



September 21, 2021

NOTICE TO PROPOSERS

Addendum No. Three
To
Request for Proposals (RFP)
For
Citywide VoIP Phone System Upgrade

Addendum No. Three included herein is being issued to the Request for Proposals (RFP) for the Citywide VoIP Phone System Upgrade. The purpose of this Addendum is for the City to provide clarification regarding specific sections of the RFP and to provide responses to the eleven vendors that submitted questions prior to the due date for RFP Questions. In consideration of the RFP process, the names of the eleven vendors that submitted questions will not be revealed until the project is awarded at a future City Council Meeting. Vendor questions have been grouped together to provide an efficient way for each vendor to receive the responses to their specific questions.

City Clarifications

- 1. Addendum No. Two explained that the City would provide responses to RFP questions on or before September 20, 2021. Instead, the responses to the RFP questions are being released on September 21, 2021.**

Despite this one-day delay in providing the responses to RFP questions, the revised RFP Timeline that's included in Addendum No. Two has not changed (other than the responses to RFP questions being released on September 21, 2021 and not September 20, 2021).

- 2. Why is the RFP Due Date is different in several sections of the RFP?**

The City apologizes for any confusion. That said and pursuant to response # 1 (above), the RFP Due Date is still October 6, 2021 by 2:00 p.m. PST.

- 3. Section III (Proposal Form and Content) on pages 14-17 of the RFP does not provide guidance if a vendor wants to submit more than one solution in response to the RFP. What happens if a vendor wants to submit more than one solution?**

In case a vendor wants to submit more than one solution, the vendor will submit separate proposals as follows:

- a. Letter of Transmittal **(required in one proposal only)**
- b. Statement of Qualifications **(required in one proposal only)**
- c. Certification Statement **(required in one proposal only)**

- d. Completed Product Description and Functional Requirements Section **(required in each proposal)**
- e. Completed Project Approach, Implementation, and Training Section **(required in each proposal)**
- f. Completed Support and Maintenance Section **(required in each proposal)**
- g. Completed Cost Schedule **(required in each proposal)**

4. **Section IV-4 (Term) on page 18 of the RFP references a one-year term for the proposed contract. In addition to the migration to a new phone system, software services are required on an annual basis. Is the term correct?**

To provide clarification, the awarded vendor will enter into a contract that will stipulate that the new phone Citywide VoIP Phone System is installed by June 30, 2022; however, the contract will include a fixed term of three years followed by two optional one-year terms, for a maximum contract length of five years. A multi-year contract will allow the awarded vendor to support the new Citywide VoIP Phone System after it's installed by June 30, 2022 and for the City to pay for the required software services related to the phone system.

5. **Table 3 (Phone Types and Descriptions), Item 3 on page 28 of the RFP states that “vendor will provide documentation and pricing for accessories such as wired or wireless headsets and wireless handsets.”**

This section has not been revised but the City prefers to inform vendors that wireless handsets (without a keypad), that allow the user to receive a call using a wireless handset, are desired.

6. **Table 5 (Voicemail Required Features), Item 4 on page 29 of the RFP states that “(Optional) Proposed system shall transcribe voicemails to emails.”**

This section has not been revised but the City prefers to inform vendors that the transcription of voicemails to email is desired.

7. **Table 11 (Training), Item 1 on page 31 of the RFP states that the “proposed system shall include up to 24 hours of in person and/or recorded webinar trainings.” This section has been revised as follows:**

- a. The proposed system will include a minimum of 80 hours of in-person training with the following requirements:
 - i. The vendor will provide a minimum of two people to staff each training session. The two people may potentially have different job classifications (and therefore, different hourly rates). The two people will be present for all in-person training hours. As such, the vendor's training budget in their submitted cost schedule (example shown on pages 39-42 of the RFP) should consider the labor cost for two people, multiplied by 80 hours. Additionally, if the vendor is not local and travel costs (transportation, lodging, per diem) are required, the vendor's submitted cost schedule will include travel costs in support of the in-person training hours.
 - ii. The vendor will setup a minimum of ten operational phones (of varying types) in support of all in-person training hours that are scheduled.

