

## ADDENDUM 1

### RFP 20-07-355 VoIP Replacement Project

Question #	Questions Provided	IPTC Response
<b>1</b>	<b>Breakdown of Phones</b>	
<b>2</b>	Can you expand on the prior system you had in place?	IPTC Response: IPTC currently uses Vonage Business VoIP services.
<b>3</b>	Do you have a breakdown of the types of phones desktop verses conference room phones?	IPTC Response: We have (250) Polycom VVX310 desktop phones and (10) Konftel 300Wx conference phones
<b>4</b>	How many of the Konftel 300Wx devices do you have?	IPTC Response: See answer to Question #3
<b>5</b>	Quantity of Polycom VVX 310's & Konftel 300Wx currently in use.	IPTC Response: See answer to Question #3
<b>6</b>	RFP indicates the possibility of new hardware in the future & equipment must be new and current production models. Would Polycom VVX 411's be an acceptable device in place of Polycom VVX 310's?	IPTC Response: Yes; however, cost will be a key factor
<b>7</b>	Is the use of the poly-com phones mandatory?	IPTC Response: Yes - we do not want a mix of supported phones. All existing phones must work with new VoIP system.
<b>8</b>	Item 26- For what period or term would you desire to have set pricing for "future hardware"? Industry pricing based on new handset model entry etc., may require a reasonable period to be set in order to provide set pricing on hardware.	IPTC Response: The period/term pricing should coincide with the contract term (3 years minimum)
<b>9</b>	Can you please tell me how many Polycom VVX310 phones IndyGo currently has in place? Can you please tell me how many Konftel 300Wx IndyGo currently has in place? Are the Konftel phones for conferencing only? If so, would IndyGo entertain new Conference Phones?	IPTC Response: See answer to Question #3. Konftel phones are conference only. New phone as acceptable, if they are free.
<b>10</b>	In addition to possible new conference phones, would IndyGo accept new user phones if they are included in the Licensing?	IPTC Response: Replacing current phones will require the vendor to do a 1-for-1 trade at no additional cost to IPTC.
<b>11</b>	Will you be supporting analog phones?	IPTC Response: No
<b>12</b>	Are there any analog devices being converted to SIP? If so, what type of ATA devices are they connected to?	IPTC Response: N/A
<b>13</b>	Integration with Automated Services Response. Is this just a SIP trunk integration or do you have an existing API? Can you please provide some more details?	IPTC Response: See answer to Question #45
<b>14</b>	Separate SIP service needed? Does this question pertain to SIP trunks? If not, please describe what constitutes a "separate SIP service"	IPTC Response: If the vendor solution requires a separate SIP service outside of the proposed solution, the vendor must state this requirement.
<b>15</b>	Will your infrastructure maintain a SIP Trunk configuration (for supporting a mixture of legacy and IP-enabled technology) or migrate to a completely hosted VoIP architecture?	IPTC Response: We are already on a completely hosted VoIP architecture and look to remain in that type of architecture.
<b>16</b>	Does the bidder need to provide SIP trunk and is it preference for the SIP to be provisioned via PIP or Internet	IPTC Response: The ideal vendor solution should include a virtual (Internet) SIP trunk.
<b>17</b>	Is the existing Plantronics phone something you purchased on your own or were they provided by a carrier? If so, who is the carrier that provided the phones?	IPTC Response: All phones were purchased either through Vonage Business or third-party Polycom vendor.
<b>18</b>	There is a note in 1.4.2 General Requirements that new equipment is to be the same model and brand as current desk phones and conference phones. How many of each are you needing us to add? I did not see any equipment adds noted.	IPTC Response: See answer to Question #3.
	<b>Locations</b>	
<b>19</b>	IndyGo currently has (300) extensions. Are each of these extensions assigned a phone specific to the user? If so, how many? Does IndyGo have phones that are used in a lobby, breakroom, warehouse, etc.? These would be unassigned to a specific user. If so, how many?	IPTC Response: 250 phones are tied to a specific user. Other extensions are used for call tree/routing.
