



## Town of Fairfield

Sullivan Independence Hall  
725 Old Post Road

Fairfield, Connecticut 06824  
Purchasing Department

(203) 256-3060  
FAX (203) 256-3080

**ADDENDUM #1**  
**RFP #2017-07**  
**Voice over Internet Protocol**  
**(VoIP) Telephone System**

**NOTE: This addendum will be continuously updated on a regular basis. Scroll down for most recent updates.**

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**Clarification:**

1. Attachments (Table of Contents, Page 2):
  - a. Attachment 1 – “Town Insurance Requirements” is referenced under the standard Terms & Conditions on Page 6 of the Bid Document. **Delete reference to Section XV.**
  - b. Attachments 2 and 3 (Network and WAN diagrams) shall be handed out to prospective bidders of record at the pre-bid conference which is scheduled for 8<sup>th</sup> November, 2016.
  - c. Attachment 4 (non-disclosure) is appended to this addendum.
2. Equipment / Site References:  
<https://fairdata.town.fairfield.ct.us/?linkid=KZi4zr6VWWUAiP62OrlrlqhvTHv7ITEz8oDODS6ncAGbVD1ezwBvAA>

The Town still intends to offer interested parties access to the Town facilities. Parties interested in viewing the Town facilities should report to Sullivan Independence Hall, Purchasing Department, 725 Old Post Road, Fairfield CT, 06824 by 09:00am, Wednesday, November 9, 2016.

Interested parties shall be afforded access to the Town facilities in order to observe the existing conditions at each Town facility.

Unless the Town receives a request to visit additional sites, the Day 3 site visitations (previously scheduled for Thursday, November 10, 2016) are being cancelled.

**Questions:**

1. Section 2.14 – Call Accounting System – Customer has requested
  - Date and time of call
  - Originating phone or extension number
  - Access Code Dialed
  - Authorization Code (if used)
  - Network resource used
  - Destination number (internal extension or outside number)
  - Duration of call
  - Cost of call, based on pricing information provided by the district

The question I have is that most of the requested information is standard with most systems Call Detail Records (CDR). The one request that requires a third-party Call Accounting System is the COST OF CALL. If the town needs to bill back departments for the cost of the call then you would need additional software. Does the town need to bill back departments?

2. Section 4 – Training Requirements  
“Proposer shall supply complete station user training for all station equipment types and other end user equipment, for all station users, utilizing live equipment at each Town site,...”

Does the Town want the vendor to go to all 39 locations and conduct training at each individual location? It is suggested that a more cost effective training schedule would be to conduct training sessions at two locations – Independence Hall for the Town sites and the Board of Education for the BOE sites. 1 week at Independence and 1 week at the BOE. Please advise.

**Answers:**

Concerning Board of Education:

- 1) Currently, we do not need bill back capabilities for departments, but we will require separate billing for BOE, TH, Library and Public Safety.
- 2) The Board of Ed requires each site to be visited. There are too many people to bring into a single site to do otherwise. (The BOE has 2,000 employees.)

Concerning Town of Fairfield:

- 1) Currently, we do not need bill back capabilities for departments, but we will require separate billing for BOE, TH, Library and Public Safety.
- 2) Training sites would be Independence Hall, Main Library, Town Garage, Recreation, Senior Center and Fairfield Police Dept. This would also possibly include the Fire Training Center if it is completed.

**Questions:**

1. Will the Town of Fairfield accept bids that includes a 3<sup>rd</sup> party Unified Communications solution?

**Answer:** AVST is primarily a provider of messaging solutions (cloud and premise-based). This includes voice mail, unified messaging and fax systems. To my knowledge, they do not provide the base telephone system or service, so they'd need to partner with a 3rd party to deliver a complete solution. That would be acceptable, in my opinion, so long as the Town contracts with only one vendor, as required in the RFP.

2. What is the current messaging and phone system?

**Answer:** From the Needs Assessment Report - The Town's current voice communications environment consists of the following:

- Approximately 35 Norstar key systems (later versions known as Meridian Norstar) and nearly 1,000 handsets, manufactured by Nortel Networks Corporation, owned by the Town...
- Centrex service, including approximately 1,062 Centrex telephone lines connecting all Town facilities to the Frontier Communications Fairfield central office, and, in some cases, Frontier's Bridgeport main and north central offices.
- An Octel voice mail system that supports all users in Town.

3. Regarding Unified Messaging... what email service will voice messages be delivered to?  
a. Are there specific policies to address voicemail storage for regulatory or compliance reasons (legal discoverability related to storing voicemail on the email server, etc.)?

