Addendum 2
City of Mobile
Request for Proposals
RFP Number: 2018-001

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

This **Addendum 2** provides clarifying information regarding City of Mobile ("City") RFP 2018-001, and responses to questions received by the City by January 15, 2018. All of the existing provisions of RFP 2018-001, as amended by Addendum 1, remain as stated unless specifically amended below.
Proposals remain due to the City at 10:30 am, CST, Thursday, January 25, 2018.
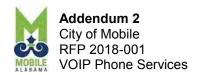
Introduction

The City of Mobile is moving away from an IT-pay-all ecosystem, preferring one where each department is responsible for their own telecommunications costs. Hence you will find some answers to your questions, repeatedly asking for cost breakdowns and features, allowing us to show each department what features and costs are included, letting the departments choose what solution fits their environment.

Additional Information:

The city's current PBX system utilizes five (5) Avaya telephone switches to provide dial-tone to a mix of digital, VoIP, and analog station lines at various locations served by the city. The PBX system uses five (5) AT&T IDSN-PRI circuits for local inbound and outbound trunks and one (1) dedicated T1 circuit for long distance outbound trunking. All extension numbers in the city's PBX system are DID numbers and the city does 4-digit dialing between all extensions in our system.

The city intends to select a hosted VoIP vendor to provide hosted VoIP and hosted analog services to replace the current premise-based Avaya PBX system. Current plans call for the present Avaya premise-based PBX system to be shut-down at the end of the VoIP project deployment.

Note: The city uses a number of AT&T leased 1FB POTS lines for fire & security alarms, FIRE phone lines at fire stations, and at various located not served by the city's PBX system. No changes to the AT&T leased 1FB POTS lines are

planned at this time and therefor: AT&T 1FB POTS lines are not included in this project.

"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 non-city departments in this group include the Mobile Civic Center, the Outlaw Convention Center, the Mobile Public Library, the Saenger Theatre, the Exploreum Museum of Science and Ladd-Peebles Stadium. The city does not provide data-network services to the above mentioned facilities. All non-city departments would need to be invoiced directly for their respective recurring monthly charges.

Questions and Answers.

1. ***Who should I reach out to re: the second bullet point on the Good Faith Effort documentation? "The Office of Supplier Diversity's list" (DBE)?***
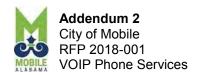
Both the City and the Alabama Department of Transportation maintain lists of Disadvantaged Business Enterprises (DBE) that provide a convenient reference to prime contractors who may be unfamiliar with potential DBE subcontractors that work in the Mobile area. The lists include vendors in many service areas. The City considers that reviewing one or both of these lists for potential DBE subcontractors reflects an exercise of good faith in the identification and employment of DBE subcontractors.

2. ***Does "certified ALDOT …" reference Alabama Department of Transportation?***

Yes. The City has found the ALDOT list to be a comprehensive and valuable compilation of potential subcontractors from a variety of industries that have been certified as disadvantaged businesses. Contractors are not required to refer specifically to ALDOT's list, but should demonstrate the exercise of good faith effort to identify and employ available DBE subcontractors.

3. ***Are bidders required to be a CLEC (Competitive Local Exchange Carrier)?***

No

4. Who is responsible for porting the numbers?

The successful bidder is responsible. Porting the numbers from AT&T should be included in a Porting Plan with your proposal.

5. What are your long-distance costs?

Please outline your best price for 251 and outside-of-area long distance.

6. What level of pricing is needed?

Please include all pricing levels. For example: the basic unit, the basic unit with one-side module, the basic unit with two-side modules, the basic unity with three-side modules, including how many numbers can be programmed into each side module.

7. Do you need access to a web interface for internal administration like changing voice-mail passwords?

Yes, knowing we will not have to put in a support ticket to the vendor each time someone forgets their voice-mail password, leaves, retires or moves to another department is helpful. The vendor must provide training for the administrators.

8. Do you have any compliance needs?

Yes, assuming you are speaking about non-discriminatory compliance. Otherwise the vendor must comply with the rules laid out in the RFP.
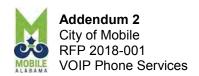
9. Where is your head-end?

The vendor will have supervised access to the data center at: 651 Church Street, Mobile.

