



# City of Coos Bay

## *Finance Dept.*

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### **Request for Proposals to Provide Phone System**

#### **Addendum No. 2**

**Dated: March 1 and 2, 2010**

#### Nymosolutions 3-1-10 Questions:

\* For Fire Station No.1, does it mean that the "BLF station" should be able to monitor 28 lines (22 in Station 1 and 6 in Station 2)? Or does it mean that each "BLF station" (9 in total) should monitor all phones to be deployed (e.g. total of 88 including Phases 2&3)?

At the end of phase 1, it needs to support 28 stations, by the end of phase 3, it should be expanded to cover all 88.

\* What WAN connectivity do you currently have between Fire Station 1, Station 2 and TIC? What about City Hall, Parks Office and Maintenance Shop?

There will be a 1G link between Station 1 and City Hall, I believe a 10M link between Station 1 and the TIC. There is a possibility we will get a 10M link to Station 2, but at this point it is DSL with a VPN. Parks Office and Maintenance Shop are also DSL and will have a VPN.

\* Are you looking to enable MPLS across these sites- Station1, Station2, TIC, City Hall, Parks Office and Maintenance Shop? No

\* Would you allow us to submit quote for WAN connectivity? If so, can the address & phone numbers be provided at each location? That would be fine.

\* Are you planning to enable E911 over SIP trunks? Yes

\* Are you open to include SIP trunk costs (and calling plans) from other carriers in the proposal? Yes, included as separate bid, so if someone else gets the system, they may still be able to do the trunks.

\* Will you be able to provide your expected simultaneous calls in Phase 1 & 2? Likewise, for Phase 3? Phase 1: Max 5, Phase 2 Max 15, Phase 3 Max 60 (estimate)

\* Will the PBX room in Station 1 and City Hall have UPS and standard 120V/20 power feeds? Yes

\* Who will provide LAN connectivity and QoS configurations for the IP phones? City IT will work with Vendor of choice. Cisco equipment is in place. Station 1 and TIC will have HP ProCurve switches with PoE, City Hall will use existing non-PoE Switches, unless we want to upgrade those, that would be a separate budget item, they should be on a replacement schedule.

\* We have IP Phones in different appearance flavors - 2-line, 8-line appearance and 16-line/ Which ones would you prefer for non-BLF stations? [8-Line appearance](#)

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### Matrix 3-2-10 Questions:

If we stray from the stated design, will this be held against us? The general idea needs to be stuck to, it has to be VoIP, SIP compatible, contain all the end user requirements, I suppose there could be some shifting as to whether or not the 2<sup>nd</sup> PBX is necessary, or if they want to put one in at the VIC.

To reclarify the conference bridge requirements, the RFP indicates that the bridge must support every extension and every trunk being joined to the bridge. This will mean a minimum 171 port conference bridge. Is this truly the intent? The likely hood of that being needed is very low, but I know there are systems out there that will do this in a cost effect way; the ability to at least include all internal extensions in one conference.

In point 3a, our system is easily supported remotely more than 95% of the time - is this an acceptable method through which to provide support? What is the city's response time requirement? Yes if it meets the City's need. Two hour.

What is the design of intersite WAN connectivity? How much bandwidth is there between sites? Do the routers between sites provide full secured quality of service packet management? A network diagram is pending and to be posted.

What type of network switches are being used for the LANs? Do they support VLAN tagging? Are they PoE at all locations? A network diagram is pending and to be posted.

Is cabling infrastructure in place to support a Voice over LAN system? Yes Are there any midspan unmanaged switches or hubs? No Are there any extensions that will be more than 250 feet in cable length from the core equipment? No