termination", unless I am not understanding it, it sounds like Kendall County wants to be able to cancel the UCaaS service at any time with 30 days written notice without penalty. On page 15 of the RFP in section 5 entitled "Contract" it states Kendall County shall enter into an agreement of no longer than 5 years. It makes sense to sign a 5 year agreement to get the best monthly pricing possible but if Kendall County signs a 5 year agreement virtually all UCaaS providers will not allow Kendall County out of the agreement with only 30 days written notice. They will expect the 5 year agreement to be fulfilled. What is the purpose of the language included in the "Termination" section?

Answer: The State's Attorney's office normally wants contracts to fall within the current board term or no more than 2 years. However, the County Board members understand that longer term contracts are required to get the best pricing on "Utility" type contracts. So, the terms of the contract can be negotiated. However the terms in the ITB are what Kendall County normally requests. So if bidders are offering a contract normally used for their contracts we will require a reference to the terms in the ITB to be the prevailing terms.

There have been some questions about interfacing to the emergency paging application. We are not overly familiar with the current design of the Kendall County network and servers. I have included questions related to the application and network in hopes your team and those responsible for the Valcom equipment installation can answer them. See below.

1. In attachment five, what is the beige box/server? It appears to be the Message Net application. Can you validate?

Answer: That is the Message Net Server.

2. We are assuming you want the Message Net application to be part of your new UCaaS solution. Can you validate?

Answer: Yes. However this server is used for emergency messages only. Like Tornado warnings in all facilities and for Fire in Certain rooms in the Courthouse. Message Net is not used for general paging applications via a telephone. Plus the server was installed in 2008 and would most likely need to be totally replaced to work with a Cloud based system.

3. Can the Message Net server/application interface to a SIP connection? (in the diagram it's PRI to the NEC)

Answer: Answered in Question #2.

4. Can the Kendall County LAN support multicasting routing? Does Kendall County have more than one subnet at each location?

Answer: Yes we can handle multicasting. We have 3 separate VLANs on the main campus (Public Safety Center, Health & Human Services, and Courthouse) and a VLAN for County Office Building. The residual smaller buildings (Animal Control, Facilities Management and Highway) all fall under one of those 4 listed. To caveat off of that we have already established a separate VLAN for VoIP traffic that can talk to all of the VLANs.

5. What is the purpose of the (4) analog station ports between the NEC and the Valcom 814?

Answer: Simulated T1 between the PBX and the Message Net server i.e. Point to Point provisioned between the Message Net server and the 2000 IPS at the Health & Human Services facility. Each major site County Office Building, Public Safety Center Courthouse and Health & Human Services facilities have a Valcom 802 with two channels each. One channel for paging via the music port on the NEC phones and one channel to go to overhead speakers in the facilities that have overhead paging speakers. The Valcom 814 is the central hub so to speak on the Valcom setup. It is located at the Health & Human Services facility. When a paging code is entered for either a phone or overhead speaker at a particular site the Valcom 814 sends the call to whatever route was dialed to interface with the local Valcom VIP802 unit. All paging trunks have x888x because that DID range is allocated to only at the Health & Human Services facility.

6. Can you confirm that all of these below are analog stations, and if not, can you expand on what they are? Would we be safe to assume that anything not marked desktop telephone is an analog station?

7. 1 Facilities Dept. Phone – Answer: Digital Desk Set

8. 2 Mechanical Room (1 has been moved) - Answer: These are analog phones currently with no features or voicemail.

9. 1 Phone Room - Answer: Digital Desk Set

10. 1 Interpreter Line - Answer: Digital Desk Set

11. 1 Jury Commission - Answer: Digital Desk Set

12. 1 Gas Meter – Answer: Analog connection with a DID number or POTS line.

13. 5 Elevator Line - Answer: Analog connection with a DID number or POTS line.

14. \*\*PSC Numbers routed to CH\*\*

15. 1 Mail Machine - Answer: Analog connection with a DID number

16. 1 Fire Alarm - Answer: All sites are Radio connections now. No line is needed.