10. Will you need POTS lines?

The city uses a number of AT&T leased 1FB POTS lines for fire & security alarms, FIRE phone lines at fire stations, and at various located not served by the city's PBX system. No changes to the AT&T leased 1FB POTS lines are planned at this time and therefor: AT&T 1FB POTS lines are not included in this project.

11. Should vendor deploy call-center phones?

The successful bidder will be involved in a supervised deployment, understanding we may have to have two phones on each desk until the numbers are ported. We have 15 agents.

12. How long do you retain recordings?

For the purposes of this RFP, presume that the City will require the Vendor to preserve recordings for 90 days, at which time recordings will be transferred to the City. Actual record retention requirements may vary.

13. How many phones?

We have 1086 phones, and 243 analog lines.

These numbers are still estimates; we expect the number of analog lines to decrease significantly before deployment. Of course, some of the 1086 VoIP phone may actually be deployed as softphones.

Also, the number of VoIP phones and analog lines could increase if all outside agencies commit to be included in the VoIP project.

14. Would you consider E-Fax?

Yes, E-Fax is certainly on the table, cutting the cost of fax machines, ink, and paper, allowing email distribution lists for incoming faxes. Please include pricing for E-Fax, understanding that each department will be billed for how many E-Faxes they want. We may keep some fax machines on analog, satisfying departmental criteria.
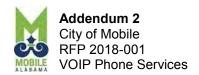
15. Do you have a network diagram?

The successful bidder will be provided with internal-networking information that is confidential, realizing we do not want the roadmap appearing on the Internet. Kindly assume the network is relatively flat and refer to the spreadsheet.

16. What manufacturer switches does the city currently use?

H-P Pro Curve & H-P Aruba (All ports have POE).

17. Has a VoIP readiness assessment been completed for the city's network?

The network is capable of handling VOIP.

18. **Does the current Avaya system support SIP connectivity?**

The City does not have SIP Trunking in place.

19. **Is there a meeting component of the RFP and proposed solution?**

Yes, the conference phones must be useable with conferencing software like GoToMeeting for presentations and webinars..

20. **Is it the city's desire to eliminate any local circuits (except POT's lines) that exist currently?**

Yes.

21. **What does the city currently use for an email solution?**

Outlook, hosted Microsoft 365

22. **Is it a requirement to encrypt all real time voice traffic?**

No.

23. **Can the city provide a breakdown on the following:**

    a. **Video enabled phones –**

Please provide a price for individual units without side module, enabling each department to decide if they want to incur the cost. Please detail if the City would own the units, and if a three-year warranty is available.

    b. **Phones that require key expansion module –**

Please provide the price for phones with one, two and three expansion modules, noting how many numbers can be programmed into one module.
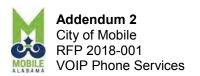
    c. **Lobby phones - Do these need to be gigabit?**

No

    d. **Knowledge worker phones –**

Please include price and features

    e. **How many soft phones will be needed –**

Please include price and features

24. Confirming 25 agent call center functionality?

The City's 311 call center has 15 agents.

25. Do you require a total of call recording of 45 continuous recording sessions?

Please include cost and features for 15, 30 and 45 continuous recording sessions.

26. What would you like to see in an agent evaluation module?

The City uses Crystal Live provided by Call Recording Center, https://www.callrecordingcenter.com/ Proposer may submit the option and pricing for a module with similar capabilities.

27. Does the city require engineering services for LAN/WAN VoIP integration?

Please provide price (hourly rate) if needed.

28. Will the selected vendor need to provide POT's lines as part of the overall solution?

The city plans to retain certain existing AT&T 1FB POTS lines currently in service. These AT&T 1FB POTS lines will continue in locations where the city does not have access to a data-network. Also, AT&T 1FB POTS lines will continue to be utilized for fire alarms, security alarms, FIRE phones at fire stations and for certain high volume fax machines.
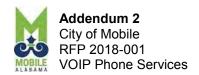
29. Does the analog on your attached spreadsheet represent POTs lines at each location or is it representing the number of analog lines needed from the hosted solution provider?

The analog column shows an estimate of the number of analog lines needed from the hosted solution provider.

