Addendum #1 to Spotsylvania County RFP #17-03-TV for Telephone System Equipment, Components, Installation & Maintenance August 19, 2016

Addendum #1 to Request for Proposal #17-03-TV is issued in accordance with the RFP Terms & Conditions and is intended to provide additional information and clarification to Offerors.

Addendum #1 consists three (3) items which are listed below, attached hereto and made a part hereof to RFP #17-03-TV.

Item 1 – PRE-PROPOSAL CONFERENCE:

A pre-proposal conference has been scheduled for August 26, 2016 @ 10:00 AM in the Conference Room located at 8800 Courthouse Road, Spotsylvania, VA  22553 (The Marshall Center), 2nd Floor Room 405.

Item 2 – RFP DUE DATE:

CHANGE RFP Due Date FROM August 30, 2016 @ 2:00 p.m. TO September 13, 2016 @ 2:00 p.m.

Item 3 – QUESTIONS AND ANSWERS:

1. QUESTION: This RFP is involved and very complicated. Our engineering staff has requested to come onsite to get a better understanding of the current environment. Can we schedule a date to come in and see the environment and speak with your telecom/network folks?  
   ANSWER: A non-mandatory pre-proposal conference has been scheduled. See Item #1 above.

2. QUESTION: Are you using the BCM Call Center application? If yes, are the scripts documented for those applications? If so, can you please provide them?  
   ANSWER: No.

3. QUESTION: Can you provide access to Avaya installed base maintenance records for all switch locations? In the case of Nortel heritage equipment, we would need the Serial Numbers
and System ID of the individual BCM’s and the CS1000. In the case of Avaya heritage equipment (aka Avaya “Red”), we would need the Avaya Sold To# for each site so we could submit an Avaya Customer Authorization Tool (CAT) request for your endorsement to Avaya to obtain access to the records.

**ANSWER:** See *Attachments.*

4. **QUESTION:** Do they have a BAY Face Layout of the Nortel CS1000 and BCM Switches?
   **ANSWER:** See *Attachments* (County Atty and Tourism are BCM 50, so no Bayface applicable)

5. **QUESTION:** Can you provide a detailed description of all installed-base PBX equipment, including make, model, installed hardware I/O cards, software release, capacity and installation of all analog (including FAX), digital, and IP stations and phone models, PSTN analog and digital interfaces, voice mail model/software release, individual contact center hardware/software release, and custom applications. We request that the equipment be broken down by building.
   **ANSWER:** See *Attachments.*

6. **QUESTION:** Can you provide additional documentation (e.g. a network diagram) of the network infrastructure that you are requesting? Are you anticipating a separate voice wide area network that connects the 30+ Fiber Connections, or will this network support both voice and data? If so, please provide a detailed description of virtual server locations.
   **ANSWER:** Network infrastructure is in place. Network is both voice and data. The virtual server will be in the Holbert Building.

7. **QUESTION:** Do you anticipate leveraging any of your existing network infrastructure (routing, switching, etc.)?
   **ANSWER:** Yes routing and switching equipment will remain as is unless there is an overwhelming need to replace.

8. **QUESTION:** Is the current data network infrastructure voice-over-IP (VoIP) ready?
   **ANSWER:** Yes.

9. **QUESTION:** Are you currently running Call Pilot Applications? If so, how many applications are running? Can you provide documentation for each of the Call Pilot Applications/Scripting?
   **ANSWER:** Yes, 40 Call Pilot Applications built in Call Pilot Application Builder.

10. **QUESTION:** What is the Current Call Center Version of all five Call Centers? Are you using Redundancy? If not, do you want redundancy in the new system?
    **ANSWER:** Contact Center 6.0. Not redundant.

11. **QUESTION:** Please describe the five Call Centers? Type of calls? Voice only? Chat? Email? Fax?
    **ANSWER:** Voice only.
12. **QUESTION:** If only voice now, will you want to use chat and email in future?  
**ANSWER:** No.

13. **QUESTION:** Are all agents and supervisors physically located in the individual Call Center buildings? Any mobility licensing needed?  
**ANSWER:** Yes. Mobility is not desired.