17. 3 Court call - Answer: Digital Desk Set

18. 1 States Attorney line - Answer: Digital Desk Set

19. 1 ATM Line - Analog connection with a POTS line.

20. Many systems have the same features and a different name, Can you share in more detail what this is? Is this when calling an extension you can have a hands free answer back?

Answer: The NEC system has many capabilities that we do not use including being able to see who called and pressing a key to dial directly back to that person.

21. Voice Announcement capabilities – Answer: The NEC has a capability to have a call ring or to blast a tone then put a caller directly on the speaker phone of the person being called. This can be toggled by pressing the number 1 while ringing. Only the Public Safety Center has phones setup to make all calls go directly to be on the speaker of the person being called.

22. Can you clarify or expand on what the following means. This is at the Patrol, 1102 Cornell Lane and Corrections – Answer: The Sheriff’s office has many extensions that directly go to a mailbox. We call those numbers Virtual as they do not exist on an actual telephone set. Example I dial x6655 and it goes to Deputy Greer in the Jail and I get his voicemail message followed by a beep to leave a message. Deputy Greer can access that message by dialing to the voicemail system from any phone, cell phone or from home and hit a sequence of prompts to hear the message or get it directly via Unified Communication where the message is sent to his email account and the message is attached as a .wav file that he can listen to on his cell phone or computer without having to enter his extension number or password.
23. 74 Virtual Lines (6000 extensions) – Answered above.
24. Corrections: 1102 Cornell Lane 51 Virtual Lines (6000 extensions) - Answered above.
25. Due to COVID safety parameters, will electronic submissions delivered and received before the submission date to [kcfm@co.kendall.il.us](mailto:kcfm@co.kendall.il.us) be accepted?

Answer: Answered earlier in this response on the top of page #2.

#### **Consoles at 3 locs w/ 2 positions each**

- *Which locations need console positions?* – Answer: we have two at the State’s Attorney’s office and two at the Probation office both departments located at the Courthouse. Plus we have two at the Health & Human Services facility main reception desk.
- *Is the need a PC console, or button box/key module?* – Answer: Currently a 32 button NEC phone with DSS modules (DSS) with 60 buttons. May propose option to be PC console instead.

#### **Overhead paging**

- *Which buildings have overhead paging?* Answer: Health & Human Services, Public Safety Center, Courthouse and County Office Building via overhead speakers. All facilities via NEC telephone music port.
- *Attachment 5 shows paging set up at Health & Human Services? Or also other buildings?* Answered above.
- *Are the horns IP based?* Answer: The only building with a horn is the Historic Courthouse. Paged via same Valcom IP based system using a NEC telephone desk set.
- *If other buildings, are all buildings IP paging horns?* Answered above.
- *Attachment 5 shows a “Message Net” Server; what is the purpose of this server? What services does it provide?* Answered earlier in this Addendum.
- *Are the pages going over the IP telephones simultaneous with the overhead paging horns?*

Answer: Currently there is one page route for Telephones and one page route for overhead paging in each major facility as explained earlier in this addendum. When we first set this up there was an all call for all facilities. But that required multicasting and we could not setup our network for multicasting. However as answered earlier in this addendum if this can be done via multicasting we would like that ability since we are capable of multicasting now.

- *Are these by site? If so, what is the largest group?* Answer: The largest facility is the Courthouse. However the overhead paging is not normally used at that site as to not interfere with Court activities. It is used only for emergency situations in the Courthouse and in certain locations for Fire announcement from the Message Net server. The most used paging site is the Health & Human Services facility. There is paging at each site as explained before as major sites. To explain further we have two sites that have additional buildings connected to the NEC PBX systems to them. The County Office building also serves as the telephone system for the Historic Courthouse and the Annex facility. The Public Safety Center also serves the Facilities Management and Animal Control

facilities. Small sites off the major sites only have paging over the NEC desks set telephones music port.

