Addendum #1
RFP # 06-23, UCaaS Implementation Services
12/9/2022

NOTICE IS HEREBY GIVEN that the following addendum serves to provide clarification and to answer the questions received on RFP # 06-23, UCaaS Implementation Services.

Question 1: Please clarify the total number of users who need to be set up with Teams Phone System.
Answer to Question 1: Reference DETAILED SPECIFICATIONS, 3. Current Environment (a & b), pages 17-18 of the solicitation.

Question 2: Does the solution require integration with the existing phone system?
Answer to Question 2: No, this RFP is seeking proposals for a complete replacement of our existing phone and call center systems.

Question 3: Does the proposed solution need to support analog devices?
Answer to Question 3: Yes, the proposed solution will need to support overhead paging, alarm and elevator lines, faxing, and assorted ringdowns.

Question 4: Do you require paging? Would existing paging solutions need to be integrated with the new solution? If yes, please share the number of devices that would require analog connectors for Paging.
Answer to Question 4: Reference Answer to Question 3 above. Current environment consists of 20 installs with some facilities composed of multiple zones.

Question 5: Where are your Customer Emails hosted?
Answer to Question 5: Customer emails are hosted in Microsoft Office 365.

Question 6: Can you clarify the name of your existing Telecom Provider, and if you are open to switching?
Answer to Question 6: Currently, Lumen provides Primary Rate Interfaces (PRIs) while Frontier provides a small amount of copper infrastructure. Switching providers is beyond the scope of this RFP.

Question 7: How many phone numbers need to be ported?
Answer to Question 7: This can vary and will be based on proposed project plans.

Question 8: Are you looking for a proposal for professional to implement and support Genesys Cloud or are you also wanting us to include subscription software pricing?
Answer to Question 8: Reference DETAILED SPECIFICATIONS, 5. Technical Specifications, Architecture and Service Requirements (a & b), page 18 of the solicitation.

Question 9: For professional services are you seeking one-time professional services and ongoing managed services?
__Answer to Question 9:__ The City is seeking professional services to implement the new solution as well as ongoing managed services.

Question 10: How many physical phones need to be installed and configured as opposed to using the Genesys soft client?
__Answer to Question 10:__ This can vary and will be based on proposed project plans.

Question 11: Are there any IVR call flows that need to be built and if so can you please provide high level call flows and any back end integrations?
Answer to Question 11: *Reference DETAILED SPECIFICATIONS, 5. Technical Specifications, Architecture and Service Requirements (a), page 18 of the solicitation. More detailed information will be provided during the discovery process.*

Question 12: What level of MS Teams integration do you want?
__Answer to Question 12:__ *This will be determined during the discovery process.*

Question 13: Is the intent to use MS Teams for UC and Genesys integration for call center functionality? What, if any, interest in Genesys UC?
Answer to Question 13: *Reference DETAILED SPECIFICATIONS, 2. Scope of Services, page 17 of the solicitation.*

Question 14: What are the existing POTS lines used for? Are you looking to migrate the existing POTS lines into Genesys Cloud?
Answer to Question 14: *The existing POTS lines are used for alarm lines. The City is willing to consider alternative architectures.*

Question 15: Is the intent to use Genesys Voice for telco into Genesys Cloud CX, or Clearwater intent to use their own Carrier (BYOC)?
Answer to Question 15: *Reference DETAILED SPECIFICATIONS, 5. Technical Specifications, Architecture and Service Requirements (d), page 19 of the solicitation.*

Question 16: Are you currently in an enterprise agreement for your M365 licensing? If so, what would be the expiration date and current provider?
Answer to Question 16: *The City is currently in an enterprise agreement and purchases our Microsoft licensing through a 3rd party vendor. If needed, additional will be provided to the awarded vendor.*

Question 17: Do you have specific models of headsets in mind? Or would it just be at our discretion?
Answer to Question 17: *Reference DETAILED SPECIFICATIONS, 6. Device Requirements, page 19 of the solicitation*.

