



# TOWN OF GREENWICH

Purchasing Department (203) 622-7881 Fax: (203) 622-7776  
Town Hall • 101 Field Point Road • Greenwich, CT 06830

March 6, 2014

## **\*\*ADDENDUM #3\*\***

### **TOWN OF GREENWICH**

#### **RFP #7047 REVISED DEADLINE: 4/2/14 AT 3:00 PM**

#### **PURCHASE, INSTALLATION AND MAINTENANCE OF A VoIP PBX/UCC AND VOICE MESSAGING SYSTEM AND ASSOCIATED INFRASTRUCTURE**

- 1. Question:** We are confused about separate networks. Is there a separate network today or are we supposed to build a network from the demarc out to each handset (as far as the LAN goes)?

**Answer:** Phybridge/equivalent would be the network. Please keep in mind that all the voice and data are to be on separate networks. Other offices do have CAT5 or better; in those cases we would build out POE switches and have a separate voice network.
- 2. Question:** In those buildings that don't require Phybridge (or equivalent) will the Town provide the data ports?

**Answer:** The baseline standard will be Phybridge (or equivalent).
- 3. Question:** There is a missing spreadsheet, is it in the document?

**Answer:** It is one of the attachments on the Town website, located with the RFP.
- 4. Question:** Can we get the other attachments in Excel?

**Answer:** Yes, in the Excel document you will see two tabs. The first being the actual specification and the second being the form to be filled out along with the bill of materials.
- 5. Question:** Are you looking for a dedicated server for the Cloud?

**Answer:** The Town is not excluding public cloud services, but highly encourages a private cloud service with its own server.

- 6. Question:** You state a 24 month roll-out. Is it ok to do it faster?  
**Answer:** Yes, as long as it is done correctly.
- 7. Question:** If going with a cloud service with dedicated circuits coming in from our data centers, where is the best location to put a demarc?  
**Answer:** Two demarcation points, one being Town Hall, and the second being at the Police Station. Also, if possible, they would have separate routes under the street.
- 8. Question:** Does this cover the BoE?  
**Answer:** At that point we may want to consider a circuit going directly to the BoE.
- 9. Question:** Is the Town contracting for all 3200 handsets right away? Or are we looking to stagger? What are we willing to commit to?  
**Answer:** The bid is to be done according to all endpoints. It will be staggered. The BoE is about 24 months behind Town government.
- 10. Question:** All of it would end at a 5 year term, including the Town, BoE, etc.?  
**Answer:** Yes, for the bidding process, once we get to final contract we can look into it further.
- 11. Question:** The bond amount for the performance, maintenance and payment bond, is that a 7 year bond for the full amount?  
**Answer:** There would be two performance, maintenance and payment bonds. The first would cover all costs for the Town's portion of the system's purchase and installation plus a one year warranty. The second bond would be required prior to the BoE phase beginning and would cover all costs for the BoE's portion of the system's purchase, installation and a one year warranty.
- 12. Question:** PRI Access, licensing?  
**Answer:** This is covered in the specifications/spreadsheet.
- 13. Question:** There is not currently any QoS on LightPath?  
**Answer:** Correct.
- 14. Question:** Is a network assessment tool to be included?  
**Answer:** If your company offers these services then yes, but separate out.
- 15. Question:** Mobility, depending on the manufacturer there are licenses. Are there a specific number of users?  
**Answer:** Yes, the number of smartphones and tablets is in the specifications.
- 16. Question:** Will you be providing the Power Point?  
**Answer:** This has already been posted to the Town's website.

**17. Question:** Concerning the 48 month refresh, what does it include?

**Answer:** Just the core servers.

**18. Question:** 911, are you looking to the desktop or zone?

**Answer:** Everyone's phone has to be updated in a desktop configuration. "Zone only" is to be Option 1, "To the Desktop" Option 2. The E911 solution is to be a complete vendor provided turnkey solution.

**19. Question:** Will you be providing the Verizon and Broadview contracts?

**Answer:** Yes, they have already been posted to the Town's website.

**20. Question:** Should we be providing pricing for every separate option?

**Answer:** Looking at the pricing spreadsheet, there will be subtotals for required as a whole and then each option priced out separately.

