



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

ADDENDUM # 2:

Reference – Request for Proposal: RFP #2018-07
Title of Request for Proposal: Phone System
Issue Date: July 17, 2018
Bid Due Date and Time: July 31, 2018 at 2 p.m. EST (Pursuant to Addendum 1)

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

1. The following are clarifications from questions received:
 - a. Another question – Section 3.2 on page 10 asks about down time. To what is that referring? How much time a typical phone system is down? How much time CodeBlue’s help desk has been unavailable? How much time OUR phone system has been down? Or something else?
 1. We would be looking at the supplier’s typical downtime in regards to their support and maintenance functions. This is to help us understand the support and service we can expect if/when our system experience difficulties and/or outages.
 2. We are primarily a 0700-1800 operation Monday through Friday excluding holidays, but may require support outside of these hours and would like to know your support hours also.
 3. The third part is around service levels agreements if any provided for the vendors support function providing assistance to Fluvanna as/when required.
 - b. How many face plates are required for the Courthouse?
 1. 26, one for each telephone being added to the courthouse
 - c. In regards to the telephony system, does the County anticipate future growth? If yes, can the County provide an estimated projection?
 1. We would anticipate no more than 25% growth over the next 3 to 5 years. Please provide cost estimate, if any, for additional handsets, software, licenses, etc. as would be required to add additional internal extensions to accommodate future growth.
 - d. At the bidders conference one bidder talked about the reliability limits to faxing over the IP telephone systems T38 Protocol channels. We concur with that assessment; in fact we have found that while analog phones work fine over IP, devices such as fax machines, modems,

credit card devices, etc. may not perform well over IP. In response we believe we heard that the county would be utilizing direct POTS lines for fax machines and not running them through the IP PBX.

Can you please clarify if the fax machines are to be connected to analog PBX extensions (running through the IP PBX) or connected to dedicated POTS lines (not running through the IP PBX)?

1. **We intend to run the fax machine through the IP PBX and use ATA/DTA that supports T38.**

- e. The following departments listed on RFP pages 6 through 8 do not match the columns on the Price Worksheet. Health, CSA, IT, Court Services Unit, Parks & Extension, Commissioner and Reassessment. Also the new Price Worksheet has columns labeled Former IT Building, Weaver Building and Community Center Building which are not on the RFP pages 6 – 8. Since we need to supply pricing data based on the Pricing Worksheet, can you please indicate in what columns the not listed departments belong?

1. **Health Department – Main Administration Bldg., 132 Main Street**

2. **CSA – Main Administration Bldg., 132 Main Street**

3. **IT – Main Administration Bldg., 132 Main Street**

4. **Parks and Recreation – Community Center Bldg., 5725 James Madison Highway, Fork Union**

5. **Extension Office – Community Center Bldg., 5725 James Madison Highway, Fork Union**

6. **Court Services Unit – Treasurer/Commissioner Bldg., 34 Palmyra Way, Palmyra**

7. **Commissioner of Revenue – Treasurer/Commissioner Bldg., 34 Palmyra Way, Palmyra**

8. **Reassessment – Weaver Building, 196 Main St, Palmyra**

- f. Addendum #1 aa 1 Describes Basic Phone as having 16 programmable keys while #1 bb 1 Describes Basic Phone as having “at least” 12 keys.

Do you require 12 or 16 keys on the Basic Phone to be compliant with the requirements of the RFP?

1. **12 programmable key are sufficient to meet the requirements of this RFP.**

- g. Addendum #1 aa 2 Describes an Upgraded Executive phone as having more keys and a larger display with a quantity of 10+. Attachment E H16.1 does not list an Executive phone but does list a requirement for 4 Switchboard phones.

Are the 10+ Upgraded /Executive phones the 4 Switchboard phones or a new category?

1. **Executive phones are a separate requirement that will have more programmable keys and larger display than the basic ip telephony handset.**

2. **Four switchboard phones are a separate requirement and are for the four persons who answer the main county telephone extensions and route calls from the public to departments within the county.**

- h. Can the County provide floorplans for both the Sheriff’s Office and the Courthouse?