**Answer:** From the RFP: "Proposers shall describe the messaging system's ability to backup, restore, archive and lock voice messages. Proposers shall describe the capacity requirements for storage for the Town to archive and vault all messages for a two year retention period, to create legal hold files on said vault and to comply with all federal and state judicial requirements securing the integrity of the vault."

- b. Do you wish to restrict forwarding of voicemail messages outside of the organization?

**Answer:** At this time, assume the capability is a standard feature of the system. Also, identify any costs that shall apply.

4. How important is it for any future voicemail system to mimic the current telephone user interface?

**Answer:** If this refers to the users' ability to use the traditional method of dialing into the messaging system, entering a password, and retrieving/hearing/saving/deleting messages. If that's the question, the answer should be yes.

5. Is there a desire to give callers a choice to speak commands for a department or employee?  
"You've reached the Fairfield Public Schools. For the Fairfield Ludlowe High School, PRESS or SAY '1'"

**Answer:** No.

6. Has the town deployed Microsoft Skype for Business, and if so in what capacity?  
a. Is there a desire to deliver calls to Skype for Business?

**Answer:** No.

**Questions:**

1. In section 1.4 Pre-Proposal Conference, it references the following: The Town expects that Proposers will be able to identify and quantify these cabling and network enhancements, and propose on them if they so choose. Is the installation a cabling to support VoIP a requirement of the RFP? If not and we choose not to propose new cabling and network enhancements (RFP states that the town is already providing the network switches), are we required to attend the 3-day site survey for our bid to be considered?

**Answer:** The intent is that we are looking for prospective bidders to determine whether our infrastructure meets the requirements of their proposal. If not, they will need to tell us what isn't sufficient and needs to be addressed.

2. Can you confirm if there can be an exception to the following paragraph of the RFP?

“State law requires a minimum of twenty-five percent (25%) of the state-funded portion of the contract for award to subcontractors holding current certification from the Connecticut Department of Administrative Services (“DAS”) under the provisions of CONN. GEN. STAT. § 4a-60g, as amended. (Twenty-five percent (25%) of the work with DAS certified Small and Minority owned businesses and twenty-five percent (25%) of that work with DAS certified Minority, Women and/or Disabled owned businesses.) The contractor must demonstrate good faith effort to meet the twenty-five percent (25%) set-aside goals.”

**Answer:** This shall apply if State of CT assisted funding exceeds \$50,000 and is applied to the project. At this time, it is not known if funding shall be sought or not.

More information regarding CHRO requirements may be obtained from:

Alvin K. Bingham, Supervisor  
Commission on Human Rights & Opportunities  
Affirmative Action/Contract Compliance Unit  
25 Sigourney Street, 7th Floor  
Hartford CT 06106  
P: (860) 541-4709  
F: (860) 541-3432  
[alvin.bingham@ct.gov](mailto:alvin.bingham@ct.gov)  
AA/EOE

**Questions:**

1. Will Town of Fairfield consider a Hosted Voice Solution (HVS) instead of customer premise equipment?

**Answer:** Yes. Both options will be considered.

2. Are decisions being made regarding the voice network component? (AT&T has network VoIP solutions that replace PRI / TDM legacy voice services and deliver more resiliency, feature/functionality, no ongoing maintenance costs or need to support a premise based solution, and potential cost savings.)

**Answer:** Yes, we have stated in the RFP that we will be moving to SIP trunking if we implement a premise-based solution. We do not anticipate using PRI services, but we will maintain a complement of Centrex lines for backup purposes.

**Questions:**

1) What is your current Outbound Mass Notification System? What is the manufacturer's preferred integration method? Is there one system for both BOE and Town Facilities?

**Answer:** The BOE uses a messenger module integrated with our student management system Infinite Campus. We are not interested in mass notification. The Town uses Reverse 911.

2) Is your current outbound mass notification being used for emergency purposes only or for all general purpose outbound messaging as well?

**Answer:** The Town and BOE system are used for both general info and emergency info messaging.

3) What is the monthly cost for all your CENTREX lines for BOE and City?

**Answer:** The Town will conduct its own financial analysis of the proposals received.

4) Please provide the current monthly recurring costs for all Telco and Data Services/Bandwidth.

**Answer:** The Town will conduct its own financial analysis of the proposals received.

5) Please identify the facilities that you feel have the most challenging closets.

**Answer:** More information to follow.

6) How many ports in the OCTEL voicemail system today?

**Answer:** Currently 16. The RFP requires 24.

7) Will all 2250 users require voicemail? How many will require Unified Messaging?

**Answer:** Yes, all users will require UM.

8) What is the integration today with the 911 system?

**Answer:** See RFP Section 2.12.3

9) What brand of recording system are you using today?