<b>20</b>	Are all 300 stations at 1 location?	IPTC Response: No. We currently have three (3) locations and are expanding in the future.

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21	How many locations is where these 300 seats will be seated - How many users per location	IPTC Response: See answer to Question #20. The solution should not tie our users to a specific location. The solution should be portable and operational at any location. Users should only need Internet access for phone service.
22	How many building locations are there for the existing 300 phones?	IPTC Response: See answer to Question #20 & #21
23	The RFP states 300 extensions are required. How many phone numbers total is to be ported into the new solution? Can a breakdown be provided as to which phones are users/people and which are not, and the purpose of these phones not assigned to users/people?	IPTC Response: 411 DID numbers. See answer to Question #19.
24	Request confirmation on the total number of physical locations/ sites involved and list addresses for each main location.	IPTC Response: See response to Question #20 & #21
	<b>Direct Lines/Local/Toll-Free/DIDs</b>	
25	Quantity of local phone numbers to be ported and hosted on cloud based VOIP solution	IPTC Response: 230 numbers to be ported
26	Quantity of Toll-Free phone numbers to be ported and hosted on cloud based VOIP solution	IPTC Response: IPTC does not have toll-free numbers.
27	How many minutes do you anticipate using a month on the toll-free number?	IPTC Response: N/A
28	In terms of Conferencing, do you want an old-style conference line or web conference solution?	IPTC Response: We currently have both solutions. We are conferencing is conduct through Microsoft Teams or Zoom.
29	Quantity of DID's to port & Quantity of New DID's	IPTC Response: See answer to Question #25. No new DIDs are required.
30	How many DID numbers is IndyGo currently subscribed to?	IPTC Response: See answer to Question #25
31	What are the port type requirements to power the VoIP phones?	IPTC Response: 15W. We have PoE switches that can provide power to a device up to 30W per port.
32	Item 11- Request confirmation that "live phone directory" requested is either a) like a dial by name directory prompt for the incoming caller to select, or b) a directory to be used for internal users- since it mentions being able to copy or print out.	IPTC Response: Both are applicable. When a new user is created, the phone directory should automatically be updated with the new user's information and available through directory searches.
33	Are there any requirements for inline power adaptors?	IPTC Response: If inline power adaptors are needed (all phones should be PoE), they should be AC adaptors.
34	What is the available internet bandwidth at this site(s)?	IPTC Response: All sites have 1Gb Internet. Future site will have either 100Mb or 1Gb Internet.
35	How many users need to be able to record calls from their phones?	IPTC Response: 15
36	How many concurrent calls per locations is needed	IPTC Response: Up to 50
	<b>ACD</b>	
37	Will true contact center (call center) functionality be required in this configuration (ex. Live Reports / Queue management)? Can you define what functions of call groups or ACD potential configuration be required?	IPTC Response: Talkdesk is our contact center solution. May need to elaborate on the call groups and ACD functions. We need detailed call reporting.
38	How many ACD groups and how many agents in each group?	IPTC Response: 5 call groups. 2-5 agents in each group
39	As it relates to ACD requirements, how many agents are there in total?	IPTC Response: 12
40	How many users are in the ACD call queues?	IPTC Response: 12
41	ACD Groups – Custom Call Routing: please provide a detailed description for this feature. Is this an Automated Attendant or call tree (press 1 for x, press 2 for y, etc.)?	IPTC Response: Both automated attendant and call tree.
42	Pg8. Of the 300 users, how many agents will need ACD capabilities and how many supervisors?	IPTC Response: ACD- 12 / Supervisors- 0

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43	Are all features in 1.4.2 General Requirements: features that the system is just capable of or must they be included in the bid?	IPTC Response: Must be included in the bid
44	Please define Recovery Fee and Federal Program Fee –	IPTC Response: If your solution charges fees that are not normal (i.e. E911, taxes, etc.), those fees need to be defined and have an associated cost.