14. **QUESTION:** Can you provide documentation of the Call Center Scripting that has been done? Are you using displays in the Call Center?  
**ANSWER:** Yes see *attachments & Yes.*

15. **QUESTION:** How Many ACD Groups do you have?  
**ANSWER:** 8.

16. **QUESTION:** Are you using a Central Console?  
**ANSWER:** No.

17. **QUESTION:** With regard to Fax, are individual Fax machines connect to the PBX’s as analog stations or do they connect directly to the PSTN? How many Fax connections broken down by building? Are you using a Fax Server? If so, please explain the connectivity.  
**ANSWER:** Yes. Quintum Analog Gateway devices are in use. No Fax Server.

18. **QUESTION:** What are the Circuit requirements (T1/PRI, SIP, analog CO)? Please provide a breakdown by building and project phase. Who is your current service provider?  
**ANSWER:** T1/PRI. T1 @ Holbert. 1PRI each at Judicial and Marshall. Verizon.

19. **QUESTION:** Are you asking for any soft clients (i.e. soft phone, IP agent)?  
**ANSWER:** No, however this is an RFP, so if you have a better more cost effective solution please present it.

20. **QUESTION:** Can you provide a date/time for bidders to perform a site survey of all buildings and installed PBX equipment prior to bid submission?  
**ANSWER:** A non-mandatory pre-proposal conference has been scheduled. See Item #1 above. It is not practical to survey every building at this meeting. If after reviewing all the attachments, a vendor feels they need to see a certain site, they can email Toni Vaughan at tvbaughan@spotsylvania.va.us to arrange an appointment.

21. **QUESTION:** Are you doing call Call Recording on incoming calls to the Call Center? If so, what is the make/model of Call Recording package?  
**ANSWER:** Yes, Telstrat. (only 1 center- Utilities.)

22. **QUESTION:** Are you doing any type of Work Flow Administration?  
**ANSWER:** No.
23. **QUESTION:** Please provide trunking requirements to the call centers. Please provide building locations for each call center. Assuming the Call Center sets to be replaced.
   **ANSWER:** Call center sets should only be replaced if your solution is not compatible with the current sets. (Avaya 1140 @ 3 call centers; Nortel 3905 at 2 centers)

24. **QUESTION:** Please provide specific phone requirements for the 153 phones to be upgraded in Phase D.
   **ANSWER:** Phones will need to fall into one of the categories of phones listed in the RFP in paragraphs: III.E.18 thru 21. The vast majority will fall into the general user category found in subparagraph 19.

25. **QUESTION:** We count a total of 902 phone users? What are your future growth expectations beyond that number?
   **ANSWER:** The County expects minimal growth. The 1500 number will more than accommodate growth for the next 10 years.

26. **QUESTION:** Is there a need for overhead paging integration? Is overhead paging currently in place? If so, please provide a detailed description of current overhead paging system and connection to individual PBX’s.
   **ANSWER:** Paging is not a part of this RFP.

27. **QUESTION:** Are you using Music on Hold (MOH) and announcements for callers in the Call Center queues?
   **ANSWER:** Yes.

28. **QUESTION:** Can you provide a detailed drawing with distances between buildings shown and all fiber optic cabling that will be used for this project.
   **ANSWER:** All fiber is provided by the County on existing primarily Cisco switches. Appropriate SFP’s for the distance traveled are in place.

29. **QUESTION:** Would you please consider providing a 2 week extension to provide us time to provide you the best response, configuration, and pricing that we are able?
   **ANSWER:** Please see Item #2 above with a new proposal due date listed.

30. **QUESTION:** On Page 3 Section I. Purpose - of the bid there is the statement “…maintenance of the County’s existing phone system…”. Would you please provide us an inventory of the components of the existing system that you would like be covered under maintenance. For Items such as the CS1000, Call Pilot and AACC, we will need specific configuration information. We can try to obtain that information through KRS, if we are provided access to that information (Site ID).
   **ANSWER:** See *Attachments.*

31. **QUESTION:** We have a question about the length of the term of the contract. On Page 3 of the bid it states “Any contract resulting from this RFP shall have an initial contract
period of three (3) years and shall be renewable for three (3) additional one (1) year terms at the option of the Spotsylvania County.” In Section J on page 13 it states “Any contract resulting from this RFP shall have a term limit of one (1) year and may be renewable for four (4) additional one (1) year terms at the option of Spotsylvania County.” Which term is requested for this bid?