### Onsite training

- *Can onsite training be centralized at one location for the duration of the project?* Answer: May be possible to setup one training room at the Rt. 34 campus and one training room at the Fox St. campus.
- *How many users should the vendor be prepared to train?* Answer: 30 at a time or whatever works best.

**Are the current phones IP based, or digital based?** Answer: Digital desk sets and analog in mechanical rooms and lunch rooms.

**Please clarify the below site requirements:** Answer: Included at end of Addendum #1.

### Court House Building: 807 W. John St

- 1 Facilities Dept. Phone – *IP Deskphone or some special purpose or analog required?*
- 2 Mechanical Room (1 has been moved) --- *IP Deskphone or some special purpose or analog required?*
- 1 Phone Room – – *IP Deskphone or some special purpose or analog required?* IP phone?
- 1 Interpreter Line – *Is this a dedicated/ POTS line, or just a standard IP telephone on system?*
- 1 Jury Commission – *IP Deskphone or some special purpose or analog required??*
- 1 Gas Meter - *dedicated/POTS?*
- 5 Elevator Line – *dedicated/POTS?*

### \*\*PSC Numbers routed to CH\*\*

- 1 Mail Machine – *dedicated/POTS line?*
- 1 Fire Alarm - *dedicated/POTS line?*
- 3 Court call - – *IP Deskphone or some special purpose or analog required?*
- 1 States Attorney line - - – *IP Deskphone or some special purpose or analog required?*
- 1 ATM Line - *dedicated/POTS line?*

### County Office Building: 111 W. Fox St

#### Public Area

- 1 Elevator Phone - - *dedicated/POTS line?*
- 1 Phone Room – – *IP Deskphone or some special purpose or analog required?*
- 1 Facilities Dept. Phone – – *IP Deskphone or some special purpose or analog required?*
- 3 Auto dial standard phone --- *explain use case or feature of “auto dial” Are these phones that when you pick up, they automatically dial a pre-defined number? IP Phone?*

### County Board: 111 W. Fox St.

- 10 Virtual Telephones – *Explain feature useage? Is this a PC softphone or mobile softphone? voicemail only?*

### Health Department: 811 W. John Street

- 84 Desktop telephones
- 1 Facilities Dept. Phone - – *IP Deskphone or some special purpose or analog required?*
- 1 Gas Meter Phone - - – *IP Deskphone or some special purpose or analog required? POTS?*
- 1 Elevator Phone – *dedicated/POTS?*
- 2 Desktop telephones for common areas not assigned to a certain user
- 6 fax line

### Public Safety Center: 1102 Cornell Lane

#### Building

- 1 Gas Meter– *dedicated/POTS?*

- 1 Facilities Dept. Phone - – *IP Deskphone or some special purpose or analog required?*
- 2 Evidence Storage- – *IP Deskphone or some special purpose or analog required?*
- 4 Boiler Room, Phone Room, Mechanical Room – *IP Deskphone or some special purpose or analog required?*
- 1 Men’s Locker Room - – *IP Deskphone or some special purpose or analog required?*
- 1 Sheriff Board Room - – *IP Deskphone or some special purpose or analog required?*
- 1 Kitchen - – *IP Deskphone or some special purpose or analog required?*
- 1 Outside C.D. office - – *IP Deskphone or some special purpose or analog required?*

**Patrol:** 1102 Cornell Lane

- 3 Desktop Telephones
- 74 Virtual Lines (6000 extensions) –*Explain feature usage? Is this a PC softphone or mobile softphone? voicemail only?*

**Corrections:** 1102 Cornell Lane

- 51 Virtual Lines (6000 extensions) *Explain feature usage? Is this a PC softphone or mobile softphone? voicemail only?*

**Facilities Management:** 804 W. John St., Suite B

- 9 desktop Telephones
- 1 Analog – *What is this analog line being used for?*
- 1 fax line

**“E-911” ANI and ALI Information Delivery:**

**Contractor must work with the current E – 911 Lite setup to ensure Kendall County shall be in full compliance with all “E-911” lite legislation. Current E – 911 Trunks are listed in Attachment 3.**

