



**COUNTY OF FLUVANNA, VIRGINIA**  
**Request for Proposals (RFP) #2018-07**  
**Phone System**

**ADDENDUM # 1:**

Reference – Request for Proposal: RFP #2018-07  
Title of Request for Proposal: Phone System  
Issue Date: June 15, 2018  
Bid Due Date and Time: July 31, 2018 at 2 p.m. EST (Pursuant to this Addendum1)

The above RFP #2018-07 is hereby amended and modified as follows:

1. Page 1, Due Date shall be changed to “July 31, 2018 @ 2:00 p.m. local prevailing time”; Section 3.a.iv shall be changed to read:
  - a. **Due Date:** Sealed copies of the proposal must be received by the Purchasing Officer no later than 2:00 p.m. EST on July 31, 2018.
2. The following are clarifications as discussed in the Pre-Bid meeting on June 14, 2018:
  - a. Long Distance- Article 3.1
    1. Please remove following bullet point: “Provide a schedule of costs for long distance, including what areas, if any, are free.”
  - b. Cable assessments- Article 2.2
    1. The county is open to scheduled visits by offerors cabling technicians to assess the needs at specific sites. Those walkthroughs will only be scheduled July 2-3, by the Purchasing contact listed above. Times available are 10am, 1pm, and 3pm each day.
    2. A full assessment is not necessary or required under this IFB, the above visits are only offered to give proposers adequate access to all locations in order to provide the best possible pricing.
  - c. In the IFB where noted we are looking for Redundant and/or Backup server capabilities, we are in fact looking for a failover system between the Main Administration building and the Sheriff’s office sites.
  - d. Courthouse Cabling – Article 2.2.3
    1. After closer examination, the courthouse is sufficiently cabled with Cat5 or better. However, the Wall Jacks will need to be upgraded.

2. Added to this, we will need the same services in the Sheriff's office.

e. Connections to other sites- Article 2.3.5

1. There is a brand new fiber connection between many of the county buildings that did not exist when this RFP was originally written. The following sites now have a direct fiber connection to the Administration Building:

1. Sheriff's Office
2. County Library

2. There is also a hope to connect the Pleasant Grove House in the next few months.

Pricing for this location should be OPTIONAL only as they will only be added to the phone system if/when this fiber connection is made.

f. There should be a unique DID for all locations for purposes of emergency calls.

3. The following are clarifications from questions received:

a. When are the anticipated selected vendor meetings/presentations?

1. While the county wants to get this project started as soon as possible, we will take an appropriate amount of time to carefully review all proposals received.

b. When is the anticipated award date?

1. While the county wants to get this project started as soon as possible, we will take an appropriate amount of time to carefully review all proposals received.

c. When is the anticipated project start date?

1. While the county wants to get this project started as soon as possible, we will take an appropriate amount of time to carefully review all proposals received.

d. Is 2 years the required roll out time frame?

1. We would expect the chosen offeror to take as much time as needed in order to give us the best system possible. The time from for roll out will be totally dependent on the chosen offeror and their schedule.

e. County is offering a P/T Project Manager. Will the PM be available as needed without limitation or delay?

1. The project manager for this project will be a full time county employee and will be available as much as necessary.

f. Do you wish to have a Lease price and if so what are your terms?

1. No

g. Is there a requirement to tie into an external paging system? If yes, please describe the system and location (s)

1. No

- h. Attachment G pricing table: The following Sites are not on the worksheet: Library, Court Services Unit, Extension Office & Health Department. How should these be accommodated on the price sheet? a) add columns or b) combine the totals in with Admin or another site?
1. A corrected Attachment G Version 2 is attached to this addendum and should be used in place of the original.
- i. Is the Extension Office on the campus LAN/WAN network with the other campus offices?
1. The extension office is located in the Parks and Rec Community center.
- j. Please confirm: The trunk interface requirements include 1 PRI with 124 DID's in the Admin Bldg.
1. Yes, this is correct
- k. Do you intend to keep the T1 for private networking between Admin and Sherriff's office?
1. Yes, the T1 trunk will be maintained
- l. Please confirm: You have PoE switches and VLAN capabilities at all offices including remotes.
1. There are PoE / VLAN capable switches in all offices. Currently the Sheriff's Office requires two 48port POE / VLAN capable switches to be added.
- m. Please confirm: The Sherriff's office will be on the new system.
1. Yes, the Sheriff's office administration phones will be on the new system. The E911 center located in the Sheriff's office will be separate and out of scope for this RFP / Project.
- n. Sherriff's Office POTS lines:
1. Do you wish to retain all 8 POTS lines at the for local access as well as for the Power Fail Transfer (PFT) phones?
    1. Yes, the Sheriff's office wishes to keep these as a fall back.
  2. Attachment E: H15 Are you supplying the analog phones for PFT?
    1. Yes, we intend to use the ones in place currently.
- o. How many users will require the Call Recording and Reporting features -2?
1. We would like all phones to have this capability, if there are licensing or cost thresholds, please elaborate and include those in your proposal so that we have the option to prioritize and implement as the budget and requirements permit.
- p. Page -3 Parag. 2.1: Listed under basic telephony
1. Call Recording as a basic feature generally refers to recording an outside call to your voicemail box? Referencing Page -10 Parag 3.1 Recorded call storage and Attachment E S9, 9.1 and 9.2 requires an advanced call recording application.

