



## Addendum No. 1

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The Transit Authority of the City of Omaha d/b/a Metro

### **REQUEST FOR PROPOSALS: VoIP PHONE SYSTEM**

Project No. NE-90-X111/ Specification No.14-19 – VoIP Phone System

Date Issued: 08/23/2019

To: All Interested Parties

This Addendum forms a part of the Contract Documents dated **08/14/2019**. The Proposer shall acknowledge receipt of this Addendum on Exhibit "H" *Acknowledgement of Addendum* provided in the RFP and include in final submittal.

Failure to acknowledge receipt may subject the Bidder to disqualification.

This Addendum consists of the following:

Response to Vendor Question – Broken by Vendor Request

\*Questions are presented as they appeared on the original submittal.\*

Total Addendum Pages: Five (5) Including Cover

End of addendum

VENDOR A

1. May we have a copy of the RFP in Word.doc format; so that we many interleave our response answers into the document as part of our response?
  - a. Metro will not release the Word.doc format of the RFP. The RFP response should follow the provided guidelines listed in the RFP section '*4.3 SUBMITTAL REQUIREMENTS*'.
2. Has Metro Area Transit selected a SIP Carrier?
  - a. Metro Area Transit or MAT is an older moniker for our company. Our current legal name is 'The Transit Authority of the City of Omaha, d.b.a. Metro'. Metro's current local exchange carrier is CenturyLink, and replacement of that service is not included as part of this RFP.
3. Does Metro Area Transit own VMware servers that can be used to deploy server software; or does the contractor need to provide all server hardware?
  - a. The RFP submittal will need to include all requisite hardware and software for a fully functional system.
4. Task 7: Our Manufacturers have mandatory maintenance of either 1 year or 3 year prepaid coverage, with choices of 8x5 parts next business day, with option to pay for any on-site incidents, or 24x7 parts replacement with option to pay for any on-site incident requests; or 24x7 on-site. Is this OK for coverage?
  - a. Contractor must provide a one (1) year parts and labor warranty with options for maintenance contracts for the following two (2) years. This warranty will include all hardware, software, and labor to cover all defects in hardware, software, and to cover any labor deficiencies from the original installation as well as any labor to repair hardware or software defects. Additional price options must be provided for maintenance support for the next two (2) years, please provide documentation to detail what is included in your maintenance support package. Metro is a 24x7 office, with administrative hours between 8am and 4:30pm weekdays.
5. What is Project Manager, Kevin Pendland's email please? (guessing it is not [djameson@ometro.com](mailto:djameson@ometro.com);) and his phone # please?
  - a. This was a typo in the original document and we apologize for any confusion. Here is the correct contact information for Section 2.4:
    - i. Project Manager  
Kevin Pendland  
402-341-7560 Ext 2424  
[kpendland@ometro.com](mailto:kpendland@ometro.com)
6. Item #7: When can do site visit?
  - a. Metro will host a non-mandatory site visit on Tuesday September 3, 2019 at 10:00 am at 2222 Cuming Street.