- *Please provide more details on what E-911 Lite is. Is this a 3<sup>rd</sup> party application that is connected to your current PBX? What features/functionality is it providing?*

*Answer: Currently we have a dedicated analog POTS line for each facility or if multi floor facilities one analog trunk per floor. This is shown as attachment three in the ITB, page 55.*

**7) Implementation:**

**Kendall County requires that all services be provided and completed outside of the hours of 8:00 a.m. through 5:00 p.m. The Contractor shall be responsible for all aspects of any transition from Kendall County’s current services to new services. This includes, but is not limited to, 1) placing orders for new service as well as for disconnection of services, as required by existing contracts, 2) coordinating various departments of all companies involved in the process, 3) communicating with all parties throughout the conversion and 4)reconciling all relevant telephone company bills.**

*Will Kendall County allow non service affecting work to be done during normal working hours? Example: user training.*

*Answer: Yes, normal hours for most facilities are 8:00a.m. - 4:30p.m. CST. There are multiple shifts at the Public Safety Center as it is a 24/7/365 facility. So the PSC will need to be trained separately on each shift.*

1. Winning bidder must have the ability to provide traditional POTS (elevator and alarm lines need to stay as analog and off the system). Will your current agreement remain in place or is this something you want quoted? *Answer: Answered earlier in this addendum. Information shown for existing contract end dates. Kendall County desires the system including interconnectivity to on-premise based systems to be completed prior to analog contract end date in Feb 2021. Note: T1 contracts run until May 2021 and Kendall County realizes we may need to pay these charges until the end of the existing contract.*

2. If we are to quote POTS lines, how many POTS lines are required, by location? Answer: Shown in ITB attachment 1 listing service address.
3. Are we to assume that the elevator, gas lines, fire alarm lines, ATM, mail machine, mechanical room, etc. are going to be dedicated POTS lines off the phone system? Answer: We are open to and asking for separate pricing on EFax to replace existing analog on Fax machines. Would also consider solutions that convert analog to IP if they can work with the gas meters etc... and are not more costly than converting another way.
4. On page 6, each building/department has a requirement description. I am unclear how many phones are needed for each. For example, not sure with some of these if they are phones or POTS lines (2) mechanical room, 1 phone room, etc. Please list how many total phones are required for this project.

Court House Building: 807 W. John St

- 1 Facilities Dept. Phone
- 5 Courtroom Clerk Phone
- 2 Court Call Phone Line
- 1 Mail Machine
- 2 Mechanical Room
- 1 Phone Room
- 1 Interpreter Line
- 1 Jury Commission
- 1 Gas Meter
- 5 Elevator Line

Answer: Shown at end of Addendum 1.

5. In quoting faxing to the desktop (cloud solution), how many employees would require this functionality. Will it be a department fax or will each individuals require faxing to the desktop. How many of each?

Answer: Currently we have copiers deployed at each facility. Multiple machines in the larger facilities. All employees could have the need to use EFax. Not with individual numbers so to speak.

Most employees would use the Fax number for their department or facility when currently sending or receiving Faxes. As listed in the ITB there are approximately 350 employees in Kendall County currently.

6. Are there locations where physical fax machines are required? Answer: Currently we only have Fax machine modules on our multi-function copiers that do scanning, printing, faxing and copying.
7. Are you planning on keeping all of your DID's listed (851). Answer: In the best case scenario we would fix our dialing plan so only certain ranges are in each major facility. However, since many departments started at one campus (Fox St.) and now have moved to this campus (Rt. 34). We have some of the same number ranges at each site. So number have needed to be broken out for individual routing depending on what site they reside at. We acquired various DID numbers over the years as no consecutive DID numbers were available in 100 number lots. So, we need all the currently used numbers and would need enough to allow for future growth of at least another 200 users.
8. How many 800#'s do you have total? I believe I have counted 5. Please confirm. Answer: As mentioned earlier only a handful that I am aware of. One we do have is for our Kendall Area Transit. They are a separate entity we hired to run our bus service. They plan to ask to take over their number at some point in the future. But that date is unknown at this time as they have talked about doing this for the past couple of years already.
9. From reviewing the documents, it appears that you use 2,000- 3,000 minutes per month on the 800#s. Please confirm.



