

email May 30, 2012

TO: All Interested Proposers

SUBJECT: Request For Proposal #12-1541DC

Telecommunications Consulting Service

ADDENDUM #1

Proposers are hereby notified that this Addendum shall be made a part of the above named proposal. The following items are issued to add to, modify, and clarify the Proposal. These items shall have the same force and effect as the original proposal, and cost involved shall be included in the proposal prices. Proposals to be submitted on the specified due date, shall conform to the additions and revisions listed herein.

1. See attachment for Manatee County Information Technology Division (MCG) response to requests for clarifications.

Proposals will be received at Manatee County Purchasing, 1112 Manatee Avenue West, Suite 803, Bradenton, Florida 34205 until **June 20, 2012 at 3:00 P.M.** If you have submitted a proposal prior to receiving this Addendum, you may request in writing that your sealed proposal be returned to your firm.

Sincerely,

Deborah Carey-Reed, CPPB Contract Negotiator

/dcr Attachment

> Financial Management Department * Purchasing Division 1112 Manatee Avenue West, Suite 803, Bradenton, FL 34205 deborah.carey-reed@mymanatee.org* PHONE: 941.749-3074 * FAX: 941.749-3034 WEB: www.mymanatee.org

ELERT & ASSOCIATES

1. Does the County have an inventory of circuits for both data and voice services?

MCG: The core sites are served by (14) Local PRI service in addition to (1) LD PRI. The smaller sites are served by approximately (50) analog trunks. The data services are not part of the RFP scope; however, they are primarily County owned fiber optic connections.

2. Does the County have an inventory of existing telephone locations?

MCG: See attached drawing (Equipment Attachment_A.pdf)

3. There are 25 primary sites; how many other smaller locations are there?

MCG: See attached drawing (PBX Overview.pdf)

4. Is there an inventory of data network electronics available?

MCG: Data network electronics is not part of this RFP scope. The County is in the process of upgrading all core and edge devices to Cisco equipment. The overall goal of the County networking project is to provide a robust data infrastructure capable of supporting VoIP traffic including QOS, POE for desktop devices. This project is currently in progress and should be completed prior to the execution of this contract for the telecommunication system(s) upgrade or replacement.

5. Can the County tell us if all cabling and technology closets are adequate, or will an inspection of all locations be required?

MCG: The cabling and closets are sufficient at all major locations. Any additional cabling requirements will be the responsibility of the County to update. It will be a task of the successful Proposer to indentify weaknesses during the overall assessment of the project.

6. Do you have an anticipated completion date for the project?

MCG: It is desired that successful Proposer completes both Phases I and II within 180 days of contract execution.

BERRY DUNN

1. Could the County please provide any and all network documentation (e.g., information relating to switches, routers (make/models), network diagram(s), Internet connectivity, connectivity between sites, etc.)?

MCG: Data network electronics is not part of this RFP scope. The County is in the process of upgrading all core and edge devices to Cisco equipment. The overall goal of the County networking project is to provide a robust data infrastructure capable of supporting VoIP traffic including QOS, POE for desktop devices. This project is currently in progress and should be completed prior to the execution of this contract for the telecommunication system(s) upgrade or replacement.

2. Could the County please provide make and model numbers on current NEC PBX and desk sets?

MCG: See attached drawing (Equipment Attachment_A.pdf). The county currently has an assortment of handsets including D-term, Series-E, Series-I and some DT700 Series.

3. Does the County have a current dial plan? If so, could we please obtain a copy?

MCG: The County maintains a closed four (4) digit dialing plan between facilities.

4. In Section B.02.5 of the RFP, the County indicates a need for network redundancy; could the County please verify that this refers to the need for external network redundancy to the outside world (e.g., for multiple carriers)?

MCG: The reference to "Network Redundancy" is hardware related with respect to the core voice processing functions, i.e., Call Server, Voice Mail, etc. It is not referencing the data network redundancy.

5. What is the county using for its current paging and intercom systems?

MCG: Paging and Intercom systems within the County are very limited. The feature is usually site specific and fairly basic in functionality.

