



Carrie Eklund  
Central Services Manager  
Finance Department

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

**ADDENDUM NO.: 2**

To: All Bidders:

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

Note that additional 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: March 4,, 2013

FINANCE AND PERSONNEL COMMITTEE

Carrie Eklund  
Central Services Manager

## Addenda #2

### Telecommunications System Bid No.: 113-IT-008

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**1) We respectfully request the list of attendees to the pre-bid meeting.**

City Response: List attached.

**2) Due to the complexity of the project. We respectfully request an extension to the bid deadline in order to provide the most cost effective solution to the City of Rockford.**

City Response: The City agrees to extend the bid opening to Tuesday, March 26 at 11:00 a.m. CST.

**3) Will the successful bid require City Council or any other governing committee approval? If yes, when do these committees meet and which meeting is this project scheduled for?**

City Response: The award first needs to be approved by the Finance and Personnel Committee and then by the Council as a whole the following week. Committee and Council meetings are scheduled every Monday evening. The specific date when the award will be brought forward has not been determined but we are planning for May.

**4) Is this a budgeted project? What is the amount?**

City Response: Yes, the City has a budget for the project which we believe to be adequate.

**5) Will hosted/cloud options be considered?**

City Response: Yes, cloud and hosted solutions will be considered, however any proposed cloud or hosted solution must provide the needed features and functions as required in the RFP.

**6) Please describe the level of survivability required at the remote facilities?**

City Response: Please see response on Addenda #1.

- 7) **Will city provide virtual server partitions with associated software, such as VMWare, Microsoft, etc?**

City Response: Yes.

- 8) **Are unified messaging services an option or requirement? If yes, for all end-users? Will training be the same as with any other new application provided?**

City Response: Required. For all end users with an email account. Yes, The City anticipates this will part of the end user training plan.

- 9) **According to the RFP "The successful vendor will be responsible for configuration of all existing and replacement data networking equipment to industry standards for VoIP and the complete integration of all switches and routers into The City's network". Does this imply data networking equipment? Or is it only for telephony equipment provided?**

City Response: The City will be responsible for any data network switch configuration with any specific requirements provided by the vendor. All other telephony equipment will be configured by the vendor.

- 10) **New Data Network Equipment is referenced but no true specifics provided that we can find. Is the vendor to provide any of the Data Network Equipment to support the new Telecommunication system?**

City Response: The City anticipates that any additional network equipment needed would be in support of the survivability requirements noted in the RFP. It is the responsibility of the vendor to recommend any of these network components, if needed by your solution. The City has determined that the existing data network switches can provide the needed tools and features needed to install VoIP including PoE, QoS, etc.

- 11) **According to the RFP, "3.7.3 Type 3 – A single line telephone with a multi-line display plus 8 programmable features plus fixed or flexible feature keys for conference, transfer, forward and hold capabilities with a speakerphone". Are these to be VoIP Standard SIP terminals? Or are can they be Manufacturer proprietary VoIP terminals? Or TDM sets? If so will the network and cabling support VoIP terminals?**

City Response: These are intended to be VoIP telephone sets. The City plans to address any needed cable modifications as needed to implement a complete VoIP solution.

- 12) According to the RFP, “3.7.5 Type 5 – Conference Room Station. High quality wireless IP speaker phone designed to provide communication services in conference rooms of various sizes throughout The City locations. Wireless application is preferred.” The requirement is asking for 802.11 devices but the understanding is there is no 802.11 infrastructure. Please clarify.**

City Response: The City is not necessarily asking for an 802.11 solution. The City is seeking a solution with a VoIP base station with wireless (“cordless phone”) connectivity to a speaker / microphone station. As an example, Polycom has a product that fits this requirement.

- 13) Related to the trade in of existing system and equipment, is there a list of equipment to be traded? If not we will not be able to provide a trade-in but will provide a new system discount.**

City Response: The City does not have a complete list of equipment to trade in.

- 14) Please clarify if the City or if the vendor are to be responsible for configuring data equipment? If the vendor, we will need to a complete list of the equipment.**

City Response: The City will be responsible for any data network switch configuration with any specific requirements provided by the vendor. Selected vendor is required to provide precisely the needed program changes.

