



Carrie Eklund
Central Services Manager
Finance Department

**ADDENDUM TO BID
TELECOMMUNICATIONS SYSTEM
BID NO.: 113-IT-008**

ADDENDUM NO.: 1

To: All Bidders:

Please make the following changes to the above mentioned bid package.

Note that the Pre-Bid meeting questions and answers are attached hereto.

All other portions remained unchanged.

A copy of this addendum or a reference thereto must be included with your bid or the bid will not be read or considered.

If you have any questions please contact the Central Services Division at (815) 987-5560.

DATED: February 15, 2013

FINANCE AND PERSONNEL COMMITTEE

Carrie Eklund
Central Services Manager



Q and A from 2/11/2013 Pre-Bid meeting
Telecommunications System Bid No.: 113-IT-008

- 1) **Do you want active PRI's on both call switches?**
Yes, it is desired to have both call switches be in an active-active configuration.
- 2) **Timeline between final responses to questions and bids is short. Will that be extended?**
Depending on number of questions and complexity, the City may elect to extend the due date of proposals.
- 3) **There seems to me a conflict in the RFP in terms of who is responsible for configuring the network switches. Can you clarify?**
The City will be responsible for switch configuration with vendor guidance.
- 4) **Describe the survivability desired.**
The City would like the proposed system to provide survivability for the remote locations in the event the WAN connection is lost, the installed equipment uses the analog POTS lines to place calls from each telephone installed in each site.
- 5) **Does the City want every phone to be able to operate if the WAN Connection is lost to a location?**
The City would like all phones to be able to place calls in the event the loss of WAN connection to any of the City sites.
- 6) **What is the location of the secondary data center?**
Winnebago County Criminal Justice Center
- 7) **Do you require modems and FAX lines to run over the VoIP system?**
No.
- 8) **How far back do you require voice recording archiving?**
The City would like to be able to archive calls for a minimum of 6 months.
- 9) **What is the number of users who may use the recording function?**
The City anticipates the need for all of the 56 ACD agents to be able to record calls.



10) Do you require voice recording at the Police Department?

No.

11) Who is the manufacturer of the 911 Administrative switch?

PBX is a Nortel Option 61C.

12) Where do you require cradle-to-grave call reporting?

Only calls passing through or transferred into the ACD.

13) Please provide details on video conferencing details.

The requirements for this are not fully vetted. Please generally describe your capabilities for on network and off network video conferencing. No pricing is required.

14) If a virtual infrastructure solution is proposed, who will purchase the hardware?

The City will be responsible for purchasing the hardware. Please describe any special requirements for running in a virtual infrastructure. The City is currently running on VMware 4.1 but will be moving to 5.x in the coming months.

15) Describe the E911 location based call requirements.

The City plans to use the proposed system's equipment to enable systems to select the local POTS lines that will be installed in each location to process 911 calls that will provide the specific address to the PSAP.

For the optional E911 System requested, our anticipation is for you to propose systems that can provide the operational functionality similar to a product like Red Sky or equivalent.

16) Will there be a public bid opening?

Yes, but no decisions will be made at the bid opening.

17) What maintenance levels do you want priced?

Please price 24x7, 4 hour, and Next Business Day response. Please include software assurance and updates. Please include parts and labor for support of the core hardware and software. Please provide an option for the proposed maintenance coverage to include the phones.

18) What do you currently have for ACD reporting?

Only basic capabilities on existing Nortel equipment.

19) Further define 3.9.5 – Attendant Console Silent Button

The City would like a button on the console that can silence the audible ringing



20) Further Define 3.9.7 – Automatic Attendant Recall

The City would like the proposed system to have the ability for calls transferred from the console or other answering points, to be able to automatically recall back to the originating transfer point automatically after a predetermined time.

21) Further Define 3.9.47 – Priority Queuing

Ability for the proposed system to allow specific stations to gain priority access to trunks and lines.

22) How many end users are expected to be trained?

TBD

23) Can we get the MS Word version of the RFP?

Yes. This will be posted on the City's website.

24) Are both performance bond and bid bond required?

Only a performance bond. This is due within fourteen days after the award of contract.

25) Is prevailing wage a requirement?

Not applicable for this project. Any construction, wiring or electrical work required will be contracted out separately under existing contracts.

26) Do you own Enterprise CALs or Standard CALs for Exchange 2010?

Standard CALS.