

**TOWN OF CLIFTON PARK
REQUEST FOR PROPOSAL (RFP) FOR
TELEPHONE SYSTEM AND COMMUNICATIONS
SYSTEM REPLACEMENT PROJECT**



RFP QUESTIONS RECEIVED as of 3/5/2021

The Town has received the following questions, and has supplied the following responses, regarding the Solicitation for the telephone system within the town-owned buildings.

Q&A's 2/25/2021

Q1: Are there any requirements for a Call center/ACD for any areas? If so, how many agents & how many supervisors?

A: *No*

Q2: In the RFP under scope of assignment it has 6 sites listed with lines & Internet services, 3 of which has no spectrum connection. Will there be an internet connection there for deployment or are they connected some other way?

A: *All sites have the ability for an internet connection either through wireless, cable, or point to point bridge.*

Q3: Would it be possible to get a network diagram of all sites including the carrier service (phone & internet connections), cable infrastructure, Routers, switches?

A: *The Town will not provide the network diagram for security reasons, however site visits can be arranged by contacting Matt Andrus. Further, an inventory list of switches is as follows:*

<u>Location</u>	<u>Quantity</u>	<u>Model</u>
Town Hall	3	Dell NS2000
Senior Community Center	1	Cisco SG200-26P
Senior Community Center	1	Cisco SF200-24P
Highway Building	1	Cisco SG200-26P

Q4: Does the network support QOS, POE, & can you set up separate VLANS?

A: Yes

Q5: It mentions work at home capabilities, would this be limited to just phone connectivity or do you require collaboration capabilities to host meetings, file share, screen share, chat & text?

A: Phone connectivity at a minimum. Bidder may list other collaboration capabilities as a la carte if they so choose.

Q6: Are you specifically looking for a hosted solution or would you entertain a private cloud solution that allows you to purchase licenses & hardware & deploy in the cloud, as opposed to a model where you always pay a monthly fee for the licenses you require & own nothing?

A: The goal of the Town of Clifton is to overhaul its current outdated telephone system by installing a state-of-the-art Cloud Based telephone system. Proposals will be considered based on price, best value, ability to meet the needs of our basic requirements and having a single source for support.

Q7: Are you guys Tax exempt? (*for quoting and invoicing purposes) If yes, do you have a tax ID #?

A: Yes, the Town of Clifton Park is a tax-exempt municipality. Our Federal ID # is 14-6002129.

Q8: Do you require headsets with your phones?

A: No.

Q9: Are you considering portable handsets for your phones?

A: No.

Q10: Are there existing PoEs or Power Bricks or is the bidder expected to include them in the proposal

A: *No, there are not PoEs at all locations. The Bidder is expected to ensure every device has power. Bidders may include these on a per unit basis.*

Q11: Are there data drops at the desktop locations?

A: *Yes.*

Q12: Does the Town have a preference between 3 digit dialing or dialing by computer?

A: *The Town would prefer 3 digit dialing*

Q13: Should the proposal be emailed or dropped off?

A: *The proposal may be emailed to Teresa Brobston, Clifton Park Town Clerk at tbrobston@cliftonpark.org*

Q14: Will the Town be seeking to keep or continue using their existing VoIP phones?

A: *No.*

Q15: Do you want to keep all of the DID numbers or are there certain ones that they want to keep?

A: *At this time the Town will be keeping all of our existing DID numbers and assigning the unassigned as possible with the new phone system.*

Q16: Intercom over the telephone? Or Intercom System?

A: *Intercom over the telephone.*

Q17: The Senior Center has a built-in intercom system. Do you plan on using it?

A: *No.*

Q18: Any other analog lines outside of the fax lines?

A: *No.*

Q19: Is e-fax acceptable or do they need to be analog?

A: *Yes.*

Q20: Do you use ACD ques for the hunt groups?

A: *No.*

Q21: When calls come in do they come to the receptionist? How is the call handled at the location it is transferred to?

A: *Calls come into the receptionist/auto attendant. The call is then transferred directly to an individual extension or call group in a particular department.*

Q22: Do you expect reception to see all department extensions?

A: *Yes.*

Q23: Are we working over existing fiber spectrum connectivity?

A: *Yes.*

Q24: The extra DID's are they attached to them or do we want to get rid of them? How many Mobile Phone applications will you need?

A: *Please see earlier answer regarding DID's. At this time the Town is not requesting mobile phone applications, but feel free to include them as an a la carte option.*

Q25: Can you please provide more scope around what you are looking for from the managed services standpoint?