- 15) Please confirm that the city is not looking for IVR pricing but information on how the proposed system integrates with the future IVR system.**

City Response: The City is not looking to purchase an IVR as part of this project. The City will be examining IVR solutions available through their enterprise software provider Munis. The RFP provides the operational attributes of the Munis product. We are interested in how the proposed system can integrate with this Munis Product.

- 16) Regarding Section 2.2 Network Diagram on page 21 of 57, it states that The City has replaced all their data switches with Cisco 3560/G POE switches in preparation for this project. Then continues to say that the successful vendor will be responsible for the configuration of all the existing and replacement data networking equipment to industry standards for VoIP and the complete integration of all switches and routers into The City’s network.**

- a. Please confirm what The City is referring to when they state ‘replacement equipment.’**

City Response: The City anticipates that any additional network equipment needed would be in support of the survivability requirements noted in the RFP. It is the responsibility of the vendor to recommend any of these network components, if needed by your solution.

- b. Please confirm that all data switches are 3560G POE for the entire City’s network. Please provide the software version for these switches.**

City Response: Inventory list attached.

- c. Please provide a detailed diagram including the make, model and software version for each router and other data equipment.**

City Response: The selected vendor will be provided this information.

- 17) According to the RFP, “2.6.1 Auto-negotiable 1 ports in the quantity shown in the table below.” Please confirm which table this section is referencing.**

City Response: This is a typo. There is no table for this information

- 18) In question 2.2 on page 21 you ask the bidder to be responsible for configuration of all existing and replacement data network equipment to industry standards for VOIP. Can you provide the configuration and inventory of all existing data infrastructure that would be used for VOIP in the future?**

City Response: The City will be responsible for any data network switch configuration with any specific requirements provided by the vendor. Selected vendor is required to provide precisely the needed program changes.

- 19) What is your current “Centrex” or “DID” number range today and do the numbers come from one central office or many?**

City Response: Currently the City has numerous Centrex and DID number ranges. These ranges have evolved over time and not coordinated. DID and Centrex are both currently provided by AT&T and are from multiple Central offices. The Selected vendor will be provided the specific ranges as part of the implementation plan.

**20) Please describe the Munis software application that is in place – software version, etc... What application programming interfaces and/or software development kits are available from the manufacturer?**

City Response: The City is currently running version 9.3 of the Munis application suite and will be moving to the 10.x version later this calendar year. (<http://www.tylertech.com/solutions-products/munis-product-suite>). Munis is the City's ERP system, including modules for GL, AR, AP, Budgeting, Purchasing, General Billing, and Utility Billing. Munis currently supports several vendors for their IVR interface, including Selectron®, Teleworks® and Presidio® through a web services API.

**21) For recording the PSAP – how many concurrent recordings are required? Will this be used for both Audio and Desktop Screen recording?**

City Response: The City does not expect the proposed system to provide recording for the PSAP. The City already has a complete recording solution for that operation that will not change. The proposed system simply needs to be able to provide what are commonly analog connections to enable the City to extend station side dial-tone to the PSAP dispatchers. These connections will be used to provide the dispatchers with the ability to receive non-emergency telephone calls. The City would like to bridge these stations to the existing recording system to enable them to be recorded.

**22) Conferencing information – Audio, Video and Web? How many people? Scheduled or reservation-less conferences? Will far end (other agency) have another conference bridge that is outside the network? If yes, what type of equipment?**

City Response: The City would like to know the capabilities of the proposed system as it relates to audio conferencing. What is the number of conference participants, internal vs. external users, etc. If you propose a conference bridge, please describe the capabilities of the proposed bridge and the City will determine the value of the various features to their operation. Assume any far end participants do not have similar equipment. The City anticipates between 3 and up to 30 participants on some calls.

**23) Is the city open to bids on PRI and POTs lines as an addition to this bid?**

City Response: Bids on PRIs and POTs are not part of this RFP. The City may elect to issue a separate RFP for these services.