**Answer:** See RFP Section 2.12.4

10) How many lines need to be recorded?

**Answer:** See RFP Section 2.12.4

11) What is the integration to this system from the existing call recording system?

**Answer:** See RFP Section 2.12.4

12) Do you require call accounting?

**Answer:** See RFP Section 2.14

13) Do you bill back depts. for calls?

**Answer:** No

14) How large of an audio bridge do you require?

**Answer:** Proposers should provide a variety of solutions/sizes as we will determine what the best fit is for various locations against the cost.

15) How many audio bridges?

**Answer:** We are not looking solely for an audio bridge, but a video conferencing solution in addition to an audio bridge.

16) How many video conference bridges do you require?

**Answer:** None at this time. RFP Section 2.15 simply asks for information about your video conferencing capabilities.

17) How many people would be on the video bridge at the same time?

**Answer:** See response to question 16.

18) Will you reuse the analog phones?

**Answer:** See RFP Section 2.7

19) How many analog phones do you have?

**Answer:** Very few. These are typically located at the smaller sites that are not on the fiber network, and that are served by cable modem. The RFP (see Section 2.8) provides the number of analog station ports required at each site. These will be made available for several purposes, including analog sets and potentially fax machines, postage machines, credit card machines and the like. In many cases, fax lines are also used as emergency phones in school offices; in these cases, it is likely that the fax lines will not be incorporated into the new system, but will remain as independent Centrex lines.

20) Please provide the count of network drops that would be used for VOIP phones?

**Answer:** Where possible, i.e., on typical desktops that have a single phone and a single PC, proposers should assume that IP telephones will share existing network drops. There will be a number of cases, however, where this is not feasible. As one example, there are several instances where all receptacles are taken by networked devices or mobile devices and an existing phone jack may need to be rewired to connect to the network.

Until the network readiness assessment is completed, the Town cannot provide vendors with the exact count of existing network drops that will support IP phones. However, the RFP does not request vendors to provide pricing for new cabling or network switches, so this information should not be required to complete your response to the RFP.

21) Please provide the count of network drops that would go to each closet that would be used for phones.

**Answer:** Counts of IP phones per closet are being developed. However, we do not think that information is required for vendors to submit proposals.

22) Will the City and county be providing a cut sheet for each closet? (Cable from closets marked to show where they go on the floor)

**Answer:** The Town will work with the selected vendor to develop this information once a vendor is chosen.

23) Please provide a network assessment showing your data network is voice ready.

**Answer:** A network readiness assessment may potentially be performed as a separate exercise. We are currently investigating options at this time. If we decide to proceed, these findings will be shared with all proposers via addendum.

24) Are all of the sites BOE and City connected back to Sullivan location, BOE or Police department?

**Answer:** No- please review WAN diagram provided.

25) What is the connectivity to these sites from all sites in the city and BOE?

**Answer:** BOE schools all are 10GB as is the ring to Town facilities.

26) To keep this a level playing field, I suggest you require new switches in each closet to support the VOIP phones?

**Answer:** This will be determined based on the outcome of the network readiness assessment. The Town will acquire any required network electronics and associated UPS's separately from this RFP.

27) Do you require UPS for the new voice data switches you will need at each closet to support the VOIP phones?

**Answer:** See response to question 26

28) How much UPS backup? 1 hour?

**Answer:** See response to question 26

29) Do both the city and BOE share the same exchange server?

**Answer:** No, they are separate entities. They are independent domains with a trust.

30) How is the exchange setup?

**Answer:** TBA.

31) Does the BOE and Town IT departments have a Data Switch preference?

**Answer:** Cisco or HP are the current brand preferences, however, this is open for discussion.

32) Please provide a MAP of the current Paging zones.

**Answer:**

Town side and Public Safety:

Police building has single zone for all phone sets and PA activated through the Phone sets.

All Fire Dept. buildings have at least a single zone for all phone sets and PA system activated through the Phone sets. Some buildings will have a zone for the basement of the building.

Town Garage has a single zone PA system activated via a Centrex line they call. System not connected to phone system.

Main Library and Branch Library both have a single zone for all phone sets and PA system activated through the Phone sets.

33) Please provide the Network Diagrams and Maps/Floor plans for all of the schools and Town Facilities? We did not get copies during the bidder's conference.

**Answer:** This information will only be e-mailed to attendees who have signed the non-disclosure agreement. No exceptions. Please e-mail requests to [PRyan@fairfieldct.org](mailto:PRyan@fairfieldct.org)

34) Please provide Pictures of each MDF & IDF.

