



**ADDENDUM # 1  
REQUEST FOR PROPOSAL 2010-120**

**TO:** All RESPONDENTS  
**FROM:** R'LENE J. ORR, PURCHASING MANAGER  
**CLOSING DATE:** MAY 14, 2010 @ 12:00 NOON (**UNCHANGED**)  
**REFERENCE NO.:** REQUEST FOR PROPOSAL 2010-120  
**DATE:** March 18, 2010

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The following are changes to the referenced Request for Proposal 2010-120

**Answers as of 10 May 2010:**

1. *Was it your intent to make these sites (Fiber/carrier remotes) survivable media gateways? If so, are the existing NT8D14 UTRK enough PSTN capacity or should a TMDI be added to each?*

<i>Sites</i>	<i>Type</i>
<i>Admin Bldg</i>	<i>Fiber Rem 2 IPE</i>
<i>Givens Community Center</i>	<i>Car Rem 2 Cab</i>
<i>Youth Service Center</i>	<i>Car Rem 2 Cab</i>

**KC: The intent is to make these three locations Media Gateways. A follow on upgrade or part of your proposal should show both the MG & SMG and show the difference in costs.**

2. *Have there been any addendums I am not aware of? I only have Kitsap County RFP request 2010-120 April 22 2010.doc, other than what you sent me.*

**KC: As of 10 May 2010 there have been no addendums created. You are receiving this as the first addendum.**

3. *For Kitsap County Courthouse (serial # 0811385), was it the intent to add MG1010 for the Cores only, and MGXPECs for the IPE modules?*

**KC: A configuration has not been discussed at KC. It is the intent of this RFP to solicit not only a maintenance agreement for the existing equipment but to plan the best road forward for migration. It is the job of the prospective vendor to present the best plan for Kitsap County.**

4. I see that additional SIP licenses are required for Kitsap County Courthouse. There are currently 0 SIP access ports, 74 H323 Access Ports, 0 Third Party SIP Lines, 0 Nortel SIP Lines, and 0 Telephony Services License on serial # 0811385. What is using the H323 Access Ports, BCMs or SRGs? What type of SIP licenses are required and for what purpose?

**KC: Kitsap County attempted to move into the VoIP world using H.323 trunking between the Courthouse (81C / 1000M) and the other Option 11 sites. We were several releases behind and could not get the support required. We rolled back the attempt and are now sitting with the equipment listed and looking again at not only VoIP trunking, but at SIP enabling the voice network. Kitsap County has in its future plans a vision of having its larger PBX locations connected via SIP and deploying SIP endpoints. We need to look at a plan that carries the County forward in a cost efficient manner (phased perhaps). We have 12 locations with Norstar that are not part of this RFP.**

5. Will the Octel Aria 250 remain without upgrades or expansion? There appears to be 302 Mail users on 4 of the CS1000M Cab sites, and up to 100 Call Pilot users on Work Source Kitsap (serial #10158875).

**KC: The Octel Aria 250 is to remain as is. The system is fully expanded with 36 ports. Some of the Option 11 Systems were purchased from other users and did have voice mail before. Currently all systems are networked in a spoke fashion with the 81C/1000M and the Octel at the Hub. KC is exploring other options regarding the Octel Aria 250 replacement. The system at Work Source is the latest example of a system showing the voice mail as still a part of that system but those ports/licenses are not in use. If there are creative ways to 'Convert' those type of licenses to the advantage of Kitsap County, we would like to know.**

6. OCS / Exchange Requirements Not Referenced:  
a. How many users / OCS licenses should be included?

**KC: Quantity of licenses are already covered in Kitsap County's Enterprise CAL**

- b. How many users will require remote call control?

**KC: Quantity of licenses are already covered in Kitsap County's Enterprise CAL**

7. Part one of the Scope: Per Port Billing Rate 1.3.2: Which type of maintenance coverage pricing should be provided?
- a. SWITCH ONLY SERVICE: Includes remote monitoring noted below, all components within PBX chassis or cabinets, CSU's that are connected to PBX circuits, Voice Mail System and Maintenance Terminals. NO telephone sets or Consoles are covered. Applications covered will be

listed and are covered for software support ONLY on customer provided servers.

- b. **MONITOR ONLY SERVICE:** Vendor will monitor the system on a 24x7x365 basis and will attempt to clear any alarms received. Any remote diagnostics requiring more than 15 minutes will become billable at the prevailing MAC rates. The designated Customer Contacts will be notified before any charges are incurred. This is a Labor Only option and does not provide for any coverage of Equipment. As with the other options, the 2 hour Emergency Response time applies to this plan.

**KC: The intent of this maintenance coverage is for Switch Only Maintenance with quarterly on-site PMs on the County's PBX systems. This service is to include all points in paragraph 7.a and 7.b. above.**

8 Place of Business 1.4.1:

- a. Is a technician home office address sufficient to meet requirements of where personnel will be responding from?

**KC: yes**

- b. Should a specific address be used when calculating mileage from office or can the Kitsap County border be used to reference?

**KC: Due to the variety of locations, calculating mileage using Kitsap County's border will be accepted.**

9 Technician Certifications 1.4.2:

- a. When utilizing a number of technicians for the support and installation requirements that may or may not be within the 50, is it acceptable when providing technical certifications.