The successful bidder should provide analog ports (see spreadsheet).

30. Can you confirm your network aggregation point/central location for termination of a small data circuit for voice services?

The head-end is at: 651 Church Street, Mobile

31. What is meant by presentation mode for conference phones.

Phones should have the ability to support conferencing software like:
GoToMeeting for presentations, and webinars.

32. What are the phone numbers at each location?

All city telephone numbers that are included in this VoIP project are currently DID
numbers of the City of Mobile. All city DID's are routed to the city's Avaya PBX
system via five (5) AT&T ISDN-PRI trunks.

**33. Should the vendor provide ongoing monthly utilization and performance
reports of service components beginning at completion of installations?**

Yes, the City needs analytics that show each department the performance of
their phones, like incoming, outgoing, long distance and uptime.

**34. How can vendors meet VOIP REQUIREMENTS FOR REMOTE USERS:
Network reliability on the link within the City's control: 99.9 percent
Layer 3 voice prioritization?**

The City wants the phones to work all the time. The vendor cannot control what
is internal to the City's network, but remote users should be able to dial into their
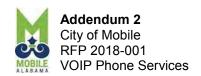phones, retrieving voicemails with a pin code.

**35. The RFP does not seem to identify the methods in 4.04 4f. Could you
please clarify?**

The Vendor shall enable and allow, at all times, all of the following methods for
routine and emergency telephone and e-mail communications between the City
and the Vendor.

Reliable communications for First Responders and other city crews working 24-
hours shifts is vital; anticipating this need the successful bidder will have
24/7/365 support available by telephone and email, with priority support through
our dedicated-account representative.

**36. Can the City of Mobile please define "analog" requirements in terms of
analog extensions (for devices) and analog (POTS) lines. Please
provide quantity of each required at each location.**

Please refer to the spreadsheet which shows an estimate of the number of
analog ports (analog lines) needed at each location. The analog column shows
an estimate of the number of analog ports (analog lines) needed from the hosted
solution provider.

We intend to continue the use of AT&T leased 1 FB POTS lines for certain locations where no data-network is available or where redundancy is needed such as for Fire phone communications or fire alarms, security alarms, etc.

37. **Is call accounting requested on all extensions? If not, how many should be included in the proposal?**

Call accounting should be included for all extensions. Plan to provide 1086 phones and 243 analog lines.

38. **4.04(1) suggests the Vendor is to provide a "SIP Firewall". Does the City intend that this firewall is dedicated to the proposed VoIP solution?**

Firewalls are normally the responsibility of the (Mobile) network techs.

If dedicated, is the City needing a firewall at each site, supplied by the Vendor?

No SIP Firewall is requested.   City provides its own firewall.

The city's head-end is at 651 Church Street, handling all VOIP traffic.

39. **4.02(4) indicates the soft phones should have 911 capability that does not require manual entry of address. Please clarify, as soft phones can be used from anywhere.**

The softphone software should have a geo-location component baked-in like your cell phone, delivering the caller's E911 location.
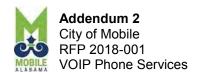
5.02(4) states phones must have video conferencing capabilities. Are you saying it needs to be able to integrate to a larger video conferencing setup?

The phones must be compatible with conferencing software like GoToMeeting for presentations and webinars.

40. **Is Mobile going to need international calling on the VoIP lines?**

Yes, we will need international calling on a limited number of extensions. We currently allow international calling on certain extensions by assigning a "class of restriction" which allows international calling as required.

We should be able to receive incoming international calls, speaking with the foreign press, clarifying our status after a weather event or an unforeseen emergency like the oil spill, presenting our side of the story to the world is vital.

41. Will an auto attendant be needed at each site, or does the City anticipate having a "master" AA that will dial to the departments?

We envision a hosted system, specifying which phones at which department will have an auto attendant and/or voicemail. Some departments have different hours, requiring different-auto attendants, for example the Police are not the same as Finance.

42. Vendor's hosted service does not charge for long distance. Will you still need LD authorization codes? Would the City want a call accounting software for tracking abilities?

We will not need authorization codes if your company does not charge for long distance. Call accounting software is useful, allowing each department to track usage.