6. Does the County have plans to expand and grow in the next 3-5 years?

MCG: It is the counties goal to completely migrate from our existing system to the newly selected system within a four (4) year time period based on funding approval. Growth beyond our current foot print is unknown at this time.

7. In Phase 3, will the County require the selected consultant to be on-site for the duration of the project?

MCG: Based on the system selected and requirements of migration it is possible that the selected vendor would be requested to oversee, at minimum, the installation at a few of the initial core sites. Being that the approach to the project is a phased solution on implementation, without knowing what the final product will be it is difficult to estimate the time duration required.

RLH TELECOM SOLUTIONS, LLC

1. The RFP lists 25 primary locations. Will on-site inspections for all 25 of these primary locations be part of this engagement or just key locations and a sampling of other sites?

MCG: All County facilities are to be included in the overall assessment of the awarded vendor. Some locations may be set as lower or higher priority for implementation; however, a proposed solution will apply to each.

2. What is the total number of county-wide locations to be addressed by the telephony upgrade project?

MCG: The number of <u>sites</u> may be slightly higher due to remote locations where low density deployments involve remote VoIP telephones and gateways.

3. For an environment this diverse, face to face interviews will be a key part of the needs analysis. Does the County have a target number of interviews they envision to perform this key activity for 25 primary sites?

MCG: No target number has been set; however, a sufficient number of interviews will be needed to develop a baseline. It is not the intention to interview every telephone user. A representative from groups will be designated.

4. The RFP is written with primary focus on upgrading telephone services and associated capabilities. Section B.03.1 mentions a "review" of the data communications infrastructure. Will a "deep dive" data network assessment or a LAN/WAN VoIP readiness study be part of this engagement?

MCG: The reference to "Network Redundancy" is hardware related with respect to the core voice processing functions, i.e., Call Server, Voice Mail, etc. It is not referencing the data network redundancy.

5. How many contact centers/call centers does the County operate? What are their sizes and missions? What are their current technology platforms (i.e. ACD, Interactive Voice Response, Predictive Dialing, etc.)?

MCG: The County currently maintains (2) ACD call center servers and (1) IVR server. One of the ACD servers and the IVR server are utilized by the Utilities Department. The second ACD server is used by the Transit Dispatch group and Emergency Management backup call center.

6. Does the County use a centralized operator services platform?

MCG: The County currently uses the NEC OpenWorx BAS OAI server for PC based operator consoles.

7. Does the County data network include wireless/WiFi/DECT/802.11x capabilities?

MCG: Yes, in most locations.

8. Are cellular services to be considered part of this engagement?

MCG: No

9. Does the County have a target start date for this consulting engagement?

Anticipated for August 2012.

10. The length of the implementation phase will depend heavily on how quickly the County can react during the process. Does the County have a targeted new/upgraded system implementation start date? Is there a targeted completion date for the implementation phase?

MCG: It is the County's goal to completely migrate from our existing system to the newly selected system within a four (4) year time period based on funding approval. Growth beyond our current foot print is unknown at this time.

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11. Has the County been notified by NEC of any product "end of support" announcements?

MCG: Yes

12. Will the questions asked by bidders be answered individually or will all questions (and the answers) be distributed to all potential bidders?

This Addendum 1 will respond to all questions to date and distributed to all known interested proposer. The Addendum will be posted on the Manatee County and Demand Star websites.

EDI, Ltd.

