ADDENDUM #1:
REQUEST FOR PROPOSALS: VOICE OVER INTERNET PROTOCOL

CAPITOL REGION COUNCIL OF GOVERNMENTS
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March 18, 2015

ADDENDUM #1:
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Respondents are asked to sign, date, and return the last page of this addendum (not the entire addendum), along with their response package, in order to verify their receipt of this addendum prior to the specified submission deadline.

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The response deadline was extended to April 8, 2015 at 11:00 a.m. Eastern Time.

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There was a non-mandatory Pre-Proposal Conference on March 9, 2015 at 1:00 p.m. ET. The following questions were asked at the pre-proposal meeting. A listing of attendees is also below.

VOIP Pre-Proposal Conference Attendees
Steve Barbarito Total Communications
Gary Bienkowski Landry Comm
Dale Bruckhart Digital Back Office
CJ Carlson Pilothouse Communications
David Cascio AT&T
Todd Collins Total Communications
Robert Davis Windstream
Paul Dow FTR
Heather Dufresne Total Communications
Madelyn Gaven Total
Henry Gettenberg The Ergonomic Group
Jen Golden NWN Corporation
Dennis Griffiths The Ergonomic Group
Anthony Kinney Atrion
David Krauss NWN
Darren Lebel Carousel Industries
Rick Moody Voice New England
Ed O’Connor Frontier Communications
Neil Nisbet Jive Communications
Jim Power Allied Communication
Stephen Ratcliffe ICS
Ron Rich Digital Back Office
Dawn Soucy Atrion
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George Taylor  Genie Innovations  
Carl Fazzina  CCAT  
Dan Salazar  CCAT  
Julian Freund  CRCOG  
Jennifer March-Wackers  CRCOG

Questions from March 9, 2015 Pre-Proposal Meeting

**Question 1:** Are the towns in the RFP connected to the Nutmeg Network?  
**Answer:** Yes. All are either currently connected or scheduled to connect.

**Question 2:** Are vendors responsible for connection costs to CCAT or Cervalis data center and should the costs be included in the proposal?  
**Answer:** Connectivity to the Nutmeg Network, and the costs of connectivity, will be the responsibility of the vendor.

**Question 3:** Can you explain how the 3-year contract term relates to the demonstration phase of the project?  
**Answer:** The contract for service will be a 3-year contract. The implementation, testing and acceptance of the system will be considered the implementation phase. Once the implementation phase is complete and the system is deployable and scalable, other towns will be able to sign on to the service. It is expected that expansion to other towns will occur well before the end of the 3-year service contract term.

**Question 4:** How much is the total grant?  
**Answer:** Approximately $38,000 is allocated for software, but this should not be factored into vendors’ proposals. CRCOG will make all determinations regarding how the grant funds are to be allocated among eligible uses.

**Question 5:** Who will be the billing entity?  
**Answer:** The expectation is that vendors will bill towns directly for services rendered. We would ask that vendors collect CRCOG/CCAT fees in their monthly invoices and make payments to us quarterly.

**Question 6:** Has funding for the demonstration project been released?  
**Answer:** Yes.

**Question 7:** Please elaborate on the switching involved.  
**Answer:** CCAT conducted site surveys to assess switching in the participating towns. The municipalities will be responsible for ensuring that adequate switching is in place for the project. Vendors should not include switching costs in their proposals.

**Question 8:** Is a network diagram of each site or for the WAN available?  
**Answer:** Network diagrams for each town are not available. Additional information on the Nutmeg Network can be found at the following website – www.CEN.ct.gov.

**Question 9:** What is the design of the Nutmeg Network? How will the vendor work with Nutmeg Network?
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Answer: Information on the Nutmeg Network can be found at www.CEN.ct.gov. Vendors are not expected to work directly with Nutmeg Network, but will instead work through CRCOG/CCAT.

