

REQUEST FOR PROPOSALS FOR VOIP PHONE SYSTEM

Addendum Number 1 – Issued May 6, 2024

The Santa Barbara Metropolitan Transit District (MTD) issues this Addendum No. 1 to its Request for Proposals for VoIP Phone System (RFP) issued April 17, 2024. This addendum provides clarification and addresses the questions (Q) by Offerors, with a response (R). This addendum is now incorporated into and part of the RFP. Except as modified by this addendum, all other terms and conditions of the RFP remain unchanged.

Proposals will be accepted at purchasing@sbmtd.gov until **Wednesday, May 15, 2024, at 10:00 AM (PDT)**.

Q1: **Submittal:** Will there be an extension to the questions deadline and/or submittal due date?

A1: No. MTD will attempt to answer questions and provide clarification past the due date via addendum only if it is necessary and will not significantly affect proposals. No material changes to the scope of the project or the contract terms and conditions will be considered after the question deadline.

Proposals remain due by email to purchasing@sbmtd.gov no later than **Wednesday, May 15, 2024, at 10:00 AM (PDT)**. Late proposals shall not be considered.

Q2: **DBE:** The RFP includes information on Disadvantaged Business Enterprises (DBEs), and I'm not sure if you have to be a DBE or not for this project.

A2: No, proposers do not have to be a DBE. There is no DBE goal for this project; therefore, there is no advantage based on a proposer's DBE status. The DBE information is available as a resource if your firm is interested. Still noteworthy, within the required Federal Transit Administration (FTA) contract terms under the DBE program, there is a requirement for the awarded Contractor to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the Contractor's receipt of payment for that work from MTD. In addition, the Contractor may not hold retainage from its subcontractors.

Q3: **911:** Is the 911 call/text notification required?

A3: Text-to-911 is available in Santa Barbara County, California, so MTD would be interested in this feature (but it is not required). Also, MTD is interested in a solution where there is a notification to several users when 911 is dialed from any MTD location, and every site on the network will be able to place a 911 call (this is a requirement in the scope of services).

Q4: **Licensing:** Are there any existing Microsoft 365 licenses in place? Please mention exact count of O365/M365 G1, O365/M365 G3 and O365/M365 G5 licenses where relevant.

A4: No, MTD does not have any Microsoft 365 licenses in place; MTD uses volume licensing for Microsoft products.

Q5: **Licensing:** How many users must be set up with the new VoIP phone system? We are counting a total of 69 internal lines. Is 69 the total license count? How many lines are for end users? How many lines are for common area devices (breakrooms, conference rooms, etc.)?

A5: Yes, **Appendix A immediately following an attached to the Scope of Services in the RFP** indicates the current user count. It is estimated that there are eight phones in common areas.

Q6: **Porting:** How many total DIDs are in MTD's current inventory? How will you need to port over?

A6: There are 55 Direct Inward Dialing (DIDs) digital PRI connections for internet-based calling (the count for 69 users includes analog phones, not requiring DIDs). **Refer to Appendix A immediately following an attached to the Scope of Services in the RFP.**

Q7: **Phones:** What is the total phone count between all three sites?

A7: The equipment inventory is unknown.

Q8: **Phone:** How many desk phones, conference phones, and video conference phones are needed? Do you have any specific model or brand preferences?

A8: There are currently 69 licensed users. MTD has issued this RFP to determine the best value solution for its environment. MTD does not prefer or pre-select brand names or models.

Q9: **Phones:** Can you provide how many phones will be needed by user type? Common Area device (breakroom), Knowledge Worker, Receptionist, Conference Phone, Executive Phone, and WIFI-enabled phones by type.

A9: **Refer to Appendix A immediately following an attached to the Scope of Services in the RFP.**

Q10: **Phones:** If new phones must be purchased do you have a preference between Yealink and Poly?

A10: No preference.

Q11: **Phones:** What is the current phone model(s)?

A11: ShoreTel IP Phone 230G

Q12: **Phones:** What is your current conference room phone model?

A12: There is not currently a conference phone in the conference room. New equipment is required and must be proposed.

Q13: **Phones:** Will you consider reusing phones in a bring your own device environment option?

A13: No. This RFP is for a new system, including associated equipment.

Q14: **Phone system:** Is there a requirement for integration with your existing phone system?

A14: No, MTD seeks a whole new phone system.

Q15: **Access Control:** For the Viking “press to talk” front door entry, what is the model you are using? How many of these buttons do you have across your locations?

A15: MTD has one VIKING MK64 for door entry at the T1 Administration Offices at 550 Olive Street Santa Barbara, CA 93101.

Q16: **Electronic Faxing:** For faxing, do you have an estimated count of incoming/outgoing pages a month, either total or per number? How many total Fax numbers will need to be ported to an eFax service? Do your Fax services require HIPPA compliance?

A16: MTD intends to keep its two fax machines connected to an analog line (separate from this RFP); however, proposers should identify if e-fax is a feature/function that could be implemented in the future. The e-fax solution must be secure and HIPAA-compliant.

Q17: **Paging:** What manufacturer and model of your paging system does the proposed solution need to integrate with? Do you need a whole new system? How many total paging systems are required?

