Corporate Finance Department

Materials Management Division

1057-2017 ADDENDUM 3

SUPPLY, DELIVERY AND INSTALLATION OF VOICE OVER INTERNET PROTOCOL (VOIP) SYSTEM

ISSUED: January 9, 2018
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URGENT

PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE REQUEST FOR PROPOSAL

THIS ADDENDUM SHALL BE INCORPORATED INTO THE REQUEST FOR PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS
Template Version: Ar20160708

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 9 of Form A: Proposal may render your Proposal non-responsive.

QUESTIONS AND ANSWERS:

Q1   Please clarify: in section E2.3 (ppp) and E9.3 (rrr), you use the term 'service'. Normally, 'service' implies a recurring task or routine (professional services). For these two requirements, please confirm whether you require a one-time setup or as-needed support for E911, which will be in the form of managed services or professional services.

     A1   It is just one time setup for the specified features.

Q2   For pricing for professional services (where you require us to perform ad-hoc services with the number of hours unknown at this time), how would you like us to present that sort of pricing? Shall we create our own table as an additional tab or page, or would you prefer to come up with your own format and share that with all bidders?

     A2   Provide us with your own table and format.

Q3   For pricing of alternative offerings and miscellaneous items (such as headset alternatives, adapters, etc.), how would you like us to format that pricing? Shall we create our own separate table, combine it in the table for Question 2, or do you want to provide a pricing form to share with all bidders?

     A3   Extend Form B to add your alternative products and prices.

Q4   Could you clarify your expectations for "Announcement Service?"
     A4   The VOIP system should support a mass announcement feature (such as page all phones, record to all mailboxes).

Q4a   Is this expected to be an ongoing fee for service (No), or a purchase and deployment of capability to do your own announcements or broadcasts?

     A4a   City has a separate Announcement (Paging) System.

Q4(a)(i)   Is this to be used internally only or for external only, or both?
     A4(a)(i)   Internal only.

Q4(a)(ii)   Do you specifically want USB headsets? That may require additional hardware

      A4(a)(ii)   Both features.

Q4(a)(iii)   If external. How many simultaneous calls are required? Total number of users to be contacted?

      A4(a)(iii)   Not required