

ADDENDUM No. 1

RFP No. 19-26

Managed SIP Trunking

Due: September 5, 2019 at 2:00 P.M. (local time)

The information contained herein shall take precedence over the original documents and all previous addenda (if any) and is appended thereto. **This Addendum includes six (6) pages.**

The Proposer is to acknowledge receipt of this Addendum No. 1, including all attachments in its Proposal by so indicating in the proposal that the addendum has been received. Proposals submitted without acknowledgement of receipt of this addendum may be considered non-conforming.

The following forms provided within the RFP Document must be included in submitted proposal:

- **Attachment B - Non-Discrimination Declaration of Compliance**
- **Attachment C - Living Wage Declaration of Compliance**
- **Attachment D - Vendor Conflict of Interest Disclosure Form**

Proposals that fail to provide these completed forms listed above upon proposal opening will be rejected as non-responsive and will not be considered for award.

I. QUESTIONS AND ANSWERS

The following Questions have been received by the City. Responses are being provided in accordance with the terms of the RFP. Respondents are directed to take note in its review of the documents of the following questions and City responses as they affect work or details in other areas not specifically referenced here.

Question 1: Could you provide the addresses for the 2 City of Ann Arbor facilities referenced on page 9 of the RFP? What are the 2 SBC location addresses for the primary and redundant SIP locations?

Answer 1: City of Ann Arbor 301 E. Huron St. Ann Arbor, MI 48104
City of Ann Arbor Water Treatment Plant 919 Sunset Ave Ann Arbor MI 48104

Question 2: Is the City looking for a dedicated solution and SIP trunks? Or, is the City looking for purely SIP Trunks that would go over their existing internet connection.

Answer 2: City of Ann Arbor is open to either solution.

Question 3: Also, in the RFP, "Consultants Proposal" #4 asks if "the proposed solution is on the MITEL approved list of carriers for the current software release". Will organizations that are not on MITEL's list of approved carriers be considered for this project?

Answer 3: City of Ann Arbor currently utilizes MITEL 3300 Server. We will review with our phone support vendor to ensure SIP solution will work seamlessly with current solution

Question 4: This instruction in Section 1F is not clear – are these forms to be included or NOT to be included in the Fee Proposal? It looks like there might be a word missing or an extra word that makes its intent unclear.

Answer 4: Please provide the forms outlined above (Attachments B, C and D) within your narrative proposal, not within the separately sealed Fee Proposal envelope.

Question 5: Clipped section in referenced from RFP:
A proposal will be disqualified if the following required forms are not included with the proposal:

- Attachment B - City of Ann Arbor Non-Discrimination Declaration of Compliance
- Attachment C - City of Ann Arbor Living Wage Declaration of Compliance
- Attachment D - Vendor Conflict of Interest Disclosure Form of the RFP Document

Proposals that fail to provide these forms listed above upon proposal opening will be deemed non-responsive and will not be considered for award. Please clarify.

Answer 5: Please provide the forms outlined above (Attachments B, C and D) within your narrative proposal, not within the separately sealed Fee Proposal envelope.

Question 6: One more similar question. The end of Section II has some requirements and questions, and then Section III has the proposal format. These two sections don't appear to align particularly well. For example, the 'Consultant's Proposal' section asks for an 'outline' that addresses several items. However, the 'Proposal Format' section doesn't indicate where this outline belongs (within the Scope of Work section, perhaps?) The 'outline' calls for staffing and personnel, where the 'proposal format' has a separate section for personnel. There is some overlap and unclarity with regard to how these two sections should be incorporated together. As another example, if I follow the proposal format instructions in Section 3, I would not be addressing the items in consultant's proposal. If I incorporate the consultant's proposal outline, outline items a and b are already being addressed in qualifications and work plan sections of the 'proposal format' section. Does that make sense? To sum it up, are respondents to follow the 'Consultant's Outline' of Section II, the 'Proposal Format' of Section III or some hybrid combination of the two?

Answer 6: Required Forms are one of the first things the City will be looking for once proposals are opened. Please put them in your technical proposal as requested in the RFP Document. As for how to organize technical proposals a hybrid approach would be acceptable

Question 7: "Please do not provide these forms outlined directly above only within the separately sealed Fee Proposal envelope."

Can you please provide an interpretation of this language? Does this mean that the completed forms should be included in both the primary envelop and the fee envelope or does it say that we should only include the forms in one of the envelopes? If so, which envelop should they be included in?

Answer 7: Please provide the forms outlined above (Attachments B, C and D) within your narrative proposal, not within the separately sealed Fee Proposal envelope.