A: *If by your question, you mean that the daily management and technical support to monitor and maintain our potential cloud telephone system could be handled by the vendor then yes. At the same time, they would need to work in conjunction with our IT Contractor.*

Q26: Who provides your fiber?

A: *FirstLight Fiber.*

Q27: Are you looking for a 12-month contract or a yearly payment stream?

A: *The Town has no preference and will consider all proposals based on price, best value, ability to meet the needs of our basic requirements and having a single source for support.*

Q28: Are buildings bunker like?

A: *No. The existing concrete buildings already have Cat 6 wiring and fiber connectivity.*

Q29: Are you seeking uniformity across all your phones or do you wish certain individuals to have “executive style” or other upgraded phones?

A: *Uniformity is preferred. There is no need for upgrade phones. Phones indicated as counter, garage, or found in the following locations: Transfer Station Gatehouse, Transfer Station Payment Shed, Transfer Station Outbuilding, Burning Bush Clubhouse, Barney Road Clubhouse, Locust Lane Clubhouse, Barney Road Golf Course may be “lobby phones” as a cost saving measure if applicable.*

Q30: How many phones are needed at the Transfer Station location?

A: *Only five phones are needed at the Transfer Station location. Two in the office in addition to one each in the Gate House, Payment Shed, and Outbuilding. The RFP erred in indicating three outbuilding phones.*

Q31: How many phone will be needed to be mounted?

A: *A minimum of fifteen (15) phones will need to be mounted*

Q32: Do all locations / phones require voicemail?

A: *No. The following locations do not require voicemail: Town Hall - Clerk Counter; Town Hall - Parks & Rec Counter; Town Hall – Wood Room; Conference Rooms A ,B, and C; Town Hall – Codes Conference Room; Town Hall – Assessor Counter; Town Hall – Planning Document Storage Room; Town Hall – Taxes Counter; Town Hall – Supervisor Town Board; Building & Grounds – Breakroom; Highway Department – Garage Floor;*

Sewer Building – Garage Floor; Transfer Station – Gate House, Payment Shed, and Outbuilding; Building & Grounds Workshop; Locust Lane Clubhouse; Burning Bush Clubhouse; Barney Road Clubhouse; Barney Road Garage; Barney Road Golf Course.

Q33: What is the existing bandwidth of the internet at the primary buildings that will be available to the Cloud Based telephone?

A: At the primary buildings, available bandwidth is at a minimum of 50x50. Some of the existing locations already have working VoIP.

Q34: What model Polycom Conference Phones are you using? Or are we replacing them as well?

A: The Town is seeking to replace all our existing conference phones. With the exception of the Polycom listed under Wood Room in the RFP, all those replacement phones may be standard desk phones with speaker capability. The replacement in the Wood Room will need to have a minimum of two microphone/speaker extensions.

Q&A's Added 3/1/2021

Q35: What is the existing bandwidth of the internet at the outbuildings?

A: At the outbuildings, the existing bandwidth can vary. That being said, the Town's IT contractor has previously tested the bandwidth with wireless VoIP successfully.

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Q37: At the Barney Road Golf Course, does the Garage and the Starter Shed have connectivity to the Spectrum Coax at the Clubhouse? If not, is there sufficient cellular coverage to enable a smartphone to access an app that would work like on a phone on the phone system? Is that acceptable?

A: The Garage does have connectivity to the Spectrum Coax at the Clubhouse. There is sufficient cellular coverage for a smartphone. A recommendation for a smartphone at the location would be acceptable.

Q38: Since Building & Grounds only has a POTS line, do they access the internet via the private fiber (FirstLight) or do they have existing connectivity to the Spectrum Coax at the Locust Lane Clubhouse?

A: They have existing connectivity to Spectrum Coax.

Q39: Regarding the extension listing, should the Polycom in Conference A be under the CONF column?

A: Yes.

Q40: Is the virtual extension for Town Parking just a voice mailbox?

A: Yes

Q41: At the Sewer Building, Mike O'Brien and Garage Floor are listed under the Fax column, but are they actually phones? Is Emergencies a direct number to a phone or just a voice mailbox?

A: They are phones. The Emergencies number forwards to the technician on duty during off hours.

Q42: What are the MISC. DIDs used for and how do they relate to extension 230?

A: They are not currently used and extension 230 is simply where they are directed to currently.

Q43: Should we assume you want to keep the UNASSIGNED DIDS and NOT IN SERVICE DIDS and port them over to the Cloud Based telephone system?

