

*Charlotte County
PO Box 608
250 LeGrande Avenue
Charlotte Court House, VA 23923*

ADDENDUM 2

Date: December 29, 2017

Reference: RFP # 037-210, VOIP Telephone System

Bid Due Date: January 17, 2018 at 4:00 pm

In response to questions received to date regarding RFP #037-210, the following information is being provided to all potential offerors. Please acknowledge receipt and acceptance of this addendum by completing the information section and returning the addendum with your proposal.

1. Is this RFP for wireless access points and network management in addition to phones? **Yes**
2. Can the phones share the workstation cable using the switch in the phone? **Yes**
3. Is the Mid Atlantic Broadband fiber for interoffice connectivity, or is it for internet access? **The MBC fiber is for Internet connectivity. We have our own internal fiber network for interoffice connectivity. Currently we have someone tracing & testing the LAN to ensure everything is in working order. The County will address any deficiencies with the LAN.**
4. Do the VoIP phones need to be 10/100 or 10/100/1000? **Current networking equipment is 10/100**
5. Should the VoIP phones be quoted with power supplies? **Yes**
6. Is each building equipped with UPS power backup? **No**
7. Are the workstations terminated to a patch panel near the internet connection? **The workstations in the new courthouse will do so. The other buildings will have a fiber run to the courthouse where the ISP's Internet connection will reside.**
8. Is a secondary connectivity available? If not, can we assume POTs lines should serve as failover for outside connectivity? **Secondary connectivity is not available. POTs lines will serve as failover for outside connectivity.**
9. Can you provide more information about the cable runs for access points? (i.e. length, accessibility and ceiling types) **We have not identified specific locations for access points, so cannot provide lengths for cable runs. Maintenance staff has previously pulled CAT 5 in all buildings included in the RFP with the exception of the new courthouse, which has CAT 6A. Maintenance noted that a large portion of both the Circuit Court Clerk's Office and the building at 111 LeGrande Avenue which will house the Commonwealth Attorney's Office have plaster walls & ceilings. When previously pulling CAT 5 for 111 LeGrande they ran it in conduit they installed under the floor. The Treasurer's Office has a pressed tin ceiling & plaster walls as well as a basement. The existing CAT 5 in the Treasurer's Office is run under the ground floor. The Commissioner of Revenue's Office adjoins the Treasurer's Office and has a drop tile ceiling. However, there is no basement & due to the layout in the building, pulling cable is problematic.**

For this building the maintenance staff is recommending use of the existing cable runs if at all possible. The new courthouse has a combination of drop tile ceilings and sheetrock ceilings.

10. Do we need to do a site survey to price the cable runs? **If vendors feel that a site survey would be beneficial, they may schedule a visit by contacting the County Purchasing Agent, Monica Elder, at 434-542-5117 or melder@charlotteva.com. Maintenance staff will accompany vendors on site visits. Technical questions related to the phone system & fiber network should not be addressed to maintenance staff. Please note that the new courthouse facility will not be accessible due to on-going construction activities.**
11. Please specify CAT 5 or CAT 6 cabling. **Most, if not all, existing cable runs are CAT 5 with the exception of the cables in the new courthouse which are CAT 6A. There are no existing runs for access points so these will need to be installed by the Contractor. Any new cable runs in the new Courthouse facility shall be CAT 6A. In all other facilities new cable runs needed for phones shall be CAT 5 and cable runs for access points shall be CAT 6 unless the County has existing CAT 5 that can be used.**
12. Do the wall phones have CAT5 pulled to them? **Wall phones in the new courthouse facility will have CAT 6A pulled to them. The three wall phones in the other buildings do not.**
13. Does the county have Microsoft Active Directory and Exchange servers/services installed and available for integration with a new VoIP phone solution? **No**
14. Will all extensions require their own DID? **Most will. Courtesy phones will not.**
15. Are the FXO ports listed on the equipment list for each location for failover or what is their purpose? **They are for failover.**
16. For what term do you want the system "hosted"? **Initially we would like a three year (36 month) term with two optional one year renewals**
17. Do you want to purchase network equipment or lease equipment? **This will depend upon associated cost. We would prefer direct purchase. However, if this is cost prohibitive, we will consider lease options.**
18. Any preferences on manufacturer for equipment or software? **The County is not limiting responses to any particular brand. However, we are looking for proven technology and, as stated in the RFP, are evaluating the system's capabilities, features, and functionality.**
19. Is the fiber network self-healing? **No**
20. Your RFP states that "*The Contactor shall be required to work with current communication service providers related to this project.*" This implies you are looking for a hardware based, on-site phone system that will connect to the existing service providers, e.g. Verizon trunks etc. Is that the case or would you consider a hosted solution? If so, would you evaluate the cost of hardware plus the telecom services? **We are considering all possible solutions. When evaluating costs, all costs including hardware, software, labor, maintenance & service agreements as well as the cost of telecom services will be considered.**
21. On Attachment B, the Courthouse spreadsheet Item 8 has the requirement of 2 WAPs. Item 10 calls for only 2 CAT5 or CAT6 cables. Should this be 4 cables since it states that each WAP needs two cables? **Yes. This is an error. The quantity for Item 10 on the Courthouse Spreadsheet in Attachment B should be four (4).**
22. Who is responsible for the removal of the existing phone systems in place? **The County**
23. Several spreadsheets have a 20 AMP twist lock receptacle noted at the bottom. Who is responsible for these receptacles? **The Contractor will be responsible for providing and installing the receptacles where needed**

24. How much training for IT staff does the County require? **We will require training for 2 to 3 IT staff members and anticipate that training for the management of all IT equipment (network and telephone) would take place over the course of several days**
25. Does the right hand column in Attachment A refer to the number of phone numbers or the number of phone cables? **The right hand column on Attachment A is the current number of phone numbers each office uses for voice services.**
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Please acknowledge receipt and acceptance of this addendum by completing the section below and returning the addendum with your proposal. Signature on this addendum does not substitute for your signature on the original bid document. The original bid document must be signed.

Name of Firm

Signature/Title

Date