Question 18: My question is are you bidding the actual Teams calling (and texting) services?
Answer to Question 18: *No, the RFP is for services to assist with installation and configuration.*

Question 19: Want to clarify that you need implementation services for both MS Teams and Genesys Cloud CX solutions?
Answer to Question 19: *Reference DETAILED SPECIFICATIONS, 2. Scope of Services, page 17 of the solicitation.*

Question 20: Please provide a list of your primary customer service applications.
Answer to Question 20: *Currently, the City uses Cayenta and UMS applications.*

Question 21: Please define how you are using Remote Notification.
Answer to Question 21: *City staff uses remote notification for emergency / after-hours support.*

Question 22: Are there any requirements for either group voicemail or routed ACD voicemail?
Answer to Question 22: *This will be determined during the discovery process.*

Question 23: Are there plans to add additional call centers or remain at three?
Answer to Question 23: *This has not been determined at this time.*

Question 24: Can we get a breakdown of contact center names and staffing for each?
Answer to Question 24: *A breakdown will be provided to the awarded vendor.*

Question 25: Are your current Valcom and Bogen paging systems capable of integration into an IP/SIP environment? Are they in a hub-and-spoke configuration with two core units or is each unit independent? If independent, please provide quantity.
Answer to Question 25: *The City does not believe our current system is capable of integration but will be addressed during the discovery process. The current quantity is approximately 25.*

Question 26: Please define your Experience/Journey mapping needs (high-level)?
Answer to Question 26: *This has not been determined at this time.*

Question 27: From an overall MSFT Teams perspective – are you looking to enable the MSFT PSTN calling and thereby replace or work in hybrid with your on prem Avaya PBX?
Answer to Question 27: *Reference DETAILED SPECIFICATIONS, 2. Scope of Services, page 17 of the solicitation.*

Question 28: Section 3 – b – i - what is the purpose of the 2 PtoP connections from the existing PBX into the 911 Vesta system?
Answer to Question 28: *This is currently being used by citizens for non-emergency calls.*

Question 29: Section 3 – b - vi – overhead paging – can you expand? Is your intention that the PSTN calling be used for the paging in any way?
Answer to Question 29: *Reference Answer to Question 3 above.*

Question 30: Section 3 – e – are you wanting to enable PSTN calling for all your MSFT lic? The F3s; G1 and G3s?
Answer to Question 30: *Yes, this is correct.*

Question 31:   Section 5 – i. – please elaborate – are you wanting provider to take over providing your MSFT Licenses?
Answer to Question 31: *Not at this time.*

Question 32:   Section 5 - iv – please elaborate – integrate to what? The Genesys cloud solution? Other applications? If so - please list
Answer to Question 32: *The City wants the PBX to integrate into MS Teams and the Genesys cloud solution. Any additional applications will be determined during the discovery process.*

Question 33: Section 6 - a and b – please provide counts of how many of each needed
Answer to Question 33: *Reference Answer to Question 7 above.*

Question 34:   Section 7 – d – is call recording needed for the call center or organization wide?
Answer to Question 34: *Call recording is required for the entire organization.*

Question 35:   Concerning Section 7 page 19 of the RFP: Would the City allow the CJIS certification/ATO, Authorization to Operate/compliance requirement to be relaxed, with security controls stated that would parallel CJIS, or replaced, with a FEDRAMP ATO, High, or Moderate solution?
Answer to Question 35: *This will be determined during the discovery process.*

Question 36:   This question is around Genesys Cloud CX on page 19 i. Software Licensing (options): [Where does the City] plan to procure the Genesys licenses?
Answer to Question 36: *This will be determined during the discovery process.*

Question 37:   This question is around 5. Page 18 TECHNICAL SPECIFICATIONS, ARCHITECTURE AND SERVICE REQUIREMENTS: The vendor must facilitate the structured discovery of business requirements for the functional design of Genesys Call Center configuration (with a discussion of design alternatives). Is this question implying it will be done once it is awarded?
Answer to Question 37: *The discovery process will begin when the committee begins negotiations with the chosen vendor. At time of award, the implementation partner is expected to participate in facilitating discovery.*

