July 18, 2023

RE:    Addendum No. 3
       Telephone System RFP – 23-01CM
       City of Palmer

This addendum consists of 3 (three) page.

1. How are your CO trunks delivered by MTA?  PRI, SIP or other.
   **Response: Please plan for a single full PRI at each location and plan for 4 analog POTS phone lines.**
2. How your analog on the current Avaya system or delivery by MTA.
   **Response: Both**
3. What is your understanding of Bridged Call Appearances?
4. **Response:  We currently use this function with our Admin Assistance phones in which they are bridged to their supervisors phone and both phones will ring when a call comes into their supervisor which they can pick up on behalf of their supervisor.**
5. Are you wanting your mobile devices to have their own extensions, and what type of devices are you using other than cell phones?
   **Response: No.  Desktop phones.**
6. Do you want a full Contact Center and or replace completely? ((sometimes called a lift and shift)
   **Response: Each department has a main line and are able to transfer calls throughout the City.**
7. A far as support everything covered by NEW Vendor or just what NEW vendor implements.
   **Response: Everything covered by New Vendor**
8. On page 9 of the RFP, the "Attachments" section references the "Cost Proposal" and "Requirements and Warranties."
   a. Are these City of Palmer documents that need to be in the RFP? If so, please provide.
   b. Or are these documents to be created by the proposing Vendor?
   **Response: Documents should be created by the proposing Vendor.**
9. Please list the quantity of single-line analog extensions by location that will be delivered by the PBX.
   a. Are any special features required for these analog extension phones, such as multi-line access for a second emergency line that bypasses the PBX, speaker phone, or wireless handset?
   **Response:   No special features required**
   **City Hall Analog = 8**
   **Com Dev/Fire Analog = 8**
   **Library Analog = 16**
   **Police Department = Analog 32**

10. What is the desired quantity of physical IP desk phones at each location?
**Response: 65 phones, 3 conference phones no model or brand preference**

11. Are wireless headsets required for the automatic call distribution (ACD) users or other users?  If so, please specify the quantity.
**Response: Not required but can be proposed**

12. Will the call recording feature need to automatically record and centrally archive all inbound and outbound public telephone trunk calls only? Or will it need to record internal station-to-station calls as well?
   a. Will user-activated, on demand, or ad hoc recording of the call with saving to the user's voicemail box (or email) meet the RFP and internal policy requirements for internal (non-ACD) and/or trunk calls?
   b. Many jurisdictions outside of Alaska (including throughout the US, the UK, and the EU) require active consent before calls are recorded, regardless of the local ordinances regarding consent at the location of the terminating or recording system.  If centralized, automatic public trunk recording is desired, will a recorded message informing callers of consent to be recorded placed ahead of all incoming calls be considered sufficient for the RFP? Or is recording control by the users through a PC interface desired?
   c. How long should all call recordings in a centralized system be retained for immediate supervisor retrieval?
**Response: No call recording is required.**

13. Is adequate building cabling and termination already in place for every IP desk phone and analog station? Or will cabling and termination be required as part of this project?
**Response: Additional may be needed.**

14. Please provide additional information on the desired ACD capacity.
   a. How many agents will need to participate in and accept ACD queue calls?
   b. How many supervisors will be part of ACD groups for listen-in, whisper coaching, call break-in, and other standard ACD managements features?
   c. Will real time reporting (PC wallboard monitoring) of agents and queue status and metrics be required for any quantity of ACD agents or ACD supervisors?
   d. Will all ACD functionality be limited to one physical location?
**Response: ACD functionality required at all locations. Real time reporting will not be required.**

15. Page 10 of the RFP references the item feature "Conference calls (Include maximum number of participants)." Is this a requirement for a conference bridge with a simultaneous capacity of the combined total number of

phones in the system and public trunks connected to the system? Or is a lesser capacity desired?

    a. How many persons should be considered managers of the conference system (with the ability to create and schedule conferences, assign pin codes to participants for access or attendance records, or run post-conference attendance reports for corporate compliance purposes)?

**Response: Lesser capacity is desired. We do not need to have managers of the conference system. Just the option to do conference calls from phone extensions with three additional conference phones.**

16. How much simultaneous inbound Fax to Email (and outbound PC/Web Desktop to Fax) capacity should be included in responses to the RFP?

    a. For reference when migrating from legacy fax machines, the entry level 4-port Fax Gateway can typically send or receive about 15 five-page fax documents per hour at V.17 speeds.

**Response: The entry level 4-port Tax Gateway should suffice.**

17. Will desk phone button expansion modules (or PC software equivalent) for display of extension status or transferring be desired at any location(s)?

    a. If so, please indicate quantity and type?

**Response: No**