Answer: The only information I have I included in the ITB under item C Project Description page 10 & 11. The successful bidder will have the ability to get a letter of agency to be able to talk directly with our current vendor for these services.

10. How many total basic telephones do you want quoted? How many of these are common area phones that are internal/911 only? Answer – Each department is listed in the ITB and further explained at the end of this addendum 1.

11. Message Net Server

- a. Can the message net server be configured to accept a connection other than a PRI such as SIP or analog? Answer: Explained earlier.
- b. How many simultaneous speech paths does it require? Answer: four (4). Setup as an internal Point to Point T1 between the 200IPS and the Message Net server as explained earlier in this addendum 1.
- c. Is the set up to alert in zones or is it an all page? Answer: Explained earlier.
- d. How is the message net server triggered? Does an employee dial a code from a phone or is it triggered via a PC? Answer – Explained earlier. Via desk set telephone as a four digit extension to page. The Message Net server also dial a four digit extension to the NEC PBX that routes the call to the Valcom 814 that routes the call to the appropriate site and path at that site either overhead page or telephone set via the Valcom VIP 802.
- e. How many different announcements does it play? Answer: 4 maximum currently.
- f. Is the paging system used for general messaging in addition with the emergency messaging? Answer: Yes, normally mostly internal pages like Jim Smiley call x XXXX.
- g. Is the back ground music requirement listed on page 4 for the paging only via the Valcom units or is the music truly “on” all the time? Answer: Only for paging from the Valcom VIP-802.

12. How many individuals will need the ability to set up audio/web/video conferences? Answer: Cannot be determined at this time. Currently there are only occasional multiparty conf. calls. However, with COVID 19 this year we have been using Teams for internal and for broadcasting County Board meetings. We also have some parties using Zoom and Cisco products.

13. With our cloud offering, your PRI would go away. Do you have any analog devices that may be running through the PRI's and converting to analog? Things such as your Valcom paging, fax lines, TDD, etc. Answer: Valcom units are IP based. We do have a few FAX machines that are DID numbers built on analog cards in the NEC PBX. We had one TDD phone but that person is no longer employed by the County. But we would want the ability to hook up a TDD phone if needed.

14. Can you please provide a network drawing outlining the internet connections into each building as well as the WAN connection between buildings? Answer: Current connectivity is listed in the ITB under item B, page 4.

15. On page 24, are you forwarding to an answering service or is this one of your 800#s? What is the RCF for? (630) 553-6314 166 W Hydraulic Av, Yorkville, IL 60560 Remote Call Forward to (866) 324-85354. Answer: We have no control on how the central office named the circuits or addressed them. This address is the central office located in downtown Yorkville, IL. Most of our facilities have two addresses depending on whether it was the Post Office address or the Utility. Example the Public Safety Center is known as 1102 Cornell Lane. But it is also listed as 806 W. John St. with some utilities.

Please identify all Internet connections with bandwidth available at each location.

It's assumed the pt 2 pt between Public Safety and County Office Bldg. will no longer be required after converting to Cloud... please confirm. Answer: Listed in ITB page 4 under item B as mentioned earlier. Assumption would be correct in our minds. But we do not know what bidders are going to propose.

In the below statement:

Kendall County is seeking a comprehensive VoIP solution to combine technologies into one reliable and manageable system that will scale to meet the needs of all County offices. Currently the Public Safety, Court House, HHS, Facilities, and Animal Control buildings are connected via 1Gbps local campus fiber. The County Office Building and Historic Court House are connected via a wireless 1Gbps point to point. **The Highway Department is connected via 100Mbps wireless point to point. What is this connected to?** Additional devices or connections may be added to the network in the future to facilitate network redundancy. **Upon installation by the successful bidder,** all data closets will be equipped with POE switches to support all the VoIP telephones. **Please confirm the County is providing the POE switches.**

Answer: Currently the Highway Department is connected to the Public Safety Center and the Historic Courthouse via the wireless system in place. The Highway department also currently has their own phone system not connected to the rest of the County phone network.