**21. Question:** Is there existing VMWare infrastructure and, if so, can it be utilized?

**Answer:** Yes, on the Town side.

**22. Question:** What is the level of VMWare being used and what are the servers using for the VMWare environment?

**Answer:** On Version 5, HP ProLiant, EMC San.

**23. Question:** Does the BoE currently use VMWare?

**Answer:** No.

**24. Question:** So is there a Hypervisor at all?

**Answer:** The high school is using a Windows based server system; the BoE has a smaller version of that running on HP hardware. The rest of the K-8 is running on Apple currently but will be changing in the future. K-8 has a voice network already in place including: POE switches CAT5 or CAT6 cabling.

**25. Question:** Cloud approach, is a hybrid approach allowed?

**Answer:** We want as few bodies, personnel from the vendor side as possible due to Town policies and procedures. Therefore a cloud solution is highly desirable over a hybrid, managed approach.

**26. Question:** So to clarify, you do not want to be a co-resident in the cloud?

**Answer:** We will accept a public cloud proposal, but would prefer to be completely private.

**27. Question:** What level of Unified Messaging are you looking for?

**Answer:** A link off the email.

**28. Question:** For E911, will the Town be providing Red Sky or an Intrado for the integration or will we the vendor be providing it?

**Answer:** The vendor will be providing their own E911 turnkey solution.

- 29. Question:** Two hours to respond or two hours to resolve?  
**Answer:** Two hours is response time on site.
- 30. Question:** What kind of custom reporting is the Town looking for, for the small Contact Center?  
**Answer:** The Town is looking for basically a Crystal reports or equivalent with parameters and filters.
- 31. Question:** Can you provide the proposal response in Word?  
**Answer:** Yes, this is posted to the Town's website.
- 32. Question:** What is the distance to the warehouse or distance to the presence?  
**Answer:** We are looking at a 30 air mile radius to have a presence.
- 33. Question:** With the Contact Center, what level of sophistication are you looking for?  
**Answer:** The Town is currently using basic ACD. Both in the RFP and the PowerPoint you will find what we are looking for as required and which are options.
- 34. Question:** Are you looking to use the existing UPS? Or should they be provided in the proposals?  
**Answer:** The Town will reuse the existing UPS.
- 35. Question:** What on-site training are you looking for?  
**Answer:** We are looking for 45 minute blocks to train a dozen people or less at a time, rotating people throughout sessions. We will provide the training room.
- 36. Question:** Are Gigabit handsets required?  
**Answer:** No, 10-100 is the requirement but you can offer Gigabit as an option.
- 37. Question:** In terms of architecture, are you only looking for two centralized cores or could it be a distributed architecture?  
**Answer:** It can be a distributed architecture.
- 38. Question:** What level of recording are you looking for?  
**Answer:** We are looking for trunk side recording. The Police Department has their own recording in place.
- 39. Question:** Is Phybridge (or equivalent) part of the RFP?  
**Answer:** Yes, it should be Phybridge or equivalent, allowing the Town to reuse existing CAT3 cable.
- 40. Question:** With the two cores, could it be more than one manufacturer?  
**Answer:** We encourage vendors to get creative; just keep in mind that there are strict guidelines to follow.

- 41. Question:** Will you be reusing or replacing the analog stations?  
**Answer:** In your company's proposal, they should all be new.
- 42. Question:** With the IP Phones on CAT3, will some jacks need to be replaced?  
**Answer:** It should be assumed that they are all 568, no recabling and conversion jacks to be supplied.
- 43. Question:** Separate network, do we provide POE?  
**Answer:** Phybridge or equivalent would be the POE.
- 44. Question:** Concerning the Police phone systems, are we tying into the PSAP or Dispatch Center or are we providing phones for that?  
**Answer:** The chosen vendor is not tying into the PSAP or providing PSAP phones.
- 45. Question:** So are those admin lines trunk connections or station connections?  
**Answer:** They are both trunk as well as station connections.
- 46. Question:** What would we be integrating for Screen Pops?  
**Answer:** It could be an account code, it could be a caller ID.
- 47. Question:** What about in the back end database?  
**Answer:** It would be SQL.
- 48. Question:** The System Supplier Fact Sheet, will it be provided in Word.  
**Answer:** Yes.
- 49. Question:** Any idea of what the budget is?  
**Answer:** We are requesting funding in the amount of \$2.2 million including all closet work as well as project management. For the BOE there is a place holder for approximately \$1 million. The RTM will vote on the budget for the next fiscal year in the beginning of May, at which point it will be known if this allocation is approved.
- 50. Question:** The implementation plans, is one covering everything ok?  
**Answer:** Yes, we are looking for a single high level GANTT Chart.
- 51. Question:** Could you make the Avaya and Mitel system reports available?  
**Answer:** These reports will not be made available, as the Town wants all components to be new.
- 52. Question:** Who is the current supplier?  
**Answer:** You can find this information in the Vendor of Record from Avaya.
- 53. Question:** Any specific format to respond in?  
**Answer:** Microsoft Word.