ANSWER: Section J on page 13 shall read as follows:
Any contract resulting from this RFP shall have a term limit of three (3) years and may be renewable for three (3) additional one (1) year terms at the option of Spotsylvania County. This contract may be extended during the term of the existing contract for services in order to complete any work undertaken but not completed during the original term of the contract.

32. QUESTION: We have questions about Phase A:  a.) Would you please provide the specific configuration for the Marshall Center BCM to be replaced (phones, PRI Circuits, etc.)?  b.) Would you please provide the specific configuration of the Judicial Center BCM to be replaced (phones, PRI Circuits, etc.)?

ANSWER: See *Attachments.

33. QUESTION: [Can you provide] locations of the different call center agents and supervisors?

ANSWER: Utilities Department, Community Development & Social Services at Merchant’s Square, Treasurer & Commissioner of the Revenue in the Holbert Building.

34. QUESTION: On Page 5, Section E, Item 12 of the RFP, the request is to “Provide compatible switches, routers, servers.” Would you please provide a Network Diagram of the current data network configuration with building and location information. Other helpful information will reflect building connected via fiber, MPLS’ etc. If you would like to incorporate other end point information such as surveillance cameras, servers, storage, please note that information as well.

ANSWER: See attached Diagram.

35. QUESTION: On a related note, the request is to be able to re-use a number of different models of Nortel/ Avaya phones. Would you please provide the location information that includes numbers and types of phones installed by location. We need this information, so we will know how many phones will be re-used and where they are located. We will also need to know the quantities and types of new phones (Basic, General, Call Center) by location as well. The reason that we need this information is to build out the required network switches for PoE for IP phones and gateways specifically equipped to support either IP or digital phones. For example, if you want to re-use 30 - T7316 Digital phones in a location, we will need to configure a gateway at that location to support those phones.

ANSWER: PoE switches are already in place. Number of phones and type attached.
36. **QUESTION:** Would you please provide the detail for required PRI circuits to support the different phases?
**ANSWER:** T1/PRI. T1 @ Holbert. 1PRI each at Judicial and Marshall.

37. **QUESTION:** Would you please provide the detailed for any required Central Office lines (sometimes used for power failure or E911 dialing when in survivable mode).
**ANSWER:** No requirement.

38. **QUESTION:** Have you considered converting to SIP trunks, instead of PRI’s?
**ANSWER:** The County is not opposed to SIP if it is cost effective.

39. **QUESTION:** Is your CS1000 equipped to support SIP trunks today that could be used to network with the proposed system during the phased transition to a new system.
**ANSWER:** The County would like to eliminate the CS1000.

40. **QUESTION:** Can you provide the details of your existing solution per site?
**ANSWER:** See attached diagram.

41. **QUESTION:** [Is] there is a master schema that shows each of the County’s locations, how many users are located at each site, and how they are connected from a network standpoint. Additionally, the RFP talks about basic, general, call center, and attendant users; is there a separate attachment that lists how many of each user the County has?
**ANSWER:** The County is looking for single item pricing for current and potential future equipment purchases.

42. **QUESTION:** The RFP states that the “System and software must be capable of accommodating up to 1500 phone sets in approximately 30 fiber connected facilities across Spotsylvania County.” Can you please provide a diagram or document listing each of these sites, and how many users (basic, general, contact center, contact center supervisor, and attendant) are located at each site?
**ANSWER:** See attached Diagram.

43. **QUESTION:** Can you please provide a diagram of your network infrastructure? Are we reusing your existing network infrastructure, or is this being replaced?
**ANSWER:** Yes & Yes, we will use existing infrastructure.

44. **QUESTION:** Do you have PoE switches throughout the County today? If so, are they 10/100 or 10/100/1000, and who is the manufacturer? Is it PoE ready? Are they configured for VoIP?
**ANSWER:** Yes we have PoE switches at all networked locations to accommodate IP phones.
45. **QUESTION:** How many PRI’s are located at each location?
   **ANSWER:** T1 @ Holbert. 1PRI each at Judicial and Marshall. Verizon.

