

ADDENDUM 1: QUESTIONS AND ANSWERS

RFP 2026-02-001: VOICE OVER INTERNET PROTOCOL (VOIP) TELEPHONE SOLUTIONS

This addendum supplements, modifies, deletes from, and/or adds to the original Request for Proposals noted above, and all the requirements of the addendum are herein made part of the RFP and any resulting contract documents.

Questions

- 1) Current Numbers and Porting
 - a. Are there any existing toll-free or special-purpose numbers (e.g., hotlines) that must also be ported or maintained?
 - i. No
- 2) User Counts and Device Mix
 - a. Is Wastewater Treatment Plant, Glen Maury Park & Pool, Dickinson Well included in this RFP?
 - i. No
 - b. The RFP references IP phones, digital phones, softphones, and conference phones. Does the City have a preferred mix (e.g., percent desk IP, percent softphone/mobile app, number of conference units per location)?
 - i. Desk phones for all 41 lines requested. Not requesting any conference lines at this time.
 - c. Can you confirm that each of the 41 users (identified currently as “lines”) should all have a DID?
 - i. Yes
 - d. Are there any more DIDs needed than just those 41 mentioned above?
 - i. Not at this time
 - e. What is the total outbound call minutes combined for all users monthly? (or yearly?)
 - i. We don’t have that number
 - f. If you don’t know the total outbound call minutes combined for all users, are you ok with respondents using 30 minutes per user per month for this response? (that is a common usage measurement used in the industry)
 - i. Yes, that is probably OK averaged across all the lines, some get more use than others.
 - g. The RFP states there are three (3) voice lines at Commonwealth Attorney’s Office. How many phones are there at this location?
 - i. 3
 - h. The RFP states there are two (2) lines at Public Works. How many phones are there at this location?
 - i. 2
 - i. How many conference phones?
 - i. None
 - j. How many attendees would be on a “typical” City conference call?
 - i. n/a

- k. Can you estimate the largest conference call City has hosted in the last year - 10? 25? 40?
 - i. n/a
- l. Will City be using phones as passthrough for both voice and data traffic?
 - i. The majority of desk phones will have a dedicated network port, but at Commonwealth Attorney and Public Works phones may be used as passthrough.
- m. Are the current fax lines stand alone or on a PRI?
 - i. One fax line is on the PRI the others are standalone
- n. When can we visit Public Works and Comm Attny to examine current wiring?
 - i. We can schedule that some day during business hours.
- o. 3.3.1 identifies 45 employees, however, 3.10.3-5 identify 41 lines. There is a discrepancy of four phones. Will these four just be extensions?
 - i. No, we only need 41 lines at this time.

3) Network and QoS Details

- a. For the City Hall 150/50 Mbps fiber connection and the MetroE WAN links, can you provide current bandwidth utilization and any QoS policies already in place for voice traffic?
 - i. We do not have a firm number on bandwidth utilization, but note an error in the RFP that the fiber connection is actually 300/300. There are no specific QoS policies in place currently.
- b. Are there any network or security requirements (e.g., specific firewall rules, VLAN design, encryption standards) that the City expects the VoIP system to comply with beyond standard best practices?
 - i. Nothing beyond standard best practices
- c. Can the City confirm that the IT department will continue to own and manage the existing switches, routers, firewalls and other IT infrastructure and the the VOIP contract does not require management of existing infrastructure?
 - i. Yes
- d. Can the City confirm that upon awarding of the RFP for VOIP services that the IT department will provide a PoC and change management process or IT support ticket process to facilitate any changes to the IT infrastructure to allow for increased internet protocol (IP) traffic on the network, and support changes to the network firewall to allow for VOIP traffic across the network?
 - i. Yes
- e. Is there a network drop at all locations that will be using an IP phone?
 - i. Yes
- f. Item 3.3.1 states the three (3) locations are on the same LAN. Are these on separate data VLANs for each of these?
 - i. City Hall and Public Works are on the same LAN and VLAN. Commonwealth Attorney is on a separate LAN and external connection.
- g. Are there separate voice VLANs at each of these locations? If not, will there be separate voice VLANs configured prior to the implementation of this installation/project?
 - i. Not on separate VLANs but will be on separate network with its own switches.

4) Cloud vs. Other Architectures

- a. The RFP states a preference for a Cloud Hosted Solution. Is the City open to a fully cloud-based PBX with no on-premise PBX hardware, assuming it meets all functional and reliability requirements?
 - i. Yes
- b. Are there any legal, policy, or data residency constraints that would affect use of a cloud-based telephony platform hosted in multiple U.S. data centers?
 - i. No

5) Panic Button and Emergency Services

- a. Panic Button. What is City's definition of Panic Button or can you please describe the desired function/feature?
 - i. The purpose is to provide a way for staff who interact with the public to rapidly alert law enforcement if they are in a threatening situation. When pressed the Panic Button will dial preprogramed emergency number and play an announcement on the receiving end.
- b. For the requested panic button system, how many locations and workstations/handsets are in scope, and what is the desired behavior (e.g., silent alert, audible alarm, location information included)?
 - i. We would like all desk phones to have the capability. Exact staff assignment is not finalized and may change over time.
- c. Should panic alerts go directly to 911, to Buena Vista law enforcement dispatch, and/or to designated internal staff, and are there any existing systems it must integrate with?
 - i. We have not finalized this yet, but probably a minimum of 911.
- d. For Enhanced 911 (E911), does the City require location information down to room/office level or only to building and floor, and are any existing E911 databases or providers already in use?
 - i. Our E911 can accommodate that information but we have not explored adding that

