



695-2012 ADDENDUM 4

PROVISION OF TELEPHONE SYSTEM INFRASTRUCTURE, RELATED EQUIPMENT AND SYSTEMS AND CELLULAR WIRELESS SERVICES

URGENT

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

ISSUED: January 14, 2013
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THIS ADDENDUM SHALL BE INCORPORATED INTO THE REQUEST FOR PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS

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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.

PART E – SPECIFICATIONS

Revise E7.38 to read:

E7.38 Item No. 172 is the base monthly price for single line phone service. This is the most common plan used by the majority of Users. Pricing shall be per month per line. Prices must include all infrastructure costs (including wiring closet PoE switches and UPSs), licensing, and any other taxes, tariffs or charges. Additional cost for subscriber handset or softphone, and additional features, must also be stated on Form B.

APPENDIX

Replace Appendix C with 695-2012 Addendum 4-Appendix C.

Questions and Answers

- Q1 The City of Winnipeg has been requested to provide information on the number of wiring closets, the overall number of data ports in each wiring closet and the total number of ports “in-use”, and current UPS within each wiring closet.
- A1 Please see attached update to “Appendix C – Network Sites and Bandwidth” which includes the number of known wiring closets per location. The number of switches per closet is under investigation and will be provided in a future addendum if possible. The Bidder may assume that current UPSs are sized for non-PoE switches and are therefore of no value for PoE switch design.
- Due to the degree of departmental involvement, it is not possible to provide details of port counts and active port usage.
- Q2 The City of Winnipeg has been requested to provide the City’s LAN wiring diagrams for all City buildings.
- A2 The City of Winnipeg will not be providing LAN wiring diagrams. If necessary Site visits can be arranged through the contract administrator
- Q3 If the Bidder proposes to replace the city’s existing network switching, does the City have specific manufacturers or models or may the Bidder propose any switches that they choose?

- A3 The City's manufacturer and model of choice is the Cisco WS-C2960 with LAN Base Image, with 8x7NBD Smartnet maintenance.
- Switch hardware must be able to be replaced on a 7x24 basis, in accord with E7.128. The City shall have prime or equally shared responsibility for the management and service of switches that service network-connected devices other than IP phones.
- Q4 Referencing D3.1 - Please clarify that the Contractor is not required to replace all devices that are deployed and in service (provided they continue to function properly) should they become end of life. We assume this requirement is for any net-new devices required throughout the life of the Contract.
- A4 D3.1 refers specifically to net-new devices acquired at a point in time. "Replacement product" does not mean that functional devices are removed from service and replaced at end of life.
- Q5 Referencing E7.2 - Please define what functionality the solution must have to support "combined voice mailboxes which consolidate their cellular and land line voice mail services". Please provide more information on what is meant by "transfer mailboxes".
- A5 Combined Mailboxes allow the User to have a landline and a cellphone and 1 voice mailbox shared with the landline and cellphone. A transfer mailbox allows incoming calls on 1 Centrex line to call forward and leave messages on the voice mail of another Centrex line.
- Q6 Referencing E7.4 - For the Users running Windows XP, are they running XP Service Pack 3 or can they be upgraded to SP3 if required?
- A6 Windows XP SP3 should be the norm as it's the only one Microsoft currently supports, and can be assumed by the Bidder to be the standard.
- Q7 Referencing E7.5 (1) - Would the City consider a proposed solution that involves replacing network switches with POE network switches. If so, does the City have specific requirements or mandate certain manufacturers or would the Contractor be free to propose any network switching solution that meets the SLA requirements?
- A7 In accord with A3 above, the Bidder may propose a solution which involves switch replacement. Please refer to A3 for details.
- Q8 Referencing E7.5 (2) - Please provide a complete inventory of switches and drops on a site-by-site basis. Specifically how many switches and ports would be required to replace the existing data access network?
- A8 Please refer to A1 for available information.
- Q9 Referencing E7.8 - Given that network connectivity is not available in every location, is it acceptable to respond to "Section D" with no solution for those non-network locations, or must we reply with a solution for every location?
- A9 Locations without adequate municipal networks (i.e. those not listed in in Appendix C) are out of scope for Section D. Net-new locations may be brought into scope throughout the term of the Contract.
- Q10 Referencing E7.11 & D4.lh - Would the City be willing to physically locate contractor equipment in the City's data center provided the equipment occupies limited space and the Contractor is willing to provide and fully manage all the equipment? Would the contractor have access to an existing City equipment Rack? How many units of rack space does the City consider "limited"?
- A10 The City requires datacenter equipment be hosted off-premises.
- Q11 Referencing E7.13 & E7.87 (Item No. 218) — The City indicates that it has approximately 30 conferencing accounts. Are these 30 accounts shared among several Users and if so, how many unique Users need the ability to setup and organize conferences?