46. **QUESTION:** Does each location need local survivability, or will any be IP islands?
   **ANSWER:** Survivability is not part of this RFP.

47. **QUESTION:** In the recommended phases, only Marshall Center, Judicial Center, and Holbert Building are discussed. Are these the only three sites being migrated to the new system as part of this RFP?
   **ANSWER:** These sites are the major sites that potentially have compatibility issues with the migration to a virtual system. Marshall and Judicial have BCM’s that need to be replaced and Holbert may require phone upgrade to IP phones.

48. **QUESTION:** Will the County accept refurbished phones?
   **ANSWER:** Yes. Specify in pricing as “Refurbished” if not new on Schedule A. If Pricing refurbished, please price new as well.

49. **QUESTION:** What are the IVR requirements/desired features for the Judicial Center?
   **ANSWER:** Not applicable.

50. **QUESTION:** How many 7316’s and 7310’s does the county have? Is the county planning on replacing these sets, or keeping them? If keeping them, where are these phones located and in what quantity per site?
   **ANSWER:** See attached list. Current plan is to reuse unless cost effective to replace.

51. **QUESTION:** What model are the current phones in the Holbert building that are being upgraded as Phase D of this project?
   **ANSWER:** Nortel 3900.

52. **QUESTION:** What release is your CS1000? Would you like the proposer to include maintenance on the CS1K? If so, for how many years?
   **ANSWER:** See Attachments; Plan to take CS1000 out of service.

53. **QUESTION:** What version of Avaya Contact Center Manager do you have? Does the County plan on continuing to use the Avaya Contact Center Manager software, and if so, is it currently under maintenance?
   **ANSWER:** Version 6.0. See *Attachments; Will require some type of Call Queue Software.

54. **QUESTION:** Do you want the proposal to include all new PoE compatible switches? If so, how many switches are required for each location, and what is the port count required for each site?
   **ANSWER:** PoE switches are in place. Switches will not be required from the offeror.
55. **QUESTION:** Please provide your system ID so that we can pull your Nortel/Avaya records for quoting maintenance purposes.

**ANSWER:** See *Attachments*.

56. **QUESTION:** How many new IP phones in each category (basic, general, contact center, and attendant) need to be proposed?

**ANSWER:** See attached list.

57. **QUESTION:** Would the county consider a Hosted Unified Communications solution to meet the needs of their respective organizations and staff?

**ANSWER:** The County prefers an onsite solution.

58. **QUESTION:** Would you like a proposal for new headsets too?

**ANSWER:** The County would like a general price list for items including optional items. The County may be precluded from purchasing items in the future if not listed and priced on Schedule A. The current plan is not to buy any(0) headsets as part of the CS1000 upgrade. Departments from time to time request headsets. If the equipment is listed on Schedule A it may be purchased by the County during the life of the contract.

59. **QUESTION:** Can you please provide the System ID number for all affected Nortel equipment. This information will permit authorized distributors to recall current licensing records from the KRS system.

**ANSWER:** See attached list.

60. **QUESTION:** [Will] the County of Spotsylvania, VA would accept a proposal on the maintenance for the Nortel telephone system only?

**ANSWER:** The County prefers an offeror that can perform the totality of requirements listed in the RFP.

61. **QUESTION:** When was the CS100 purchased, is it under warranty and when does it expire?

**ANSWER:** 2005. Warranty is expired on CS1000 and BCM’s.

62. **QUESTION:** Would the county be open to a Hosted PBX system that would replace the Nortel and Avaya equipment with Cisco or Polycom?

**ANSWER:** The County will consider any system that is reliable and cost effective. Replacing all Nortel and Avaya equipment would probably be cost prohibitive.

63. **QUESTION:** Will any system presented by any vendor have to tie into the Nortel CS100 and Avaya phone equipment even if the value is greater via a new Hosted system?

**ANSWER:** The objective is the replace the CS1000 with a virtual system hosted on the County’s Virtual Environment. The system offered should be reliable and cost
effective.

64. QUESTION: Are all county facilities in reference interconnected and on the same network/Domain? Where is the main location and where are the other remaining call centers geographically located?
   ANSWER: The County has a very robust fiber network. All county facilities listed are fiber connected. The Holbert Building is the data center and main hub.

