



July 7, 2023

RE: Addendum No. 1
Telephone System RFP – 23-01CM
City of Palmer

This addendum consists of 2 (two) pages.

1. On Page 5 of the RFP there is a matrix of the current Avaya system. You have a column for Extensions and another one for phones. Is the extensions quantity the amount of licenses the Avaya system is currently provisioned for?

RESPONSE: No

2. The phone count are the amount of actual users and the number that the new system should be provisioned for?

RESPONSE: Correct, with a buffer for additional users in the future

3. For the police department are you including the 911 center in the requirements?

RESPONSE: 911 is a separate system. However, the Police and Dispatch department use the Avaya system for non-emergency calls.

4. How many phone numbers are you looking to port over to the new system?

RESPONSE: We do not need to port phone numbers, we are not changing providers.

5. Does the City already have any existing Microsoft 365 licenses? If yes, please mention exact count of the licenses.

RESPONSE: Yes, 135 licenses

6. What are the Total Number of users who need to be setup with Phone System?

RESPONSE: 85 lines

7. Does the City need a Contact Center (Call Center)? If yes, how many users will be enabled for Contact Center?

RESPONSE: Each department has a main line and are able to transfer calls throughout the City.

8. Do they only need Call Recording for Contact Center Users OR other users too?

RESPONSE: No

9. Does the proposed solution need to support analog devices? What is the total count of analog devices? Are they mostly Fax and Card Readers or do they have analog phones too? Mention counts of each.

RESPONSE: We currently have 8 fax lines that part of the Avaya system.

10. Does the City need Paging? Do you have existing Paging solutions that need to be integrated? If yes, please share the number of devices that would require analogue connectors for Paging?

RESPONSE: Paging is not needed.

11. Where is City's Emails hosted? According to the RFP, you want the new VOIP solution to have integration with Outlook, so I am assuming current city emails are hosted in MS Outlook?

RESPONSE: Yes, the City uses Outlook.

12. Does the City need to Port Phone Numbers? If yes, how many Phone numbers need to be ported?

RESPONSE: No, we are not changing service providers.

13. You have mentioned in the RFP that the winning vendor will work with City's third-party Information Technology staff and the City's network providers. Can you please state who is the third party the winning vendor will be working with?

RESPONSE: Matanuska Telephone Association and Alaska Communication Services

14. Page 6 of the RFP, under section "Request for Proposal Instructions and Information" states that "The email subject line should read "VoIP Proposal" and all proposals should be received on or before 2:00 pm, July 19, 2023". Can you please clarify that the due date for submission is 19th or 26th?

RESPONSE: BID CLOSING DATE IS JULY 26, 2023, AT 2:00PM

15. On page 9 of the RFP, attachments are mentioned:

a. Attachment A: Cost Proposal

b. Attachment B: Requirements and Warranties

Is there any cost proposal form which needs to be filled in because there is nothing in the main RFP document or on City's website. If yes, can you please provide me with one? If no, can you please clarify that you want cost proposal and requirements and warranties separately as another attachment in the email or it should be included in the proposal?

RESPONSE: The attachments should be included in the proposal.