	<b>ASR</b>	
45	Please provide more information on Mobility Services- ASR (Automated Service Response) system. What ability does it have to integrate or interface?	IPTC Response: The only requirement for the ASR is when a caller is transferred to the ASR through the call tree, the DID of the caller follows with the transfer for call accounting. We do not want all the calls to state that they came from the transferring number.
46	Item 13 of Scope of Service/Work Checklist-Mobility Services-ASR: Please provide further clarification on this system and how it works in conjunction with VoIP vendor.	IPTC Response: See answer to Question #45
47	Item 6 & 13- These Checklist items indicate “integration” with an existing software/ service/ or application for Mobility Services- Automated Service Response (ASR) systems (for scheduling, final route, real time arrivals, schedule information etc). Request explanation of the current Vendor support and software, and how the current VOIP system integrates. (Example may be that this is an auto attendant option of the VOIP system that forwards to third party service ASP phone numbers which then handle the requests in Item 6 & 13 or may be a full scheduling solution required by the Cloud PBX).	IPTC Response: See answer to Question #45
48	The system must integrate with the existing Mobility Services- ASR (Automated Service Response) system which performs trip cancellations via a module located within their main operating system. Please provide much more detail about this integration. Is the ASR a commercial product or something developed in house? How does it work, especially with respect to how the VoIP system would be involved? What does the workflow look like?	IPTC Response: See answer to Question #45
	<b>Integration</b>	
49	In the Project overview- it states the solution should integrate with Microsoft O365. Please describe in detail the integration functions required by scope (scheduled collaboration calendar integrations between the UC solution and O365, etc) to ensure compatibility.	IPTC Response: The integration plays two (2) roles, 1) syncing Office 365 users to extensions, and 2) syncing personal contacts from Office 365.
50	Office 365 / SharePoint Integration – please provide as much detail as possible about the desired functionality of the integration	IPTC Response: The vendor solution should allow for the phone directory to be viewed within SharePoint (i.e. employee Intranet) in the form of a directory listing in real time. This will allow users to go to one place to easily look up user extensions.
51	Please explain what integration you are expecting to have with Office 365	IPTC Response: See answer to Question #49
52	Do you have a network diagram or location list?	IPTC Response: Yes - but not applicable to this RFP
53	How are the different office locations networked?	IPTC Response: CAT6 cabling. Fiber and/or VPN between sites. 100Mb and 1Gb Internet. 10Gb network backbone.
54	Can we get a network diagram of the facility?	IPTC Response: N/A
55	Make and model of switches? PoE?	IPTC Response: Dell N3048P up to 30W of PoE per port.
56	Firewall make and model?	IPTC Response: SonicWALL NSA 4600
57	Are your current switchports GbE speed? If not is there a need to quote PoE enabled switches as part of this RFP?	IPTC Response: Yes. No.

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58	Does IndyGo's current provider integrate SharePoint into your system?	IPTC Response: No
59	What type of network switches are deployed at the different locations? Are they POE and L3 capable?	IPTC Response: See answer to Question #55
60	Network bandwidth is crucial to a VoIP solution, will the integrator or IndyGo perform a complete network assessment to ensure the existing network can handle the additional VoIP traffic?	IPTC Response: See answer to Question #53
61	Will the solution provider be required to create and configure a new vlan and QOS for voice traffic?	IPTC Response: No. Already exists.
62	Given the number of IP Phones, has there been an assessment of the use of switching protocols to prevent network looping? i.e. STP/RSTP etc.	IPTC Response: RSTP/BPDUGuard is used.
63	What kind of switches you have where VoIP phones will be plugged	IPTC Response: See answer to Question #55
64	Do you have WAN in place and what technology is used	IPTC Response: Yes. All WAN circuits are fiber.
65	Does existing WAN support QoS	IPTC Response: No. Once the traffic hits the Internet, it's best effort.
	<b>'White Glove'</b>	
66	Do you need someone to come onsite to reprovision these phones or will you have staff available?	IPTC Response: We have staff (up to 5 technicians) to help provision the phones. We will need a vendor representative(s) to assist with the reprovisioning/reprogramming/training onsite the day of the porting. If virtual, please specify and reflect in pricing.