6) System features

- a. On the system features, could you please elaborate on Billable numbers dialed?
 - i. Nobody is sure what that means. Don't worry about it.
- b. Also on extension features, the busy redial – Are you looking for the phone to automatically redial if busy?
 - i. Yes
- c. AutoDial. What is City's definition of AutoDial or can you please describe the desired function/feature?
 - i. Speed dial – ability to program short sequences of button pushes (e.g. two digit codes) to dial pre-programed full phone numbers.
- d. What make and model is your overhead paging system?
 - i. We do not have one in place. We would prefer to have a paging feature for the desk phones.
- e. Is the overhead paging interface requirement 3.5.39 for planned future use or are you wanting it installed as part of this RFP? We are aware there is no overhead speaker infrastructure in any of the facilities and would need to add this as part of the response.

- i. We would prefer to have a paging feature available on the desk phones but are not requesting any special hardware as part of this RFP
 - f. What is the retention time required for 3.5.26 (Always on and On-demand Call Recording)
 - i. I don't know, industry best practices
 - g. If you are keeping your existing fax lines, is 3.5.40 still a requirement? If so, how many fax to email lines are required?
 - i. We want to have fax conversion as an option for the future but are not requesting it for any lines at this time.
 - h. Please help us understand 3.7.26. Is the traveler bringing a physical phone with them or using the mobile app via a cell phone?
 - i. If we assign a user to primarily use a mobile app we want to be able to set their E911 location to where they typically work, instead of City Hall. It's unlikely we will actually do this in the near future but a good feature to have.
- 7) Texting (SMS/RCS) Requirements
 - a. For the requested per-DID texting capability, approximately how many DIDs should support SMS/RCS, and which departments or roles will need this feature (for example, Administration, Public Works, or specific public-facing offices)?
 - i. We have not evaluated this in detail but let's say 20 lines.
 - b. Are there any records retention, archiving, or compliance requirements for text messages (e.g., FOIA, specific retention periods or export formats)?
 - i. We have not looked into this but we would want ability to export
- 8) Call Flows, Auto-Attendants, and Hunt Groups
 - a. Can the City provide current call flow diagrams or descriptions for main numbers at each site, including existing auto-attendant menus, hours, and after-hours behavior?
 - i. We have not diagrammed this yet. Currently City Hall just has one menu with 9 options.
 - b. The RFP references multiple hunt groups and configurable call queues. Approximately how many distinct hunt groups and queues does the City anticipate, and are there any special routing rules (e.g., overflow, skills-based routing)?
 - i. We want the ability to have multiple hunt groups but right now the setup is very simple with one menu and 9 options. We don't have fancy features and doubt we really need them.
 - c. For "programmable hold music/message by department, Hunt Group, or extension," will the City provide all audio content, or should the proposer include creation of custom recordings in pricing?
 - i. It would be incredible if we could have the original Cisco hold music (<https://youtu.be/N7xn5zeJ4D4?si=qGZcmMTaPXCWdN9L>) but I know that's copyrighted so I don't expect that. For messages, end users can record that so proposer does not need to include creation of custom recordings.
- 9) Reporting and Billing Requirements
 - a. Define how you plan to use "Tag" as part of 3.5.19 & 3.5.20
 - i. Just an identifier that isn't department etc. But we are not too hung up on this.

- b. For “reporting by tag, extension, hunt group” including billable numbers dialed, can you describe any specific reporting formats, frequency, or export requirements (e.g., CSV, PDF, scheduled email reports)?
 - i. We do not have specific reporting formats etc.
- c. For “electronic bill presentment broken down by department and/or extension,” how many departments and cost centers should be reflected, and are there existing account codes we should mirror?
 - i. We will provide you with department codes. There are probably 10 or 12 department codes needed.

10) Training and Knowledge Transfer

- a. Approximately how many end users, power users (e.g., receptionists), and administrators/IT staff should be included in on-site or virtual training sessions?
 - i. To attend a live training probably less than 10
- b. Does the City have a preferred delivery mode for training (on-site, virtual live, recorded modules) and any constraints on timing (e.g., limited to business hours, specific days)?
 - i. Virtual should be fine, during business hours
- c. Are there existing City training standards or templates we should align with for user manuals and “quick reference” guides?
 - i. No, using your format is fine

11) Implementation and Cutover

- a. The RFP requests cutover with minimal disruption and porting of existing phone numbers. Are there blackout dates or critical time windows when any service interruption is unacceptable (e.g., court days, council meetings)?
 - i. We can be flexible
- b. Does the City prefer a phased cutover by location/department or a single cutover for all three locations?
 - i. No preference
- c. Is there an internal IT team or external partner that must be included in planning and executing the porting and cutover?
 - i. Yes, internal network administrator

12) Support and Maintenance Expectations

- a. The RFP specifies phone support with a 2-hour response time and on-site maintenance response within 18 hours, with repairs completed within 24 hours. For a primarily cloud-hosted solution, would the City consider remote remediation with on-site dispatch only as needed, provided the same response and resolution objectives are met?
 - i. Yes
- b. Are there any additional service level expectations (e.g., uptime percentage, scheduled maintenance windows, or penalties for missed SLAs) beyond what is stated?
 - i. No

13) Contract, Term, and Renewal

- a. Does the City expect separate pricing lines for one-time implementation costs, recurring service fees, and optional add-ons (e.g., panic buttons, SMS, future locations)?
 - i. Yes