Question 8: How many mitel/shoretel switches are in your inventory? How Many mitel/shoretel SIP switches are in your Inventory? Can you provide a list of mitel/shoretel switches?

Answer 8: City of Ann Arbor will be upgrading to new Vmware servers with MITEL MIVoice Business solution with a VM servers in two separate locations. MITEL 3300MXE GW at each location.

- Question 9: How many mitel/shoretel users do you have currently? How many mitel/shoretel phones are in your inventory?
Answer 9: City of Ann Arbor has 750 employees and 900 MITEL phones. Most employees are out of the office daily.
- Question 10: Please provide the NPA/NXX of the phone numbers which would be porting to from the PRIs to the SIP Trunking solution
Answer 10: City of Ann Arbor has DID Range 734-794-6000-6999
City also has approx. 50 DID outside this range from
734-971
734-973
734-994
- Question 11: In Section 3 (Requirements), Item D states Free outbound Calling Lines to the US 48 States and Canada; while Item J states provide minute of use and cost for local calling for US & Canada, long distance calls, International calling, and Toll Free inbound. Please clarify.
Answer 11: City of Ann Arbor is looking for call per minute cost for each type of call be placed
Local Calling US 48 States and Canada – Metered Rate
Long Distance Calling Alaska and Hawaii
International Calling
Toll Free Inbound
- Question 12: Please describe the network connectivity and current failover/DR between the phone location sites.
Answer 12: City of Ann Arbor has its own fiber ring with redundant fiber between both locations.
- Question 13: Is the City of Ann Arbor looking for the respondents to provide the network access component or would utilize the existing City of Ann Arbor Internet connections?
Answer 13: RFP offerors should provide a complete solution to provide a load balancing SIP solution utilizing both SBC sites to utilize all SIP Lines. City of Ann Arbor is open to using Internet provider connection currently in use.
- Question 14: The bid mentions that the City will not entertain changes to its Professional Services Agreement yet mentions negotiations in several sections of the RFP. Will the City explain the process and extent of negotiations that will be allowed during the negotiation phase to reach a mutually agreeable contract upon award?
Answer 14: The agreement may be subject to negotiations at the City's discretion. Concerns with the language used in the sample agreement should not be a deterrent to potential interested offerors from submitting a proposal.
- Question 15: Will the City allow bidders to take exception and/or request clarifications to RFP terms and conditions in order to offer the most cost-efficient and beneficial solution to the City?
Answer 15: Yes, see Answer 14.
- Question 16: Will the City allow bidders to provide additional service-related terms and conditions that further describe the proposed services?
Answer 16: Yes, see Answer 14.

Question 17: The provided agreement is silent as to a limitation of liability and damage cap. Upon award, Is the City willing to negotiate a limitation of liability and damage cap consistent with industry standard to include in the resultant agreement?

Answer 17: Yes, see Answer 14.

Question 18: Is the City willing to negotiate a mutually agreeable indemnification provision to include in the resultant contract?

Answer 18: Yes, see Answer 14.

Question 19: Per RFP requirements, it appears offerors need to response to Section III items only:

- To be considered, each firm must submit a response to this RFP using the format provided in Section III.
- Responses to this RFP will be evaluated using a point system as shown in Section III. A selection committee comprised of staff from the City will complete the evaluation.

Additionally, the RFP has a list of items in Section II – Scope of Services, “Consultant’s Proposal” which lists other items that should be included with the proposal.

These Section II items don’t show up in the scoring area nor seem to be identified as evaluation criteria. Would the City please provide clarification as to if offerors are to respond to the items in Section II Consultant’s Proposal in addition to the items identified in Section III. Should Section II information be provided as a separate document, and if yes, in any particular format?

Answer 19: Section II Scope of Services “Consultant’s Proposal” should be answered when responding to Section III.

Question 20: Should the attachments be included at the end of the response or as a separate envelope?

Answer 20: Please provide the forms outlined above (Attachments B, C and D) within your narrative proposal, not within the separately sealed Fee Proposal envelope. And including them at the end of the technical proposal would be sufficient.

Question 21: Is there a format for the Fee Proposal?

Answer 21: No, but line item for each item in proposal to provide SIP Trunking solution should including fees, professional services, monthly maintenance, equipment and implementation would be preferred.

Question 22: Can the City provide call examples of call usage over last 3 calendar months? If full call usage is not available, is long distance call detail available?