Question 10: Is QOS running on the Nutmeg Network system?
Answer: No. We do not anticipate Nutmeg Network will implement QOS for this project.

Question 11: Should switching be included in the proposal where needed?
Answer: Do not include switching in the proposal. Switching will be the responsibility of the participating municipalities.

Question 12: Please elaborate on the VOIP system requirements and whether you are looking for a hosted solution or centrally located premise?
Answer: The preferred model is VoIP as a service. A solution centrally located on network is acceptable as long as it is offered as a service in a multi-tenant configuration.

Question 13: Does each participating town have a Gb connection? Provided by who?
Answer: Yes. One location within each town will have a one Gb connection to the Nutmeg Network.

Question 14: Are public i.p. addresses available for each town?
Answer: Each town has an allocation of i.p. addresses that may be used for this project.

Question 15: Does the system need to be readily expandable immediately, or at some point in the future?
Answer: The system does not need to be expandable immediately. It needs to be expandable once the system is operational. See question #3.

Question 16: Will VMWare be available to the vendor?
Answer: Virtual machines can be provided if necessary.

Question 17: Who is responsible for paying for voice circuits to the PSTN?
Answer: Vendors should include in their proposals the cost of all circuits necessary to operate hosted VoIP service. Also see question #2.

Question 18: Does the Nutmeg Network have bandwidth available for connecting to off-network SIP services?
Answer: Yes, but the preferred solution is for a service that uses a direct connection instead of relying on the internet for SIP connectivity.

Question 19: Should proposals include telephone models with 10/100 ethernet ports or 10/100/1000?
Answer: Please include pricing for both if available.

Question 20: Regarding Simsbury, does each site have its own internet connection?
Answer: Yes. Simsbury is currently installing fiber between sites.

Question 21: Is local survivability needed?
Answer: Proposal should include an option for survivability should the towns desire it. This may result in additional costs that the towns would be responsible for.
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**Question 22:** What are the E911 requirements?
**Answer:** The systems must comply with Connecticut law regarding E911 requirements.

**Question 23:** Is any Cisco routing equipment on the Nutmeg Network available for this project?
**Answer:** No.

**Question 24:** Is a network diagram of the handoff to the towns available?
**Answer:** Specific information can be provided to the preferred vendor(s) chosen.

**Question 25:** Is the Nutmeg Network hub and spoke?
**Answer:** No, the Nutmeg Network is multiple interconnected rings.

**Question 26:** Are there additional specifications for the towns, such as number of simultaneous calls required?
**Answer:** Solutions should provide a minimum of 30% handset to trunk line ratio. That is to say that 30% of all handsets could simultaneously be on a call. Please note in your response if bursting above this ratio is included or if the ratio is higher.

**Question 27:** Has a charge-back model to the municipalities been developed?
**Answer:** No. The charge-back model will be developed by CRCOG in partnership with the preferred vendor(s) chosen.

**Question 28:** Does a separate circuit need to be supplied for voice traffic?
**Answer:** Voice circuits that do not run across the public internet are the preferred solution.

**Question 29:** How many individuals will be involved with maintenance or operations post-installation (asking for training purposes)?
**Answer:** Training will be required for up to five individuals per participating municipality and five from CCAT.

**Question 30:** Are addresses of where circuits are to be dropped off available?
**Answer:** Yes.

- **CCAT**
  860-291-8832
  222 Pitkin Street
  East Hartford, CT

- **Cervalis**
  866-602-2020
  6 Norden Place
  Norwalk, CT

**Question 31:** Is wireless capability required?
**Answer:** None of the participating municipalities requested it. Vendors may include wireless capabilities in their proposals.
Vendor Questions

The following questions were submitted in writing to CRCOG by the January 8, 2014 question deadline:

**Submitted Questions:**

*David DeLuce – Jive Communications*

1. In order to price dedicated MPLS connections to the Nutmeg Network data centers, we need the addresses and main telephone number for each data center site.  
   **Answer:** See question #30 from pre-proposal meeting questions.

