Corporate Finance Department

Materials Management Division

Winnipeg

1057-2017 ADDENDUM 2

SUPPLY, DELIVERY AND INSTALLATION OF VOICE OVER INTERNET PROTOCOL (VOIP) SYSTEM

ISSUED: December 19, 2017
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<u>URGENT</u>

PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE REQUEST FOR PROPOSAL

THIS ADDENDUM SHALL BE INCORPORATED INTO THE REQUEST FOR PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS
Template Version: Ar20160708

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.

PART B – BIDDING PROCEDURES

Revise: B2.1   to read:

B2.1   The Submission Deadline is 12:00 noon Winnipeg time, January 19, 2018.

PROPONENT'S CONFERENCE QUESTIONS AND ANSWERS:

Q1   Is there a priority for completing the WFPS or WPS implementation first?
A1   Same priority for both projects.

Q2   In regards to providing a Sip enabled service - Right now you don't have any SIP contracts? Do you have a preferred SIP vendor or will it be a bid opp?
A2   No preferred vendor, just dedicated fiber SIP trunks. SIP is not expected to be provided within the RFP.

Q3   Will all your DIDs be ported to SIP trunks?
A3   Yes.

Q4   Is WFPS (red phones) a separate VOIP system or will it be just another IP phone?
A4   Red phones are simply dedicated line to fire stations on WFPS VoIP System; they can be treated as just another IP phone.

Q5   Regarding D4.11d, - softphone client installation on WPS PCS. (Will the proponents be expected to install the softphone client on WPS PCs?)
A5   Fixed in addendum; WPS will be installing the client, contractor will assist in configuration/settings.

Q6   Regarding E2.2g - elaborate on what you mean by "backup solution in case SIP trunk fails"
A6   Propose a backup solution, perhaps analog lines, PRI failover... Does not need to cover all SIP trunks. Specific WPS units will need priority.

Q7   Do you specifically want USB headsets? That may require additional hardware
A7   Yes, mainly for PCs with softphones. Also need wireless headsets. Please present in your specification.

Q8   Where is form N?
        A8   see Addendum 1

Q9   On submission document, it is all broken out by hardware components. (On the last page) - How would you like
        the services to be broken out? Looks like just a hardware sheet. Is there something you want to see on this form
        pertaining to services?
        A9   Attach services in detail AND include in price under submission document - "VOIP SYSTEM".

Q10   Would you rather have support/warranty included in line item price for phones itself?
        A10   At the very least the first 5 years should be included in unit cost. This does not make a difference for the
                total RFP price

Q11   Regarding the 2x2year extensions - should we build in to price (optional)?
        A11   Extensions should **not** be included in the bid; they are optional and mutually agreed upon if/when the time
                comes.

Q12   You mention the system should be expandable outside of 520+ users - is there a total quantity to expect?
        A12   It is unknown at this point - please go by form B. The system should have the **capability** of expanding up
                to at least 2000 users (WPS) in the future.

Q13   What is the estimated timeline of award date after submission date?
        A13   See Form A.

Q14   With regards to conference calling, how many conference lines do you currently have? How many IVR ports
        required?
        A14   See form B for the number of conference phones requested

QUESTIONS AND ANSWERS

Q1   Concurrency with each site: What is the number of users at each location that will be on the phone at the same
        time (maximum)? (This determines licenses).
        (a) WPS: See proposal submission document Section A. Assume the VOIP phone counts are the number of
            users.

        (b) WFPS:
            700 Assiniboine Park Drive: 10
            185 King Street: 13
            All fire stations: 1 per station (internal calls only)

Q2   Are the SIP trunks part of this bid. Should the solution include the lines and DID's to feed the systems?
        A2   No, Please see the RFP sections below:

                E2.2(c) assist in ordering, configuring and implementing redundant SIP service;
                D4.4   Contractor shall assist in ordering, configuring and implementing redundant SIP service to the
                        VoIP system. The SIP trunks shall be ordered and installed to the VoIP system before the VoIP
                        go live date.
                D3.1   The Contractor shall:
        `   (f) assist in ordering the SIP service

Q3   Are you requesting dedicated fiber SIP trunks or Internet SIP trunks?
A3   We are requesting dedicated fiber SIP trunks

Q4   What level of phones do you want? B/W, Color? How many buttons?
       A4   WPS: See E3.1a "be Cisco 7841 or Avaya 9611G or equivalent in accordance with B7"
              WFPS: Please provide proposals and options

Q5   Corded headset and wireless headset. One ear piece or two?
       A5   Provide pricing for both options.

Q6   Why the extended cords? Would Wireless not make more sense in those situations?
              a. WPS: Please refer to form B for our requirements.