- iii. The RFP explained that all training will take place in City Hall. Instead, the vendor will be required to provide training at three separate City facilities (City Hall, Crown Valley Community Center, and the Sea Country Senior and Community Center). As such, the vendor should be prepared to setup three separate training environments on different dates and at the City's discretion.
- iv. The goal is to develop a training schedule where City staff are required to attend at least one training but have the option to attend more than one training as necessary.
- v. Advanced and normal City staff users will be invited to the same training sessions. Separate training sessions for advanced and normal users will not be scheduled.
- vi. Although the vendor's submitted budget will include a minimum of 80 hours of in-person training:
 - 1. Prior to contract award, the City may negotiate with the vendor to submit a revised proposal with a different number of in-person training hours.
 - 2. If the awarded contract includes a budget for a minimum of 80 hours of in-person training and if the City schedules fewer than 80 hours of in-person training, the City intends to pay the vendor for only the actual training hours scheduled.
 - 3. If the awarded contract includes a budget for a minimum of 80 hours of in-person training and if the City schedules more than 80 hours of in-person training, the City will pay the vendor for the additional training hours scheduled based on the hourly labor rate schedule (that will be submitted in the vendor's cost schedule).

8. The table titled "Project Management" on pages 32-34 of the RFP and Section VI-3.1. (Project Approach and Implementation) on pages 36-37 of the RFP does not specify how the City expects to work with the awarded vendor (in-person or virtual). Here is additional clarification:

- a. Project management is defined by the table titled "Project Management" on pages 32-34 of the RFP and Section VI-3.1. (Project Approach and Implementation) on pages 36-37 of the RFP.
- b. The City prefers to work with the vendor in-person for certain project milestones but understands that the vendor will also work virtually with the City team or separate from the City team where interaction with the City team is not required. Below you will find a description of how the City intends to work with the vendor by milestone. By communicating this information, please ensure your submitted budget includes a sufficient amount to cover your expenses related to the City's request for the vendor to work in-person.
 - i. City provides vendor with list of existing extensions (virtual)
 - ii. Kick-off meeting and visit to the four City facilities (in person, minimum of eight hours with one person)
 - iii. System configuration and initial testing (virtual)
 - iv. On-site testing at the four City facilities (in person, minimum of eight hours with one person)
 - v. Training (in person, minimum of 80 hours with two people)
 - vi. Installation of hardware, cutover, testing, disposal of legacy hardware* (in person, cutover scheduled between Friday at 5pm – Sunday night, minimum of 40 hours with two people)
 - vii. After installation support (in person, minimum of 60 hours)

* Vendor's proposal will include pricing for the following disposal options. The City will negotiate with the awarded vendor on which of the two options to proceed with.

Disposal Option 1

Vendor is responsible for removal and disposal of all legacy equipment (used or unused) from existing locations within each City facility. Vendor will provide all disposal bins, labor, and transportation to remove the legacy equipment from each City facility.

Disposal Option 2

City will provide disposal bins with lids. Vendor will be responsible for the labor to remove legacy equipment from existing locations and place the equipment into the disposal bins, making certain the lids can close. Vendor will then move the bins to a desired location within each City facility. Once moved to the desired location, the City will be responsible for coordinating the disposal of the legacy equipment.

9. The RFP did not include a network diagram showcasing site connectivity between the City's four facilities.

On the last page of this addendum, you will find a network diagram.

Vendor No. 1: Response to Questions

10. Will the City provide an existing network diagram to clearly depict existing network for all served locations, including network termination devices, routers, POE switches (make & model), existing bandwidth per location, and current network provider(s)?

On the last page of this addendum, you will find a network diagram. In addition, here is a description to accompany the network diagram.

- a. The City's only internet services provider (ISP) is Cox. The service provided includes a 500Mbps symmetrical from the outside. We also have 3 Metro E circuits that go back to City Hall from each of the sites – 100Mbps symmetrical (Sea Country Senior and Community Center), 100 Mbps symmetrical (Skateboard and Soccer Park) and 500Mbps symmetrical (Crown Valley Community Center). These 3 sites use the main connection at City Hall to go out to the internet. Note: the City is open to subscribing to a redundant ISP with AT&T and looks forward to the recommendation provided in the proposals submitted by interested vendors. If subscription to a secondary ISP is recommended in support of the new phone system, the City desires the awarded vendor to provide a combination of in-person and virtual support to help setup the secondary ISP.
- b. The City has POE switches throughout our network that provide site-to-site connectivity that include:
 - i. HP ProCurve 2910al-48G-PoE Switch
 - ii. HP 2520G-24-POE
 - iii. HP 2920-48G-POE+
 - iv. HP ProCurve 3500yl-48G
 - v. Palo Alto Networks PA-500 firewall
 - vi. In the future, the City plans to install Cisco 2960-x switches

11. Will the City provide the POE switch ports required for telephone devices, or are new and additional switches to be included in the proposal?