67	RFP references White Glove service for cutover. Does IPTC require on premise VoIP technician(s) on day of cutover to assist in migration?	IPTC Response: See answer to Question #66
68	There is note of white glove services for installation. All existing phones will need registered to the new platform. I'm assuming you want that done by on-site technicians or is this something IPTC wants to assist with handling in house?	IPTC Response: See answer to Question #66
69	Item- 29- General industry UC/ VOIP white glove installation support shall include professional project management, programming, cutover planning, porting support, and end user training delivered by remote support and the same UC tools being implemented. The RFP Checklist excludes any requirement for on-site support for this. Request confirmation of the assumption that if an option of new equipment to replace existing is provided, that IPTC has local end user to IT Support resources to connect the phones if all programming, provisioning, and training is executed by the selected Vendor.	IPTC Response: See answer to Question #66
70	Page 7 regarding implementation and training. Please confirm that you would like onsite, virtual with live instructor or virtual pre-recorded for accurate pricing. Or a mixture for your staff.	IPTC Response: See answer to Question #66
71	Does IndyGo currently have a Call Accounting System built into your VoIP phone system?	IPTC Response: Yes
72	Page 6- Please clarify what Call Accounting System means to IPTC.	IPTC Response: We need to be able to view and analyze all calls into the system and generate applicable reports (i.e. inbound and outbound calls, ring outs, routings and abandoned calls).
73	Please provide detail of the requirements for the Call Accounting System specification listed on the RFP Page 6	IPTC Response: See answer to Question #72
	<b>Recording Calls / Call Retention</b>	
74	Call Recording: How will call recording be used? To record all calls for a particular user/group? Percentage of calls for a user/group? Ad-hoc (user-initiated) recording?	IPTC Response: Records 100% if calls for particular phone lines. Administrator initiated. Not ad-hoc
75	How many calls need to be recorded simultaneously?	IPTC Response: All calls on the designated phone lines.
76	Call recording. How many extensions need to have call recording?	IPTC Response: 20 estimated

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Question #	Questions Provided	IPTC Response
77	Call Recording Hours 4700 hours – is that per month? Per year? Lifetime?	IPTC Response: 4700 is the cumulative number of storage hours we are currently paying for.
78	Current No. of Company Call Recording – 20 – is this the number of calls that can be recorded simultaneously? The total number of recordings per month/year/lifetime?	IPTC Response: This is the number of phone lines that are recorded 24/7
79	Can you explain more about what you need in terms of Cloud recording?	IPTC Response: We pay for blocks of recorded audio storage in hours. 250 hours per block. If the 250 fills up, you can either delete to make more space, or pay another 250. We could really use a solution that can auto-migrate the audio from the cloud to a shared drive so that we don't have to continue to add more hours to our bill each time the storage block fills up.
80	What is the desired minimum retention policy?	IPTC Response: Minimum retention is 1 year.
81	Will be able to store audio files to multiple mailboxes depending on extension: - Please provide more details about this feature. Is this the ability for a user to have access to and receive voicemail alerts for other users? For example, an assistant might need to access their manager's messages, or members of a call group need to access and manage messages for the group in addition to their personal messages? Or is this something different?	IPTC Response: See response to Questions #104 & #105. Call monitoring for quality assurance should be included.
82	How many Voicemail Users?	IPTC Response: Every extension we have includes voicemail. Estimated 225
	<b>Misc.</b>	
83	Is there a specific type of E-911 required/preferred for this system?	IPTC Response: The E911 information should reflect the proper location.
84	Is there a current network redundancy solution in place to ensure no single point of failure?	IPTC Response: Yes. All locations have stacked switches with multi-fiber LAGs and redundant Internet connections.
