



## MANATEE COUNTY FLORIDA

**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  
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**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 identify 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 sites 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.**

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.**

**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?

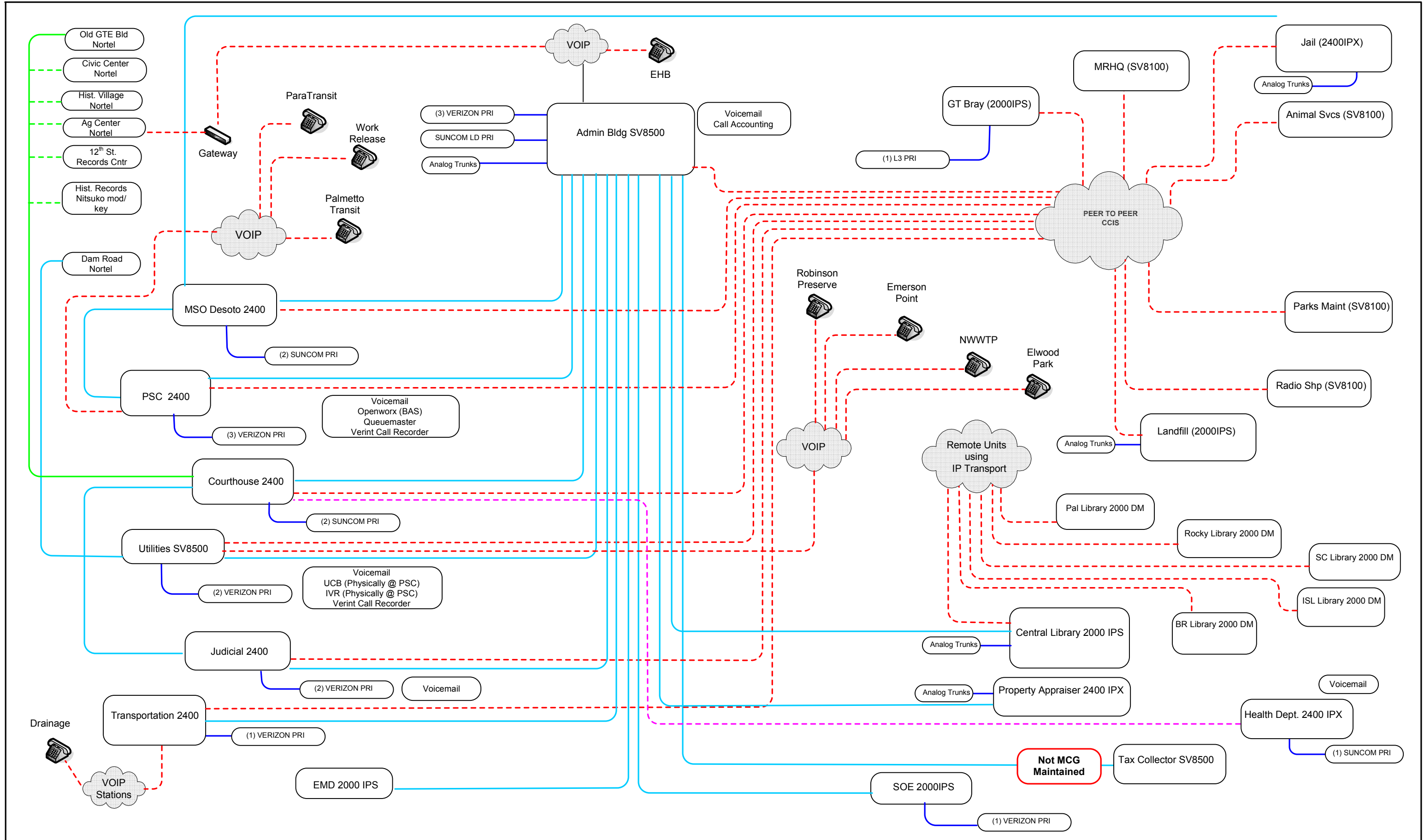
**MCG: Detailed telecommunications inventory, bills, etc., will be made available to the successful proposer.**

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









# Overview