City will provide the POE switch ports.

- 12. Is there one centralized and secure location to house all controllers, switches, and carrier network termination facilities and devices?**

Yes, we have an MDF and IDFs at each location.

- 13. Are there separate CAT5 or CAT6 cable facilities currently in place and able to be used for every telephone and fax device?**

Yes, we will be using existing network drops. We currently have it going from a network port in the cubicle/wall to our phones, then into our computers. Phone also acts as a switch. Some network drops are dedicated to only voice.

- 14. Will the existing ethernet cables for telephone locations also be used for desktop computers and laptop connectivity?**

Yes.

- 15. Are all existing telephone numbers held by one carrier?**

Approximately 5 BAN (billing account numbers) with Cox and 5 with ATT including fax numbers.

- 16. Related to the voice system upgrade project, what if any enhancements to the City's existing network infrastructure are required and what is desired?**

Vendor will advise on how to handle redundancy and performance. Currently, the city has a Cox 500Mbps symmetrical connection and is using PRIs for phone service. We need guidance on infrastructure and configuration.

- 17. Related to cordless phones, what is the approximate distance between the wired network location(s) and the location(s) where service on cordless handsets will be used?**

50 meters from the base.

- 18. Are there any inbound toll-free numbers, and if so how many?**

No.

- 19. Can we assume all installation work can be performed during normal business hours, recognizing any health restrictions that may be in place at time of installation could affect access times and requirements?**

The City prefers an after hours cutover that starts on a Friday after 5pm and concludes Sunday evening. An after-hours cutover will prevent any impact during normal business hours.

During the after-hours cutover, the awarded vendor will be responsible for installation of hardware, cutover, testing, and disposal of legacy hardware. For these reasons, the City requests that the submitted proposal include in person support with a minimum of 40 hours and two people.

- 20. Is there an existing internal extension numbering scheme to be maintained? If so how many digits are desired or required for internal user-to-user dialing?**

Yes, 4 digits.

- 21. Reference Table 6: Is there a current requirement for call center functionality? If so, how many positions and at how many location(s). Are there specific Call Center reporting requirements, and if so what are they?**

No.

- 22. Reference Table 8: Will the City maintain and continue to require physical fax machines, or will consideration be given to replacement using VoIP based inbound and outbound fax services integrated with the proposed Telephone and UCaaS system services?**

We currently have a handful of MFP devices that we want to continue faxing on. One physical fax line at each City facility is acceptable. The majority of users will use eFax. Regarding the RFP on page 30, Table 8, question 2, three fax lines at each of the City's four locations is a nice to have but one fax line at each of the City's four locations is required.

- 23. Reference Table 12: What are the specific existing and desired telephone system security and network security requirements?**

For proposed system to have anti-virus solution installed and secure from other clients and internal systems.

- 24. Reference Table 12-4: Please clarify what is meant by "physical and environmental security."**

That your hosted servers are located in a physically secure datacenter and that there is an anti-virus solution protecting them.

- 25. For the 15 conference phones, are the conference rooms all the same size, or some larger vs smaller, what quantities for each, how many people per conference room?**

Conference rooms are the same size, about 12 people per room. Although for bigger rooms like Council Chambers, Community room A or B, or both, Ballroom at CVCC we would want ultra-loud phones for that, if available, enough for 30-100 people; we would need about 5 of those phones.

- 26. What agreement term is desired by the City? (3 years, 5 years?).**

Please see response to # 4.

- 27. What is the anticipated system size, growth in number of end users over 5 years? 10 years?**

Growth already accounted for in RFP.

- 28. Is there requirement for support of emergency services, police systems, mass notification?**

No.

- 29. With completion desired on or before June 30, 2020, will the City consider an earlier installation target date?**

Yes, an installation target date before June 30, 2021 is acceptable. As stated in the RFP, the key term is "on or before."

Vendor No. 2: Response to Questions

- 30. Is UC desktop/mobile/chat/SMS only required for (170) Regular and (4) receptionist, not for (15) conference phone and (20) coreless phone?**

Yes, correct.