- A11 These 30 accounts are shared between multiple work groups or departments. Approximately 60 Users or two per account would be responsible for the setup and organization of a conference bridge.
- Q12 Referencing E7.13 & E7.87 (Item No. 218) — In “Form B”, item 218 requests a “conference calling rate plan” which implies only a “per-User/per-minute rate” style of response typical of external or 3rd party conferencing and does not appear to allow other possible options such as conference bridging included within the proposed solution. Please clarify if the City will accept only external conferencing solutions or if not please provide guidance on how to provide pricing on solutions which are not billed based on typical conferencing “rate plans”.
- A12 The Bidder may specify a rate, or simply note “incl” if conference calling is included within the proposed solution.
- Q13 Referencing E7.15 - Please be more specific on what is meant by “external recording devices”? Specifically what types of devices are considered acceptable external recording devices?
- A13 The referenced external recording devices are purpose built devices for the express purpose of recording telephone calls. These devices typically accept a line level audio input with an input (typically low level or ground) derived from the off-hook status used to start/stop recording. For a VOIP solution the recording may be accomplished without using an external device.
- Q14 Referencing E7.19 - What quantity of direct inward dial (DIDs) numbers are required?
- A14 The exact number of DID numbers fluctuates with the largest changes taking place during the spring and fall when seasonal locations become active or shut down. A nominal number of 4540 numbers is used year round.
- Q15 Referencing E7.19 - For the statement, “or the equivalent” is an automated menu where callers can dial-in and speak their intended parties name (voice recognition) or dial an extension number considered equivalent? If not, what types of equivalents are considered acceptable?
- A15 The use of an automated system based on DTMF or voice recognition is not considered equivalent to DID. An equivalent system would be one that allows a caller from an outside number to dial the complete 10 digit telephone number of the intended target and to have the call routed to the subscribers phone without the need to enter further digits or pass through an operator or a menu system.
- Q16 Referencing E7.23 - Are there specific paging systems already in place that the solution must integrate with, or is this requirement to support future needs? If there are existing systems, please provide an inventory list of makes and models.
- A16 This requirement is for present and future PA systems. For reference, all current PA systems using a telephone interface use a Bogen TAM-B interface module.
- Q17 Referencing E7.25 (a) - We request that the City remove this requirement as it is at odds with a Contractor providing a fully hosted and managed service that meets SLA guidelines. Typically it would be up to the Contractor to manage the solution to meet SLA guidelines, a critical component of which would be software patches and updates. Additionally, the potential impact and broad scope of this requirement places enormous risk on the Contractor who has no ability to predict the number of releases or the future cost of any such releases.
- OR, If the City does not want to remove requirement E7.25, please find follow up questions E7.25 (bl-5) below.
- A17 E7.25 will not be removed.
- Q18 Referencing E7.25 (bi) - With respect to “any new software releases or upgrades”; is this requirement be limited to minor point releases and bug fixes, or is this intended to cover all releases and upgrades including major ones? For example, if the current version at time of implementation is version 2.3, and 2 years later, version 3 is released, does the City require a complete new version refresh to be rolled out including all cost for implementation and upgrades? If version 4 is subsequently released within the contract term, does the City require that version to also be deployed?