7. How many sites (locations) are there for this project?
  - a. There is only one (1) location, 2222 Cuming Street, Omaha, NE, 68102.
8. Section C. (page 16) Can some components of the solution be “refurbished” having the same warranty, and be in as good as new condition to “new” items?
  - a. No, all equipment must be new from manufacturers currently in business and in good standing, and must be the latest model and/or release that is available from the manufacturer (including all firmware and software updated to the latest release). No options for refurbished or otherwise reconditioned equipment will be accepted.
9. Phone system replacement Pricing Proposal Form (page 33) Item 1: Fax licenses: No Fax licenses in system, are you asking for analog licenses to connect to Fax Machines in place. OR would Metro rather have an adjunct server that either uses analog ports or IP trunks)? If so, Are Two different options OK to propose here for fax server system.
  - a. Metro requires our existing fax lines to function with the new system. These lines will come in over DID on the same carrier interface as voice traffic. If your proposed system does not have fax licenses, but does have analog licenses, please show no quantity on fax license, but add analog license costs in Add1 slot on Item 1 section, with requested quantities and pricing.
10. Item 2: Single Line Cordless Phone: Is metro asking for which of these options:
  - a. Analog (which one can buy at any Walmart or Best Buy store”
  - b. IP DECT with a “Radio Base Station nearby that connection via the IP PoE port
  - c. 802.11 x (a, b, g) wireless (if WiFi then we need to know about Metro’s WiFi 802.11 network. Please tell us.
    - i. The single line cordless phone will need to function in areas where users are required to move away from a desk environment while remaining connected to the phone call. If your solution is an Analog phone, please specify as such and make sure to only quote business grade equipment, preferably from the same manufacturer/supplier as your other phone options. Metro does not have a building WiFi that would allow for the quality of service required for voice calls. Please be sure to include all required software licenses to provide for your solution.
11. On any of these items, “new” or “refurbished”, do we need to note it on an Exhibit “F” as a substitution upon submittal on Sept. 17, 2019.
  - a. All equipment must be new from manufacturers currently operating in good standing, and must be the latest model and/or release that is available from the manufacturer (including all firmware and software updated to the latest release). No options for refurbished or otherwise reconditioned equipment will be accepted.
  - b. Exhibit F & G are used, pre-submission, for companies to ask questions and request clarifications of Metro, and to ask for substitution of specific products, where the RFP has called for specific items. These forms were due on, or before, 4:00 pm on August 21, 2019.

## VENDOR B

1. How many of the existing 32 analog stations will you be keeping?
  - a. Metro would like to reduce analog stations as much as possible. Metro understands that analog ports may be required for faxing or paging requirements.
2. Will "Metro" have appropriate cabling in place for all phones?
  - a. Metro will provide all cables as needed. Currently there are existing CAT6 cables to all phone locations. If a need exists to have an additional cable run, Metro will provide the materials and labor. The contractor will need to plug in and test the phone and verify that the on phone's data switch works from the phone to the workstation.
3. Will "Metro" be responsible for providing enough PoE switch ports to support all IP phones?
  - a. Metro will provide all necessary PoE switch ports.
4. In order to propose a base system capable of expanding by 100 users without adding any hardware or software, we need to know what the beginning number of users will be. Can you provide an estimate for the RFP please?
  - a. Metro will have no fewer than 70 phones, not including 10 Fax lines, and 4 paging lines. One of our existing tenants has also expressed interest in utilizing the same phone system. This will be decided upon after proposals have been provided, but would add an additional 60 phones and 1 Fax line to the system. This expansion possibility is a prime reason for the request in the RFP for expandability.

## VENDOR C

1. Please confirm the requirement – Main system must be on Premise
  - a. While having the main system on premise is a preferred option for Metro, Metro will evaluate options for fully hosted solutions which meet all other requirements set forth in the RFP.
2. Will it be acceptable for Metro to enter into an Agreement for a hosted, cloud based VoIP system?
  - a. While having the main system on premise is a preferred option for Metro, Metro will evaluate options for fully hosted solutions which meet all other requirements set forth in the RFP.
  - b. Metro understands some, if not all, of the VoIP system will be 'hosted' and agreements for such services will be acceptable.
3. We have been told that the new Solution will be funded by a Grant. Will the Grant money fund an Operational Expense rather than a Capital Expense?
  - a. Funding source allows for certain operational procurements to be paid as capitalized expenses.

4. Is it acceptable for Metro to enter into an agreement for new VoIP solution using an operational model and paying for a service rather than making a capital expense.
  - a. Funding source allows for certain operational procurements and expenses to be paid as capitalized operations.
  - b. Metro understands some, if not all, VoIP system will be “hosted” and agreements for such services will be acceptable.
5. Can the existing paging system utilize an analog station port for integration?
  - a. Yes, paging system currently uses analog stations ports for integration.
6. In the RFP it states that fax devices will need to be replaced. Is this for the physical device, or for the lines to the existing fax machines?
  - a. Metro currently utilizes analog station ports for routing fax lines. The new system must be capable of replicating the existing level of service or offer an alternate solution which will provide the same, or upgraded, functionality.