



## 695-2012 ADDENDUM 5

### 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 21, 2013  
BY: Ed Richardson  
TELEPHONE NO. (204) 986-6002

**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.**

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#### **Questions and Answers**

- Q1 Referencing E7.13 & E7.87 (Item No. 218) - What are the total conferencing ports and minutes used on a monthly basis and what is the requirement for the maximum number of concurrent participants?
- A1 Standard conference calls have a default of 24 concurrent participants however this can be dynamically increased to 150. The usage varies significantly month-to-month with no clear trend of usage. Usage has varied from a low of 0 to a high of 81 calls per month in the past 3 years. Usage in time is not available.
- Q2 Please identify the locations where local redundancy is required.
- A2 Local redundancy is not specified at any location. Bidders should specify where they would be providing redundancy. Please see B13.32, B13.65, B13.95, and B13.125.
- Q3 Is there a specific breakout of the IVRs?
- A3 No. Each one is designed to meet the needs of the client department.
- Q4 Referencing E6.59: What are the contact center volumes for the ACD queues (total call queue and talk time)?
- A4 The numbers vary widely but a monthly number of 8900 calls with a an average talk-time of 276 seconds could be used as averages.
- Q5 Referencing E6.59: Do you use touch tone (DTMF), text to speech or basic speech recognition in any of the IVR or auto attendants?
- A5 Currently only DTMF is used.
- Q6 Referencing E7.62: Please describe your use of faxes with contact centers or is this just a need for the UC application?
- A6 The requirement to transmit or receive a FAX is not limited to contact centers. Any PC on the network may require this capability.

- Q7 Referencing E6.64: Do you have any integration from the IVR or auto-attendants to databases or systems? If so, please describe.
- A7 There are no integrations with databases at this time.
- Q8 Referencing E6.62: Can you confirm Universal (or Uniform) Call distribution queue is balancing calls equally to a group of the 117 agents – or to all of them?
- A8 The 117 agents refer to ACD not UCD. The number of agents logged into a queue is dynamic and changes frequently. UCD agents can be on any UCD queue. The UCD queue balances the calls to all agents that are logged into a particular queue.
- Q9 Referencing E6.59: Do you want any training at all for City employees to understand administration of the contact center software?
- A9 Yes, Training for supervisors/managers that would plan or configure this application would be required.
- Q10 Referencing E7.2: The term “IVR” is often used for multiple purposes. For clarification, is this requirement for “real” IVR services, whereby databases are being accessed? Or is it simply for 46 menu points (also known as custom call routing menus) within the 4 Auto Attendants? If database access is required, what are the databases that need to be connected to?
- A10 At the present time there are no integrations with databases.
- Q11 Referencing E7.2: Are these concurrent agents, or named agents? Please specify the number of named agents and concurrent agents.
- A11 Presently there are 117 concurrent agents.
- Q12 Referencing E7.2: How many extensions will these queues be distributed to?
- A12 Approximately 120 extensions are currently in use.
- Q13 Referencing E7.15: Are the recorded users/phone call center agents or is it for any phone in the environment?
- A13 This could be for potentially any phone in the environment.
- Q14 Referencing B13.134: is this in reference to the administration of the system or is it in reference to the overall Land-Line VoIP solution?
- A14 This is reference to the entire Land-Line VoIP solution.
- Q15 Can you please confirm if the City will be prepared to accept responses to be delivered prior to February 01?
- A15 All response must be received in accordance with B2.1. Yes, the City is prepared to accept submissions prior to the date specified in B2.1.
- Q16 As per Appendix C – Network Sites and Bandwidth, this list includes only 147 sites. We have identified what we are considering a few primary sites that are not on the Bandwidth list. Can you please confirm that there is bandwidth at these locations and how much.
- A16 Sites not listed in Appendix C do not have a municipal data network connection therefore this information is not available.
- Q17 Referencing Section D - Is the solution to assume a replacement of the Centrex system?

A17 A VoIP solution will be considered on a site by site basis providing there is technical, operational and financial merit to do so. The VoIP system would replace the Centrex service only at the sites where VOIP service is installed.