- 1. Yes, please see attached PDF files
- i. Only wall jacks to be replaced- how many at each site?
 - 1. 26 at Courthouse and 86 at Sheriff's Office
- j. Any test results needed for existing cabling?
 - 1. Any changes to cabling or wall jacks should be fully tested as best practice
- k. Is the cabling currently active?
 - 1. Yes, in some cases. Scheduled work to wall jacks can be accommodated though
- l. Properly patched at the closet end? (I.e. Will patch panels be needed for the closet end.)
 - 1. All cables are terminated to a patch panel at the closet end.
- m. If needed, would the County accept T&M to verify labeling and testing of existing cabling and/or to run new cabling if/where needed?
 - 1. Yes, please include your Time and Materials (T&M) quotation for cable testing as an individual line item in your cost submission.
- n. For sites with less reliable connectivity, if the connection will not be altered to meet VOIP minimums, will the County accept call forwarding (i.e. to a cell phone) as a viable option?
 - 1. All sites included in this proposal meet the minimum VOIP requirement
- o. What is the retention policy, by department, for call recordings? Please include estimated number of calls daily and average length of calls.
 - 1. Call recordings retention shall be no longer than three months for any and all departments; however, Fluvanna County may choose to delete calls sooner.
 - 2. Currently there is no historical data on call recording. We would envision this to be no more than a few calls per day for up to five minutes in duration.
- p. For the basic versus multi-line phone requirement, you mention the basic phone must have 16 programmable keys and the multi-line phone must have more than that. Is this a MUST requirement? Is the County open to side car options or other solutions?
 - 1. Yes, the County would entertain sidecar options in order to provide programmable keys.
- q. Will the Fork Union Sanitation District be upgraded to fiber or have a dedicated, leased line prior to the start of this project? Would a SD-WAN implementation be possible from that site to the core?
 - 1. FUSD current bandwidth is 10/3 and would only occasionally carry a single call and would rarely have two concurrent calls. If connectivity is not improved by implementation date or the bandwidth is not sufficient to delivery service, Fluvanna County will opt to exclude the FUSD office from the project and keep the current FUSD telephone service in place for that site.
- r. Given the unreliable nature of VoIP through VPN over the public internet, is it a MUST that the FUSD site, with 10/3 cable internet be a part of this system?
 - 1. If connectivity is not improved by implementation date or the bandwidth is not sufficient to delivery service, Fluvanna County will opt to exclude the FUSD office from the project and keep the current FUSD telephone service in place for that site.
- s. Will the fiber connection between the Sheriff's Department and the Palmyra campus be able to pass traffic on the voice vlan?

1. **Yes, Voice VLAN will be available**
- t. Are you open to altering the connectivity to the remote sites that use broadband (cable modems, DSL, etc.) to allow quality of service?
1. **Yes**
- u. Do your systems run SNMP read only strings?
1. **No**
- v. Can you keep the POTS trunks for the analog devices (i.e. faxes, postage meters, credit card machines, etc.)?
1. **We would prefer to transfer these devices and use ATA/DTA adapters.**
- w. Which sites would require an ACD queue beyond the capabilities of an Auto Attendant and what is their call flow?
1. **Only the main administration building requires automated call distribution. Please see ACD Operator Call flow.pdf for call flow**
- x. For H15 under telephony requirements, would the analog phones be through separate POTS lines with failover to those lines being controlled by the carrier?
1. **Yes**
- y. What SLA do you require for replacement of faulty equipment? 8x5 or 24x7?
1. **We would require 8x5 replacements for critical IP PBX equipment. We anticipate keeping a small stock of IP handsets so replacements of those is not considered critical.**
- z. During the bidder's conference you said one day of training with multiple "train the trainer" sessions would be adequate, but page 9 requires three sessions on different days. Please document that one day is the requirement.
1. **If a provider can provide three user training sessions in a single day that would be acceptable as County IT Personnel could provide training to internal personnel not available on those dates as required. However, if a provider believes that the sessions would be too long in order to fit them into a single day, The County is happy with the provider completing the sessions over multiple days.**
- aa. Most VoIP phones can be considered a conference phone either because they can create a conference bridging multiple lines or because it has a speakerphone which can be used with multiple people. However, conference phones can also be considered specific models like the ubiquitous Polycom three-legged model. Please describe your requirements for a conference phone (H16.1.)
1. **Under requirement H16.1, we are looking for conference phones such as the Polycom three-legged model for use in conference rooms. Whilst we understand that most VOIP phone can use their speaker or bridge connections this is not conducive to a large conference room setting.**
- bb. 2.3.2 requires "re-termination of services" (which we interpret as meaning moving the existing PRI to the new system.) During the walkthrough Andy said that an Ethernet cable from the phone room to the computer room exists. Please confirm that this cable is available for use with either the PRI or an Ethernet connection if SIP trunking is used.
1. **There will be a cable available for re-terminating services as needed.**

cc. Andy said that it was not necessary to have a call to a cell phone be able to be routed back to another extension. This is easily done if the cell phone has the manufacturer app running, but not standard without an app. Please document that this requirement is eliminated or agree that cell phone users will run app if needed.

