



July 12, 2023

RE: Addendum No. 2
Telephone System RFP – 23-01CM
City of Palmer

This addendum consists of 3 (three) pages.

1. Which Microsoft 365 licenses the city currently has?
RESPONSE: Office 365 G3 GCC and Office 365 G1 GCC
2. How many Desk phones, Conference phones, video conference phones are required? Write individual count of each type as well as model and brand preference.
RESPONSE: 65 phones, 3 conference phones no model or brand preference
3. The RFP states: "The City of Palmer seeks a firm that can provide a cloud premise Voice over Internet Protocol (VoIP) telecommunications system." Is the City wanting a premise solution, a cloud-based solution, or a hybrid solution?
RESPONSE: Premise solution
4. If the City will consider an on-premises solution, would the City consider an upgrade to and enhancement of the existing Avaya IP Office?
RESPONSE: The City will consider all options.
5. Are there any analog endpoints (i.e. fax machines, elevator phones, alarm) connected to the IPOs?
RESPONSE: Fax machines
6. Are there more than 67 phones? There seems to be several control units that can support many more endpoints than listed on the provided table. One control unit at each site can support more than the phones listed on the table. Please provide a more detailed breakdown of the currently installed system by location.
RESPONSE: There is a control unit with multiple control blocks, but not all are being used
7. What trunks/lines are being used by the IPO? Are there analog, T1/PRI, or SIP facilities currently?
RESPONSE: Please plan for a single full PRI at each location and plan for 4 analog POTS phone lines.
8. How are emergency 9-1-1 calls being handled/supported today? Do the calls into the Police department come through the IP Office? Overflow to users on the IP Office?
RESPONSE: A separate system.
9. Is the City using a call accounting system? If so, what brand/release?
RESPONSE: No
10. Are any of the calls currently being recorded?

RESPONSE: No

11. Can you please provide more detail about CCR? Is this the Custom Call Routing application that Avaya sold several years ago?

RESPONSE: Our current system is a basic set up within departments. Calls will overflow to other users within the department.

12. Does the City currently have fax-to-email functionality? If so, what fax server is currently being used (brand, model, release)?

RESPONSE: No

13. The RFP states the City is seeing a “cloud premise Voice over Internet Protocol telecommunications system” The reference to cloud and reference to premise imply different platforms. Does the city desire a Cloud hosted phone system, or a Premise based phone system? Or a premise-based system that has the ability to use cloud functions and remain fully functional without internet access?

- a. Review of the entire RFP leads us to believe the City desires a Premise based phone system that includes some

RESPONSE: On-premises with voice mail to 365 email

14. Please provide a detailed explanation of carrier voice telephone services to be utilized by the new phone system

- a. Type
b. Quantity
c. Location of where services are delivered by the carrier.

RESPONSE: Please plan for a single full PRI at each location and plan for 4 analog POTS phone lines.

15. Will the City provide all Network Switching to include Power Over Ethernet for each desk phone?

RESPONSE: May need some new switches for POE

16. Will the City provide all Network routing required for the VoIP system?

RESPONSE: Yes

17. Will the City provide Network DHCP services for the VoIP system?

RESPONSE: Yes

18. Please confirm all appropriate ethernet station cabling exists for all new VoIP desk phones.

RESPONSE: Additional may be needed

19. Will the new phone system operate in a converged voice and data environment? (1 cable to the desktop) or will the phone system operate in its own physical network provided by the City?

RESPONSE: A converged voice and data environment

20. Please confirm the City will provide and manage all network routing and VoIP Quality of Service requirements.

RESPONSE: City does have routers in place?

21. Page 5 of the RFP provides a table of the Avaya system but does not provide detailed endpoint requirements:

- a. Specifically how many VoIP Desk phones are required for each location?
- b. Specifically how many Analog station ports are to be provided for each location?

RESPONSE: City Hall Phones = 16 / City Hall Analog = 8

Com Dev/Fire Phones = 16 / Com Dev/Fire Analog = 8

Library Phones = 8 / Library Analog = 16

Police Department Phones = 19 / Analog 32

Public Works Phones = 6 / Analog 8

22. The RFP does not specify basic requirements for the desk phones. Please provide the minimum requirements for each desk phone, such as:

- a. Color LCD display
- b. Number of programmable buttons
- c. Are button expansion modules required?
- d. If operating in a converged voice and data environment, what is the minimum pass-through bandwidth the desk phones must support?

RESPONSE a. Color LCD display not required.

b. Minimum of 12 programmable buttons

c. No

d. One gigabyte

23. Does the city utilize auto-attendants?

- a. How many total auto-attendants are required?
- b. How many unique levels does each auto-attendant have?
- c. Does each auto-attendant have a Day, night, holiday, or other unique configuration?

RESPONSE: Yes, the City utilizes auto-attendants at each location to include night, holiday, and unique configurations to direct dial to extensions from a recording.

24. Page 11 requires off-premises system Redundancy/Failover.

- a. What is the physical location of the City's off premise location?
- b. What is the network connectivity to this off premise location?

RESPONSE: The City does not have an off-site location but would be interested in some type of fail over system to include cloud redundancy.

25. Will the new phone system be interfaced or connected in any way to the City's 911 system?

RESPONSE: No

26. Are there any other direct connections between the new phone system and any other phone systems, such as other police departments, fire departments, state troopers, etc.

RESPONSE: No