85	Are there new wiring drops required for the additional IP phones?	IPTC Response: No.
86	Do you only page thru the phones or is there overhead paging? If so, how many buildings require overhead paging?	IPTC Response: We currently have an existing paging system; however, having the ability to page via the phones would be a very nice feature.
87	The following are noted "will be expanding" Are you wanting us to quote based on current or if wanting more than current please note how many to include for each:	IPTC Response: Quote based on current, supply charge(s) for adding in the future.
88	- Virtual faxes currently 5	IPTC Response: See answer to Question #87
89	- Call Recording currently 20	IPTC Response: See answer to Question #87
90	- Virtual Mailboxes currently 5	IPTC Response: See answer to Question #87
91	Virtual Call Center/ Internet Phone System (optional): – Is call center functionality required? This is the only mention of call center in the RFP. If so, please provide as much detail as possible about the required call center functionality. Number of agents and supervisors, voice-only or multi-channel (email, web, SMS, etc.)	IPTC Response: Call center functionality is not required. The only requirement for the call center is that when a call is routed to the contact center, the user DID follows the call/transfer for call accounting purposes.
92	What are you using today for your existing Faxing solution?	IPTC Response: We use a Cisco device that converts analog-to-digital for VoIP faxing
	<b>Call Center</b>	
93	Question 7 and others seem to indicate a desire for a call center. It appears that certain personnel are functioning now in a call center. Can you please give some more detail on what you would be looking for in a call center and the type of reporting that would be required?	IPTC Response: We already have an existing call center solution (Talkdesk).

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Question #	Questions Provided	IPTC Response
94	The caller's phone number must carry forward to the call center, to support the existing Salesforce Integration: Please describe the current Salesforce integration in detail. What version of Salesforce is in use?	IPTC Response: We use Talkdesk for our call center solution. It integrates with Salesforce. Both are cloud-based solutions running on the latest version of the vendor's software platform. The VoIP requirement is the same as described in the answer to Question #45. All call must maintain their original caller ID information throughout for call accounting.
95	integration with Salesforce. How many users require the integration?	IPTC Response: See answer to Question #94.
96	How many agents/users will need integration with Salesforce?	IPTC Response: See answer to Question #94.
97	How many numbers will be porting?	IPTC Response: See answer to Question #25
98	How many call paths do you currently have?	IPTC Response: The currently will increase as we add on additional contracted services. The vendor's solution should be scalable to adapt to our changes. We have more than enough bandwidth for all call paths.
99	What is your timeline for implementation of the newly proposed services?	IPTC Response: By the end of Q1 2021
100	Will links to information on websites / documents be acceptable for further information on various functions of the solution?	IPTC Response: Yes
101	The Item of Paging /Group Paging is this an interface to an existing paging system or via the native solution? If an interface, can you provide the details of the interface.	IPTC Response: Should be part of the native solution (paging via phone).
	<b>ATTACHMENT A</b>	
102	Attachment A - Please clarify item #6 (Spanish translations (include Fixed Route, Real Time Arrivals, and Schedule Information))	IPTC Response: We only require the ability to perform Spanish translations for audible information in the vendor's solution. The Fined/Real/Schedule information in this question is handled by other third-party solutions.
103	Attachment A - Please define the interface specifics for Item number 13 (They system must integrate with the existing Mobility Services- ASR (Automated Service Response) system which performs trip cancellations via a module located within their main operating system.)	IPTC Response: See answer to Question #45
104	Attachment A - Please clarify the statement on Item 20 (Would eliminate the need for purchasing blob storage with VoIP vendor)	IPTC Response: Voice recordings and its retention policies may exceed the allotted space for a particular mailbox. We want a clarification on the amount of space (i.e. \$/Mb, \$/Gb) assigned for voice recordings and, if applicable, the cost for extra storage for recordings.