1. Yes, this requirement is to record an external call. If recording to voicemail requires an advanced application, please provide alternatives as separate options within your proposal and include costs and other factors for each option provided.
  2. Do you wish, for Attachment E S10 to be classified as the basic requirement, for all users to have the ability, under system admin control, to record an outside call to voicemail?
    1. Yes, if at all possible this is a SHOULD requirement.
  3. Attachment E S9 and Attachment E S11 integration with NICE for the Sherriff's office.
    1. No, we do not want any integration with the E911 or NICE. Both systems are out of scope for this RFP / Project.
  4. Do you wish, for Attachment E S9 to be a new and separate system for 3 to 5 users to have the call recording application with reporting, search tools and archival capabilities? Is this in addition to the NICE System or as a function of the NICE system?
    1. This RFPs call recording is for this systems calls only. There is no integration or interconnection with the E911 or NICE system. Both systems are out of scope for this RFP / Project.
  5. How are S12 and S13 different from the requirements of S9?
    1. They are the same.
  6. IVR are you referring to automated attendant routing (e.g. dial the extension, dial 1 for this, dial 2 for that or dial 0 for assistance, etc.) or do you require a true Interactive Voice Response solution? If yes to IVR please describe the desired application, such as speech recognition, database lookup, digit routing (account code), CLID routing, etc.
    1. Yes, we are referring to automated attendant routing but we understand that some vendors may have IVR built-in and included as part of the offering. As a minimum we require automated attendant routing via touch tone. If true IVR with voice recognition is an option at little or no cost supplementing the automated routing; we would like that included in the proposal as an option.
- q. Page -8 How many different announcement-only lines do you require?
1. We have no more than three at the moment but could foresee an expansion to no more than 10 in the next 5 to 10 years.
- r. Page -8 and Attachment E S8 "could have" and R2 "must have":
1. Is ACD required or optional?

1. **ACD is optional and all related requirements have been changed to “COULD HAVE”**
2. Attachment E S8: to queue 25 calls would require 25 incoming phone lines. Are you adding a 2nd PRI or is this for future capabilities?
    1. **This is to address future requirements, if your proposal includes this and there are price thresholds, please elaborate and show these as part of your proposal.**
- s. Page -8 How many ACD Queues are required?
1. **There are up to four possible operators to answer call into our main extension.**
- t. How many active logged-in agents are required - 3?
1. **We would have no more than four agents active at any one time. The usual number is three.**
- u. How many total agents all shifts are required - 5?
1. **We would have no more than four agents active at any one time. The usual number is three. This is only manned 0730 to 1700, Monday through Friday. However, it could be operated at other hours if circumstances warranted (Crisis)**
- v. Page -10 and Attachment E R1: Please explain the “billing” report requirement since this is not a Hosted VoIP solution
1. **The billing requirement is to track long distance or other phone charges incurred by individual extensions so that the office responsible for the changes can be billed by our finance personnel.**
- w. Page -11 Price Proposal 3.4: Please explain the last paragraph and including what “... without mark-up of any kind” refer to?
1. **Per the Virginia Public Procurement Act:**
    1. **§ 2.2-4331. Contract pricing arrangements.**
      - a. **Except as prohibited in this section, public contracts may be awarded on a fixed price or cost reimbursement basis, or on any other basis that is not prohibited.**
      - b. Except in case of emergency affecting the public health, safety, or welfare, no public contract shall be awarded on the basis of cost plus a percentage of cost.**
- x. Page -13 References: Please clarify List all public bodies, state agencies including all departments, etc. Are you asking for three government references or something far greater?
1. **While the county wants 3 references for **similar size** projects, we also would like confirmation the offeror has worked with other government agencies.**