65. QUESTION: Is the county currently on a shared data pool for current phone system? If so can the County share the specifics of this pool?
   ANSWER: The RPF does not include cell phones.

66. QUESTION: Can the county share the specifics of the current maintenance plan or support coverage?
   ANSWER: See “MABC Voice Maintenance Contract 2015-2016 - 08102015 rev 1” attached. Note: The equipment list on this *attachment is not current.

67. QUESTION: Can the county share more details about the existing virtual environment located in the county’s server room at the Holbert Building?
   ANSWER: The current county virtual server environment is VNX; ESXi 5.

68. QUESTION: Can the county provide the software and version currently in use for the call center?
   ANSWER: See *Attachments.

69. QUESTION: Just to be clear on the requirements; in Section C-Phase C/D of the statement of needs, there is reference to migrating phones. The statement references migrating approximately 750 phones from the CS1000 to the virtualized phone environment. Can the county elaborate on the purpose of the virtual environment a bit further and why is it anticipated a virtual environment would be needed?
   ANSWER: Virtual environment will replace the current CS1000 equipment with software that will run on equipment currently owned by the county.

70. QUESTION: [For] all current phones referenced in the RFP, is there a voice or data drop near each phone location?
   ANSWER: Yes, phones are currently in use. There is no need for the offeror to provide cabling.

71. QUESTION: Please list all current software associated with the current phone system and its use.
   ANSWER: See *Attachments.

72. QUESTION: How many devices currently require an analog line and what is the
function of the device?
ANSWER: 40 Devices off of CS100 at Holbert used for Fax Lines/Alarm Lines, 16 Analog Ports on Judicial BCM used for Fax Lines/Alarm Lines, 8 Analog Ports on Marshall BCM used for Fax Lines/Alarm Lines, 1 Analog Port used on County Atty BCM for Fax Line, All Sites with IP Phones use Quintum Analog Gateway Devices where Analog Lines are required.

73. QUESTION: How many calls are estimated coming in to any one location and is there metric that can be shared?
ANSWER: Current capacity and connections are adequate.

74. QUESTION: Can the county provide metric on the number of users simultaneously answering/making calls at one time?
ANSWER: The County is unable to provide this metric.

75. QUESTION: On Page 4 of 21, Item C. How many and what type phones are in use at the Marshall Center and Judicial Center?
ANSWER: See attached list.

76. QUESTION: On Page 4 of 21, Item C. When you refer to 5 Call Centers, is that 5 hunt/ACD/call groups? 60 agents and 8 supervisors total in the 5 groups?
ANSWER: Yes, correct.

77. QUESTION: On Page 4 of 21, Item C. In Recommended Phase C, are you requesting to replace 750 phones? What type and quantity of each exist? Should these all be IP phones in the new solution or does the county wish to re-use any of the existing?
ANSWER: These IP phones will not be replaced rather migrated from the CS1000 to the new phone system.

78. QUESTION: On Page 4 of 21, Item C. In Recommended Phase D, are you requesting to replace 153 phones? What type and quantity of each exist? Should these all be IP phones in the new solution or does the county wish to re-use any of the existing?
ANSWER: The County believes these phones will not be compatible with the new system and anticipates replacing them. If an offeror can demonstrate that they will be compatible in a reliable and cost effective way, the County will retain them and continue to utilize them.

79. QUESTION: In a phased implementation, what level of capability are you looking for between the existing CS1000, Call Pilot, and Contact Center Management? Users migrating on to the new platform being able to call users on the existing platform and users remaining on the existing system being able to call users on the new platform? Please clarify these requirements.
ANSWER: The County will continue to conduct business during this migration.
Communications must continue. Outages may be scheduled but may not materially interfere with conduct of the County's business. Outages of longer than 2 hours will need to be scheduled at times the County is not open for business.

80. **QUESTION:** Where it states Provide compatible switches, routers, servers; does the county desire to replace all their existing switches, routers, and servers, or ensure the existing switches are compatible with the new solution?

**ANSWER:** No, most of the County’s switches are less than 2 years old. The County’s intent is for vendors to include pricing of items on Schedule A that may be needed by the phone system in the future. These would be the “optional” items. The County’s current switches should be adequate for most systems. Should the offeror’s proposed solution require items not currently possessed by the county those items should be listed and included in the proposal pricing as “required” items.