105	Item 21- Request clarification of "will be able to store audio files "to" multiple mailboxes depending on the extension. Please describe a related scenario that defines the request.	IPTC Response: Each extension that has a mailbox assigned to it for recordings serves a specific purpose that is accessed by multiple users. The different mailboxes are associated with difference groups for a specific purpose.
106	Can you please elaborate on the use of Spanish translations in Attachment A questions 5 and 6? Are you going looking for an IVR that translates from English to Spanish? The same mailbox to have both English and Spanish greetings?	IPTC Response: If the vendor's solution offers English to Spanish translations, please state the features of your platform that has this capability.
107	On your checklist you state - "Spanish translations (include Fixed Route, Real Time Arrivals, and Schedule Information)" Are you asking the phone system to update your times and routes in Spanish from a database? Please clarify the expectations for this item.	IPTC Response: See answers to Questions #102 & #106
108	(1.4.1) It states the cloud hosted solution will need to operate fully with ISP's. Can you confirm they will meet the minimum requirements?	IPTC Response: With our current Vonage Business solution, our desk phones work as long it has access to the Internet, no matter the Internet Service Provider. The new solution must have the same capability.
109	Rather than a hosted VOIP solution delivered via the public internet, would the Indianapolis Public Transportation Corporation accept a dedicated private cloud VOIP solution delivered via IPsec VPN or dedicated MPLS circuit?	IPTC Response: If the vendor's solution offers the same capability as stated in the answer to Question #108, then yes. However, we will not accept solutions that limit our flexibility of service.

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110	Item 20- This checklist items references elimination of "blob" storage with VOIP vendor. Most Cloud based solutions do require an external storage (Amazon Web Storage S3, Microsoft Azure Blob, etc) Request clarification of the concern with storage type and the desired change (security, ease of accessing recordings by management, etc).	IPTC Response: See answer to Question #104. If external storage is required, please state the costs appropriately.
111	Section 1.4.2 General Requirements: Bi-directional Synchronization of Unified Messaging – please provide a detailed description for this feature	IPTC Response: When a voicemail is received via email, it is also available to be listened via phone. When a message is deleted in either location, it is deleted in both locations.
112	Can you expand more around the need for Bidirectional messaging?	IPTC Response: See answer to Question #111
113	Are real-time call accounting reports needed, or historical reports only? If real-time, please indicate the number of users that need real-time reporting enabled. Real-time reports are typically used for call center agents.	IPTC Response: Historical only
114	Upon initial analysis it is believed that net cost for labor by a Vendor to provision 300+ phones to new services shall be greatly offset through subsidizing and replacing with new equipment that is pre-provisioned. This will more readily support a smoother transition/ cutover date if end users can simply disconnect the old equipment and unbox and plug up the new equipment. Request confirmation that IPTC would a) support this as a Solution, and b) would be willing to trade-in the existing used equipment after transition in order to receive the subsidy on the new equipment.	IPTC Response: IndyGo support both A & B scenarios; however, equipment cost will drive the acceptance of this proposal. We received all new phones for free when we switched to Vonage Business.
115	What is the desired minimum retention policy?	IPTC Response: User mailboxes - 30 days, call recordings - 1 year (we are currently looking to reduce this)
116	Call Seats vs Call Paths: Does environment require a 1:1 ratio for call path & extension/seat? Or can a 3:1 ratio be proposed?	IPTC Response: Most users are 1:1. We have a handful of users within a few business units that answer calls that ring in a call group up to 6 users from a single DID/extension.
117	If 3:1 is acceptable, how many individuals are in use of phone simultaneously?	IPTC Response: See answer to Question #116
118	Peak Call Schedule-Can this be made available?	IPTC Response: Peak calls occur between 8am-3pm, 300 calls/hr. at peak times.
119	What is the anticipated budget for this procurement (a yearly and overall range would be sufficient)?	IPTC Response: Budget amounts are not disclosed in solicitation
120	Is IPTC happy with the services provided by Vonage Business?	IPTC Response: Yes and no. Calling works as it should. Biggest complaint is backend issue with provisioning. When provisioning a new phone there is a chance that all extensions that are set to forward are randomly wiped and forwarded to the newest extension that was just provisioned.