- 54. Question:** How many closets are there in Town Hall?  
**Answer:** Demarc, MDF and 10 IDF, 6 IDF have a data rack.
- 55. Question:** Are existing switches the same as called out in the docs?  
**Answer:** Switches will be Phybridge or equivalent for voice connectivity for 1,000 end points. The 357 data end points for the Town are assumed to be used with PoE switches. Data only switches are to be assumed for most drops as data only, and therefore not to be included in the vendor's bid.
- 56. Question:** What is the number of cables/drops versus number patched to switches?  
**Answer:** Assume a 1:1 ratio of phones to CAT3 cabling. Assume data cabling, CAT5E or 6, will be used for data only connectivity and no voice integration.
- 57. Question:** Which properties/closets have PoE switches installed?  
**Answer:** For proposal purposes, assume 1,000 drops for Phybridge or equivalent use. The remaining 357 ports from the total of 1,357 ports, assume will have PoE capability.
- 58. Question:** Is WiFi to be addressed?  
**Answer:** Assume no WiFi for this project as part of the proposal.
- 59. Question:** Section 32 of the RFP states that prevailing wages do not apply. At the same time, the body of the RFP says that prevailing wages do apply. Could you please clarify.  
**Answer:** Prevailing wages do not apply to this project.
- 60. Question:** Please confirm the call center features that the Town wants to have in place with the installation versus capabilities that you want the system to have but will not necessarily purchase immediately.  
**Answer:** This information is given in the specification sheets.
- 61. Question:** The RFP mentions bridged appearances. Please let us know how many you will need.  
**Answer:** A maximum of eight bridged appearances will be required on an individual phone.
- 62. Question:** It was mentioned at the meeting that the schools want survivability to the point where if the WAN goes down or the core call control is unavailable, the phone system at the schools will survive and allow for at least internal calling and 911. Do you want the same requirement on the town side?  
**Answer:** Yes.
- 63. Question:** Please confirm whether you will have SIP trunks or PRI as your PSTN circuits at cutover. If PRI, do you want to purchase the SIP licenses with this project in the quantities outlined in the RFP to have when you are ready to convert?  
**Answer:** At cutover, we will have PRI as our PSTN. The SIP trunk licenses should be quoted as optional, per the quantities outlined in the specification sheets.

**64. Question:** Page 32 of the RFP defines UCC. Please let us know how many UCC users you need.

**Answer:** This information is in the specification sheets. Please refer to them.

**65. Question:** In the RFP we do not see how many agents are needed for the Contact Center.

**Answer:** Twelve agents and two supervisors are needed for the Contact Center, per the specification sheets.

**66. Question:** Will the IVR just be an Auto Attendant or will it carry all town employees' names?

**Answer:** There is no IVR requirement for this project.

**67. Question:** Can you tell us how many extended demarcs are to be included with installation.

**Answer:** Do not include any extended demarcs.

**68. Question:** We would like to request an extension to the due date of the bid. We are requesting four weeks due to the complexity of the bid.

**Answer:** The due date for proposals has been moved to **April 2, 2014 at 3:00 p.m.**

As a reminder to all prospective bidders, please review the cover letter that went out with the Request For Proposal to make certain that your company will qualify for this project and that your company's qualifications are stated correctly. We do appreciate your interest in this project.

**ALL OTHER SPECIFICATIONS, TERMS AND CONDITIONS OF THIS RFP SHALL REMAIN THE SAME.**



Joan T. Sullivan, CPPO, CPPB, C.P.M.  
Director of Purchasing

JTS:pf