

ADDENDUM 1
CITY OF FAIRHOPE

Bid 002-20 Voice Over IP

Below are questions from potential bidders with answers provided by the Director of IT:

QUESTION 1 - Do you want the provider to provide SIP trunks and DIDs to the Hosted PBX?

ANSWER 1 - Yes, the provider will provide the SIP trunks. All current DIDs will be migrated to new service and provider must provide new DIDs upon request.

QUESTION 2 - Are you planning on running your own PBX OS or would you like provider to provide an Asterisk PBX?

ANSWER 2 - The provider must supply a Premises server that meets Technology requirement stated in BID.

QUESTION 3 - Do you want to manage the PBX yourself or would this be managed by provider?

ANSWER 3 - The provider will manage the PBX and will need to assist end user with issues and assist the IT Department with new users, new DIDs, etc.

QUESTION 4 - Regarding backups, would a Veeam image backup of the PBX as well as a PBX configuration backup stored in a secondary site in vendors datacenter be sufficient? Also, do you require access to the backup files, or will vendor be managing the backups?

ANSWER 4 - Yes, however, the on-premises server needs to be addressed within the response time stated in BID. Provider will manage all backups.

QUESTION 5 - How many seats are required for this VoIP RFP including DIDs please.

ANSWER 5 - Initially 200 users. As new users are added/removed the provider must assist. The city currently has 208 DIDs. Provider must migrate from current provider.

QUESTION 6 - I am assuming you want new handsets in this bid. Correct? Is the count 200?

ANSWER 6 - Yes, all new handsets. Initially there will be 200.

QUESTION 7 - Whether companies from Outside USA can apply for this?

ANSWER 7 - The provider must respond to issues with the on-premises server within 4 hours.

I am not sure this can be achieved by a company outside of the USA.

QUESTION 8 - Whether we need to come over there for meetings?

ANSWER 8 - The provider will need to be on site for planning and configuration of on premises server and other services.

QUESTION 9 - Can we perform the tasks (related to RFP) outside USA?

ANSWER 9 - After deployment of services all services and support must be addressed within the 4-hour response time stated in bid including any issues that arise with on premises server.

QUESTION 10 - Can we submit the proposals via email?

ANSWER 10 – All bids must be mailed via courier or USPS or hand delivered by October 2, 2019 at 10:00 a.m.

Bidders are to sign and include signed **Addendum 1** with submitted bid documents.

Acknowledged:

Company

By

Purchasing Manager
City of Fairhope
Posted: 9/30/2019