



ADDENDUM #1
REQUEST FOR PROPOSALS
No. 2016-004

Effective: August 12, 2015
Project: Unified Communications System
Issued By: Wes Rhodes, Procurement Manager 
City of Gaithersburg
Division of Procurement
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Below are the questions submitted by Offerors and the City's answers thereto for the above named project. The City is not responsible for the content of the questions and has provided the most comprehensive answers based on interpretation of the questions.

Q-1: Provide a list of telephony vendors you currently work with.

A: The City currently works with Questron, Inc.

Q-2: Section 7.1 requests a 3% bid bond. We have always been able to submit a certified check in lieu of a bid bond for government entities as it is a simpler and less costly option. Will this be acceptable?

Q-3: A: Yes, a certified check will be accepted in lieu of a bid bond. An amendment to the solicitation has been issued and is posted on the City's procurement webpage.

Q-4: In cases where the submitting company is partnering with another company, can the submitting company use the partner company's references in addition to its own references?

A: No, the submitting company may not use the references of another company as its own. **Note**, the City intends on entering into a contract with one (1) company. Two companies submitting a proposal as a joint venture is prohibited.

Q-5: Which facility is the City's network hub?

A: City Hall

Q-6: Wireless Conference phones – are you just looking for the extension mics to be wireless and have the main unit to be connected to a jack and power supply (i.e., with a wired power cord)?

A: We're looking for the microphone and, ideally, the dialing unit to be able to be wireless and be moved about the room. We're attempting to avoid having to run wiring to our conference room tables in the middle of our conference rooms.

Q-7: Do conference calls also need the ability to share desktop screens/presentations/web?

A: No.

Q-8: How many parties must the “meet-me” scheduled conference calls support (quantities for both audio and web/desktop screen sharing)?

A: The RFP does not require any conference calling, either audio or web/desktop.

Q-9: I was wondering if there are any MBE or VSBE goals for this RFP.

A: No, there are no MBE or VSBE goals related to this solicitation.

Q-10: Does the City have any call centers?

A: No, the City does not have any call centers.

Q-11: Does the City currently use Lync or Skype for Business?

A: The City does not currently use either of these products or any other Unified Communications, video conferencing or instant messaging software on desktops.

Q-12: How many user licenses and/or voicemail boxes does the City require?

A: System licenses, including voicemail and Unified Communications capabilities, must accommodate 350 users.

Q-13: How is faxing being handled in reference to this RFP?

A: Faxing is not part of this RFP. The City utilizes standalone fax machines, which utilize POTs lines.

Q-14: Is there any preference for mailing versus dropping off proposals?

A: There is no preference.

Q-15: Is there a single datacenter for application servers?

A: The City's primary datacenter is located in City Hall. Centralized application servers are anticipated to reside in this location.

Q-16: Is the City responsible for providing VMWare compute resources?

A: The City anticipates and prefers hosting any application servers that support VMWare virtualization in the City's current VMWare infrastructure.

Q-17: In regards to the System Characteristics Form requirement 6.1 – do we need gateways everywhere?

A: Yes, if the proposed system requires gateways to fulfill this requirement.

Q-18: Is the City responsible for providing backup power via UPS?

A: Yes, the City is responsible for providing UPS power.

Q-19: Is the city responsible for providing racks / rack space?

A: Yes, the City is responsible for providing racks / rack space.

Q-20: The table in Section 8.4.A.IV requires six conference-class phones at the Activity Center. The table in section 8.4.A.IV.c lists only three conference rooms in the Activity Center. What are the remaining three conference-class telephones for?

A: The remaining three conference-class telephones are phones that are setup ad-hoc in three rentable Activity Rooms in the Activity Center. These telephones are generally used with 10-20 persons. Note that the Activity Rooms are oversized (31'w x 31'd x 10'h) and have poor relatively acoustics.

Q-21: Is call recording required?

A: No, Call recording is not required.

Q-22: In what ways do Offerors have to co-ordinate with the City's PRI vendor?

A: Offerors must work with the City's PRI vendor to migrate the City's existing primary advertised incoming phone lines from the City's existing POTs line into the new system on the new PRIs. The Offeror is responsible for all system configurations including integrating the PRIs into the proposed system and setting up direct inward dial to staff over the new PRIs.

Q-23: Please explain why the user and phone counts provided aren't the same.

A: The City has several classes of users including Police Officers and professional part-time staff that do not have permanently assigned telephones and only utilize shared handsets and/or mobile phones.

Q-24: Will any SIP be used or considered as a source of external dial tone?

A: No. Sources of external dial tone must be PRI only with the exception of any POTs lines required for emergency dialing.

Q-25: Should any spare telephones be proposed?

A: No spare telephones should be proposed.

Q-26: What version of vSphere is the City running?

A: The City is currently running vSphere 5.1.

Q-27: Are there any paging systems?

A: There no external paging systems required to be integrated into the system as part of these proposals.

Q-28: Does the City require accounting that provides true cost information?