43. The Vendor is responsible for gathering information from each site. Will we have 1 source to retrieve the bills for each site? May we have an LOA so we can pull detailed records from BellSouth? We understand we may need to go to every location for follow up information that is not detailed in the bills or CSRs, but that would minimize the trips the Vendor would require.
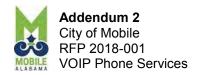
Please use the spreadsheet for your estimates. The city is an AT&T customer.

All of the extension numbers included in the VoIP project are DID extensions in the city's PBX system. All of the City inbound and outbound telephone calls are currently routed through the city's Avaya G3r PBX over AT&T ISDN-PRI trunks.

Since all city extensions are DID's that are associated with the ISDN-PRI trunk group in the city PBX, there is no individual site information listed in the AT&T bill or CSRs.

The city does have and will provide a name/number database list of all extensions in this VoIP project. The database contains a list showing the number, name, address and line type. etc. of each extension to be replaced in this VoIP project. The city will require the selected VoIP vendor to work with city representatives to do site visits at each site to refresh and verify all information before deployment of VoIP sets and lines. Many phones can be deployed with a standard programming template, whereas other phones may require special programming.

44. The RFP summary states totals of approximately 1,000 VOIP phone sets. Attachment 1 spreadsheet reflects 1,300 VoIP sets. Should the larger number be considered as the accurate one?

There are approximately 1086 VoIP phones and approximately 243 analog ports needed by "City" departments. This is a very accurate estimate for the VoIP phones and we expect to actually reduce the number of analog ports needed before deployment. Please use these numbers for proposals.

There are an additional approximately 197 VoIP phones and approximately 193 analog ports needed by other "non-city" departments. These other "non-city" departments are currently provided phones via the city's PBX system. Once a VoIP vendor is selected, these other non-city departments may also be included in the VoIP project, resulting in an increase in the total number of subscriber lines. These "non-city" departments may include but not limited to, the Mobile Civic Center, the Outlaw Convention Center, the Mobile Public Library, the Saenger Theatre, and Ladd-Peebles Stadium. Recurring monthly billing for these non-city departments would be separate from the main city bill.

45. *There is a one-time cost associated with porting telephone numbers over from one carrier to the other. How many DIDs are we considering as a part of this VoIP group? We must at least have an estimate in order to render a proposal. There was also mention of a DID reserve. Is this an existing group of DIDs and how many DIDs are contained within that reserve group?*
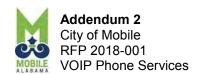
The city currently is assigned approximately 7549 DIDs in the 208 NXX.

We would, of course, need to port each DID deployed as a VoIP phone or analog line. Also, depending on time required for porting, a reasonable number of DIDs for near term growth will be required. Other DIDs in the 208 NXX should be reserved for future city growth.

46. *4.05(4) states that the City would like the ability to interface their current recording/call center software into the overall solution. Please supply more details as to the recording and software versions and what the City desires here. Triton's solution will include both the recording and call center software solutions that come standard with our platform. If the City retains the current version, it may be on a standalone basis (meaning 10 digit dialing to the other sites, but that may not matter).*

The city needs ad hoc recording for First Responders, and at other undetermined locations, enabling the user to press a button on the phone and start ad hoc recording. The exact locations will depend on cost and features, letting each department evaluate their specific needs.

47. *Attachment 1 Spreadsheet – What does the column labeled "LO Extensions" tell us? What is this? Also, the column marked VM or A/A Extensions – are we to assume 1 A/A and the rest are VM extensions?*

So, for 200 Gov't Street, for example, reflects 53 VoIP handsets and only 3 VM or A/A extensions. The main library has 26 handsets and 18 VM or A/A extensions. This doesn't make sense. We don't understand what this column is telling us. All VoIP handsets delivered by Vendor X will have VM unless it is restricted. Lastly, the spreadsheet reflects 54 additional sites with no data. Those should be ignored for the purpose of this RFP, correct?

The spreadsheet showing a count of existed extension numbers that are to be replaced.

The "VoIP column" includes the count for VoIP sets or softphones.

The "analog device ports" column shows the number of analog ports needed for existing analog devices such as fax machines, elevator phones, hard phones, etc.