**Answer:** Click on link below:

<https://fairdata.town.fairfield.ct.us/?linkid=KZi4zr6VWWUAIp62QrIrlqhvTHv7ITEz8oDODS6ncAGbVDIezwBvAA>

**Questions:**

1) The Verint Audio Log Recorder –

Is this a premise based device?

**Answer:** Yes

How does it physically connect to the network?

**Answer:** NIC card for playback.

Does the recorder have the ability to act in a pass-through fashion?

**Answer:** It is not possible to access the network by coming in through the recorder.

**Questions:**

1. Can the town support virtual servers or should our configuration include physical servers?

**Answer:** Yes, both Town and BOE support virtual servers using VMware.

2. Does the analog station and trunk ports include the requirements for any existing paging that will be required?

**Answer:** Paging ports were not included.

3. What is the integration required for the existing Verint recording solution?

**Answer:** Please clarify the question. We will ask the Police Department for further information.

4. Please confirm the bid bond is it 5 or 10%.

**Answer:** Bid bond is five percent (5%).

5. What is the integration today with the 911 system?

**Answer:** Analog

6. What brand of recording system are you using today?

**Answer:** Verint Audio Log Recorder (BEI is the vendor).

7. How many lines need to be recorded?

**Answer:** 20

8. What is the integration to this system from the existing call recording system?

**Answer:** Not sure what “system” is being referenced, but the audio log connects to the network via a NIC card.

**Questions** → More information to follow.

1) On 2.12.4 Can you let me know about the Verint Call Recorder?

a. What software level is it.

b. Is it station side or trunk side recording.

c. Who is the vendor on it today, so I can call and ask questions on how to implement to the new phone system.

**Answer:** TBA

2) Will you be sending out Dan's from the Town side his list of LAN Switches in the town buildings? He said he has it but I never saw the document.

**Answer:** TBA

3) On 2.10.1, it says the system needs to support 2250 voicemail users. Does that mean you want 2250 voicemail boxes configured on day 1 when the system is implemented or do you just want the 952 accommodated on day 1 of the install?

**Answer:** TBA

4) During the meeting on the first day, there were many questions on voicemail to email:

a. Will a Wav file delivered to the inbox be good to suffice the bid requirement.

b. Or does the RFP only want voice to text capabilities quoted? So the system will transcribe the voicemail to the user.

**Answer:** TBA

5) 2.17 Classroom Phones

- a. Do the classroom phones need to be 10/100 or 10/100/1000?

Answer: TBA

**Questions**

1. How many trunks are at each location?

Answer: TBA

2. What is the combined monthly outbound minute usage between all the Fairfield sites?

Answer: TBA

3. What is the make and model of the firewalls?

Answer: The Town and Library both use Cisco ASA 5516 Firewalls.  
BOE Firewalls: ASA5585-20 ( 2 units) and ASA5516 ( 1 unit).

4. What is the current monthly spend for Centrex lines across the town and school facilities?

Answer: If you are requesting how many Centrex lines exist at each site today, this isn't relevant or required to develop a proposal as it will all change with the new system.

5. What is the usage per month across the town and school?

Answer: We are unable to provide this information. The only thing recorded on the phone bills would be long distance calls originating here, nothing would show for calls coming into these facilities.

6. What is the annual maintenance cost for the Meridian Norstar phone systems across the town and school facilities?

Answer: The Town will conduct its own financial analysis once bids are received.

7. There was talk of adding in a voice readiness assessment. Is that to be included in the bid cost or was that something that is going to be separate?

Answer: TBA

8. On page 14 & 15 of the RFP there are names and addresses included for the Town Sites but no listed phone numbers. In order for us to run LNP & E-911 checks current site phone numbers are needed. Will there be an addendum released with this information?

Answer: See table below.