- 1. Section B.02 Scope of Services (page 9): "The successful Proposer would be ineligible to submit a proposal on any project resulting from their recommendation relating to this agreement." Are we to assume this is referring to systems installation and integration and NOT additional consulting services related to Phase 2 and 3? **Yes.**
- 2. Section C.01 Minimum Qualifications: We are looking to use some sub consultants; do we need to submit 4 additional references for the specific portions that they are going to perform? **Yes.**
- 3. Section B.02.2: How is Manatee County currently handling caller experience? Are voice queues/call processing handled by their telecommunications provider or by internal equipment?
 - MCG: The caller interface is currently via auto attendants, (2) call center applications, (1) IVR and physical County operators. These are all premise based and County owned equipment.
- 4. Section B.02.5: Define network redundancy. Does the County want Demarc, CO, POP diversity? Are you looking for redundant voice and data networks?
 - MCG: The reference to "Network Redundancy" is hardware related with respect to the core voice processing functions, i.e., Call Server, Voice Mail, etc. It is not referencing the data network redundancy.
- 5. How readily available are Manatee County's telecommunications bills/contracts? How long would it take to provide these for the analysis? (many times this may take several months from service providers) Does the County know where they stand with commitments and contract end dates? Are they in the beginning/middle/end of their current telecom contracts?
 - MCG: The majority of the County circuits are currently out of contract. The remaining circuits are 2 years or less. We have a dedicated account representative with our main vendor who can provide information in a reasonable time period. There are provisions in most of the contracts to allow for "upgrade" of service, i.e. SIP trunking without penalties.
- 6. Are their requirements for minority firm participation in this project? **No.** Will the use of minority firms affect our team ranking? **No.**

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CLIENT FIRST CONSULTING GROUP, LLC.

1. Report Documents – does the County believe that it would prefer a formal written report or a Power Point document? Either is OK, but the resources to provide vary.

RFP Article B.03, item B.03.04 states report shall be written.

2. Does the County have an inventory of: Telecommunications Billing Inventory and copy of actual bills?

MCG: Detailed telecommunications inventory, bills, etc., will be made available to the successful proposer.

NOTE: All other inquiries are clarified in above item responses.

Equipment Attachment A Page 1

Note: All station port listings are for physical TDM and IP telephones. Counts do not include virtual stations.

Trunk port counts include PRI, analog and TDM CCIS.

System Name	Address	Brand	Make/Model	Version	Physical Station Ports	Trunk Ports	Peer-to-Peer Ports	VOIP	Notes
County Administration	1112 Manatee Ave. W Bradenton, FL 34205	NEC	SV8500	S3-1.07		516	128		
Utilities Department	4410 66 St. W. Bradenton, FL 34210	NEC	SV8500	S2-2.00	440		32		
Historic Courthouse	1115 Manatee Ave W Bradenton, FL 34205	NEC	2400IPX	R24.00.25.000	457	221	32		
Judical Center	1051 Manatee Ave. W Bradenton, FL 34205	NEC	2400IPX	R23.02.02.000	333	101	16		
Public Safety Center	2101 47th Ter. E Bradenton, FL 34208	NEC	2400IPX	R21.03.01.001	460		24		
Property Appraiser	915 4th Ave. W. Bradenton, FL 34205	NEC	2400IPX	R12.05.00.021	112	54	0		
Transportation	1106 26th Ave. E Bradenton, FL 34208	NEC	2400IPX	R20e.03.03.003	332	70	23		
Corrections	14470 Harlee Rd. Palmetto, FL 34221	NEC	2400IPX	R22-05.01.001	287	37	16		
Manatee County Health	410 6th Ave. W. Bradenton, FL 34205	NEC	2400IPX	R21.03.01.001	192	23	0		
Parks and Recreation GT Bray	5502 33rd Ave.Dr.W. Bradenton, FL 34209	NEC	2000IPS	SC-3655 N1-0003.00	80	23	32		W/IM16 Voice Mail
EHB	600 US 301 Blvd. W. Bradenton, FL 34205	NEC	2000IPS	SC-3655 N1-0003.00		46	0		,
Landfill	3333 Lena Road Bradenton, FL 34208	NEC	2000DM	SC-3713 P1-0001.04	44		32	YES-All Dterms	
Central Library	1301 Barcarrota Blvd. Bradenton, FL 34205	NEC	2000IPS	SC-3655 N1-0002.03		32	32		W/IM16 Voice Mail
Braden River Library	4915 53Rd Ave. E. Bradenton, FL 34203	NEC	2000DM	SC-3655 N1-0002.03	14		16		IP REMOTE FROM CENTRAL
Island Library	5701 Marina Drive Holmes Beach, FL 34217	NEC	2000DM	SC-3655 N1-0002.03		2	16		IP REMOTE FROM CENTRAL
Palmetto Library	923 6th St. W. Palmetto, FL 34221	NEC	2000DM 2000DM	SC-3655 N1-0002.03	12		16		IP REMOTE FROM CENTRAL
Rocky Bluff Library	7016 US 301 Ellenton, FL 34222	NEC	2000DM 2000DM	SC-3655 N1-0002.03	6		16		IP REMOTE FROM CENTRAL
South County Library	6081 26th St. W. Bradenton, FL 34207	NEC	2000DM 2000DM	SC-3655 N1-0002.03	14		16		IP REMOTE FROM CENTRAL
EMD	212 6th Ave. E. Bradenton, FL 34208	NEC	2000DM 2000IPS	SC-3655 N1-0002.03		26	10		IF KLINOTE I KOM CENTRAL
Animal Services	305 25 St. W. Palmetto, FL 34221	NEC	SV8100	E4.01	16		16		ACD/Inmail/VRS
Buffalo Creek Golf	8100 Erie Rd Palmetto, FL 34221	NEC	SV8100	3.13			16		
					12				Inmail/VRS
MC Golf	6415 53rd Ave. W. Bradenton, FL 34210	NEC	SV8100	A3.13	12		16		Inmail/VRS
Marine Rescue Headquarters	2651 Gulf Dr. S. Bradenton Beach FL, 34217	NEC	SV8100	5.01	20		16		Inmail/VRS
Parks Maintenance Radio Shop	5161 65th St. W. Bradenton, FL 34210 1801 5th St. W. Bradenton, FL 34205	NEC NEC	SV8100 SV8100	5.01 5.01	28		16 16		VRS Inmail