1. **Yes, the county understands that a vendor app would be required to provide this service.**

dd. For maximum protection, we suggest a UPS for the phone appliance which has dual power supplies. Shall we expect two power receptacles and a USB port to be available on an existing UPS for the primary and failover appliances or shall we provide UPSes as options?

1. **The vendor should quote for the provision of UPS as required by their solution.**

ee. We understand that we will need to terminate existing cable in new Cat 5e jacks at the workstation end. Will you confirm that is for 27 locations in the Courthouse and 48 locations at the Sheriff's office?

ff. **Yes, re-termination of wall jacks will be required in both the Courthouse and Sheriff's office.**

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

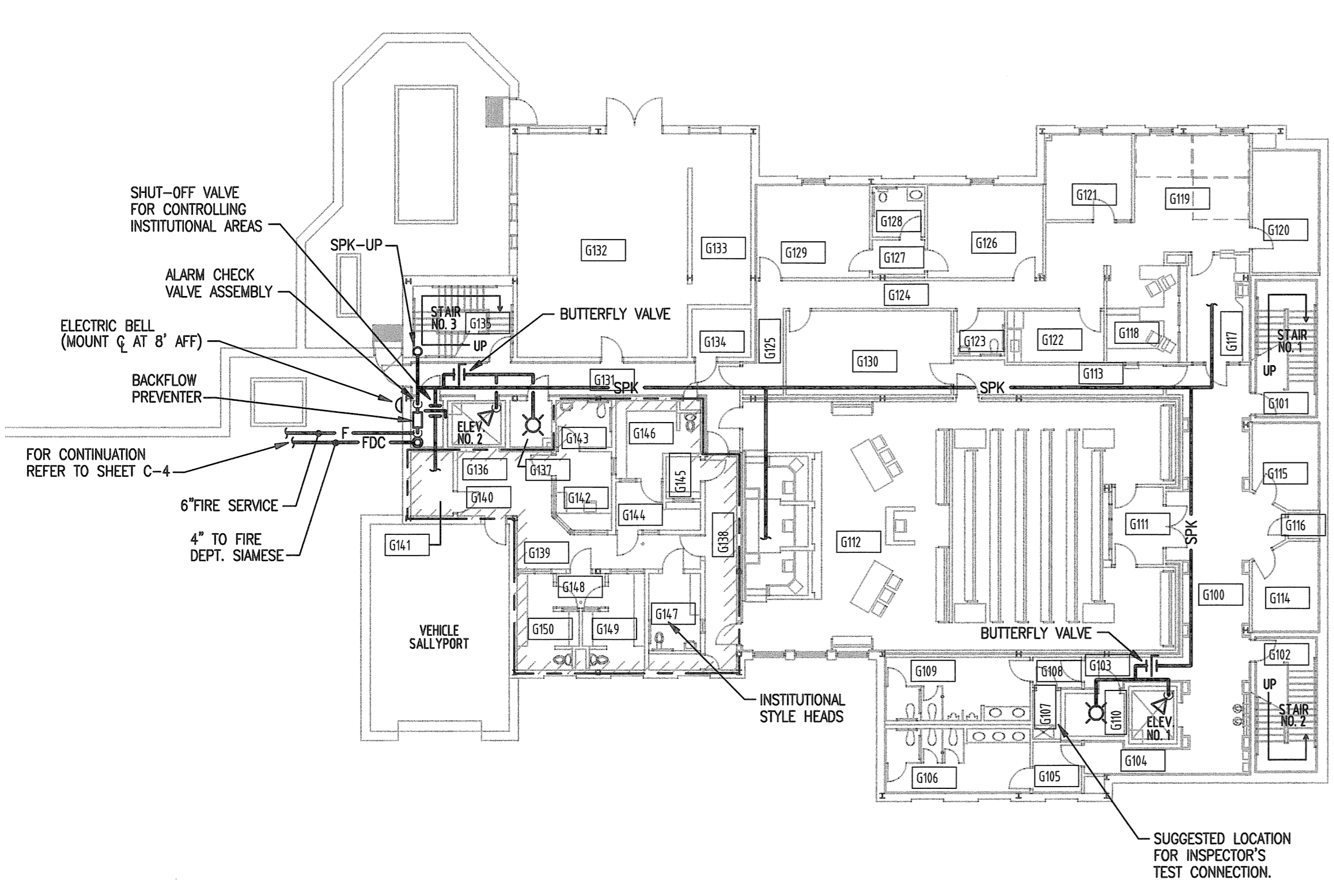
Name of Firm: _____

BY: _____

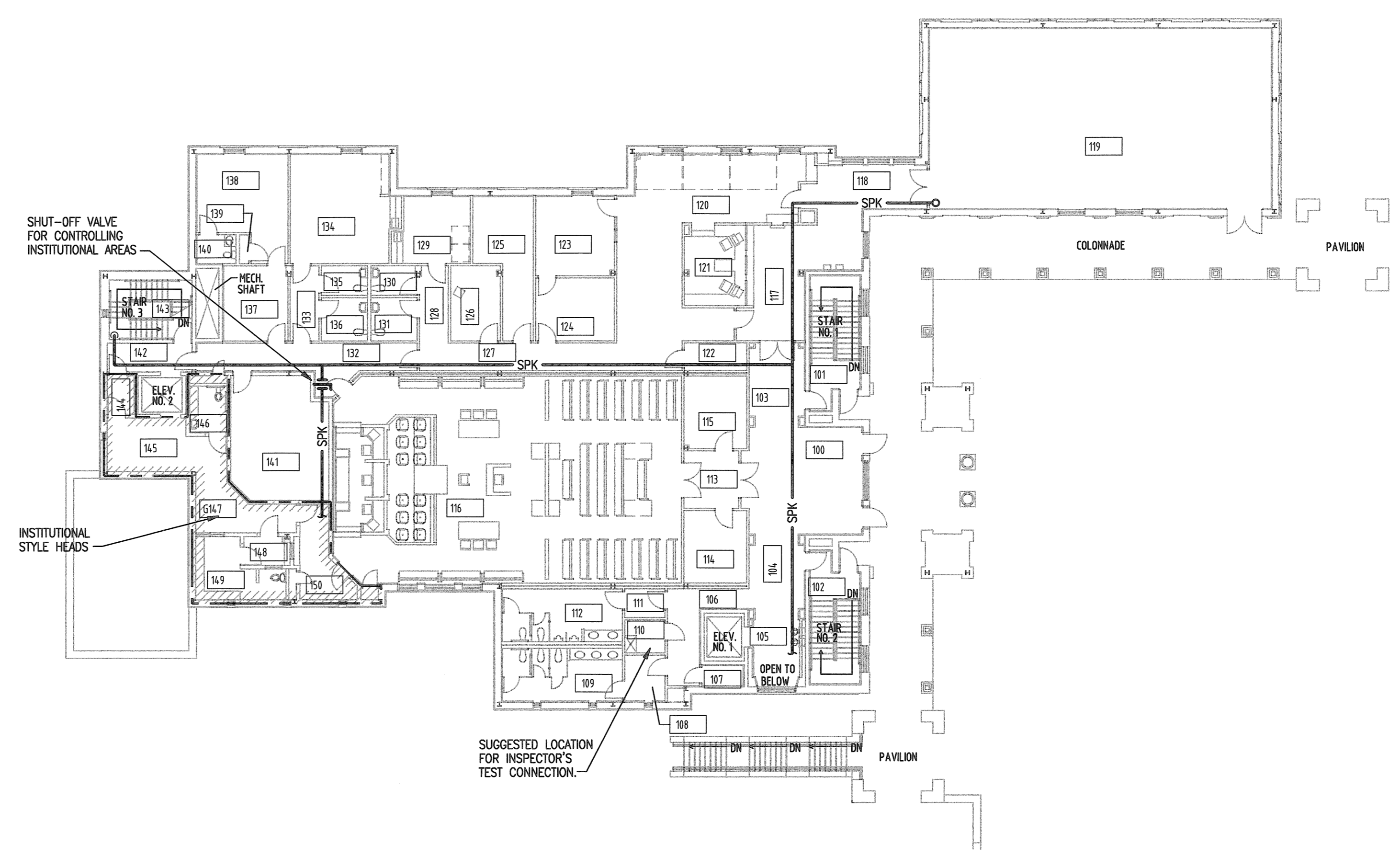
Signature of duly authorized representative