A17: MTD is interested in a new (VoIP) PA system at T1 (550 Olive Street) - one site.

Q18: **Analog phones:** Will the proposed solution need to support analog devices? If so, what types (e.g., fax machines, card readers, analog phones) and how many of each?

A18: MTD will maintain its analog lines for the fax machines, elevator, etc., separate from the project work associated with this RFP.

Q19: **ATAs:** How many total ATA ports are required? Can you give a breakdown of ATA ports by location so we can properly scope the ATA models and quantities?

A19: MTD anticipates 13-15 adapters at T1 (550 Olive Street).

Q20: **Carrier:** Who are you using for carrier services today? Would you like us to quote carrier services? Are you open to switching providers?

A20: MTD has a PRI with Frontier but no backup. It is not required, but proposers' solutions may include a new carrier. MTD is open to switching providers.

Q21: **Internet Circuits:** Do you have multiple internet service providers in your data center? Do you have last-mile resiliency?

A21: MTD has multiple providers and onsite power generators. **Note: MTD may be considered one site—all systems use the Internet at T1 (550 Olive Street).**

Q22: **Redundancy:** Can you please provide information on your current network infrastructure and confirm that you have redundant connections at primary & secondary locations?

A22: MTD's phone system is on site. Although MTD has two active physical sites, **it is one site at T1 (550 Olive Street) for phone system purposes.** The primary connection is Cox, and the secondary is Impulse Advanced Communications.

Q23: **Redundancy:** Do we need to account for or provide additional, redundant internet connections to meet the requested uptime requirement and system availability should there be a primary internet connection outage, emergency, power outage, capacity issues, or other issues affecting service availability through the primary Frontier internet connections?

A23: These are already in place.

Q24: **Survivability:** Do you require survivability at your data center(s)? Or do you require local survivability at each location? If at each location provide the total location count.

A24: Local survivability is needed at both the Transit Center (1020 Chapala Street) and T1 (550 Olive Street)

Q25: **Survivability:** Does adequate UPS battery or generator backup power exist to maintain power for the proposed system through existing PoE switches in the event of a power outage? If not, would providing UPS systems be within scope? If UPS systems are within scope, please provide the LAN topology, including PoE switch counts for sizing.

A25: Yes, MTD has backup generator power and PoE switches in place. We may need switches based on your solution to power to phones – please quote based on the need represented in the directory (55-69 ports), see **Appendix A immediately following an attached to the Scope of Services in the RFP.** On-prem will need a UPS. Redundancy is in place with generators.

Q26: **Email:** Where are your customer emails currently hosted?

A26: In the office, 365 Outlook in the cloud (but through volume licensing)

Q27: **Integration:** Are there any other third-party integrations required for this project?

A27: Only the Viking Door Buzz Entry and PA System are systems in place requiring integration or a proposed new solution.

Q28: **Implementation:** Do you require onsite services (Boots on the Ground) for hardware setup, ATA, desk phones? If so, do you have potential number of phones and hardware to be deploy with onsite technicians to help ensure accurate pricing?

A28: At minimum, the wiring for the PA System and the ATAs at T1 (550 Olive Street) will require physical installation by the contractor or subcontractor.

Q29: **Implementation:** What is the potential timeframe to start the implementation and when would you potentially like to see project install to be finished?

A29: MTD desires to execute a contract for project work by June 30, 2024, and have all users phased from the current ShoreTel and proficient on the new VoIP phone system by January 1, 2025.

Q30: **Training:** Are you needing onsite training or will fully remote training work?

A30: Fully remote training will work. MTD expects proposers to present the training program that has been most successful with similar projects in size and scope.

Q31: **Contact Center:** Do you require a contact center (call center) solution? If yes, how many users will be enabled for the contact center?

A31: We currently use work groups and hunt groups that achieve the same objectives as a call center.

Q32: **Contact Center:** How many total agents and supervisors do you have? How many call center workgroups? How many call center agents?

A32: Consider 20 Hunt Groups, 13 Workgroups with 3-5 agents

Account Code Extension	1
Auto-Attendant	1
Backup Auto-Attendant	1
Broadcast	1
Distribution List	4
Global Conference Extension	1
Global Music on Hold Extension	1
Hunt Group	20
Local Account Code Extension	1
Local Auto-Attendant	1
Local Voice Mail Extension	1
Local Voice Mail Login Extension	1
Menu	36
Paging	1
Paging Group	3
System Conference Extension	1
User Extension	68
Voice Mail Extension	1
Voice Mail Login Extension	1
Workgroup	13
(blank)	
Grand Total	158

Q33: **Conference Bridge:** How many participants per conference bridge?

A33: Largest request conference bridge was one line with ten participants, but it is very rare activity as MTD defers to Zoom for conferences.

Q34: **Management Tools:** Do you need real time reporting and historical reporting?

A34: Yes.

Q35: **Management Tools:** Do you need quality monitoring and workforce management?

A35: Yes.

Q36: **Management Tools:** Do you need call recording? If so, for how many users and do you need this feature for both contact center users and other users?

A36: Yes. Less than 10 users will need recording for quality control purposes.

End of Addendum 1 Text