The "LO" column shows a count of DID extension numbers currently in our Avaya PBX that are a primary extension number with no telephone set associated with it. A "LO" extension is most often the main number for a department and is programmed as a line appearance on several other telephone sets in the department.

The "VM or A/A" column shows a count of extension numbers in the current Avaya PBX system that are utilized for voice mailboxes or auto-attendants only.
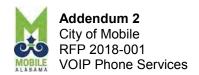
AT&T 1FB POTS lines are not mentioned and no changes by the VoIP vendor are required to these lines.

48. *Analog services. RFP states Vendor should include 200 – 300 analog lines for the City and its associated vendors. The cost of analog varies widely with features. Do we know an approximate breakdown of lines going to a phone system (which would need Caller ID at the least) and those that are "flat" lines for fax, alarm or credit card type purposes which would need no features? Is there a rule of thumb we can apply?*

Most of the analog ports are needed for fax lines, elevator phones, fire and security alarms, credit card lines, guard shack, concession stand phones and event phones. No special features would be needed.

49. *We are requesting a list of TN's to check for LNP be published?*

The City's DID range is approximately 208-1000 thru 208-9998 and totals approximately 7549 DIDs active or reserved.

50. If a vendor can't provide pots lines to locations will they be disqualified?

No.

51. Can the City explain the Analog Data Device Ports Termination?

A single or dual port analog telephone adapter (ATA) may be installed and connected to the data-network outlet-jack at the point of use where only one (1) analog port is required.

Buildings or sites that require several analog ports may utilize a multi-port analog telephone adapter (ATA) sized for the number of ports required and located in the central telecommunications closet of a building.

52. In 5.02 are you asking for the vendor to provide handsets, router, switches or managing existing ones?

The vendor must supply handsets and side modules. Please refer to the RFP for internal networking parameters.

53. We are requesting a report listing their current MOU - Minutes of Use for all the numbers or an average duration time per call.

This information is not available. Please provide your best estimate for a municipality of 2200 employees.
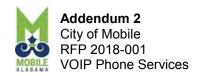
54. Can the City of Mobile grant an extension to the deadline. If the Q&A is not provided until the 19th, that only gives us a week to respond. To provide an adequate responds, more time should be granted for all vendors.

At the time of this writing no extension is planned, desiring to finish this project before summer hurricane season.

55. Please identify all systems, including the voice recording solution deployed currently that the system is expected to interface with.

The City uses Crystal Live by Call Center Recording, Inc. https://www.callrecordingcenter.com/. The City may want recording as an option for First Responders who can push a button on their individual phone for ad hoc recording.

56. Confirming that the incumbent Voice Recording solution with Agent Scorecards is capable of being upgraded to support SIP/VoIP handsets.

The network is VoIP capable.

57. Is it the City's intent to deploy the cloud solution Over the Top - aka OTT - which is less expensive, but does not support Voice Quality of Service? Or conversely, will Voice Quality of Service need to be guaranteed? (i.e. one or more MPLS connection(s) to the cloud.

The hosted VoIP solution must provide Quality of Service.

58. Please provide quantity of Fax machines to be supported by cloud offer.

Some fax machines may migrate to E-Fax, keeping others physical machines as departments specify. Please provide pricing and features, as the decision will depend of cost and features.

59. Are there any existing paging systems that will need to be supported as part of the response. If so, qty of locations equipped as such, and confirm that an analog station port/FXS is an acceptable interface. OR, if IP interface is desired.

   a. Brand of paging equipment deployed (Bogen, Valcom, etc).

This information is not available for purposes of this RFP.

   b. Please identify number of zones per site, if applicable.

This information is not available for purposes of this RFP.

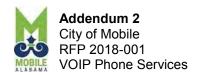**60. Please identify # and type of Elevator phones desired.**

Please refer to the spreadsheet, giving your best estimate.

   We believe it was discussed on the conference call that Fire alarm and Security applications would remain on local 1FB circuits – not migrating to Cloud. Please confirm.

All existing AT&T 1FB POTS circuits utilized for fire & security alarms and FIRE phones at fire stations will remain with AT&T.

61. Are there any 911 emergency pedestal phones (parking lots and outside areas). If so, going on local 1FB or migrating to Cloud?

