

**SANITARY BOARD OF THE CITY OF CHARLESTON, WV,
A MUNICIPAL UTILITY
VOIP TELEPHONE SYSTEM REPLACEMENT
November 2018**

Addendum No. 1

November 27, 2018

This Addendum No. 1 shall be attached to and become a part of the Bid Documents for VOIP Telephone System. Receipt of this Addendum must be acknowledged in the blank space provided on the Bid Form.

Item No. 1

Attached are copies of emailed questions and answers submitted by four (4) vendors.

This Addendum No. 1 is hereby issued this 28th day of November 2018.

By:

Renee L. Graley

The Sanitary Board of the City of Charleston, West Virginia

Item No. 1 - Attachments

Re: Question - Charleston Sanitary Board - VOIP Telephone System Replacement - RFP - November 2018

Renee Graley

Wed 11/28/2018 7:52 AM

To: Steve Santmyer <SSantmyer@AdvantageTech.biz>;

Cc: Mike Winans <MWinans@AdvantageTech.biz>;

Please see answers below in red.

Renee L. Graley
Computer and Information Systems Manager
Charleston Sanitary Board
208 26th Street West
Charleston, WV 25387
Phone - (304) 348-1084 ext 225
Fax - (304) 347-1808
email - rgraley@csb-wv.com

From: Steve Santmyer <SSantmyer@AdvantageTech.biz>

Sent: Monday, November 26, 2018 2:55 PM

To: Renee Graley

Cc: Mike Winans

Subject: FW: Question - Charleston Sanitary Board - VOIP Telephone System Replacement - RFP - November 2018

Renee:

Mike Winans had the following Question:

Question from Page 7 of 21 – Section 2.4 Functional and Technical Requirements – ID# G17 - Feature

1. Under Features Section G17 Always on and “On-demand” call recording

Are you asking for system to have the ability to add this on or quoted Always on call recording in our response to this RFP?

Vendor may include all available options as long as they meet or exceed the requirements outlined in the bid documents.

Thanks for clarifying – Steve – 304-545-3700 - Cell

Advantage Technology

Steve Santmyer

Account Manager

Main :: 304.342.0796 Mobile :: 304.545.3700

Re: Questions regarding VoIP Telephone System Replacement bid

Renee Graley

Wed 11/28/2018 7:49 AM

To: Mark von Rinteln <mrinteln@atslink.com>;

Cc: Tony David <tdavid@atslink.com>;

See answers below in red.

Renee L. Graley
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email - rgraley@csb-wv.com

From: Mark von Rinteln <mrinteln@atslink.com>
Sent: Monday, November 26, 2018 3:06 PM
To: Renee Graley
Cc: Tony David
Subject: Questions regarding VoIP Telephone System Replacement bid

Ms. Graley,

Good Afternoon. American Telecom Solutions is very interested in submitting a proposal for a hosted VoIP Telephone System for the CSB. After reviewing the bid documents, we have found that we have three questions:

1. On page 6, Section 2.4 (Functional and Technical Requirements), item G10 says "Failover of extensions". Would you please explain what you expect/require for failover "of extensions"? The system will have full failover protection, but I just want to be sure you don't expect that each extension has its own failover.
 1. **Option to forward specific extensions internal or external in case of outage.**
2. On page 7, Section 2.4 (Functional and Technical Requirements), item G24 lists "Overhead paging interface". Would you please provide further information about the overhead paging system? For example, what is the make and model of the paging system, and do all of the locations need to support an overhead paging system?
 1. **This should be a function included in the system bid proposal. CSB does not currently have a separate overhead paging interface.**
3. On page 7, Section 2.4 (Functional and Technical Requirements), item G26 says "D2A device for modems and/or faxes". Faxing over SIP trunks is not recommended. As a result, the options are to maintain physical fax machines connected to dedicated analog trunks, or to utilize an electronic faxing option. Would you prefer to see electronic faxing included in the proposals?
 1. **Current setup is described in Section 2.2. Vendor may include all available options as long as they meet or exceed requirements outlined in the bid documents.**

Thank you very much...

Mark von Rinteln
American Telecom Solutions
410.975.7080
410.746.0226 (cell)
mrinteln@atslink.com

Re: VoIP Telephone System Replacement

Renee Graley

Fri 11/9/2018 9:55 AM

To: eric.piatt@crsinc.com <eric.piatt@crsinc.com>;

Eric-
See below in Red.