Answer 22: July 2019 Billing

In State Long Distance	Calls	1028	Minutes	3003.8
Out of State Long Distance	Calls	1384	Minutes	6451.3
Regional Long-Distance	Calls	3852	Minutes	9211.4
Canadian Long-Distance	Calls	5	Minutes	8.6
Conference Calling	Calls	21	Minutes	35.0

June 2019

In State Long Distance	Calls	1013	Minutes	3,087.7
Out of State Long Distance	Calls	1196	Minutes	6,770.6
Regional Long-Distance	Calls	3793	Minutes	9,176.1
Canadian Long-Distance	Calls	8	Minutes	61.7
Conference Calling	Calls	81	Minutes	3,182.0

May 2019 Billing

In State Long Distance	Calls	1101	Minutes	3,193.0
Out of State Long Distance	Calls	1407	Minutes	8,877.4
Regional Long-Distance	Calls	3959	Minutes	10,951.9
Canadian Long-Distance	Calls	7	Minutes	14.1
Conference Calling	Calls	64	Minutes	3,021.0

Question 23: Is there a need for calls to Alaska, Hawaii, Puerto Rico, and the US Virgin Islands?

Answer 23: Yes, please provide per minute rate

Question 24: Does the City have countries for which it would like rates, or should the offeror include a full international rate table in the fee proposal?

Answer 24: Full International Rate table is requested for International Calling

Question 25: Does the City require 138 call paths in total for the two locations? what is the breakdown of simultaneous calls for each of the locations? Does the City want failover capability between the 2 main locations (or the potential 75 locations mentioned in the 911 section)?

Answer 25: City of Ann Arbor requests the SIP Calls paths be utilized as a single solution to allow load balancing for calls to flow to second location to allow simultaneous calls. We have requested requirements to increase or decrease call paths to meet simultaneous calls.

Should one site go offline, system will be reduced to 50% capacity till restored.

Failover only between 2 main locations

911 Address and Area are for CESID requirements for PSAP identifier. City of Ann Arbor is requesting 75 entries to identify location and floor for existing 911 requirements and future E911 CESID requirements. City of Ann Arbor has 24 physical locations currently.

Question 26: Does the City want or require inbound CID Name on all 1000 DIDs? If not, what number of DIDs should we provide this service?

Answer 26: Not currently.

Please provide how City of Ann Arbor would update the CID information or instructions how to submit CID information to SIP provider and costs.

Question 27: How many toll-free numbers will the City be porting to this solution?

Answer 27: None currently

City of Ann Arbor is implementing Web Conferencing and requesting a Toll-Free Number Inbound during implementation.

Question 28: What model of MITEL phone system will the City be implementing in this upgrade? Would the City be willing to provide contact information for the MITEL sales and / or pre-sales engineering to ensure proper configuration and proposal for the Session Border Controllers?

Answer 28: City of Ann Arbor will be purchasing MITEL 3300 MXE

City of Ann Arbor will be working closely with MITEL Support and SIP provider to ensure proper configuration.

RFP offerors should include implementation fee and installation costs in fee proposals.

Question 29: Is the Internet already in place at both locations? Any elaboration regarding speeds, carriers, and hand-off would be helpful.

Answer 29: Internet is provided by a redundant fiber ring to both locations.
City of Ann Arbor current ISP provider is Merit
Current Speeds 500 MBs

Question 30: Would the City like to Respondent to populate the 911 database for each DID individually, a specified number of DIDs per each of the 75 mentioned locations, or a total number of DIDs for this RFP?

Answer 30: Please provide detailed instructions on how to populate 911 CESID Location and Area.
Include how to submit, timeline for 911 CESID information to be updated to local PSAP.

Question 31: Should a firm quote for taxes and fees be included in the fee proposal?

Answer 31: City of Ann Arbor is a government entity. We can provide our Tax Identification number.

Question 32: Would the City entertain a usage-based service, or is a flat-rate service required?

Answer 32: City of Ann Arbor will entertain both as not to exempt any offeror from submitting a proposal.

Question 33: Is there a format for the fee proposal? Would a proposed invoice be helpful as well?

Answer 33: No, but line item for each item in proposal to provide SIP Trunking solution should including fees, professional services, monthly maintenance, equipment and implementation would be preferred.

Question 34: Finally, in converting from PSTN to VoIP, it is often difficult to "right-size" the number of SIP channels. Would the City consider an offer that included three months to right-size the number of simultaneous calls to ensure the best price / performance metric?

Answer 34: City of Ann Arbor has requested terms within the RFP increase or decrease SIP channels. Please define how it will affect the contract pricing and time it will take to implement changes.

Offerors are responsible for any conclusions that they may draw from the information contained in the Addendum.