Not presently. This service may be required in the future. The City is not asking for proposals to address this area of service.

62. *Please confirm that there is no interest in integrating Customer databases (CRM) into the the Cloud offer. If incorrect, please provide details of existing platform.*

The City has no interest at this time in this service.

63. *Desktop Video phones were discussed on the conference call, as well as utilizing a WebCam equipped PC/MAC as an alternative to a WebCam equipped phone. Are either acceptable? If both are desired, quantity of each (Video Phone and Softphone supporting Video).*

A small quantity of video phones are required. The number will be finalized after each department reviews the price and features.

64. *Is there any Emergency response onsite equipment (specific portable handhelds as receivers of onsite 911 notifications) that are expected to be integrated into the Cloud offer. Are these expected to be per building or all forwarded to a central location?*

All 911 calls go to a central location outside of this phone system

65. *Is there a Reverse 911 to notify users of emergency that is required to be integrated.*

No.

66. *Operating system of Operator's or Central answering points PC for Attendant console application.*
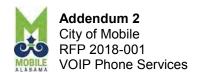
Microsoft Windows, hosted Office 365

67. *Are there any portable phones that need to be supported? i.e. analog consumer device, SpectraLink, ASCOM, etc.*

Cell phones need support for iOS and Android devices, like forwarding numbers to your cell phone, being able to dial in, retrieving voice-mail.

68. *What Meeting room and content share applications are in use today? i.e. WebEx, Skype, etc. is a replacement application desired as part of this RFP?*

The VoIP phones must be able to work with conference software like GoToMeeting for presentations and webinars.

69. O365 in the cloud is already deployed. Is there IM and presence interop with other entities (federation)?

It's not part of this RFP.

The city has deployed the full version of Office 365.

70. Quantities of devices/ports in spreadsheet differ from quantity given on conference call.

Please use the information provided on the conference call: 1086 telephones and 243 analog lines.

71. Confirming that the qty given on the call (1,086 VoIP handsets and 240 analog terminal adapters) are what is desired to be shown in the pricing worksheet?

Pricing should show 1086 VoIP handsets with 243 Analog lines. Please include the price of side modules and features like the number of numbers that can be programmed into each side module.

72. Number of minutes of local calling.

This information is not available. Please use your best estimate for a municipality of 2200 employees.
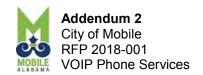
73. Number of minutes of LD calling.

This information is not available. Please provide your best estimate for a municipality of 2200 employees.

74. The City has requested 4 digit dialing along with keeping the existing numbers. Can the City please provide a list of all phone numbers currently in use? ProSys would like to see how much number duplications need to be dealt with.

The city's DID range is approximately 208-1000 thru 208-9998 and totals approximately 7549 DIDs active or reserved. All DID extensions in the city's PBX do 4-digit station-to-station dialing now.

The City envisions a hosting solution where we may be required to have two phones on a desk while the numbers are being ported.

75. Can the City please define what they consider local and long-distance services?

In area code (251) is not long distance. Please provide your best estimate for cost and features.

76. **Can the City clarify how they envision the provider acting as an agent for the carrier? What roles and responsibilities are required acting as this agent? (Item 2, 4.05)**

The successful vendor will be responsible for porting the numbers. The Vendor will need signed authorization from the City of Mobile in order to port the numbers.

77. **Beyond initial support for the deployment of handsets and ongoing service support, does the City believe there will be further on-site support required for the vendor?**

The Vendor will supply 24/7/365 support by telephone and email with a dedicated-account executive for priority support. Our First Responders need their phones to work, as do the crews on 24-hour shifts.

78. **Please provide a count of all phones that currently have POE injectors. Does the City have plans to provide POE capabilities for these new handsets?**

For purposes of this RFP, the City has 1086 phones and 243 analog lines.

79. **How many maximum concurrent PSTN call paths are required?**

For purposes of this RFP, the City has 1086 phones and 243 analog lines. Please provide your best estimate referring to the spreadsheet in the RFP.

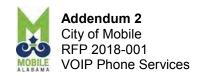80. **How many total DIDs need to be ported?**

The city currently is assigned approximately 7549 DIDs in the 208 NXX.