- 31. Does customer service need 10 Auto Attendants or 1 Auto Attendant with submenu? I'm referring to the top of page 7 in the RFP.**

10 auto attendants- different (direct inward dial) DIDs with different routing.

- 32. Regarding the four receptionist phones with side cars describe on page 6 or page 60, #2-C. Is this a minimum / Maximum BLF buttons required?**

No minimum/maximum (busy lamp field) BLF buttons.

- 33. Regarding page 33 in the RFP, please elaborate on vendor participation related to # 10 which states:**

Vendor shall be required to work with AT&T and Cox to coordinate the ordering and installation of all WAN (wide area network), PRI (primary rate interface) and other communication services related to this project. Please clarify.

Vendor will advise on how to handle redundancy and performance. Currently, the city has a Cox 500Mbps symmetrical connection and is using PRIs for phone service. The City requires guidance on infrastructure and configuration. As such, please ensure your proposed cost includes professional service hours to provide such consultation to the City.

- 34. Regarding page 34, number 11. Is the city currently equipped with POE switches?**

Yes, we are equipped with PoE switches and do not require any additional PoE switches.

- 35. Regarding page 34, number 13. Does the city use QOS?**

Not currently. That said but we would like to if needed.

- 36. Regarding page 34, number 15. What OS is currently running on Desktop computers?**

Windows 10, with 1 or 2 Windows 7

- 37. Does this project include integrating with Microsoft 365 or on prem, exchange server?**

No.

- 38. Regarding page 34 regarding warranty and maintenance. Does the City desire a specific duration of this coverage, Single or Multi-year?**

Warranty can be single year. Maintenance will be multi-year as described in # 3.

- 39. Regarding page 36, Project Approach and Implementation. Will the City provide a single point of contact?**

Yes, the City will provide a single point of contact within the City's IT Services division. The City contact will help schedule single contact from IT Services. Vendor will have to work with depts on setting up /auto attendants.

- 40. Does the city anticipate a flash or phase cut-over?**

Please see response to # 19.

- 41. For database collection, will vendor meet with single point of contact or manager of each department?**

Depends on what data is being asked of each department. In general, IT Services staff will have the most contact with the awarded vendor.

- 42. Does the cities infrastructure support side by side service of existing phone with new phone?**

No.

- 43. Does the city want vendor to connect place & test new telephone instruments?**

Yes.

- 44. Will the City provide mobile containers to place old telephones in for disposal?**

Vendor's proposal will include pricing for the following disposal options. The City will negotiate with the awarded vendor on which of the two options to proceed with.

Disposal Option 1

Vendor is responsible for removal and disposal of all legacy equipment (used or unused) from existing locations within each City facility. Vendor will provide all disposal bins, labor, and transportation to remove the legacy equipment from each City facility.

Disposal Option 2

City will provide disposal bins with lids. Vendor will be responsible for the labor to remove legacy equipment from existing locations and place the equipment into the disposal bins, making certain the lids can close. Vendor will then move the bins to a desired location within each City facility. Once moved to the desired location, the City will be responsible for coordinating the disposal of the legacy equipment.

- 45. If the City wants vendor to place telephones, will they provide floor plans and cut-sheets for each facility?**

This information will be provided to the awarded vendor.

- 46. Can phones be placed during standard 8 – 5 M-F business hours?**

Please see response to # 19.

- 47. Will the city provide a secure area to stage equipment?**

Yes, that can be arranged.

- 48. Will system cut-over be performed during or after hours?**

Please see response to # 19.

- 49. Due to the current pandemic, will the City accept eSignature versus blue signature in the submitted proposal document?**

Yes, the City will accept an eSignature.

- 50. Due to the current pandemic, would the City accept training to be performed via webinar or written documentation pamphlets?**

Please see response to # 7.

Vendor No. 3: Response to Questions

- 51. Please provide a breakdown of the number of phones at each location.**

Facility	Desk Phone	Conference Phone	Receptionist Phone	Cordless Phones
City Hall	117	10	2	0
Crown Valley Community Center	29	4	1	12
Sea Country Senior Center	21	2	1	5
Skate Park	3	0	0	3
Sub-Total	170	16	4	20

- 52. Will the new VoIP phones use the City's existing LAN and WAN or is a separate voice network required?**

Existing LAN, WAN may change due to adding infrastructure for failover and performance.