Yes the Kendall County Technology department has installed most of the POE switches already and plan to have them all installed in time for the new telephone systems integration.

The follow is a representative list, subject to updates and modifications, of the phone services which will be required for each County office and department:

**Court House Building:** 807 W. John St

- 1 Facilities Dept. Phone – Desk set digital phone currently
- 2 Mechanical Room (1 has been moved) – Analog wall mounted phone currently
- 1 Phone Room - Desk set digital phone currently
- 1 Interpreter Line - Desk set digital phone currently
- 1 Jury Commission - Desk set digital phone currently
- 1 Gas Meter – Analog POTS line currently
- 5 Elevator Line – Analog DID or POTS line currently

**\*\*PSC Numbers routed to CH\*\***

- 1 Mail Machine - Analog DID or POTS line currently
- 1 Fire Alarm – Not needed all Fire are now Radio connected wireless network.
- 3 Court call - Desk set digital phone currently
- 1 States Attorney line - Desk set digital phone currently
- 1 ATM Line – Analog POTS line currently

**Court House Judicial:** 807 W. John St

- 14 Desktop telephones - Desk set digital phone currently
- 1 fax line - Analog POTS line

**Probation Office:** 807 W. John St.

- 22 desktop Telephones - Desk set digital phone currently
- 1 Reception - Desk set digital phone currently
- 1 fax line - Analog POTS line

**Public Defender Office:** 807 W. John St.

- 6 desktop Telephones - Desk set digital phone currently
- 1 fax line - Analog POTS line

**State's Attorney's Office:** 807 W. John St.

- 23 desktop Telephones - Desk set digital phone currently
- 1 fax line - Analog POTS line
- 2 Desktop telephones for common areas not assigned to a certain user - Desk set digital phone currently

**Circuit Clerk's Office:** 807 W. John St.

- 26 desktop Telephones - Desk set digital phone currently
- 1 fax line - Analog POTS line

**CASA:** 807 W. John St.

- 2 desktop Telephones - Desk set digital phone currently
- 1 fax line - Analog POTS line

**County Office Building:** 111 W. Fox St

**Public Area**

- 1 Elevator Phone - Analog POTS line
- 1 Phone Room - Desk set digital phone currently
- 1 Facilities Dept. Phone - Desk set digital phone currently

3 Auto dial standard phone – Lobby phone Digital desk sets wall mounted with speed dials identified on specific buttons that dial to each department on each floor when the receiver is picked up and the button is pressed.

**Treasurer's Office:** 111 W. Fox St.

7 desktop Telephones - Desk set digital phone currently  
1 fax line - Analog POTS line

**Voter Registration:** 111 W. Fox St.

2 desktop Telephones - Desk set digital phone currently

**Recorder's Office:** 111 W. Fox St.

6 desktop Telephones - Desk set digital phone currently  
1 fax line - Analog POTS line

**Planning, Building & Zoning (PBZ):** 111 W. Fox St.

7 desktop Telephones - Desk set digital phone currently  
1 fax line - Analog POTS line

**County Clerk:** 111 W. Fox St.

6 desktop Telephones - Desk set digital phone currently  
1 fax line - Analog POTS line

**County Board:** 111 W. Fox St.

10 Virtual Telephones – Same as Public Safety Center virtual numbers. Except these are DID numbers that are programmed to go directly to a voicemail box that has Unified Messaging so the messages show up as .wav files in the County Board members email. The numbers do not reside on an actual telephone set. But because they are DID anyone call dial directly to them without going through an auto attendant or by being transferred by a person.