81. **QUESTION:** Does the county know how many analog lines are required?

**ANSWER:** 40 Devices off of CS100 at Holbert used for Fax Lines/Alarm Lines, 16 Analog Ports on Judicial BCM used for Fax Lines/Alarm Lines, 8 Analog Ports on Marshall BCM used for Fax Lines/Alarm Lines, 1 Analog Port used on County Atty BCM for Fax Line, All Sites with IP Phones use Quintum Analog Gateway Devices where Analog Lines are required.

82. **QUESTION:** What level of maintenance does the county currently have on the existing system? When does this current coverage expire? What level of coverage does the county desire as part of this response?

**ANSWER:** See “MABC Voice Maintenance Contract 2015-2016 - 08102015 rev 1” attached. Note: The equipment list on this *attachment is not current.

83. **QUESTION:** Are there any requirements to replace any equipment/phones in any of the buildings not called out in Section III Item C? Such as fire/EMS buildings?

**ANSWER:** There is no requirement to replace items not listed in the RFP. Most Fire and EMS stations have IP phones that are less than 2 years old.

84. **QUESTION:** Will the county entertain a Windstream Unified Communications as a Service Hosted solution? Solution would be hosted in a Windstream data center.

**ANSWER:** The County desires an onsite solution.

85. **QUESTION:** Will the county provide serial numbers and Order Pro reports from the CS1K? If serial numbers are not provided, how many voicemail boxes are licensed?

**ANSWER:** See *Attachments.

86. **QUESTION:** How many CS1K’s are in service?

**ANSWER:** One (1).
87. **QUESTION:** How many BCM's are in service?  
**ANSWER:** 7 BCM’s

88. **QUESTION:** How many phones are at each location?  
**ANSWER:** See attached sheet.

89. **QUESTION:** Will the county provide a list of locations to include addresses?  
**ANSWER:** See *Attachments*.

90. **QUESTION:** Can the county provide a list of hardware and phone counts by site?  
**ANSWER:** See *attached list*.

91. **QUESTION:** How are the locations connected? Is it only via county provided fiber or are there any "leased line" connections via MPLS?  
**ANSWER:** This RFP will only include County fiber connected sites with two exceptions. The Tourism Site has 4 IP phones and is connected via MPLS circuit to the Holbert Building. The FMC Water Treatment Site has 2 IP phones and is connected via MPLS circuit to the Holbert Building.

92. **QUESTION:** What service providers are providing network services?  
**ANSWER:** County fiber comprises the network except for the Tourism and FMC sites on Verizon.

93. **QUESTION:** Can the county provide a network topology diagram?  
**ANSWER:** See attached.

94. **QUESTION:** What are the users UC features and functionalities that are currently in use? What UC features are desired for users?  
**ANSWER:** None.

95. **QUESTION:** Will the county want to keep the CS1K in service and connect to a Session Manager to provide connectivity to the new Communication Manager for phased migration?  
**ANSWER:** There will probably, depending on the offeror’s proposal be a period of time when both systems CS1000 and new will need to be on line and communicate.

96. **QUESTION:** What contact center is currently in use by the county?  
**ANSWER:** Nortel Contact Center.

97. **QUESTION:** Does the county currently employ any form of Multi-Channel contact center? If not, does the county have plans to deploy multi-channel functionality in the contact center?  
**ANSWER:** No, no plans.
98. QUESTION: Do you need to have survivability and/or local trunks at any of the sites? Or would IP phones only connected to the main site suffice?
   ANSWER: Survivability is not required of this RFP.

99. QUESTION: Is PSTN SIP Trunking required?
   ANSWER: Not required, not currently in use.

100. QUESTION: Who will manage Data equipment (PoE Switches, Router, and WAN infrastructure)?
   ANSWER: The County's network engineers.

*The attachments referenced in this addendum are large. Please contact Toni Vaughan via email at tvaughan@spotsylvania.va.us and you will be sent a link to the attachments.

Offeror shall acknowledge receipt of this addendum on the RFP cover page.

Toni P Vaughan
Toni Vaughan
Procurement Officer II

August 19, 2016
Date