- 53. If a separate voice network is required, is there a CAT5 (minimum) cable at each location that needs a phone?**

n/a

- 54. Will the new VoIP phones use the City's existing Internet circuit for connection to the provider's hosted platform?**

Yes, existing and we are open to an additional circuit for redundancy and resiliency.

- 55. What is the make and model of the City's existing PBX?**

We are currently on Mitel MiVoice Business Release 8.0 SP2.

Vendor No. 4: Response to Questions

- 56. You ask for 4 receptionist phones with sidecars. How many buttons are required on the sidecars?**

The existing phones have side cars technically built in to with upwards to 12 keys (ext numbers). Though with one phone downstairs that acts as City Halls main phone, has about 100 numbers saved using a software system and an external screen. We need one phone with those capabilities; and if were getting 3 or 4 other phones with side cars, they should have about 16-20 more keys (buttons).

- 57. You ask for 20 cordless phones. Are you requesting DECT phones?**

We're not requiring DECT phones but they would work, as long as they're programmable with your system and can take in a CAT5E/CAT6 connection.

- 58. The due date on page 11 states September 21. All other places state September 28. We assume the due date is September 28 but wanted to bring this to your attention.**

Please see response to # 2.

- 59. Regarding System Warranty and maintenance. Are you requesting phone replacement as part of the extended warranty and maintenance period? Phones will be warranted by the manufacture for a period of one year. Are you requesting 3 year warranty on the phones?**

No, a one-year warranty is sufficient.

- 60. Do you want voice, fax, and SMS for every user? In one section you ask for the ability to send SMS as an option. If fax and SMS is an additional cost per user would you prefer this quoted for every user or would you prefer to see the base user pricing and the additional cost for fax and SMS? It is very rare that every user needs fax and SMS.**

Proposed system shall have a single reach number (voice, fax, SMS) for each desktop phone.

- 61. There is a statement in Table 7 that states Proposed system can include third party software integration. Can you be more specific regarding what third party software you might like to integrate?**

We are open to reviewing any included software integrations.

- 62. Item 11 under Project Management requests - Vendor should include any additional routers, POE switches, servers and circuits required. Please confirm that you currently have PoE switches for all phones and do not need us to propose network switches.**

We currently have PoE switches for existing phones.

- 63. Can you provide a listing of the existing phone system hardware and telephones that need to be removed?**

- a. Mitel 5330 IP Phone
- b. Mitel 6940 IP Phone
- c. Mitel 5304 IP Phone
- d. Mitel 5310 IP Conference Unit
- e. Mitel MiV Conference Phone (UC360 CollabPt)

- 64. You state there are 12 dedicated fax machines. Are all of these located at City Hall or are some at remote locations? We can provide individual ATAs or a higher density of 2, 4, 8 or 24 ports. Do you have a preference?**

These are spread out at the City's four facilities. We are open to any solution that you think is best for our environment.

Vendor No. 5: Response to Questions

- 65. Can we copy old VM and Group recordings?**

No. The City desires new VM and Group recordings.

- 66. Do we need to design and create a whole new call flow?**

Yes.

67. Is there any sort of contract with the analog line providers?

Yes. Information will be shared with the awarded vendor.

68. Are there required analog lines for specific systems, like:

- a. **Fax connections.** yes
- b. **Alarm systems.** yes
- c. **Fire alarms.** yes
- d. **Credit card lines.** yes
- e. **Mailer/postage machines.** n/a
- f. **Elevators.** yes

69. What type of firewalls and model numbers do you have?

Palo Alto Networks PA-500

70. Is there a specific VLAN for phones?

Yes.

71. How many of these numbers are going to require e911 numbers?

All.

72. Can we have a list of all current active numbers? To identify local and 1800 numbers Can we get a CSR?

Yes. Information will be shared with the awarded vendor.

73. What model of desk phones are you using now?

Please see response to # 63.

74. Are there any specific goals / features that they are looking for with this phone migrations? Are you looking for new features? Like chatting?

Chatting (peer to peer) would be nice to have. Being able to switch from cell phone to handset, and vice versa would be nice to have also.

75. What is the current ISP speeds for each branch?

Please see response to # 10a.