Q7   How much work is done by your team if we need IP changes, etc?
       A7   Any changes on our infrastructure will be managed by WPS team.

Q8   WFPS has switches, etc in the quote. Why is this different than the WPS, and why are there 30 x 8 Port POE
       switches needed vs larger POE switches?
       A8   WPS can re-use their existing switches. For information regarding our switching infrastructure, please fill
              out an NDA.The network closets are spread out in such a way that extending VOIP to all users with
              separate switches would be prohibitively expensive.
              WFPS: Operational requirements and demands are different for each agency.

Q9   What is the deployment timeline from time of award to completion?
       A9   See D4.7 – "The project should not exceed 1 year from the date of award".
              See D2.6 in 1057-2017_Addendum_1.pdf

Q10   What is the bandwidth available for each location up and down?
       A10   This is a large enterprise environment with multiple WAN connections. Also please be advised that
              internet based SIP is not suitable for this project. We would need a dedicated fiber SIP gateway.

Q11   Instead of a Cisco or Avaya, we want to submit some Yealink phones. Best process?
       A11   See B7 SUBSTITUTES

Q12   Section C B11.1a) Provide Data Analytics system
       Could you provide more details on the scope of requirements?
       A12   The data analytics should include the following items;
              1. Date of call
              2. Time caller entered the IVR
              3. Duration of time caller was connected
              4. Time caller exited the IVR
              5. Caller phone ID
              6. Which key the caller selected in the IVR
              7. Provide canned reports for daily, weekly, monthly reporting
              8. Analytics data should be searchable on many fields
              9. Ability to create custom reports

Q13   Section C B11.1b) Provide Audio Logger Interface; We assume this is for audio call recording?
       (a) How many users have access to recordings?
              A(a)   Greater than 60 users
       (b) How many at one time?

    A9b)   Could be as many as 60 at one time

(c) Are internal calls to be recorded?

    A(c)   Yes

(d) Are there any scenarios where calls are not to be recorded?

    A(d)   Yes

(e) How about conference phones?

    A(e)   The ability to record a conference call should be a user selectable option

Q14   Section C B11.1c) Provide the location of the call within the building for 911 purposes

(a) How granular does this need to be? Floor, area, room?

    A(a)   Each room/cubicle is labelled with a 4-digit room code. Granularity should simply include the room code

Q15   Section D2.2 The current Centrex system is connected to the audio loggers and all calls are recorded.

    a. What is the maximum number of calls that will be to be recoded at any one time?

        A(a)   Could be as many as 60.

    b. How many ACD queues are there?

        A(b)   Five in total, but still being reviewed.

    c. How many total agents and supervisors?

        A(c)   Between 60 and 100.

Q16   Section D2.5   SIP Trunks will be provided and installed before the end of the VoIP System installation. Post Installation, User Acceptance Testing (UAT) will be performed to insure a proper sign off for the project.

(a) How many SIP trunks (channels) are being provided to WPS?

    A(a)   See Q2, we expect the proponent to assist in ordering dedicated fiber SIP service after the RFP is awarded. SIP service is not part of the RFP.

(b) How many SIP trunks are being provided for WFPS?
One for each WPS and WFPS location?

    A(b)   Yes, these are two separate systems so should not share a SIP trunk.

Q17   Section D4.11e) be configuring the phone sets and install them in their specific locations

(a) Can WPS provide a list of phone locations that will require any special mounting (walls, outside locations, restricted areas, holding cells, etc)

    A17   Assume all phones are standard desk phones as per Proposal Submission Document section A2.

Q18   Can you provide current call volume statistics for sizing of IVR, and call recording, and SIP trunking? Can you specify for WPS and WFPS separately?

    a. Historical peak call volume

        A(a)   WPS: As these are leased services from a 3rd party, there is no method of determination
WFPS: As these are leased services from a 3rd party, there is no method of determination

    b. Number of ports available on current IVR?

        A(b)   WPS: 46 concurrent calls can be held in present IVR
WFPS: No IVR required

Q19   Section E2.3 Could you please clarify intent behind ;
        (a) Remote handsets and voice over VPN?
        A(a)   The system must be capable of these, but there is no intent for the proponent to deploy said features. We may in the future require remote VOIP phones (cordless) or voice over VPN but no plans to deploy for the RFP.
        (b) Does the solution have to supply voice over VPN technology or just be capable?
            A(b)   See above - only required to be capable
        (c) Remote access to phone
            A(c)   WPS IT should be able to connect to a phone remotely (within the building) to troubleshoot or provision.

Q20   For WFPS switches can you confirm there will be space available for 19 inch rack mount kit?
.   A20   700 Assiniboine Park Drive: Yes.
            185 King Street: Yes.
            All fire stations: 2U