

RFP 21-07; VOICE AND DATA SYSTEMS

ADDENDUM 5

Questions and Answers

1. What is the maximum number of concurrent calls expected at peak time?

I would anticipate that our typical peak call volume would be less than 10 concurrent call paths. Our previous contract provisioned 20 call paths and allowed bursting for abnormally high periods, to my knowledge we did not typically burst paths.

- a. What quantity or percentage will be from the call center?

The City doesn't operate any call centers. We have four primary departments that take calls from outside lines, some staff give out DID numbers, and one department head prefers to subdivide their department with each division taking calls.

- b. What quantity or percentage will be from conference rooms?

Our conference rooms are typically unoccupied unless in use by staff. City staff has traditionally used conference space for in-person meetings more than for remote meetings, meaning that phone usage is more likely from the offices than the conference space. Still, with individuals less likely to attend in-person meetings, phone usage will occur, but not in a quantity that needs to be focused on.

- c. What quantity or percentage will be recorded?

The City does not typically record telephone conversations. Callers can typically leave voicemails, but actual calls aren't typically recorded. It has occurred for the purpose of saving training information that was presented, but again not in a significant quantity.

- d. What quantity or percentage will have transcoding?

I'm not aware of any transcoding of our current calls.

- e. What quantity or percentage will have encryption?

I'm not aware of any encryption of our current calls.

2. What features/specs are needed for the 53 desk phones (i.e., Fast Ethernet VS Gigabit Ethernet, number of programmable BLF keys, touch screen support, Bluetooth support)?

Self-Labeling, Gigabit Ethernet, 6-12 BLF keys preferably.

3. Would a single type/model of desk phones suffice or are different models desired?

In our current system all users and conference rooms have the same handsets (Allworx 9112), except for two users (Allworx 9224). From our current experience, a single model could very likely meet our requirements, however, the specifics of any proposal submitted are up to the respondent.

4. Would leaving the Fax, alarm, and the emergency call box lines as they are currently operating (meaning POTS lines) be a completely valid and unpenalized alternative?

Depending on how the proposal is submitted, yes. Two possible issues are: 1. Not all listed services utilize POTS lines currently, the emergency callbox is using an analog to SIP conversion. 2. The POTS lines through Windstream may not be supported soon. Windstream has provided us with early notification of termination of unsupported services (early notification, not official or dated notification). We currently suspect that the unsupported services are either the ISG (integrated services group) offerings or the POTS lines. Any requests to discuss have been met with notification that we should “focus [our] efforts on leaving Windstream”. For this reason, leaving the POTS lines with Windstream is probably not a good alternative.

5. Continuity of business – during an activation of your Emergency Operation Center, how do you communicate with the St. Johns County’s EOC and/or neighboring municipalities? (i.e., WebEOC, MS Teams, etc.) – what voice and data system is equipped in your EOC?

The City does not operate an emergency operations center, St. Johns County operates the EOC and typically presents a single unified presence during an emergency. We do typically maintain a presence, even if a mandatory evacuation order is issued, especially our law enforcement presence. They utilize the same communications equipment that the City does, and in addition have Verizon LTE, as well as 800Mhz radios.

6. Continuity of business – as a part of the new digital transformation via COVID-19, is there a business need to consider such as provide users the ability to make and receive calls using smart phone applications such as MS Teams, softphones and handset using available internet connection without requiring VPN?

Yes, we absolutely have a desire to provide users the ability to telecommute utilizing the phone system. From page 9 of the RFP document, “service to integrate at least 10 cellular phones (IOS & Android based SoftPhones) into the phone system.”

7. Continuity of business – given that St. Augustine Beach, Florida is susceptible to natural disasters such as hurricanes, would the City consider a hybrid solution and with the given potential need for redundancy and recent trends where state and local agencies are leveraging the Cloud, would the City consider a hybrid solution that entails ‘on-premise’ hardware limited to devices used to subscribe to the system such as IP handsets, desk and mobile phones and cloud-hosted/cloud-managed environment?

As addressed by addendum 2, question 16: “The brand/vendor for the system and the type (hosted, on-premise, or hybrid) was not provided within the bid specification. We have provided a general overview of needs for the new system but will not specify products to be offered. Vendors may provide proposals for systems that would functionally meet the needs of the City, and the City may choose to select one based on our selection process. We will not provide specifications for the brand, nor the type of system. Staff on the selection committee may feel that one type of system is more reliable or has more to offer, but the responding vendor must choose systems to propose to the City.” I would add that a vendor may present multiple options within a bid or bids.