The City would need to port each DID deployed as a VoIP phone or analog line. Also, depending on time required for porting, a reasonable number of DIDs for near term growth will be required. Other DIDs in the 208 NXX should be reserved for future City growth.

81. **Does the City have any Toll-Free number that need to be ported? If so, how many?**

For the purposes of this RFP, no.

82. **Does the City require e911 Zoning?**

Please make a proposal regarding this service.

83. What are the hours of operation (of the City Call Center)?

7:00 am 6:00 pm   Monday-Saturday

84. How many maximum concurrent agents / supervisors (Call Center)?

The City has 15 Call Center agents.

85. Do the agents require a DID line (Call Center)?

Yes.

86. How long do the call recordings need to be stored (Call Center)?

For the purpose of this RFP, presume 90 days….Different departments have different requirements. Police is not the same as Parks and Recreation. Please give us your best estimate for cost and features.

87. After the storage retention period, will the recordings be offloaded to a SAN (Call Center)?

That depends on cost, knowing that the City of Mobile has their servers in the cloud. Please give us your best estimate for cost and features.

88. What is the average talk time and handle time per agent per month (Call Center)?

This information is not available for this RFP.

89. How many calls are received per agent per month (Call Center)?

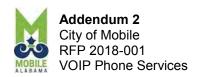550-750 per month distributed between 15 Call Center agents.

90. Is integration with a CRM required? If so, which one? (Call Center)

No

91. Is integration with any other DB required? If so, which one(s) (Call Center)?

No

92. How many languages are supported? Which one(s) (Call Center)?

English only.

93. Is an IVR required (Call Center)?

No.

94. Is speech recognition required (Call Center)?

No.

95. Is email or chat required (Call Center)?

No.

96. Is Unified Messaging required (Call Center)?

No.

97. What is the existing WAN? Are there any restrictions to connecting to Service Provider via existing WAN?

The successful vendor will have supervised access to the data center at 651 Church Street, but the network is already VoIP capable.

98. The architecture within each production data center is designed is redundant with Side A/Side B and HA. The City has the option to extend the Side B to a secondary data center for GEO redundancy. Is Geo Redundancy required?

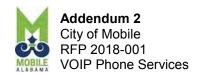Yes, please refer to the RFP for datacenter-redundancy requirements.

99. Are Attendant Consoles required? If so, how many instances?

Yes, please provide cost and features, letting each department decide what best fits their environment.

100. Is proper to submit multiple options in the same proposal or would that disqualify our submission?

Multiple options with price and features will not disqualify your proposal.

101. ATTACHMENT 1 – in the VoIP Locations and Count Estimates list, we are unfamiliar with the term "LO Extension". Could you clarify this please?

The "LO" column shows a count of DID extension numbers currently in our Avaya PBX that are a primary extension number with no telephone set associated with it. A "LO" extension is most often the main number for a department and is programmed as a line appearance on several other telephone sets in the department.

102. 4.02 (Requirements) – the first item states that "the Vendor must be capable of providing a solution where hardware is hosted at the Vendor's facilities, with no customer-owned equipment, except for handsets, analog endpoints, media/voice gateways, or session border controllers/security devices." Is it possible to house a Vendor-owned switch and/or security appliance (firewall) on-premises?

No, the City does not want any hardware on premise.

103. 4.03 (Specifications) – the second item has a subitem (c) stating that the system must integrate with the City's email system. What is the platform (server type) for the City's current email system and what sort of integrations would be required? We are assuming the intention is to send reports or to receive notifications, but would like clarification on this item.

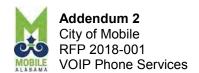The City uses a Hosted MIcrosoft Office 365 solution.

104. 4.04 (Requirements) – the second item has a subitem (a) stating that the City plans to continue to purchase VoIP phone sets with minimum features. Is the purchasing of these items outside of the scope of this proposal and is the proposed solution required to integrate whatever phone is purchased by the City? Clarification on the intent of the statement is requested.

The City would like the option to purchase, lease, lease-purchase the telephone selected VoIP sets. The City will standardize on specific telephones.

105. 4.04 (Requirements) – the second item has a subitem (b) mentions sidecars. Is the number of sidecars required known? If so, how many and how many extensions are required for the sidecars?