Department	Address	Phone
Sullivan Independence Hall	725 Old Post Road	203-255-7355
Old Town Hall	611 Old Post Road	203-255-7305
Animal Control	211 Richard White Way	203-254-4857
Bigelow Center for Senior Activities/Annex/Social Svc	100 Mona Terrace	203-256-3166
Fire Station #1/Headquarters	140 Reef Road	203-254-4700
Fire Station #2	600 Jennings Road	203-254-4704
Fire Station #3	400 Jackman Avenue	203-254-4748
Fire Station #4	69 Main Street	203-254-4744
Fire Station #5	3965 Congress Street	203-254-4745
Fire Training (New Facility)		
Library - Main	1080 Old Post Road	203-254-5950
Library - Branch	1147 Fairfield Woods Rd	203-365-2605
Parks and Recreation	75 Mill Plain Road	203-256-3131
Police	100 Reef Road	203-254-4800
Police Marina	471 Turney Rd	
Public Works Ops/Town Garage/Tree Warden	705/899 Richard White Way	203-254-4703
WPCA		203-254-4703
Smith Richardson Golf Course	2425 Morehouse Highway	203-254-4754
Conservation Workshop	265 Richard White Way	203-254-4797
Board of Education	501 Kings Highway East	203-255-8371
Burr Elementary School	1960 Burr Street	203-255-7385
Dwight Elementary School	1600 Redding Road	203-255-8312
Holland Hill Elementary School	105 Meadowcroft Road	203-255-8314
Jennings Elementary School	31 Palm Drive	203-255-8316
McKinley Elementary School	60 Thompson Street	203-255-8318
Mill Hill Elementary School	635 Mill Hill Terrace	203-255-8320
North Stratfield Elementary School	190 Putting Green Road	203-255-8322
Osborne Hill Elementary School	760 Stillson Road	203-255-8340
Riverfield Elementary School	1625 Mill Plain Road	203-255-8328
Sherman Elementary School	250 Fern Street	203-255-8330
Stratfield Elementary School	1407 Melville Avenue	203-255-8332
Fairfield Woods Middle School	1115 Fairfield Woods Road	203-255-8334
Roger Ludlowe Middle School	689 Unquowa Road	203-255-8345
Tomlinson Middle School	200 Unquowa Road	203-255-8336
Fairfield Ludlowe High School	785 Unquowa Road	203-255-7201
Fairfield Warde High School	755 Melville Avenue	203-255-8449
Walter Fitzgerald High School	108 Biro Street	203-255-8384
Transportation	One Rod Highway	203-255-8385
Maintenance	418 Meadow Street	203-255-8297

## Questions

1) 9. Will Cat6 wiring be needed? How many at each location?

Answer: TBA

2) Please confirm Cisco 3750 Layer 3 switches at fiber end points.

Answer: TBA

3) Please provide a complete network topology including all data closets.

a) How are these equipped?

b) What is needed to support (PC's & IP Phones)

c) Can we propose to replace switches where needed at locations to accommodate VoIP or with our Mitel solution we can use their Streamline to bypass this issue.

d) Can QoS and VLAN be established on your WAN/LAN?

Answer: TBA

4) We need to know the switch count that we will have to provide with our solution at each location; should a network assessment show that additional POE switches are required may we rely on an assumption that the Town will release an additional RFP for the switching infrastructure?

Answer: TBA

5) Is this a mandatory requirement: full survivability at all Sites to the edge or just key sites such as the BOE Office and Independence Hall? The RFP is contradictory on this point (see 1.1, 2.1, 2.3).

Answer: TBA

## Questions

1. What is the WAN bandwidth between Locations?

Answer: 10 GBPS

2. Does the Network have QoS on the WAN and LAN?

Answer: We do not currently have QOS implemented, but the switches and head end routers do have the capacity to do so.

3. Does Fairfield have Power over Ethernet switches for the voice or would we be required to quote them?

Answer: All current switches are POE compliant.

4. Does Fairfield have Separate VLANs for Voice and Data?

Answer: Currently we do not have a VLAN for voice. A VLAN for VOIP will be implemented.

5. Can you give a count of needed Phones in each closet at each Location?

Answer: These counts are located in the RFP. Drops will be run back to closest closet.

6. Are the Closet Switches required to be layer 2 or Layer 3?

Answer: Layer 3.

7. Do the Routers at the edges support Quality of Service for Voice over IP?

**Answer:** Yes.

8. Can we get a copy of the configurations scrubbed for security?

**Answer:** No. This information will only be provided to the winning bidder (for security reasons).

9. What are your security policies regarding Network access both Physical and remotely.

**Answer:** We allow Cisco Anyconnect VPN to approved individuals. Standard access to user's data resources are provided via a third party product. No devices, that are not district devices, are allowed to be physically attached to our network without prior approval. Wireless access if available for BYOD, and a guest network.

10. What is the make and model of your Firewalls?

**Answer:** We currently have a CISCO ASA5585\Cisco FireSight System.

11. Do you have plans to use Video on your Network in the future?

**Answer:** If you are referring to video conferencing, yes.

12. Will user requirements include remote access to use softphones, remote phones, PC's and smartphones?

**Answer:** Yes.

## Questions

1. # of Talk Paths for the Centrex Service?

**Answer:**

2. # of Analog Ports by Site?

**Answer:**

3. BCDR  
a. At what level  
i. Power Outage  
ii. Internet Outage  
iii. Building Destroyed

**Answer:**

4. Paging?

**Answer:**

5. Faxing?  
a. EFax or Analog?

**Answer:**