



City of Coos Bay

Finance Dept.

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Request for Proposals to Provide Phone System

Addendum No. 1

Dated: February 24, 2010

1. *Do you have a network diagram for data and phone circuits?*

Two of the sites are under construction, we will contact the architects and place what they provide as well as a diagram for City Hall on the City's website next to the RFP announcement.

2. *Who is your current telephone and data service provider?*

Verizon and Integra.

3. *Is this changing during this transition?*

No firm plans. However SIP trunks lines for the new Fire Station and Visitor's Information Center are being looked into. Vendors being explored are ORCA and Comspan.

4. *What is the make/model of the 911 system that you intend to integrate to?*

Nortel BCM

5. *What integration are you looking for between the iPBX and the 911 system?*

ATA's on the iPBX

6. *What are you defining FXS and FXO ports as?*

FXS: Analog port providing dial tone to new Fire Station; FXO: Analog line port for connecting to CO.

7. *In phase 3 you mention the need for "6 City expansion BLF locations capable of handling all City extensions." What is meant by this? Do you want 6 BLF Modules that can watch all extensions beyond the one previous mentioned?*

At the end of phase 3, all BLF locations should have the ability to watch all City wide extensions.

8. *What is desired from the Conference Bridge? How many parties? Document Share? Video?*

Conference Bridge should be able to handle as many parties as there are extensions and lines, whether all in one conference or multiple conferences. Document Share and Video would be pluses, but are not required.

9. *What specifically would you like your IVR functionality to achieve? Are you looking for voice recognition?*

The system will need to handle multiple IVR's for all departments, doing call directing. Voice recognition is a plus, but not required, ability to add it at a later date would be very good.

10. *Paging to a paging system? What type of paging system is it? How many zones? Across sites? Are any of these sites not hosting a PBX cabinet/appliance?*

Paging is only within the phones, no plans to add external paging at this time. The Visitor Information Center, Fire Station No. 2, Parks, and Shops will not have a PBX cabinet.

11. *Are you looking for inbound/outbound fax2email? Are you asking for the printer to be capable of sending attachments?*

Inbound fax2email, outbound should be able to take documents from the computer and send them. Also have the ability to send from a standard fax or fax enabled copier.

12. *What dial-tone will you be using on Phase 1? You mention SIP trunks, do you have a plan for using SIP trunks for this install or is it a future proofing plan? How many SIP trunks do you envision using on this system? Do you want the quote to include all equipment for support of SIP trunks?*

The new Fire Station is looking to use SIP trunks, this would also be a good way to go for the Visitors Information Center and City Hall and we will want to evaluate. There is a possibility of 30 eventually, with 2 right away and however many the Visitors Information Center needs. Yes, all equipment should be included.

13. *How many extensions do you want the single BLF Modules to monitor?*

Each module doesn't matter so much, as you can double up modules, each location needs to be able to cover the whole system

14. *Will a computer monitor with presence for all parties be acceptable or does it need to be hardware device?*

The modules are necessary; a computer interface to go along with would be preferred.

15. *On page 5 you show an install phase 2 twice, one of the associated dates is for June another is for August. Is the August date for phase 3?*

Yes.

16. *On page 5 you ask for specific training requirements regarding end-users, do you have a similar requirement for administration training?*

Administration training will be a separate component within the times stated.