Question 39:   How does a company enter the RFP?
Answer to Question 39: *Reference RESPONSE ELEMENTS, 1. Proposal Submission, page 23.*

Question 40:   Is the city willing to substitute the Genesys call center for another vendor?
Answer to Question 40: *Not at this time.*

Question 41:   When is the last we can ask questions?
Answer to Question 41: *The last day to submit questions for this RFP is December 11, 2022.*

Question 42:   Is the total UCaaS seat/license count 1685?
Answer to Question 42: *That is the approximate count however the final count may vary based upon final design.*

Question 43:   How many seats/licenses are for the contact center?
Answer to Question 43: *Approximately 50-250 however the final count may vary based upon final design.*

Question 44:   Would the City be open to considering a Microsoft Teams solution for conference rooms in place of referenced Polycom analog conference phones?
Answer to Question 44: *Yes, the City is willing to consider other options. The analog phones in the RFP are in our current environment.*

Question 45:   Are you planning to use MS Teams with Enterprise Voice and only contact center agents will be using Genesys Cloud?
Answer to Question 45: *Yes, but the City would like to make the Genesys CC expandable for additional agents to login as needed or during high volumes.*

Question 46:   How many Teams Enterprise Voice users and how many Genesys Cloud users?
Answer to Question 46: *Approximately 2200-2500 Teams Enterprise Voice users and approximately 50-250 Genesys users, however the final count may vary based upon final design.*

Question 47:   Are you planning to consolidate and port your PRI channels/phone numbers into one SIP trunk?
Answer to Question 47: *This will be determined during the discovery process.*

Question 48:   Are you planning to use Direct Routing for MS Teams using your current phone carrier?
Answer to Question 48: *Currently, the City is planning to use direct routing however, City staff would like to weigh all of the alternatives.*

Question 49:   Are you completely on Exchange online, or Hybrid for email mailboxes?
Answer to Question 49: *Email mailboxes are completely online.*

Question 50:   Could you please clarify what this means? "72 occupied service locations but Ten (10) Sites."
Answer to Question 50: *This references our existing environment. We have 72 service locations with telecom capability, but only 10 sites attach to our PBX. This is not relevant to our new system implementation, merely offers perspective.*

Question 51:   Do you require High Availability for Session Border Controllers?
Answer to Question 51: *Yes, this is a requirement for the City.*

Question 52:   Do you require DR capabilities?
Answer to Question 52: *The City would like to evaluate DR alternatives.*

Question 53:   Do you require Teams survivability in case of WAN outage?
Answer to Question 53: *The City will need an SBC. Currently, the City hosts Teams in MS Azure but we anticipate changing. There is redundant and diverse IPS (5) to the local WAN. Ideally, the City wants PSTN survivability if ISP service is lost.*

Question 54: What does your E911/911 routing look like today?
Answer to Question 54: *E911, Emergency Services Access (ESA) is programmed into current PBX. With Teams, the City will have emergency policies defined.*

Question 55: What virtualization platform you are using? (Hyper-V/VMware)?
Answer to Question 55: *Currently the City uses VMware.*

Question 56:   How many Teams Common Area Phones (Shared/Guest Phones) do you require?
Answer to Question 56: *Approximately 400-500 however the final count may vary based upon final design.*

Question 57:   How many meeting rooms do you have? Please list room sizes/seats.
Answer to Question 57: *This will be determined during the discovery process.*

Question 58:   Do you require meeting rooms with Audio/Video Conferencing?
Answer to Question 58: *This will be determined during the discovery process. Most of the City's meeting rooms are already equipped to handle Teams audio/video conferencing.*

Question 59:   How many IP Phones/headsets and which models do you need?
Answer to Question 59: *Reference DETAILED SPECIFICATIONS, 6. Device Requirements, page 19 of the solicitation. The City would need approximately 1,500.*

End of Questions and Answers

All other dates and terms and conditions remain the same in this Request for Proposal.

End of Addenda