Equipment Attachment A Page 2

Note: All station port listings are for physical TDM and IP telephones. Counts do not include virtual stations.

Trunk port counts include PRI, analog, CCIS and P-2-P IP trunks.

System Name	Address	Brand	Make/Model	Version	Ports	Integration Type	Notes	
Administration AVST	1112 Manatee Ave. W	AVST	CallXpress	8.1	32	Line Side T1 w/IP MCI	Main Centralized Voice Mail	
Judicial AVST	1051 Manatee Ave. W	AVST	CallXpress	7.91	16	Analog w/serial MCI	Auto Attendant Only	
Public Safety AVST	2101 47th Ter. E	AVST	CallXpress	7.91	16	Analog w/serial MCI	Auto Attendant Only	
Utilities AVST	4410 66th St W.	AVST	CallXpress	7.91	12	Analog w/serial MCI	Auto Attendant Only	
Openworx	2101 47th Ter. E	NEC	BAS			IP-OAI	Business Attendant Consoles	
Q-Master	2101 47th Ter. E	NEC/Zeacom	Q-Master	4.1.120.1	12	Analog Ports / IP-OAI	ACD used for Emerg. Ops / Transit	
UCB	2101 47th Ter. E	NEC/Zeacom	UCB	5.0.2100.394	52	VOIP Ports / IP-OAI	ACD - Utilities Cust. Service- Racked at PSC	
UCB-IVR	2101 47th Ter. E	NEC/Zeacom	UCB	5.0	24	VOIP Ports / IP-OAI	IVR-Utilities Cust. Service- Racked at PSC	
Audiolog	2101 47th Ter. E	Verint	Audiolog		8/24	8-Digital Sta tap & VOIP	Call recorder for BAS Operators and Transit	
Audiolog	4410 66th St. W.	Verint	Audiolog		24	24-Digital Station tap	Call recorder for Utilities Customer Service	
Tappit Nova	1112 Manatee Ave. W	Trysis	Tappit	5.1.2M	N/A	SMDR serial	Call accounting system	
Health Dept AVST	410 6th Ave. W. Bradenton, FL 34205	AVST	CallXpress	7.91	12	Analog w/serial MCI		