A: Yes to both

Q44: What is the email that is being used (i.e. Office365, Gmail)

A: Outlook – Office365.

Q45: The reception area phone will have side cars to see the busy status of all of the extensions. Do they need enough buttons to see every extension in every building or

just Town Hall? For the office phones, how many extensions do they need to see the busy status?

A: Every building.

Q46: The phones for the Cloud Base telephone system will require access to a port on a data switch. Will ABS solutions be responsible for providing access to the switch ports? If so, will the switch ports support PoE and QoS?

A: Yes

Q47: Does every building have CAT5e or better cabling that can be used for the phones so they can access the internet?

A: Yes

Q48: Will the phones share the same switch port as the user's desktop or will it have it's own dedicated switch port?

A: Dedicated

Q49: Will you provide a list of questions and answers submitted by all of the vendors, to the vendors that have asked questions?

A: Yes, this FAQ page is the list of all questions and answers submitted and their responses, although questions that are already answered in the FAQs are not repeated here and so this may not be verbatim

Questions And Answers added as of 3/8/2021

Q50: We have an opportunity to quote something differently for you if the install is after June 1, may allow for a savings but it isn't something we can just change after the fact. What do you expect the odds to be on that?

A: I would recommend that you submit two proposals or, if that is not possible, then acknowledge that the proposal cost is only for install after June 1st.

Q51: Is there a deadline for walk throughs?

A: Yes, 3/10 will be the last day for walk throughs

Q52: Are all your current phones Polycom phones?

A: *No, our current phones are not Polycom phones.*

Q53: What is the peak number of calls expected into each site at any given time?

A: *The Town does not track this type of data. We do not have call center.*

Q54: What is the peak number of people calling into the conference room at once?

A: *The Town has never had more than ten calling in at one time and that was an exception.*

Q55: Beyond 3 digit dialing, is there any additional call routing requirements through the Auto Attendant?

A: *No.*

Q56: In regards to the shed locations. It is stated that the sheds are to have wifi. Do these also have PoE network drops? If not, do they have regular network ports?

A: *If you are referring to the Golf Course Starter Shed, there is no PoE network drop or regular network port at that location currently.*

Q57: Some users share the same DID, is this for a Ring Group, or is this their Outbound Caller Display? REF: Teresa Brobston, Christine Pagniello, Claudia Fitzgerald

A: *Ring group.*

Q58: In reference to Q19: The use of e-fax. Which users will need access to e-fax as this feature is tied to user accounts.

A: *E-fax, while not required could be tied initially to the accounts of Don McCune and Mike O'Brien who have sole use of their machines. The remaining fax numbers are used by multiple individuals for differing responsibilities. Those numbers are long established and well known in the community and there is not a wish to implement new numbers. Cost saving options to remedy that situation may be listed as an a la carte option.*

Q59: In addition, how many fax machines will still need to be used in the system.

A: *Seven.*

Q60: Barney Road Clubhouse (1 Barney Road) – On the RFP it states that there is Wi-Fi in this clubhouse. Is it possible to run a patch cable from the phone to Spectrum’s modem to plug in the IP phone?

A: *Yes*

Q61: Barney Road Golf Course Garage (1 Barney Rd) – The RFP does not mention anything about internet in this garage. Is there any internet? Is there a PC there that is plugged into a data jack?

A: *Internet is available wirelessly. There is the ability to run a patch cable but wireless is preferred. There is not a PC plugged into a data jack.*

Q62: Barney Road Golf Course Starter Shed (1 Barney Rd) - The RFP does not mention anything about internet in this shed. Is there any internet? Is there a PC there that is plugged into a data jack?

A: *There is no internet currently in the starter shed. There is not a PC plugged into a data jack either.*

Q63: Burning Bush Clubhouse (9 Burning Bush Boulevard) – On the RFP it states that there is Wi-Fi in this clubhouse. Is it possible to run a patch cable from the phone to Spectrum’s modem to plug in the IP phone?

A: *Yes*

Q64: Locust Lane Clubhouse (5 Locust Lane) – On the RFP it states that there is Wi-Fi in this clubhouse. Is it possible to run a patch cable from the phone to Spectrum’s modem to plug in the IP phone?

A: *Yes*

Q65: Building Grounds Workshop (5 Locust Lane) – On the RFP it states that there is Wi-Fi in this workshop. Is it possible to run a patch cable from the phone to Spectrum’s modem to plug in the IP phone?

A: *Yes*

End of Questions received as of 3/5/2021 deadline.