2. Please clarify requirements for the phone sets. The requirements vary somewhat in the sections of the RFP. It would be helpful if you could specify the minimum number of programmable buttons for each phone type. IP phones have programmable keys that can function as line appearances or speed dial keys. We are unsure what is meant by an extension button.  
   **Answer:** Among the six participating towns, phones with varying degrees of functionality and features will be desired. Since telephone features vary from manufacturer to manufacturer, vendors should include in their proposals, phones that best approximate the general tiers of functionality and features described below:

   - **Basic:** 1-line LCD display; Few programmable/soft keys
   - **Mid-range:** 2 or 3-line LCD display; approximately 8 programmable/soft keys
   - **High End:** More than 3-line LCD display; color display; dozen or more programmable/soft keys

3. Pricing section Part 1 - Are you looking for the price for a single phone set in each category? No quantities are indicated in the pricing tables shown on page 24.  
   **Answer:** Please provide pricing per phone.

4. Is it CRCOG’s intent to place orders through this contract on behalf of the municipality using the service, or will the municipality place the order directly on the vendor using the CRCOG contract as the purchasing vehicle?  
   **Answer:** Municipalities will place orders directly with the vendor(s) using the CRCOG contract as a purchasing vehicle.

*Total Communications – Heather Dufresne*

1. Do you want to do the administrative functions or manage the system? Or do you want the selected vendor to manage the system?  
   **Answer:** CRCOG would prefer to select a vendor that manages the system. However, proposals for a system managed by CCAT will also be considered. In either case, the towns should be able to perform routine administrative functions.
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2. Should we assume there is a WAN in place between the locations at each town? If no, will it be the individual town’s responsibility to make sure a WAN is in place using the selected vendor or vendor of their choice?
Answer: Do not assume there is currently a WAN in place between locations at each town. It will be the town’s responsibility to make sure a WAN is in place.

3. Is this a tenant environment or is this a shared resource? Meaning, is it ok that all of the towns can see each other and share information, or will they need their own separate instance?
Answer: This will be a tenant environment.

Frontier Communications – Edward O’Connor

Can you confirm that the wiring environment for the municipalities is a minimum of CAT5 and that POE is within the towns network and if not, then it falls unto the municipality to provide this and not the responsibility of the solution provider to do so. (the example is on Simsbury, wiring readiness and switching overview indicates will be needed. Is Simsbury handling this directly themselves?)
Answer: The minimum wiring will be CAT5 and POE. It will be the towns’ responsibility to ensure the minimum wiring is in place.

Allied Phone – Kurt Williams

1. Do you need full tenant partitioning, no shared directories or dial plan between towns?
Answer: Full tenant partitioning is required.

2. Do you want any paper label phones in the quote? Note that paper label phones will essentially negate central management as they will require new physical labels anytime buttons are changed.
Answer: A vendor may choose to supply paper label phones.

3. Do you want Fast Ethernet or Gigabit passthroughs on the IP phones?
Answer: Please provide pricing for both, if available. See question #19 from pre-proposal meeting questions.

4. What level of system administration will the end users expect?
Answer: See the training requirements in the RFP.

5. For the sites keeping the phone systems what will be the preferred hand off mechanism for the SIP trunks?
Answer: This will depend on the phone system. We anticipate that most would be seeking PRI hand-off.

6. What functionality is needed in backup/failover mode?
Answer: In the event that the Nutmeg Network fails, and alternate internet connectivity is available, clients should be able to connect via alternate internet connection.
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Digital Back Office – Dale Bruckhart

1. At the pre-proposal conference the question of point of billing was mentioned. I believe that it is undecided as to direct billing to the municipality or thru CRCOG. If the winning vendor(s) invoice the municipality directly what service fee should we expect to include for CRCOG? Is it a flat amount or a percentage?  
Answer: There will be a service fee, but this has not yet been determined.

