



ADDENDUM #1

HOSTED VOICE OVER INTERNET PROTOCOL (VOIP) SERVICES

RFP #13/14-011

SUBMITTALS DUE NOT LATER THAN: 4:00 PM ON DECEMBER 18, 2013

This addendum is issued to answer specific requests for further information submitted by potential proposers through 12/6/13. Clarifications are offered in a question/answer format:

1. The RFP states there are 12 Norstar systems in 12 different sites. Being that you are so segregated, do you have interoffice connectivity? Is there fiber that connects the network?

City Response: *We have interoffice network connectivity, but only fiber between 5 of the sites. Six of the other sites are connect by T1 circuits to City Hall and one is connected to the fiber at Fire 1 by a wireless point to point.*

2. The LAN portion of the RFP does not mention how you are currently setup with routing. Are you running any routing protocols?

City Response: *Only routing to the six sites with T1 connections.*

3. Will you require 911 failover at each location if internet services are down?

City Response: *Yes*

4. Based on the RFP page 27 under "Anticipated Benefits (savings)" third line item down, "On-Site infrastructure does not have to be supported by IT network staff". However on page 29 under "On-Going Maintenance & Support" it states "City IT employees will provide first level administration and response to trouble tickets and then contact vendor for second level maintenance and administrative support. IT staff will handle all end user support functions." Just to clarify, the City of Sparks IT staff will handle all Tier 1 trouble tickets and look for vendor to handle all tier 2 issues?

City Response: *Because we're looking at a hosted solution it would mean that we no longer have to support on-site legacy infrastructure as we have been. However, if any users have issues with their VoIP phones, connections, etc. our IT help desk expects to be the first to be contacted.*

5. In order to provision the required bandwidth at each site, please provide the number of handsets (and simultaneous calls) required at each of your (12) locations.

City Response: *The total number of handsets required is listed in the Scope of Work section of the RFP (page 29) and the City will endeavor to determine a site breakdown and provide a final response in Addendum #2.*

6. How many telephone numbers to you intend to retain?

City Response: *The City will provide a final response in Addendum #2.*

ADDITIONAL QUESTIONS (DEADLINE):

The City of Sparks will accept further questions through the end of business on Wednesday, December 11, 2013. Questions must be submitted in writing and may be sent via e-mail to: dmarran@cityofsparks.us

Any further clarifying addenda (if necessary), matching the format of this document, will be issued no later than 10AM (Pacific Time Zone) on December 13th. All plan holders are notified of the availability of addenda via e-mail and they will be made available on the City's electronic bid listing website at: <http://www.cityofsparks.us/bids>

Please note and adjust your proposal according to the revisions, additions, deletions, clarifications or modifications as presented on this Addendum #1, which are made a part of this RFP. NOTE: This Addendum #1 (and any other addenda) should be signed by an authorized representative of the proposing firm in the space provided and submitted with your firm's sealed proposal.

CONTRACTOR BUSINESS NAME

X _____
Authorized Signature

Printed Name of Person Signing

Dan Marran, C.P.M., CPPO
Contracts and Risk Manager

December 6, 2013