**Board of Review:** 111 W. Fox St.

1 desktop Telephones - Desk set digital phone currently

**Administration:** 111 W. Fox St.

9 desktop Telephones - Desk set digital phone currently  
1 fax line - Analog POTS line

**Assessment Office:** 111 W. Fox St.

7 desktop Telephones - Desk set digital phone currently  
1 fax line - Analog POTS line

**GIS/Mapping Department:** 111 W. Fox St.

3 desktop Telephones - Desk set digital phone currently  
1 fax line - Analog POTS line

**Historic Courthouse:** 109 W. Ridge St.

**Regional Office of Education**

9 desktop Telephones - Desk set digital phone currently  
1 fax line - Analog POTS line

**Forest Preserve:** 109 W. Ridge St.

8 desktop Telephones - Desk set digital phone currently

1 fax line - Analog POTS line

**Kendall Area Transit (K.A.T.):** 109 W. Ridge St.

8 desktop Telephones - Desk set digital phone currently

**Annex:** 105 W. Fox St.

1 desktop Telephones - Desk set digital phone currently

**Highway Department:** 6707 Rt. 47

7 desktop Telephones - Desk set digital phone currently

1 fax line - Analog POTS line

**Health Department:** 811 W. John Street

84 Desktop telephones - Desk set digital phone currently

1 Facilities Dept. Phone - Desk set digital phone currently

1 Gas Meter Phone - Analog POTS line

1 Elevator Phone - Analog POTS line

2 Desktop telephones for common areas not assigned to a certain user - Desk set digital phone currently

6 fax lines - Analog POTS line

**Veteran's Assistance:** 811 W. John St.

3 desktop Telephones - Desk set digital phone currently

1 fax line - Analog POTS line

**Technology Services:** 811 W. John St.

7 desktop Telephones - Desk set digital phone currently

1 fax line - Analog POTS line

**Kendall Housing Authority:** 811 W. John St.

1 desktop Telephones - Desk set digital phone currently

1 fax line - Analog POTS line

**Workforce Development:** 811 W. John St.

1 desktop Telephones - Desk set digital phone currently

1 fax line - Analog POTS line

**Public Safety Center:** 1102 Cornell Lane

**Building**

1 Gas Meter - Analog POTS line

1 Facilities Dept. Phone - Desk set digital phone currently

2 Evidence Storage - Desk set digital phone currently

4 Boiler Room, Phone Room, Mechanical Room – Currently wall mounted analog phones

1 Men's Locker Room - Currently wall mounted analog phones

1 Sheriff Board Room - Desk set digital phone currently

1 Kitchen - Desk set digital phone currently

1 Outside C.D. office - Desk set digital phone currently

**Patrol**

3 Desktop Telephones - Desk set digital phone currently

**Administration**

51 Desktop Telephones - Desk set digital phone currently

1 faxes - Analog POTS line

**Patrol:** 1102 Cornell Lane

3 Desktop Telephones - Desk set digital phone currently

74 Virtual Lines (6000 extensions) – Explained earlier in addendum 1

**Corrections:** 1102 Cornell Lane

51 Virtual Lines (6000 extensions) - Explained earlier in addendum 1

**EOC:** 1102 Cornell Lane

1 desktop Telephones - Desk set digital phone currently

1 fax line - Analog POTS line

**911 Center:** 1102 Cornell Lane

4 desktop Telephones - Desk set digital phone currently

1 fax line - Analog POTS line

**Facilities Management:** 804 W. John St., Suite B

9 desktop Telephones - Desk set digital phone currently

1 Analog – Wall mounted kitchen phone

1 fax line – Analog POTS line

**Coroner:** 804 W. John St., Suite A

5 desktop Telephones - Desk set digital phone currently

1 fax line - Analog POTS line

**Animal Control:** 802 W. John St.

4 desktop Telephones - Desk set digital phone currently

1 fax line - Analog POTS line

**Jail:** 1102 Cornell Lane

5 desktop Telephones - Desk set digital phone currently

1 fax line - Analog POTS line

**911 Center:** 1102 Cornell Lane

1 desktop Telephones - Analog POTS line

1 fax line - Analog POTS line