

City of Alamosa
2019 Phone System RFP Addendum A

1. Is Reporting required for all extensions or a subset? If a subset, how many?
 - a. Reporting is required for all extensions.
2. For call accounting, is historical reporting sufficient, or does the City require real-time reports as well?
 - a. Historical report is sufficient.
3. Is voicemail forwarding to email required for all users or a subset? If a subset, how many?
 - a. All users require the ability to forward to email.
4. How many calls need to be recorded per day, what is the average duration of a recorded call, and how long will recorded calls need to be retained on the phone system before being overwritten or archived? This info is needed to properly size the call recording storage.
 - a. An average call volume currently is 500 calls per day, duration is 5 minutes. We would ideally like calls to be stored for a minimum of 2 months. This volume will increase over time, as such, options for additional storage should be presented in the RFP.
5. Does the City utilize VMware for virtualization? If so, what version(s) are available?
 - a. Yes, the City of Alamosa utilizes VMWare 6.5 and above.
6. Can we assume the City's IT staff will be responsible for implementing the QoS design and other related network configuration changes (e.g., DHCP/DNS settings) required to support the phone system?
 - a. Yes.
7. Can vendors assume that Ethernet drops exist or will be provided by the City wherever an IP phone is required?
 - a. All Ethernet drops exist or will be provided by the City of Alamosa.
8. Does the City require end user training for all end users, or is train-the-trainer acceptable?
 - a. Train-the-trainer is acceptable.
9. Please clarify the how the last two bullets in section 4.0 state and the last bullet in section 5.0 relate to each other:
 - a. "40 hours of post-implementation support to be used for issue resolution and follow-up, as needed"
 - b. "however a 1-year telephone support contract is required with options for annual renewal."
 - c. "The proposal needs to include all licensing and appropriate hardware and software support for the initial 3 years. Costs involved beyond the first 3 years need to be disclosed but not included in the initial pricing."

Is the requirement to include pricing for a 1 year professional services/consulting contract not to exceed 40 hours and a 3-year product/software support contract for the phone system?

- a. The requirement is to include pricing for a 1 year professional services/consulting contract no to exceed 40 hours and a 3-year product/software support contract for the phone system.
10. Would the City consider replacing fax machines with an eFax (fax-to-email) service?
 - a. At this time, the City of Alamosa is not prepared to transition away from physical
 11. For the wireless headsets:
 - a. Which wireless technology preferred? Bluetooth or DECT?
 1. DECT is preferred.
 - b. Mono or stereo?
 1. Mono is acceptable
 - c. Over the ear (e.g. headphones) or in the ear (e.g., earbuds)?

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1. Over the ear is preferred.
12. For the wireless handsets:
 - a. What wireless technology? WiFi or DECT?
 1. DECT is preferred.
 - b. Are these cordless phones (e.g., base station with expansion handsets)?
 1. Base station with expansion handsets.
 - c. Do the handsets need to be ruggedized?
 1. The City of Alamosa prefers ruggedized wireless handsets for these units.
13. Can we assume that backup power for the phone system and network components will be provided by the City?
 - a. The City of Alamosa IT department will provide for all backup power for the system and network components.
14. Please indicate the type, location, and quantity of all trunks that need to be supported.
 - a. The City of Alamosa currently utilizes a single PRI trunk line located in the MDF at City Hall.
15. Can you please add some more verbiage for Item 17 on the Functionality Checklist?
"Feature button display can be hardware or software?"
 - a. All feature buttons can be a hard or soft button (button vs onscreen).
16. For end user training, what is the capacity of the room at City Hall that will be used for training (e.g., number of employees per training session)?
 - a. City Hall can accommodate approximately 60 employees at one time.
17. In section 6, are there any IP phones at any of the locations that will not be served by a POE-capable switch? If so, please indicate the quantity per location.
 - a. All phones be required to operate regardless of POE switch availability.
18. At the City Hall, is the Operator Terminal just a regular desk phone with additional buttons? If not, please describe.
 - a. This question is dependent on the manufacture, however delivered, in concept, a desk phone with additional buttons dedicated to the individual extensions would be acceptable.