- A18 This is intended to cover all minor, major and bug fixes software releases. Experimental or Beta releases are not included.
- Q19 Referencing E7.25 (b2) - Please define "make available" and who should bear the cost of upgrades and new software versions.
- A19 Descriptions of new software releases including features and issue resolutions shall be presented to the Contract Administrator. Releases approved by the City shall then be implemented by the Contractor. The City will only pay costs that are presented in Form B, the Contractor is responsible for all other costs associated with implementing any new software releases.
- Q20 Referencing E7.25 (b3) - With respect to "at the City's discretion"; If the City declines an upgrade, does the requirement to provide future upgrades end? Or would the City potentially reject one or more upgrades and then at some future time request an upgrade that may require the Contractor to perform several upgrades in series to meet the requirement. For example, version 2.3 is implemented. If the City declines upgrades for version 2.4, 2.5, and 2.6 but then wants to upgrade to 2.7 (which requires all previous upgrades), is it required that all upgrades be performed within the 90 day upgrade window? If so, are SLA requirements removed or relaxed during this time?
- A20 Future upgrades must be offered and implemented if the City approves. SLA requirements are not normally relaxed during the upgrade process however this could be negotiated on a case-by-case basis.
- Q21 Referencing E7.25 (b4) - With respect to "at the City's discretion"; Given that upgrades often provide security and stability fixes, how does the City reconcile its ability to decline critical fixes with the requirement that the Contractor meet strict SLAs? If the City declines an upgrade, are SLA requirements removed? [TF] Suggestion: Are "related" SLA requirements removed?
- A21 The City has a robust Change Advisory Board process, whose purpose is implementing valued change at appropriate times while minimizing risk. The process for approving updates will take these factors into account. If updates are not approved because of unmitigated risk, improper timing or low value, the SLA shall not change or be waived.
- Q22 Referencing E7.25 (b5) - How far up the software stack does this requirement extend? Does it include discretionary upgrades including desktop operating systems and office software that are not required to be upgraded in order to use the solution?
- A22 This would include all software/firmware that comprises part of the managed solution provided by the Contractor.
- Q23 Referencing E7.28 - Given that most current point of sale credit card readers are now IP based, would upgrading these devices to Ethernet be considered an acceptable solution. If not, would leaving these devices on existing analog service be acceptable?
- A23 The City anticipates that there may be devices that cannot be upgraded to Ethernet standards and these devices would remain on analog or Centrex lines.
- Q24 Referencing E7.33 - Can you please define "acceptable quantities" and what would be considered "undue delay"?
- A24 "...delivered without undue delay" means the devices must be in stock with the Contractor or the contractor's agent, and available for immediate delivery. It would not be acceptable for the Contractor to place orders with a factory or distributor. As per E7.33, an available quantity of at least 30 units should be available.
- Q25 Referencing E7.36 - For clarification, is the word "lines" actually intended to mean "Users"?
- A25 Yes, the use of lines refers to Users or telephone numbers. It does not refer to incoming trunks.

