



Request for Information 2024-072

Union County Phone Infrastructure Assessment

ADDENDUM No. 1

ISSUE DATE: May 15, 2024

Responding Submitters on this project are hereby notified that this Addendum shall be made a part of the above named RFI document.

The following items add to, modify, and/or clarify the RFI documents and shall have the full force and effect of the original Documents.

Question/Answers Section

1. **Question:** Please clarify that this RFI is, in fact, a request for information only and not a request for proposal. The document title states it's an RFI, and the intent on page 2 does, too; however, section 5 on pages 5-6 outlines cost information as if it were a request for proposal or quotes. Further, Tab B of our response is to include questions regarding the assessment, but the question due date is also noted as being today on page 2.

Answer: This is a Request for Information, some information may pertain to pricing.

2. **Question:** Tab B details on page 6 ask for VOIP systems implemented in the last two years. As a professional services consulting firm, we do not implement the actual system; instead, we advise the client on which solutions to consider based on the business case and the client's requirements. We feel it is a conflict of interest to provide an unbiased assessment while also being a reseller of a specific solution. Would the County consider a consulting-only firm to provide this service and then assist the County in a separate engagement in the procurement process and the project management of the implementation by the selected reseller?

Answer: This is a Request for Information; we are looking to solicit market information which would include consulting firms that may or may not have implemented solutions.

3. **Question:** Tab B also asks for VOIP solutions available to consider, but it seems that would be an outcome of the assessment based on findings of the environment and discussions with the organization. Please clarify or elaborate.

Answer: In this RFI we are looking for an assessment including suggestions for VOIP solutions whether hosted, on-prem, etc. if selected vendor feels comfortable with such.

4. **Question:** How many locations are serviced with the current VOIP deployment?

Answer: 26.

5. **Question:** Do you have a Sample floorplan of any of your locations?

Answer: Will be provided to the vendor of choice for the VOIP after an RFP process is completed.

6. **Question:** Will you allow for walkouts in a few facilities in the RFI process to establish baselines?

Answer: No.

7. **Question:** Do you have an estimate of the current number of phones at each location?

Answer: Refer to Answer #5.

8. **Question:** Will you require Call Center functionality?

Answer: Refer to Answer #5.

9. **Question:** Any of the locations receive 911 calls in this voice network?

Answer: Refer to Answer #5.

10. **Question:** What is the current infrastructure for the existing VOIP deployment? cat 3/5/6?

Answer: Refer to Answer #5.

11. **Question:** Any faxing needs included in this proposal?

Answer: Refer to Answer #5.

12. **Question:** Are you wanting to keep your existing phones, or would you be looking to replace them?

Answer: Refer to Answer #5.

13. **Question:** What is the current license breakdown for your existing VOIP service?

Answer: Refer to Answer #5.

14. **Question:** Do you need call recording and retention?

Answer: Refer to Answer #5.

15. **Question:** Is there a need for analytics on the call metrics?

Answer: Refer to Answer #5.

16. **Question:** Will you require any type of Collaboration within the voice platform? Or do you have a current collaboration tool you will need to integrate with?

Answer: Refer to Answer #5.

17. **Question:** What brand (or brands) of network equipment do you use?

Answer: Refer to Answer #5.

18. **Question:** How many buildings and wiring closets need inspection?

Answer: Refer to Answer #4.

19. **Question:** What brand of firewall do you use?

Answer: Refer to Answer #5.

20. **Question:** How many Internet connections do you use, and what are those providers?

Answer: Refer to Answer #5.

21. **Question:** Why are you leaving your existing VoIP system? What do you like, and what do you not like about it?

Answer: Enhanced functionality, strong vendor service/support and easy to manage

22. **Question:** How many County people will the appointed vendor work directly with?

Answer: From 1 to 5 IT Staff

23. **Question:** Do you have any project timeframe (project completion date) expectations?

Answer: For the site assessment we are looking to have it completed by Q3 of 2024.

24. **Question:** Your RFI, page 5 has Tab B says it involves questions about the assessment, and then on the next page Tab B says expectations. Confirm that your questions and expectations are the same.

Answer: Expectations and questions are one in the same.

25. **Question:** Could you provide an approximate count of the number of individual sites/locations needing VoIP service?

Answer: Refer to Answer #4.

26. **Question:** Do floorplans exist for each building that will be using the future VoIP system? (to be provided only upon award)

Answer: Refer to Answer #5.

27. **Question:** How many existing data and/or telecommunications centers/rooms are there?

Answer: Refer to Answer #5.

28. **Question:** Will the on-site inspection require identifying the location of each existing telephone/communication endpoint?

a. If yes, do you require the extension number be captured or solely the device model and location?

Answer: No.

a. N/A

29. **Question:** TAB B is described on page 5 as “Questions Regarding Phone Infrastructure Assessment” and on page 6 as “Expectations Regarding VoIP Infrastructure Assessment”. Should the description on page 6 be used for TAB B?

- a. Is the Contact Center being replaced along with the current LG Ericsson system?
- b.

Answer: Refer to Answer #5.

c. Yes

End of Addendum No. 1