76. Pilot Group / user acceptance test to deploy in phases or at least have a short QC before global implementation?

Yes we can have a short QC.

77. Do you have an Existing VPN with a cloud vendor? Azure? AWS?

No.

78. Do you want to give each user a Phone Set?

Yes.

79. Will some users use Soft Phone on their mobile or Desktop?

Yes.

80. Will some users connect from Home?

Yes.

81. Do you want deployment to happen on a certain cutoff day or can we gradually roll out over a couple of weeks?

Please see response # 19.

82. Do you want redundancy in the cloud only? or do you need an on-premise server to allow inter departmental calling during an internet outage?

Cloud only.

83. How much is your current Bill?

Information will be shared with the awarded vendor.

84. Can we get a call log for the past 6 months?

Information will be shared with the awarded vendor.

85. How many concurrent calls do you have at any time?

Don't have visibility at this time, but we have 3 PRIs and have not ever reached capacity. More information will be shared with the awarded vendor.

86. Do you need each person trained on the new phone or just a selected few?

Please see response to # 7.

87. Do you want all the hardware to be Similar or will there be phones that have more features than other?

10% of the phones should have limited features. 80% should have basic features. 20% should have advanced capabilities.

88. Do you want to upgrade the Conference call features in your system?

Please describe what's possible in your submitted proposal.

89. Will you require different treatments of the call depending on the destination/Department?

Yes, for calls that are on auto attendants.

Vendor No. 6: Response to Questions

90. Does the City currently have POE switching in place to support the new phone solution? If so, what are the makes and models of the current POE switches?

Please see response to # 9b.

91. Can you please provide a breakdown of phone counts per IDF, per site?

Information will be shared with the awarded vendor.

92. The City's existing phone types section listed 20 cordless phones used outdoors. What model of cordless phones are in use currently and what does the network presence look like in these areas? How close is the nearest data connections?

We have a minimal amount of cordless phones used outdoors. The 20 phones in the RFP would be addition. We would like these phones to work 50m away from the closest data connection.

93. Are there any phones wall mounted currently? If so, what is that count?

Yes, but only about 5. We used Mitel 5304 IP Phone.

94. In the Project Management section, it states "Vendor is required to submit a complete description of the key activities and responsibilities required for the implementation of the proposed system". Is this required at the time of proposal or at after the project is awarded?

This information is required in the vendor's submitted proposal.

95. In several locations the RFP lists a due date for the vendor proposal of September 28, while section H-3 on page 11 indicates a due date of September 21st. Please clarify the due date for this solicitation.

Please see response # 2.

96. Does the City have any requirements for overhead paging capabilities as part of this requirement?

No.

Vendor No. 7: Response to Questions

97. Can you please confirm the RFP Due Date? Page 10 indicates proposals are due by 9/28, while page 11 indicated proposals are due by 9/21.

Please see response # 2.

98. Regarding page 27 indicated desire to use POE vs power adapters for phones. Request definition of existing network infrastructure- Specifically if existing network switches are POE, or if Proposal includes requirement for new POE Switches. If proposal must include, defines quantity of ports needed per location.

Existing network has sufficient POE switches.

99. Request clarity of existing COX and AT&T ISP/ Data internet services per location and what support the UCaaS vendor shall provide.

Please see response to # 10a.

- 100. Regarding page 33, table 10, please provide a number list by location of any analog lines that will be provided by Cox, AT&T or other provider to support analog devices.**

Information will be shared with the awarded vendor.

- 101. Regarding page 34, Item 11, can the City's IT services team please provide information regarding additional routers, POE switches, servers and circuits?**

Information will be shared with the awarded vendor.

- 102. Solution is a cloud based solution without on premise hardware parts other than Desksets. If requesting spare desksets, include quantity of expected spare sets as response to RFIs to be requested to be included.**

RFP has already accounted for spare/extra sets.

Vendor No. 8: Response to Questions

- 103. Only for 1 year term? Can you expand on this please. I assume if you are looking for a one year contract you won't be looking for any lease on hardware, rent of hardware with \$1 buy out at the end. Also Contracts typically are more aggressive with 3 year and 5 year contracts with a one year opt out (Would this be considered?)**

Please see response to # 4.

- 104. Interconnectivity b/n sites. Can you describe how your network is set up between sites today and if you are looking for 3 or 4 digit dial between all locations?**

Please see response to # 10a.

