



Addendum 3
City of Mobile
Request for Proposals
RFP Number: 2018-001

**Hosted Voice-Over-Internet-Protocol (VOIP)
Telephone Services**

This **Addendum 3** provides additional responses to questions received by the City by January 15, 2018. All of the existing provisions of RFP 2018-001, as amended by Addenda 1 & 2, remain as stated unless specifically amended below.

Proposals remain due to the City at 10:30 am, CST, Thursday, January 25, 2018.

Questions and Answers.

120. How many total end users do you have for local and long distance?

“City departments” will require approximately 1086 VoIP lines (combination of IP sets and softphones) and approximately 243 analog ports (ATA devices on data-network or similar) hosted by the VoIP vendor.

There are an additional number of VoIP lines (197+/-) and analog ports (193+/-) that may be needed for other “non-city” departments that are currently on the city’s premise-based PBX. These other “non-city” departments may elect to be included in the city’s VoIP project.

The total number of users will depend on price and features, letting the departments decide what is best for their environment.

121. Do you have a DID/telephone number assigned to each employee or is each employee assigned an extension? Please see Addendum 2.

Each VoIP line or analog line is a DID extension number.

122. Do you require dedicated internet for the voice services to ride over?

No



123. Please provide the DMARC address.

651 Church Street, Mobile

124. What is your current internet bandwidth?

1 Gb

125. What is your estimated percentage of max utilization?

Network utilization is approximately 30% and Internet utilization peaks at approximately 40%

126. Is your network VLAN capable?

Yes.

127. Are you set up for PoE or would you require power supplies for phones?

The City network supports POE.

128. How many end users do you have that will require a handset?

The number of end users depends on price and features. Please give your best estimate from the Spreadsheet.

129. What make and models are your current phones? Please refer to Addendum 2 and the Spreadsheet.

There are a number of 2-wire and 4-wire digital sets in use on the current system; Avaya 7406D, 8410D, 8434D, 6408D, 6416D, 6424D and approximately 400 Avaya 9611 IP sets. Also various analog sets including standard 2500, 2554 and Avaya 6200 series analog sets.

130. Please list all phone numbers you would like to port.

The successful vendor will have access to all phone numbers including Fire and Security Alarms. For security reasons we do not want this information posted on the Internet. Do your best, creating a Porting Plan from the information provided on the spreadsheet.

END