Renee L. Graley
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email - rgraley@csb-wv.com

From: Eric Piatt <eric.piatt@crsinc.com>
Sent: Thursday, November 8, 2018 4:36 PM
To: Renee Graley
Cc: Eydie Miller; George Krinock
Subject: VoIP Telephone System Replacement

Thank you for sending out the RFP. I have the following questions regarding this project.

Section 2.1:

1. What do you mean by "Locally Hosted" VoIP Phone System? **CSB does not want a cloud hosted system. Servers will be on site at CSB facilities at 208 26th Street Charleston WV 25387.**
2. Would you consider an on Premise system if the TCO was lower than that of hosted? **see above**

Section 2.2:

1. Do you have a Network Map and Station Count (including analog devices at each location)? **No network map available at this time. Can be supplied to short list vendors if requested. Telephone and station counts are located in section 2.2 (existing system) and 2.4 (specific requirements).**
 - a. Alarm and monitoring lines should remain on POTS lines. **Vendor may include all available options as long as they meet or exceed the requirements outlined in the bid documents.**
 - b. DO all users require full function phones? **See section 2.4 functional and technical requirements**
 - c. DO you need Cordless handsets? **See section 2.4 functional and technical requirements**
2. Which locations are Offices and what locations are Labs? **Multiple buildings with phones on CSB property located at 208 26th St. - See section 2.2 Network Infrastructure**
3. Please publish the addresses of each location? **Multiple buildings with phones located on CSB property located at 208 26th St. - See section 2.2 Network Infrastructure**
4. Are you planning a walkthrough for each site? **All sites are located at CSB facilities at 208 26th Street. A walk through will be provided to short list vendors if requested.**
5. Have you considered SIP Trunking instead of the PRI to reduce costs? **Vendor may include all available options as long as they meet or exceed the requirements outlined in the bid documents.**
6. You are requesting a D2A device for modems and/or faxes. They are only designed to go from a digital PBX port to an analog endpoint. if you are going to a hosted solution, you will need to use an IP to Analog Adaptor. If just used for fax, would you consider hosted fax as well? **CSB does not want a cloud hosted system. Servers will be on site at CSB facilities at 208 26th Street Charleston WV 25387.**
7. What is the minimum length of contract that you would consider for a Hosted Solution? **CSB does not want a cloud hosted system. Servers will be on site at CSB facilities at 208 26th Street Charleston WV 25387.**

Eric C. Piatt – Technology Consultant
Chestnut Ridge Communications Services, Inc.
62 Dallas Shopping Center
Suite 200
Dallas, PA 18612

o: 877-652-1800 x 140

eric.piatt@crsinc.com



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Re: VOIP Telephone System Replacement

Renee Graley

Wed 11/28/2018 8:06 AM

To: Neil Sabot <NSabot@vertical.com>;

Mr Sabot-

Your question format did not follow the instructions outlined in Bid Documents. I am unable to accurately answer some of your questions.

(Section 1.9 "All questions and inquiries related to this RFP must clearly reference this RFP, and RFP Addendum, if applicable, page number and section. Questions shall be concise and numbered. In accordance with the RFP Schedule of Events in Section 1.5, all questions must be received in writing no later than the time and date specified in Table 1. Questions will be answered as soon as possible to allow Bidders to comply with the requirements of Table 1 above. Only questions and answers published through addendum shall be binding.").

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email - rgraley@csb-wv.com

From: Neil Sabot <NSabot@vertical.com>
Sent: Monday, November 26, 2018 11:13 AM
To: Renee Graley
Subject: VOIP Telephone System Replacement

Good morning Ms. Graley,

After reviewing the RFP that you recently posted we have a couple of quick questions:

1. Please clarify the "Locally Hosted VOIP telephone system". Are you looking for a provider that has a data center in Charleson?
CSB does not want a cloud hosted system. Servers will be on site at CSB facilities at 208 26th Street Charleston WV 25387.
2. Are you firm on the initial contract being only for 6 months?
Vendor may include all available options as long as they meet or exceed the requirements outlined in the bid documents.
3. How many users will require efax?
Current Environment is described in Section 2.2. Vendor may include all available options as long as they meet or exceed the requirements outlined in the bid documents.
4. How many users will require call recording functionality?
All extensions will require recording functionality. Vendor may include all available options as long as they meet or exceed the requirements outlined in the bid documents.
5. How many sites will require a physical analog connection for paging or another analog device?
Current Environment is described in Section 2.2. Vendor may include all available options as long as they meet or exceed the requirements outlined in the bid documents.

Thank you for the opportunity and we look forward to your responses.

Neil Sabot

Sales Leader

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