The exact number of side modules is not known, depending on price, allowing each department to tailor a solution to their needs. Please include pricing and features, adding how many numbers can be programmed into one sidecar.

106. 4.05 (Specifications) – the fourth item (4) mentions Call Center software. Is it known how many stations/users would require call

recording capabilities or is it assumed that any station/user can be recorded at any time?

The Call Center has 15 agents. Please refer to the RFP for *ad hoc* recording where a designated employee, like a Police Officer, may record a phone conversation by pressing a button on their phone. For purposes of this RFP, presume the City will need recording on 25 specific stations.

107. 4.08 (Acceptance Plan) – the third item (3) states that the system should interface with any other City communications systems. What other communications systems are in place and what type of interfaces are required?

For purposes of this RFP, the only communications interface would be with Crystal Live software provided by Call Recording Center Software. https://www.callrecordingcenter.com/.

108. 5.02 (Scope of Services) – the third item (3) mentions conference phones. Is there a total count of conference phones that are required and the average size room that these devices would be housed?

Conference phones must be compatible with conferencing software like GoToMeeting.

109. 5.02 (Scope of Services) – the fourth item (4) mentions video phones. Is there a total count of video phones that are required?
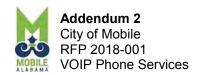
The City does not have an estimated count of video phones desired. This decision will be made by departments based on pricing and features.

110. 5.02 (Scope of Services) – the sixth item (6) mentions QoS. If QoS has to be guaranteed, if the current City on-premises equipment does not support the minimum requirements for QoS, is it possible to add Vendor-owned/City-owned equipment on-premises to achieve the proper QoS values?

H-P ProCurve with POE and Aruba with POE supports QoS (Quality-of-Service).

111. Section 4.04 2a. Phone Sets: Does the provider need to quote phones in the bid? Or, does the City intend to acquire phones outside the Bid?

Please refer to the RFP. Yes, you will need to quote phones in the bid.

112.   4.04 2b. Patch Cord installation: Is it the responsibility of the vendor to provide patch cords?

Yes

113.   4.04 3, Auto Attendants: How many auto attendants does the City require per site? How many sub-menus are required?

The City envisions a hosting environment where we can designate any phone as auto attendant and have it programmed from the web interface. We do not know how many as this is a function of cost and features, delegating the final decision to the departments.

114.   4.05 4. Call Center/ Call Recording: Please clarify whether or not the "callrecordingcenter.com" system currently being used provides call center agent client, supervisory features and reporting?

Please refer to their web site for features.

115.   4.06 4f. Communications Methods: Please clarify methods required?

The City of Mobile is a 24/7 enterprise with responsibility for Public Safety. The City needs 24/7/365 support by email and phone for First Responders and other 24-hour shift workers, in addition to a service representative, primarily dedicated to this account for priority support.
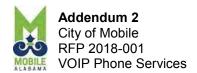
116.   4.08 3. Interfaces with other Communications Systems: Please clarify what "other" communications systems the City is referring to in this statement?

Hosted Microsoft Office 365

117.   4.08 6. Hunt Groups: How many hunt groups per site does the City envision needing?

The City will not know how many Hunt Groups will need to be programmed until the departments nail down their needs with this new capability. Please give your cost and features you're your best estimate for a city of 2200 employees.

118.   5.02 4. Video Phones: In section 4.04 2a the RFP states "the City will continue to purchase VOIP phone sets with minimum features (similar to Polycom VVX 200, etc." The request in 5.02 4 seems to be in conflict as Video phones are not considered to have "minimum" features. Would the City mind being more specific regarding the video requirements for

the system? How many video phones/video instances does the City require?

The City has not defined video phone features or quantity as this will be a new capability that City departments may select based on need, pricing, and features offered. Please give your best estimate or recommended options and pricing.

119.   General Question: Will the database from the Avaya Definity G3 systems be made available to the winning bidder?

The city can provide a list of extensions currently identified to be included in the VoIP project to the selected Vendor. The selected Vendor will need to do site visits and contact each department representative to refresh and verify each department's list, identify and complete all special programming needs on phones sets, auto-attendants, call pick-up groups, and any other special programming as required.

END