**24) If we are proposing a networked system across the city with seamless integration, do we need a centralized voice mail or will a seamless networked system suffice?**

City Response: The City's ambition is to have a single, centralized voice mail system in an effort to reduce the number of maintenance/administration points. However, if a networked system can be administered centrally, the City would consider it.

**25) How many end users are expected to be trained?**

City Response: The City anticipates approximately 350 end users to be trained.

<b>Asset Inventory</b>				
<b>All Data Switches</b>				
<b>Device</b>	<b>Model</b>	<b>Hardware Rev</b>	<b>Firmware Rev</b>	<b>Notes</b>
ms011.cor.pri	WS-C2948			(1)
ms012.cor.pri	WS-C2948			(1)
ms028.cor.pri	WS-C2950-24	N0	12.1(19)EA1c	(1)
ms026.cor.pri	WS-C2950G-24-EI	K0	12.1(22)EA1	(1)
ms027.cor.pri	WS-C2950G-48-EI	Q0	12.1(22)EA1b	(1)
ms025.cor.pri	WS-C3550-12G	K0	12.2(44)SE6	(2)
ms009.cor.pri	WS-C3550-24-SMI	N0	12.1(20)EA1a	(2)
ms013.cor.pri	WS-C3550-24-SMI	P0	12.1(20)EA1a	(2)
ms014.cor.pri	WS-C3550-24-SMI	N0	12.1(20)EA1a	(2)
ms015.cor.pri	WS-C3550-24-SMI	N0	12.1(20)EA1a	(2)
ms016.cor.pri	WS-C3550-24-SMI	P0	12.1(20)EA1a	(2)
ms018.cor.pri	WS-C3550-24-SMI	N0	12.1(20)EA1a	(2)
ms076.cor.pri	WS-C3560-24PS	U0	12.2(35)SE5	
ms017.cor.pri	WS-C3560-8PC	A0	12.2(35)SE5	
ms056.cor.pri	WS-C3560-8PC	A0	12.2(53)SE2	
ms057.cor.pri	WS-C3560-8PC	A0	12.2(35)SE5	
ms058.cor.pri	WS-C3560-8PC	A0	12.2(35)SE5	
ms059.cor.pri	WS-C3560-8PC	A0	12.2(35)SE5	
ms060.cor.pri	WS-C3560-8PC	A0	12.2(35)SE5	
ms061.cor.pri	WS-C3560-8PC	A0	12.2(53)SE2	
ms062.cor.pri	WS-C3560-8PC	A0	12.2(53)SE2	
ms063.cor.pri	WS-C3560-8PC	A0	12.2(53)SE2	
ms064.cor.pri	WS-C3560-8PC	A0	12.2(53)SE2	
ms065.cor.pri	WS-C3560-8PC	A0	12.2(53)SE2	
ms071.cor.pri	WS-C3560-8PC	A0	12.2(53)SE2	
ms075.cor.pri	WS-C3560-8PC	E0	12.2(35)SE5	
rpdfbrws1.cor.pri	WS-C3560-8PC	A0	12.2(53)SE2	
ms006.cor.pri	WS-C3560G-24PS	F0	12.2(25)SEE3	
ms019.cor.pri	WS-C3560G-24PS	F0	12.2(53)SE2	
ms020.cor.pri	WS-C3560G-24PS	F0	12.2(35)SE5	
ms047.cor.pri	WS-C3560G-24PS	H0	12.2(53)SE2	
ms048.cor.pri	WS-C3560G-24PS	H0	12.2(53)SE2	
ms051.cor.pri	WS-C3560G-24PS	H0	12.2(53)SE2	
ms052.cor.pri	WS-C3560G-24PS	H0	12.2(35)SE5	
ms053.cor.pri	WS-C3560G-24PS	H0	12.2(35)SE5	
ms054.cor.pri	WS-C3560G-24PS	H0	12.2(53)SE2	
ms055.cor.pri	WS-C3560G-24PS	H0	12.2(35)SE5	
ms079.cor.pri	WS-C3560G-24PS	H0	12.2(53)SE2	
ms077.cor.pri	WS-C3560G-24TS	C0	12.2(53)SE2	
ms007.cor.pri	WS-C3560G-48PS	F0	12.2(44)SE2	
ms008.cor.pri	WS-C3560G-48PS	F0	12.2(44)SE2	
ms021.cor.pri	WS-C3560G-48PS	F0	12.2(53)SE2	