- 105. Internet at each site. Can you provide what you have for internet at each site?**

Please see response to # 10a. Also, please see the network diagram at the end of this Addendum.

- 106. POE switches in place. What do you expect to have at each location?**

We have POE switches in place, and is sufficient for all existing phones.

- 107. Overhead paging needs, Intercom at doors, gates or panic buttons at front desks. Is this a desired item? We can integrate existing into platform.**

No.

- 108. Does facilities need mobility app for phone calls, MMS/SMS pictures, internal chat?**

Yes, we prefer to have the option of having a mobile app to make and receive calls as well as SMS/chat.

Vendor No. 9: Response to Questions

109. Timeline chart on page 10 says RFP due 9-28-21, top of page 11 states 9-21-21, can you clarify the RFP Due Date.

Please see response to # 2.

110. Does the city have PoE data switches or are they expected to be included in the RFP? If included, can we get a list of switch port counts that will support the phones?

We have sufficient POE ports for all phones.

111. Does the city require any cabling to be included in the project or does each phone location have a CAT5e or better cable drop?

No additional drops needed.

112. Can you provide the internet connection types and speed per location including any redundant connections? Is the city expecting internet recommendations to be included as part of this RFP?

Please see response to # 10A. Currently, the City doesn't have any existing redundant connections. See attached document for network connectivity. Yes, please include internet recommendation. We are expecting the solution proposed to include all additional hardware/software/infrastructure needed for a redundant and recommended solution.

113. Does the city have a current VLAN setup for voice? If not is that expected to be part of the RFP response?

Yes, we do have a VLAN for voice.

114. What model data switches does the city have?

Please see response to # 10b.

115. For the faxing needs, is eFax acceptable?

Yes.

116. Is the current Mitel VoIP or digital?

VoIP.

117. Can the city provide the number of phones per location?

Please see response to # 51.

118. Are there any call centers within the city? If so, how many agents / supervisors?

No.

Vendor No. 10: Response to Questions

119. Is Outlook Integration the only option? Would Teams or WebEx be considered?

Please discuss what's possible in your submitted proposal.

120. In order for us to accurately quote pricing, we would need to know if the wiring at each site is Cat5e or better at all phone locations? Is it possible to do a site walk to make sure the infrastructure is compatible with our offering?

a. City Hall

1. One MDF and one IDF
2. All cabling cat5e or above
3. Adequate number of PoE ports available
4. Cable labeling is clean (patch panels match wall port)

b. Crown Valley Community Center

1. One MDF (all cable runs are home run)
2. All cabling cat5e or above
3. Adequate number of PoE ports available
4. Cable labeling is clean (patch panels match wall port)

c. Sea Country Senior & Community Center

1. One MDF and one IDF
2. Cabling is combination of cat5 and cat5e. Needs to be verified, if cat5e is non-existent, City requires awarded vendor to upgrade cabling to cat5e and as such, will pay the proposed cost for the work)
3. Adequate number of PoE ports available
4. Cable labeling is generally clean (patch panels match wall port). Needs to be verified. if work is required, City requires awarded vendor to upgrade perform extra work and as such, will pay the proposed cost for the work)

d. Skateboard and Soccer Park

1. Small facility. No MDF or IDF. Switch mounted on wall.
2. Cabling needs to be verified. If existing cabling needs to be upgraded, City requires awarded vendor to upgrade cabling to cat5e and as such, will pay the proposed cost for the work)
3. Adequate number of PoE ports available
4. Cabling run directly from PoE switch (needs validation). if work is required, City requires awarded vendor to upgrade perform extra work and as such, will pay the proposed cost for the work).

121. Do you need overhead paging or door phones at any of the sites?

No.

122. The scope of work mentions "Removal and disposal of all unused legacy equipment from the existing phone system," if our offering did not include that, would we not be considered for award?

Please see response # 8b and # 44.

123. On table 1, item 10 it states system should have a chat feature. What type of chat feature is required?

Please see response to # 74.

124. On table 1, item 11, it states system shall integrate with 12 dedicated fax machines? What type of integration? Would a separate analog line for each fax machine meet this requirement?

Yes.

125. On table 3, item 1, it refers to courtesy phones requiring the ability to block long distance. If long distance is included in the call plan at no additional cost, will that meet this requirement?