**KC: Kitsap County understands that it's possible that one tech not hold every certification required during any proposed upgrades. KC does require, however that the local servicing technician possess the proper certifications to maintain all identified systems.**

10 General Instructions in paragraph 3.1.3:

- a. Questions are to be instructed to the individuals identified in Sections 2.2.3 and 3.11 and only those individuals are authorized to interpret the RFP. 2.2.3 References Response Times and 3.11 References Appeal of Award. Can we assume individuals listed on the Attachment C are who questions should be directed to?

**KC: NO. This is an error. Kitsap County's contacts for all questions regarding this RFP is correct for the Purchasing Manager referenced in Section 3.11 however all technical references should be addressed as described in Section 2.4.3 as George F.L. Geyer ([gfgeyer@co.kitsap.wa.us](mailto:gfgeyer@co.kitsap.wa.us))**

**) not Section 2.2.3. However, any calls or emails that came to Purchasing were redirected accordingly**

11 How to respond to 3.2:

- a. *This Section references a cover page that must be completed and submitted as part of the proposal response?*

**KC: The cover page is attached at the end of this document. It contains the address for mailing, the quantity of sets required as well as the signature line for your company's authorized signing official.**

**Answers as of 11 May 2010:**

12. Section 1.4.2: You are requesting certifications of individuals. Are you also requesting that the qualified vendor be an authorized Nortel & AVAYA reseller with a Partner Advantage Designation and participation in the Product Accreditation Programs for both Avaya and Nortel?

**KC: yes, all submittals should include documentation designating the vendor as an authorized Nortel & AVAYA reseller with a Partner Advantage Designation and participation in the Product Accreditation Programs for both Avaya and Nortel.**

13. Will Kitsap County expect maintenance pricing based upon the model of distributed PBX architecture, as it now stands, with separate PBX systems at all locations, or will the maintenance pricing be based upon a post-upgrade CS1000E environment? Or would you need pricing on both versions?

**KC: yes, the maintenance pricing for the initial portion of this RFP must be based on the model of distributed PBX architecture as it now stands, with separate PBX systems at all locations. Upon upgrade of the communications network, the pricing model will be adjusted.**

14. Will Kitsap County be entertaining Voicemail replacement pricing as part of this RFP to replace the end-of-support Octel, or will that be a separate RFP, with the knowledge that Octel support must then be best-effort?

**KC: No, replacing the voice mail system is not a pricing part of this RFP. However, maintenance of the existing Octel Aria 250, as it is currently configured and connected is part of the pricing.**

15. Per attachment G, the County is requesting the main site be upgraded to CS1000E. Is the intention of the county to retain the TDM endpoints, thereby requiring the continued use of the IPE modules, or convert that entire site to VoIP endpoints?

**KC: Kitsap County's long range plan is to retain TDM endpoints as well as to install, migrate towards and take advantage of VoIP where it can be deemed cost effective and save the County tax dollars. We do not see migrating completely to VoIP endpoints for quite some time.**

16. For the upgrade, how many additional user licenses do you want to keep for future growth? 10 / 20 percent over active, etc?

**KC: Kitsap County's long range plan should be covered by 20%. Pricing should reflect in what groups the user licenses are configured (ie. Group of 8, 10, etc...).**

## **REQUEST FOR PROPOSAL: RFP-2010-120 Kitsap County Telecommunications Support Upgrades**

This proposal consists of 26 pages.

Kitsap County is hereby soliciting competitive sealed proposals from a qualified professional firm to provide the described Private Branch Exchange (PBX) Maintenance Services, complying with all terms and conditions described in this document.

**Proposals will be accepted no later than 3:00 p.m. on Wednesday, 2 June, 2010. Proposals received after this time will not be accepted.**

Mark all documents **RFP-2010-120 Kitsap County Telecommunications Support Upgrades**. Mail or deliver all proposals and accessory documents to:

Kitsap County Courthouse  
Attn: PURCHASING  
RFP-2010-120 Kitsap County Telecommunications Support Upgrades  
619 Division Street  
Port Orchard, WA 98366

Proposals must be manually signed on this Kitsap County form in the space provided below.

**A minimum of eight (8) sets [one signed original and seven (7) copies] of your signed proposal must be submitted.**

Kitsap County reserves the right to accept or reject any or all proposals and to award a contract in the best interests of the County.

I have read the terms and conditions of this request for proposal and submit for consideration the proposal attached including all accessory information. I have not divulged, discussed, or compared the proposal with other Proposers, and have not colluded with any other Proposers.

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Type or Print Signer's Name and Title

\_\_\_\_\_  
City, State, Zip Code

Telephone # \_\_\_\_ - \_\_\_\_ - \_\_\_\_\_

Fax # \_\_\_\_ - \_\_\_\_ - \_\_\_\_\_

### **For Informational Purposes Only**

Please circle the following where applicable: My firm is a certified MINORITY or WOMAN -OWNED BUSINESS ENTERPRISE. Please list the agency(s) you are currently certified with and its expiration date. Attach a copy of your Certification document to this bid.

**Acknowledgement of receipt of this and all ADDENDUM is required**

END OF ADDENDUM #1