ms022.cor.pri	WS-C3560G-48PS	F0	12.2(35)SE5	
ms030.cor.pri	WS-C3560G-48PS	F0	12.2(35)SE5	
ms031.cor.pri	WS-C3560G-48PS	F0	12.2(35)SE5	
ms032.cor.pri	WS-C3560G-48PS	F0	12.2(35)SE5	
ms033.cor.pri	WS-C3560G-48PS	F0	12.2(53)SE2	
ms035.cor.pri	WS-C3560G-48PS	F0	12.2(53)SE2	
ms037.cor.pri	WS-C3560G-48PS	F0	12.2(53)SE2	
ms038.cor.pri	WS-C3560G-48PS	F0	12.2(53)SE2	
ms040.cor.pri	WS-C3560G-48PS	F0	12.2(53)SE2	
ms042.cor.pri	WS-C3560G-48PS	F0	12.2(53)SE2	
ms043.cor.pri	WS-C3560G-48PS	F0	12.2(53)SE2	
ms044.cor.pri	WS-C3560G-48PS	F0	12.2(53)SE2	
ms045.cor.pri	WS-C3560G-48PS	F0	12.2(53)SE2	
ms046.cor.pri	WS-C3560G-48PS	F0	12.2(53)SE2	
ms078.cor.pri	WS-C3560G-48PS	H0	12.2(53)SE2	
ms001.cor.pri	WS-C3560G-48TS	A0	12.2(20)SE4	
chms002.cor.pri	WS-C3750G-12S	AB0	12.2(55)SE5	
ms002.cor.pri	WS-C6509-E			(3)

- (1) Scheduled to be replaced with 3560 switch.
- (2) PD Network switches - not part of project scope.
- (3) Data Center core switch.

# IT - VOIP Pre-bid Meeting

Business Name	Contact Person	Contact Phone #
Nicom Networks - Knigshenbergs@nicomnet.com	Kevin Knigshenbergs	815-633-8018
ESG - jettw@wow.com	Jeff Weber	920-687-3731
Actura	rsiebert@actura.com Rick Siebert - rsiebert@actura.com	630-450-1363 630-991-8519
Frontier Communications	Michael Davis	michael.f.davis@ftc.com
Mideo Inc	Richard Grahm	RGRAHAM@MIDCO SYSTEMS.COM 630 590 8326
Mideo Inc	Sylvia Hasky	SHASTY@MIDCO SYSTEMS.COM 630 590 8328
Mideo Inc	Paul Clayton	PClayton@MIDCO SYSTEMS.COM 630 590 8328
ATI	Steve Dugen	sdugene@ati.com 630-577-2683
ATI	Dave Rovick	dprovick@ati.com 630-577-2689
ATI	Russ ZIELEZINSKI	630-577-2689 870 ATTY.COM
ATI	Carl Abram	708-751-1790 CA1437@ATT.COM
ATI	Glenn Shine	630-718-1569 G34293@att.com
TECH ELECTRONICS	Kevin White	Kevin White @techelectronics.com 314-951-1736
Randy Borchardt - TLG	rborchardt@ask-tlg.com	630-616-4225
Telcom Innovations Group	Scott Matlock	SMatlock@ASK-TLG.COM 630 616 4232





# IT - VOIP Pre-bid Meeting

Business Name	Contact Person	Contact Phone #
Countrylink - Cameron Parker	Cameron Parker	312-498-2390
Forest City Communications	Chad Davies	815-395-1800 815-494-0732
BizComm Consulting	Jeremy Fomestor	815-316-7972
Madison Telecom (Tadkin)	Lee Harris	847-960-5065
ABC Networks	Rish Stojanovic	312-508-3069
NEC Corporation of America	John Johnson	630-694-5552
NEC Corp of America	MARTY HEYDORF	630-694-5552
<del>Countrylink</del>	<del>Cameron Parker</del>	<del>312-498-2390</del>