RFP did require courtesy phones to block long distance. This requirement has been removed. Courtesy phones should be able to make long distance calls (but not international calls).

- 126. On table 8, item 3 it states system should include a fax server with fax routing via email for all users. If our offering does not include a fax server would we not be considered for award?**

If solution doesn't include a fax server but has eFax, that is sufficient. If solution has neither a fax server nor eFax solution, the proposal will still be considered; however, the overall value of the proposal will not compare to a competitor's solution that offers a fax server and/or eFax solution.

- 127. On table 10, item 2 it states the system should include crash reporting. Can you describe specifically what type of reporting is required?**

If our system goes down or has errors, we would like to know the reason for troubleshooting purposes. We also would like to see what canned reports your system can provide.

- 128. On table 12, item 4 it states system shall offer physical and environmental security. What specifically are you looking for?**

Physical security is defined as your hosted servers being located in a physically secure datacenter. Host security is defined as your hosted servers being protected by anti-virus software.

- 129. On table 12, item 5 it states system shall offer proactive security. What type of fraud does this refer to?**

The City's definition of proactive fraud mitigation is to reduce the amount of potential fraudulent activity linked to the City's phone system. If activity is detected, the goal is to prevent future fraudulent activity.

Vendor No. 11: Response to Questions

- 130. What is meant by Physical Security and Host Security?**

Please see response to # 128.

- 131. Are you willing to entertain the option to replace physical fax machines with e-fax?**

One physical fax line at each of the City's four facilities is required; however, an e-fax solution for the majority of the City's fax needs will be considered.

- 132. Contract date, the RFP states the contract should end June 30, 2022. For ongoing hosted services beyond the implementation time frame, Does the City want a 1, 2 3, 4 or 5 year term commitment with the cloud vendor?**

Please see response to # 4.

- 133. Please specify how many wireless phones are at each site?**

The City desires 20 wireless phones. The City's definition of a wireless phone is that it has a charging base and the handset includes a keypad and the ability to walk up to 50m from the charging base. That said, the City is interested in desktop phones that have a wireless handset (not including a keypad).

- 134. What will the max distance be from the base unit to the wireless phones? How far from the base will they be?**

Please see response to # 17.

- 135. Can you provide a site map and a map of the Soccer Field?**

This site is very small and contains a switch connected back to the main city switches and contains only a handful of phones and users. A visit to the site can be arranged once awarded. The address is on the RFP document. Note: The soccer field does not require phone services.

136. Can we do a site survey to determine the coverage to ensure the best options are proposed?

Please see response to # 120.

137. Who is the current vendor for your ShoreTel/Mitel system? Is it PacketFusion? Is there a preference to use the existing vendor?

The current vendor is Blue Violet Networks. No preference.

138. Did the city have any issues with the existing solution, the ShoreTel/Mitel Connect? Would the city be open to a cloud-based solution with Mitel or is the desire to move to another manufacturer?

The City prefers moving away from a ShoreTel/Mitel solution.

139. There is a lot of room for improvement regarding features and requirements, would the city be open to a meeting to discuss additional options to save more money

Please submit your recommendations in your proposal.

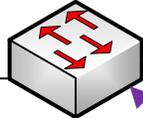
City of Laguna Niguel Site Connectivity

City Hall

30111 Crown Valley Pkwy

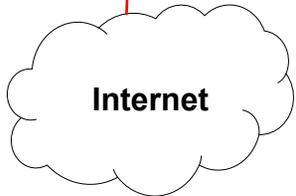
Palo Alto PA820 Firewall
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 Gateway/Cox: [REDACTED]

LNCH_2ndFloor Core
 WAN VLAN IP: [REDACTED]
 Gateway: [REDACTED]



Cox Router

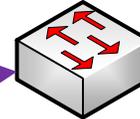
Internet Traffic for all Sites



Crown Valley Park

29751 Crown Valley Pkwy

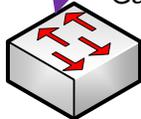
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 Gateway: [REDACTED]



Skate Park

27745 Alicia Pkwy

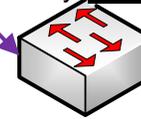
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 Gateway: [REDACTED]



Sea Country / Sr. Center

24602 Aliso Creek Rd.

LNCS_SW0
 WAN VLAN IP: [REDACTED]
 Gateway: [REDACTED]



- Fiber
- Internet
- LAN

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