Title: _____

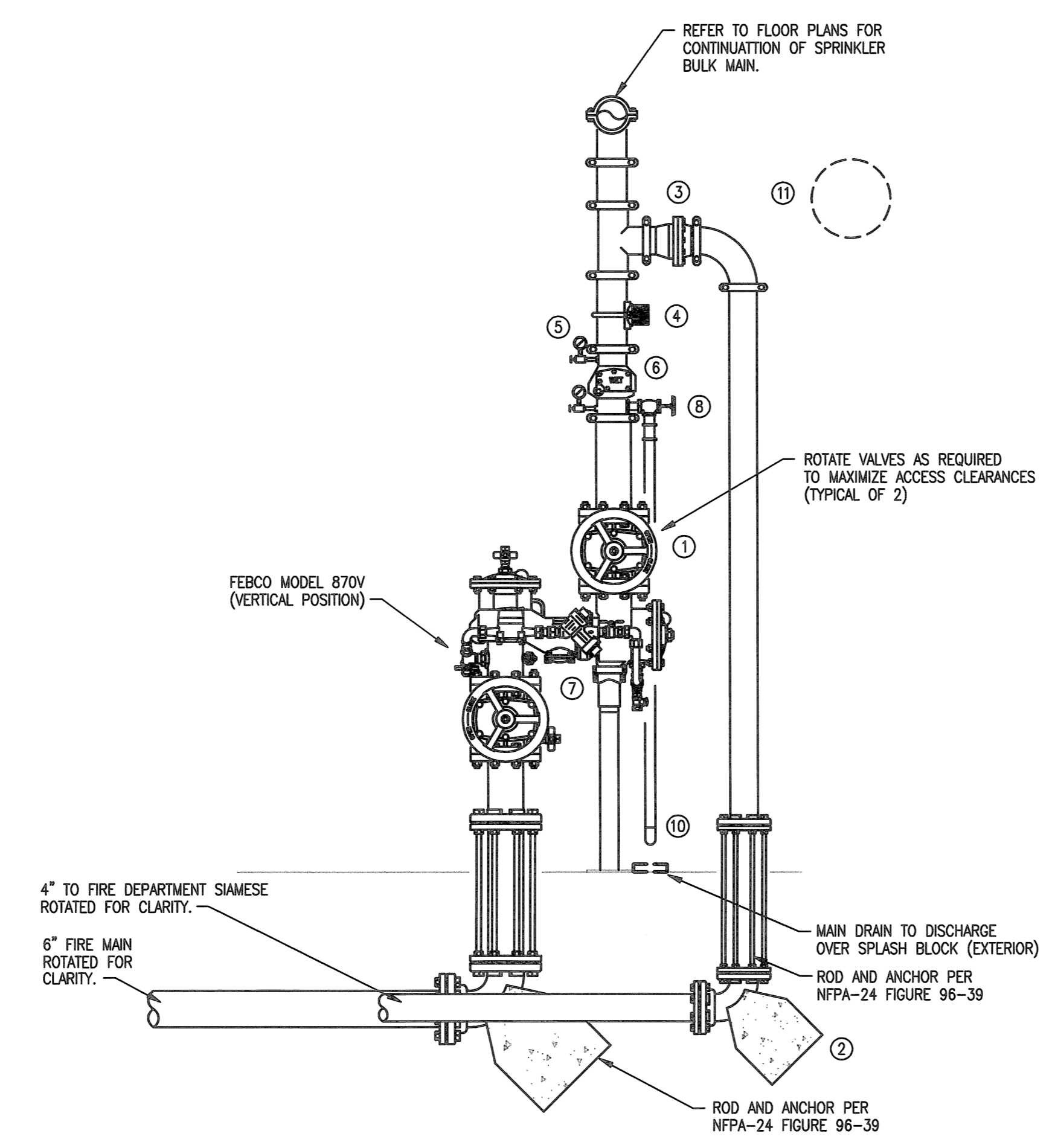
Date: _____



GROUND FLOOR PLAN
SCALE: 1/16"=1'-0"