A: No. The City does not require accounting of true dollar costs per call.

Q-29: Do Offerors need to provide services like adds/changes/moves after the system has been successfully installed?

A: No.

Q-30: For emergency phones, does the City desire IP phones or are call boxes only acceptable?

A: Offerors may submit a call box-format style provided it meets all of the emergency-class requirements, including supporting POE.

Q-31: For the operator phone status indications, do you require hardware that shows this (e.g., button box) or is a software version acceptable?

A: Yes, hardware phone status indicators are required.

Q-32: Will a performance and payment bond be required upon winning the bid?

A: No.

Q-33: If a certified check is provided in lieu of a bid bond, what is the return procedure? Will the check be returned within a specific number of days after work completion or within a set timeframe after award to the non-winning bidders?

A: Please see Amendment #2, which is posted on the City's procurement webpage.

Q-34: On the 2016-004 Solicitation page 6. VIII. Section 7: Forms and Documents: Should this read Section 6: Forms and Documents or is there a missing section?

A: "Section 7: Forms and Documents" should read "Section 6: Forms and Documents". There are no missing sections. This was corrected in Amendment #2, which is posted on the City's procurement webpage.

Q-35: On the System Characteristics Form page 2. 2.4 Voicemail/Automated Attendant: Are these 100 / 9 levels deep Automated Attendants to be used by individuals? Can you explain the application for this high number? If it is a mix of individuals and departments please define the breakdown.

A: This requirement is intended for automated attendants configured on main incoming lines.

Q-36: On the System Characteristics Question #21: Is hardware (PS & HDD) redundancy required for the four (4) gateway/controller that support the PRI's or for any other proposed servers?

A: Redundant power supplies and hard drives, where available, are preferred.

Q-37: Does this contract have a Small Business or Veterans Price Preference?

A: No.

Q-38: Who is responsible to disconnect of the old equipment? If the vendor, do you also want removal and include disposal?

A: Removal and disposal of the old equipment the City's responsibility and is outside of the scope of this procurement.

Q-39: On the System Characteristics Question #39: Please provide additional information as to what you are looking for. We may interpret this as a simple type of manual closure, such as a door bell or sensor to ring a phone or as a sophisticated Mass Notification System.

A: The City is interested in learning about whether the proposed system is capable of being used to alert a facility of an emergency via the telephone sets. If the City ever uses this capability no external hardware or links or integrations to mass notification systems is envisioned.

Q-40: General question regarding the response: Do you want a blanket statement or a point by point response for all paragraphs indicating “comply” or “exception with or without alternatives” to Sections 2 through Section 8? Only 8.3 is mentioned in the System Characteristics – Questions #29. How would you like these other sections addressed in the response?

A: Offerors are expected to meet all of the requirements of the solicitation. Section 2.4 (Acceptance) of the solicitation states the: “the submission of a Proposal shall constitute acknowledgement and acceptance by the Offeror of the requirements, specifications and terms and conditions specified herein.” As such, proposals that contain any exceptions and/or alternatives is grounds for such proposals to be rejected as non-responsive.

Q-41: Page 25 of 32, Section 8.2., Letter C. - How will the DID numbers be allocated for the different locations? For example, will the DID’s for the Arts Barn be ordered on the City Hall PRI or on the Activity Center’s PRI?

A: Given that this system provides service to sixteen facilities but will only have four PRIs, the remaining twelve facilities without PRIs will need to have lines provided by those four PRIs. Offerors are responsible for coordinating with the City’s PRI vendor and City staff to identify and configure the most optimal configuration.

Q-42: Page 25 of 32, Section 8.2., Letter C. - Does the Police station require dedicated circuits for inbound and/or outbound calls or will this circuit be shared throughout the facilities as well?

A: There is no requirement that the Police station PRI be a dedicated circuit.

Q-43: Page 26 of 32, Section 8.3., Letter B - Are all of the Cisco switches POE as the full model number is not given?

A: All switches listed with a POE budget have POE.

Q-44: Page 29 of 32, Section 8.4., Letter A.IV (d) - Is it a requirement to show the presence status of the users at the outlying facilities as well?

A: Yes.

Q-45: Page 29 of 32, Section 8.4., Letter A.IV (d) - Are there operators/receptionists at any sites besides the 4 main sites?

A: There are operators/receptionists at every facility location being provided with operator-class telephones (table 8.4.A.IV)

Q-46: Page 31 of 32, Section 8.4.B - Please confirm the City will deploy all phones for all users?

A: City staff will physically deploy all telephones.

Q-47: Page 31 of 32, Section 8.4.B - Please elaborate on how and if the City uses an auto attendant function for each site.

A: Main incoming lines are currently picked up by auto attendants at select City facilities. The City anticipates keeping, and possible expanding, the numbers of lines answered by auto attendants. The auto attendants are typically configured to provide general information about City services and/or allow calls to be routed to hunt groups.

~ END OF AMENDMENT ~