<b>Procurement to Answer:</b>		
121	Request amendment/ clarification to RFP to correct duplicate Indemnification clauses within these sections so that a single Indemnification clause may be reviewed for affirmation.	IPTC Response: IPTC's draft Materials and Supplies agreement has been included in this solicitation. IPTC is aware that all clauses contained in the attachment may not be applicable for this solicitation. They are provided to give potential vendors an idea of the types of legal State and Federal clauses that are required in IPTC contracts. Please submit with response to RFP, in a separate attachment, "General Contract Exceptions".
122	Please clarify on page 14 Section 2.6 (Definition of Responsive) how to "seal envelope" an electronic submission (submitted in a sealed envelope to conform with the definition of the term, responsiveness.) Is this submission to be encrypted and protected electronically?	IPTC Response: Thank you for your question. "Sealed-Envelope" was left in the solicitation packet in error. All proposals are to be submitted electronically, via the email address provided. Any forms that require Notarization, can be mailed to IPTC within five (5) business days of the solicitation's due date.
123	Will a link to all of the RFP response documents be acceptable? Such as to an Office 365 / Google / Dropbox repository. (Due to the size of the documents not being able to be emailed)	IPTC Response: Yes, as long as the link is provided by the time and date listed in the solicitation. IPTC must be able to move all files into our on-premise servers and print the documents, if needed.

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124	Please confirm that if the vendor is a MBE, it does not need to subcontract 15% to another MBE, it can be credited with meeting that requirement since it is itself an MBE.	IPTC Response: That is correct.
125	In Section 1.6 it notes that we are required to provide insurance in the amounts identified in section 19 of the terms document, however nothing is provided there. Since Q&A ends today, if we do not hold those thresholds of insurance at this time because no other client requires it, but we insert a statement that we will procure insurance in those amounts, is that sufficient?	IPTC Response: Insurance must be held in no less than that state statutory limits. Certificates must be submitted with response, but it is not required that IPTC be named until contract award.
126	Does IPTC have a specified format/document for pricing? This would ensure vendors are equally rated.	IPTC Response: No. There is not a standard form to be completed when it comes to pricing. However, pricing must be submitted to be responsive to the solicitation. Please create your proposal and include your pricing in your easy-to-read format. Total cost of ownership should be reflected over the possible five (5) year life of the contract.
127	Your current usage (minutes and numbers of faxes) per month.	IPTC Response: We currently use ATA devices to convert analog to VoIP for faxing from our Sharp printers
128	RFP section 1.4.3 Additional Information and Requests: This notes 300 extensions. Our solution is based on number of unique users. Please provide how many users need access to the system? Example: One user can have a mobile client, a desk phone, and a laptop client.	IPTC Response: 300
129	Please how many conference room phones you need to support.	IPTC Response: 10 (estimated)
130	Question about virtual faxing. How many pages do you do a month? Is it an appliance or an outsourced service?	IPTC Response: Virtual faxing is not used but is provided through our current vendor. It is not a separate appliance.
131	Please provide a breakdown of how many Polycom phones versus Konftel Phones.	IPTC Response: Polycom - 250 / Konftel - 10 (estimated)
132	How are you using paging? Is it connected to an outside paging platform/speakers? Are you using the phones to page over the speakers on the phones? Is the paging in one location or multiple buildings?	IPTC Response: Paging would be used to broadcast over the speakers on the phones. Paging is used at multiple locations.
133	How do you want to integrate into Sharepoint? What is the feature you are requesting? Why name it separately from O365 integration? Are you looking to integrate with One Drive which is a subset of Sharepoint?	IPTC Response: See answers to Questions #49 & #50
134	Can you please define in more detail "bi-directional syncing of unified Messaging"? Are you trying to sync to an outside unified messaging tool? Can you give the use case or example of how it will be used?	IPTC Response: See answers to Questions #111