2. Cervalis and another hosting site were mentioned at Mondays’ meeting. Can you provide us with the hosting/colocation and CEN interconnect charges at these sites? We understand that the charges are included with the grant but we assume that the vendor(s) will be responsible for these costs when the grant funding expires. Are there any one-time charges for setup/installation at these data centers?  
Answer: There is a one-time $350 charge for copper or a $450 for fiber. There are no ongoing fees charged by the datacenters. Ongoing fees charged by the company providing transport between the vendor and the datacenter would be the vendor’s responsibility.

Carousel Industries – Darren Lebel

1. Who is responsible for maintaining the VMware and software upgrades?  
Answer: CCAT will be responsible for VMware and software upgrades.

2. Are the towns looking to keep their local POTS and T-1/PRI’s?  
Answer: The six towns in the RFP are not seeking to keep their local POTS and T-1/PRIs.

Windstream – Tom Legore

1. Will the towns selected for the demo be required to pay for the demo systems once they are installed? If not how will payments be made?  
Answer: Yes, the towns will be required to pay for service.

2. How many vendors will be awarded contracts?  
Answer: This will be determined later in the process.

3. Will CRCOG publish the attendance list from the pre bid meeting?  
Answer: Yes.

4. Will all questions and answers from all vendors be published including the questions and answers from the pre bid meeting?  
Answer: Yes.

5. Will each entity using the new VOIP services expect to have the system assigned to them to function as theirs exclusively (much like the systems they have today) or will all sites be installed as one entity or system?  
Answer: The intent is for this to be a shared, tenanted system.
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6. Does CRCOG plan to make this service eligible for Erate funding?
   Answer: No.

7. Is there a requirement for a common dial plan between for all entities using the service?
   Answer: No.

8. Should all vendors assume that QOS and POE are available at all sites for purposes of responding to this RFP?
   Answer: No. However, a town may opt to implement QOS on their local networks at own expense in partnership with the vendor or CCAT. A town may also opt to implement POE at their own expense in partnership with the vendor or CCAT.

9. Does the Nutmeg network support QOS?
   Answer: While the NN is capable of supporting QOS, there are no plans for implementing QOS.

10. In Attachment D when CRCOG refers to the project are we to assume that the project includes all 6 towns mentioned on page 3?
    Answer: Yes. Note that participation is voluntary.

11. Will this RFP become the base for pricing and the terms and conditions for all future purchases for the members of CRCOG?
    Answer: Yes.

12. Will CRCOG agree to extend the due date for the response to the RFP for 10 business days from the time the answers to the questions are received?
    Answer: CRCOG has amended the deadline to 11:00 AM, April 8, 2015.

Ergo Group – Dennis Williams

1. Will CCAT and/or Nutmeg personnel be responsible for installing any network equipment (only as necessary) at the municipal locations, or will the systems integrator be tasked with providing those professional services?
   Answer: Any necessary equipment installations at municipal locations would be the responsibility of the municipality. The municipality would have the option of using the system integrator, CCAT or another vendor for that purpose.

2. Are there any limits on hours/days for installation? I.E., afterhours/weekends/etc...
   Answer: This will be based on individual town needs.

3. Formal classroom training for systems administrators will be recommended. Will the personnel be afforded the ability to be out of the office training for up to 5 days?
   Answer: This is to be determined.
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Please note that all terms and conditions appearing in the original Request for Proposals remain unchanged.

Respondents are asked to sign, date, and return this sheet (not the entire addendum), along with their response package, in order to verify their receipt of this addendum prior to the specified submission deadline. Please fill out all sections below in order to ensure that your response is considered complete.

Name _______________________________________

Title _______________________________________

Company _______________________________________

Address _______________________________________

_______________________________________

(City) (State) (Zip)

Telephone _______________________________

Signature _______________________________________

Date ___________________