- y. Attachment E: Should we add columns for Included, optional, etc. How would you like the response to be presented?
1. Please use the “Vendor Response Table” at the top of the document for coding the items.
- z. Attachment E H5: For fax over IP T38 support is required. How many T38 channels for concurrent faxing is required? (Be advised the T38 fax may not as reliable as analog or efax)
1. We currently have 25 fax machines in use across our network.
- aa. Attachment E: H16.1 Can you please describe the differences of the Basic and Multi-line IP Phones? If both models must support the features of H19-H31 with the exception of H17, 18 24 & 29 then what differences are required?
1. Basic phone- standard IP handset, 16 programmable keys, liquid crystal display, DND, transfer, hold, speaker phone,- majority of phones
  2. Upgraded phone- larger display, more programmable keys, hooks to switchboard, headsets, “executive” only 10+
- bb. Does H25 only apply to the multi-line IP Phone model?
1. No, we would like the basic handsets to include programmable keys at least 12 in quantity. This is to allow users to program frequently called extensions, or to provide shortcuts to commonly used phone functions such as DND, Call diversion. Voicemail, Call transfer, etc.
- cc. Attachment E: H7 and H16.1 For the 2 switchboards, can you please describe the switchboard requirements and locations?
1. These would be in the main administration building on floors 1 and 2. These should allow the operators to receive incoming calls to our general county extension and route the calls based on the caller’s request.
- dd. Attachment E H7 do you wish to have the system equipped / licensed for 200 devices on day one?
1. We would require as a minimum approximately 165 extensions on day one. Please include licensing and costs associated with expansion of the system to support additional extensions.
- ee. Attachment E: H16.1 The quantities do not match the quantities of Sec. 2.3.10 PP 6-8. Can you please indicate the requirements for each location?
1. This has been updated so that the quantities match.
- ff. Attachment E: H19 Are there any operational requirements or feature requirements that are not clearly described in the RFP that must be addressed?
1. No

gg. Attachment E: H27 Should all IP Phones include a 1GB network port for the local PC?

1. **Yes, this is required**

hh. Attachment E: S19-25 Conferencing (PRI provides 23 outside channels)

1. How many internal & external parties in a conference?

1. **Most conferences would be no more than 5 internal extensions and no more than 2 external parties.**

2. How many total internal & external concurrent parties in all conferences?

1. **No more than 7 parties (5 internal and up to 2 external)**

ii. Attachment E: Is U1 a Handset feature or a Unified Communications Desktop feature or both? If it is a handset feature does it apply to Basic & Multi-line sets?

1. **This is a requirement to have a lookup function. This could be a system database method where the end user looks up name associated with extensions within the phone system itself or it could be using an LDAP connection. Our preferred method is internal extension lookup.**

jj. Attachment G Pricing table: Please explain "IP Phone Services" under recurring maintenance

1. **This item is included so that vendors can provide a line item in the proposal to cover any recurring expenses which may occur annually in future years such as licensing fees, software assurance, etc. This ensures all proposal can be evaluated on an even playing field and that Fluvanna County can budget accordingly for these costs in future years. If there are NO recurring costs and the initial price includes all software licensing, upgrades, etc in future years, It is expected that vendors state this clearly in this section.**

kk. For Courthouse Cabling:

1. How many floors?

1. **Two floors**

2. Type of ceiling (drywall or drop ceiling)

1. **Drop ceiling**

3. Type of walls (drywall, block etc.)

1. **Mixed**

4. Will the drop locations need raceway?

1. **Current cabling is sufficient and would only require dropbox faceplate rewiring.**

5. Plenum or CM cable?

1. **Plenum is preferred in void spaces if required**

6.Distance of drop to closet

1. farthest location would be no more than 100ft

7.Do you have a floor plans?

1. Floor plans may be made available, however since re-cabling has now been made unnecessary, they will not be attached to this addendum.

8.When can the work be done?

1. Preferred out of hours, if work is performed M-F 0700-1700, it would have to be scheduled in advance and not during times when court is in session

9.Do you have existing IDF's and / or a main central closet?

1. There are two main communications rooms one upstairs near the Circuit Court and one downstairs near the District Court.

**Note: A signed acknowledgment of this addendum must be received at the location indicated on the RFP either prior to the bid due date and hour or attached to your bid. Signature on this addendum does not substitute for your signature on the original bid document. The original bid document must be signed.**

Very truly yours,

Cyndi Toler, Purchasing Officer

Fluvanna County, Virginia

132 Main Street

Palmyra, VA 22963

(434) 591-1930

Name of Firm: \_\_\_\_\_

BY: \_\_\_\_\_

Signature of duly authorized representative

Title: \_\_\_\_\_

Date: \_\_\_\_\_