- Q26 Referencing E7.41 — E7.44; Item No. 175-178 - If a specific model of phone is not available, should the respondent leave that line blank, or should a different (higher or lower) model of phone be substituted?
- A26 Pricing for each model of phone must be provided in the applicable space on Form B. If a Bidder does not have a device that meets the minimum specifications, a higher grade model meeting the minimum specifications would be offered. For example a full featured phone set could be offered in place of a basic phone set if a basic phone set is not available.
- Q27 Referencing E7.45; Item No. 179 (1) - With respect to “Wi-Fi/Cordless”, is the requirement that the cordless capability be provided using Wi-Fi technology, or is any technology that provides “cordless” capability acceptable?
- A27 Any cordless technology will be considered including RF, Wi-Fi or infrared.
- Q28 Referencing E7.45; Item No. 179 (2) — Will the Wi-Fi handsets operate on existing City Wi-Fi infrastructure? Is the Wi-Fi infrastructure to be used for the Wi-Fi handsets is configured using VoWLAN best practices such as UoS, voice priority, seamless roaming between access points, etc.?
- A28 Existing City Wi-Fi infrastructure would be used where available. The City may elect to expand the Wi-Fi network as customer needs dictate through the length of the contract term. During design and implementation phases, the Contractor may be engaged to advise on configuration of the City’s wLAN infrastructure to ensure its compatibility with their system.
- Q29 Referencing E7.46; Item No. 180 - Please describe what is meant by an “Optional ACD” agent device? Is it a device agents use to answer calls, or is it a device used to distribute calls to agents?
- A29 Item No. 180 refers to the physical device used by an agent (or operator) to receive/place calls.
- Q30 Referencing E7.58; Item No. 191 - “Group Intercom”, can you please provide a more detailed description and intended use case of this feature?
- A30 Group intercom is the ability to dial other members of a group using a 2 or 3 digit access code. Calls made to another group member using this feature will not make busy either party’s line. Incoming calls from outside the group will still result in the phone ringing. Group Intercom calls will also have a distinctive ring to identify them from normal incoming calls.
- Q31 Referencing E7.59; Item No. 192 — “Speed Call”. Is it mandatory that this be done on a physical handset or will other methods of speed-dial be considered?
- A31 Recognizing that not every phone set model has hardware provision for such a feature, other options of providing this feature would be considered.
- Q32 Referencing E7.86; Item No. 217— “Directory Assistance “. Given the availability of free Internet based directory assistance, is this optional or mandatory?
- A32 The provision of this service remains mandatory.
- Q33 Referencing Section “D) Call Center Services (Optional)” - Can each line item within this section be treated as optional? Or if the Contractor bids this section, are all requirements considered mandatory?
- A33 If a Bidder elects to submit pricing for this optional section, then pricing for items 220 to 226 inclusive and items 227 and 228 if applicable, must be provided on the Form B response.
- Q34 Referencing E7.133 - What types of changes are covered by this restriction? Does it include all changes including adds, moves, changes of Users or is it intended to apply only to outages?
- A34 Routine adds, moves, changes and deletes that are not service-impacting are not in scope of this restriction. Outages defined by D4.1(p) “System-Wide Downtime” are in scope.

- Q35 Referencing Appendix B and C – There are a number of locations that appear in Appendix B but not in Appendix C. For these Sites what is the network connectivity and bandwidth?
- A35 Sites not listed with network connections in Appendix C would be considered out of scope for VOIP connectivity and would remain on Centrex or analog lines.
- Q36 There are 3 phone models called out – Please provide a breakdown of the amount of each phone required.
- A36 Estimated quantities are provided in Form B. These quantities will be used for evaluation purposes. The exact number of devices of any model may vary throughout the term of the Contract.
- Q37 Referencing Sections C and D - The seasonal setups are connected back to the main infrastructure by what means?
- A37 Currently seasonal Sites utilize a seasonally activated Centrex line. If the seasonal Site is not listed in Appendix C, a City of Winnipeg network is not available at that Site
- Q38 Referencing Section D - Is the solution to assume a replacement of the Centrex system?
- A38 VOIP solution will be considered for Sites where it makes sense, financially and technically. Considering the large number of sites and varying connectivity available, any conversion to VOIP would likely require a transition spread over many months/years.
- Q39 Referencing E7.32 - The Paging system, is it a standalone system or part of your current system?
- A39 Existing paging systems are standalone systems involving distributed speakers, amplifiers, desk microphones and in some instances Telephone Access Modules (TAM). The standard TAM used are the Bogen TAMB devices.
- Q40 Please provide as much information on your current paging system as possible.
- A40 The paging systems (or Public Address System) should not be altered by the Contractor other than the insertion of an interface module which connects the paging system to the telephone system. Any interface module would be required to provide a line out interface. The cost of any module is not included in this RFP and would be purchased separately. To comply with E7.32, the Bidders must ensure that the interface modules are available and that they could supply these devices upon request.
- Q41 Is the paging system interface FXS or FXO type gateway?
- A41 The interface is FXS.
- Q42 Are you looking to replace it with a unit that is directly connected to your VOIP system or just connect to your existing Paging system?
- A42 See A42 and A43 above.
- Q43 How many paging speakers are currently installed?
- A43 This is out of scope of this RFP.
- Q44 What is the Wattage requirement for each Speaker.
- A44 this is out of scope for this RFP.
- Q45 Where The City states: “Reference Required”, do you wish to be provided with details of the process or a reference to this specific section when we are responding?

- A45 As per B12.3(d) Provide three references for work performed within the last five (5) years that are similar in nature and scope for each Specification Response indicating "References required". Bidders may provide a single consolidated reference list, but must explicitly relate each Specification Response requiring references to the relevant reference in the consolidated list.