

ADDENDUM 3
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 - Can we get a copy of the CSR – Customer Service Reports listing all numbers?

ANSWER 1 – This can be emailed upon request and cannot be shared with any other 3rd party.

QUESTION 2 - Can we get a soft copy of the Bid so we can use it to address items associated in 2.11 with items on the compliance sheet that may be a variation to the compliance component?

*ANSWER 2 – Bid documents can be found at the following address:
<https://www.fairhopeal.gov/Home/Components/RFP/RFP/1442/227>*

QUESTION 3 - Under “Technology Requirements”, item #12 -- is this data connection provided by the City now or in the future or does the City want us to provide and quote this? What is the bandwidth needed/requested/provided?

ANSWER 3 - The connection must be supplied by the Solution Provider with proper bandwidth requirements.

QUESTION 4 - Under “Technology Requirement”, item #13 – are these analog lines on the CSR noted as FAX lines or can I get a listing by location of quantity of FAX lines/numbers?

ANSWER 4 - The analog lines are a combination of FAX lines, lines for elevators, backup lines, and looking for help from the provider to identify/convert lines to VoIP/cancel lines depending on need.

QUESTION 5 - Under “Functional Requirement” - Auto Attendants. How many are needed at installation?

ANSWER 5 - We currently have 19.

QUESTION 6 - Under “Functional Requirement” – Paging and Intercom. Is the paging system in place now? Does it currently have zones and how many?

ANSWER 6 - Yes, we use phone to phone paging and phone to all phone paging. We have 4 zones at this time.

QUESTION 7 - Under “Functional Requirement” – Bells. Are these bells in place now and if so, can you tell us the number of locations needing this ability.

ANSWER 7 - No, for emergencies, this was a suggestion to us for use.

QUESTION 8 - Under “Functional Requirement” – Operator Panel. IS this needed for all associates at installation or just to be available. How many operators are there on the system today?

ANSWER 8 - All operators will need access. There are 6 that utilize this system now.

QUESTION 9 - Can you tell me the term length/commitment of the awarded contract?

ANSWER 9 - This will be a 3-year term.

QUESTION 10 - Can you clarify the SMS texting requirement as stated in the Bid? Are you all wanting to send a text message from a desk phone to an email address?

ANSWER 10 – We would like to be able to receive text messages on a number and respond to it.

QUESTION 11 - Regarding the “Bell” feature, I just wanted to confirm that this is indeed something desired by the City.

ANSWER 11 – This would be desired, is optional.

Bidders are to sign and include signed **Addendum 3** with submitted bid documents.

Acknowledged:

Company

By

Purchasing Manager
City of Fairhope
Posted: 10/1/2019