FIRST FLOOR PLAN
SCALE: 1/16"=1'-0"



- EQUIPMENT LIST**
- | | |
|---|-----------------------------------|
| ① SUPERVISED O.S. & Y. GATE VALVE (TYPICAL) | ⑥ ALARM CHECK VALVE ASSEMBLY |
| ② THRUST BLOCK | ⑦ DOUBLE CHECK BACKFLOW PREVENTER |
| ③ GROOVED CHECK VALVE | ⑧ MAIN DRAIN ANGLE VALVE |
| ④ WATERFLOW SWITCH | ⑩ MAIN SYSTEM DRAIN (18" AFF) |
| ⑤ PRESSURE GAUGE | ⑪ ELECTRIC BELL |

FIRE SERVICE RISER
NO SCALE

FIRE FLOW DATA

- HYDRAULICALLY CALCULATE ALL FIRE PROTECTION SYSTEMS IN ACCORDANCE WITH NFPA 13, 1994, AS WELL AS THE VIRGINIA UNIFORM STATEWIDE BUILDING CODE AND THE AUTHORITY HAVING JURISDICTION.
- WATER WILL BE SUPPLIED FROM THE NEW WATER SYSTEM. FLOW DATA IS NOT AVAILABLE AT THIS TIME. CONTRACTOR SHALL BASE THE DESIGN ON A RESIDUAL PRESSURE OF 80 PSI WITH 500 GPM AVAILABLE AT THE BASE OF THE RISER.
- PERFORM AN ACTUAL FLOW TEST TO CONFIRM THE ABOVE MENTIONED DATA PRIOR TO STARTING ANY DESIGN. ANY DISCREPANCIES FOUND IN THE TEST RESULTS WHICH AFFECT THE DESIGN OF THE SYSTEM SHALL BE REPORTED TO THE ARCHITECT AND/OR ENGINEER.

LEGEND

SPK	SPRINKLER PIPING
FDC	FIRE DEPT CONNECTION PIPING
(Butterfly Valve Symbol)	SUPERVISED BUTTERFLY VALVE
(Flow Switch Symbol)	FLOW SWITCH
(Water-Motor Gong Symbol)	WATER-MOTOR GONG
(Sidewall Sprinkler Head Symbol)	SIDEWALL SPRINKLER HEAD
(Standard Upright Sprinkler Head Symbol)	STANDARD UPRIGHT SPRINKLER HEAD
1007	ROOM NUMBER
AFF	ABOVE FINISHED FLOOR

FIRE PROTECTION NOTES

- COORDINATE THE LOCATIONS OF ALL SPRINKLER HEADS WITH LIGHTS, DIFFUSERS, GRILLES, SPEAKERS, ETC. COORDINATE ALL PIPING WITH BUILDING STEEL, PIPING OF OTHER TRADES, DUCTWORK, LIGHTS, OTHER DEVICES AND EQUIPMENT LOCATED AT OR ABOVE CEILINGS.
- SPRINKLER HEADS:
 - GROUND FLOOR- CONCEALED HEADS: SPACE G100, G103, G104, G111, G112, G113, G117, G126, G127, G128, G129 & G130.
 - GROUND FLOOR- RECESSED HEADS: SPACE G101, G102, G105, G106, G107, G108, G109, G114, G115, G116, G118, G119, G120, G121, G122, G123, G124, G125, G131, G132 & 135.
 - GROUND FLOOR- UPRIGHT HEADS: SPACE G133, G134 & G136.
 - GROUND FLOOR- INSTITUTIONAL HEADS: SPACE G138, G139, G140, G141, G142, G143, G144, G145, G146, G147, G148, G149 & G150.
 - FIRST FLOOR- CONCEALED HEADS: SPACE 100, 103, 104, 105, 106, 113, 114, 115, 116, 117, 118, 119, 132, 133, 134, 137, 139 & 140.
 - FIRST FLOOR- RECESSED HEADS: SPACE 101, 102, 107, 108, 109, 110, 111, 112, 120, 121, 123, 124, 125, 126, 127, 128, 129, 130, 131, 135, 136, 139, 141, 142 & 143.
 - FIRST FLOOR- UPRIGHT HEADS: SPACE 122 & 126.
 - FIRST FLOOR- INSTITUTIONAL HEADS: SPACE 144, 145, 146, 147, 148, 149, & 150.

Fluvanna County Public Safety Building

