Housing Authority of the City of Pittsburgh

Contracting Officer
100 Ross Street
2nd Floor Suite 200
Pittsburgh, PA 15219
(412) 456-5248
Fax: (412) 456-5007
www.hacp.org

September 20, 2018
Cloud Hosted Phone System
RFP #200-17-18

ADDENDUM NO.3

This addendum issued September 20, 2018 becomes in its entirety a part of the Request for Proposals RFP #200-17-18 as is fully set forth herein:

Item 1:   Q: We are not a minority owned business or a woman owned business. Could you please expound upon the requirements for us in light of this?

     A: Please see Section IV Paragraph F in the RFP for the MBE/WBE goals of the Authority:

> **"Proposals submitted in response to this solicitation MUST include an MBE/WBE participation plan which, at a minimum, demonstrates "Best Efforts" have been taken to achieve compliance with MBE/WBE goals. HACP's Procurement Policy defines "Best Efforts" in compliance with MBE/WBE goals to mean that the contractor must certify and document with its bid or proposal that it has contacted in writing at least ten (10) certified MBE/WBE subcontractors to participate in the proposed contract with HACP or lesser number if the contractor provides documentation that ten (10) certified MBE and ten (10) certified WBE contractors could not be identified. Each contractor shall certify as to same under penalty of perjury and shall submit the back-up documentation with its bid or proposal. Any bid or proposal received from a contractor that does not contain such certification and back-up documentation acceptable to HACP may be deemed non-responsive by HACP."**

Item 2:   Q: Also, could you provide more info on section 3 requirements?

     A: Please refer to pages 9-11 section G. Also pages 56-60 Attachment A. Please select a Tier on the Section 3 opportunities plan and submit with your proposal.

Item 3:   Q: I also wanted to ask if the possibility existed for an extension of this RFP or if it was a hard and fast date for September 14? Typically an RFP of this size is usually out for around 30 days so I wanted to ask if that was a possibility.

     A: Please see Item 49.

Item 4:   Q: B.A.1; B.A.2; B.H.21. Cloud VoIP services are typically fully hosted, managed, and maintained by the service provider, and customers never see or interact with the management/administration interfaces. Is this the intent for the service HACP intends to procure? If so, can these items be removed?

A: The Authority expects that the hosted system provider will be responsible for all of the underlying infrastructure. The Authority expects the vendor to take primary responsibility to configure the desktop sets, automated attendants, billing groups, access groups, and users.

The Authority expects that staff will be responsible for the ongoing maintenance of user access, adds/moves/changes of desktop sets, maintenance of the Automated Attendants and other day to day administrative tasks. For these tasks, it is expected that Authority staff have some access to an administrative interface or portal.

Item 5: Q: <u>B.A.7; B. E.8.</u> How many users need to be covered by call accounting and reporting? Can you add a monthly cost line item on the Cost Sheet for this feature?
A: Configure system to provide call accounting for 250 users. Because there may be different methods for charging for call accounting, please include the call accounting charges in the "Additional Costs" section of the Cost Sheet.

Item 6: Q: <u>B.E. 21.</u> To properly size call recording, please specify:
a. Average number and duration of incoming calls
b. Average number and duration of internal calls
c. Just to be clear, HACP requires 100% call recording, correct?
A: HACP will, in the future, record only incoming calls for specific stations or groups of stations for a specified period of time. Vendor should configure the recording system to record up to 2,000 calls per month and store up to 75 hours of audio. After 75 hours of calls the system should overwrite recorded calls always recording over the oldest audio.

The system should allow the Authority to select and protect specific calls which would be protected from being overwritten.

The system should also allow the Authority to download specific or groups of telephone calls from the recording system to a desktop computer.

Item 7: Q: <u>B.E. 29.</u> The features available from a door phone depend heavily on the capabilities of the door phone itself. Is there a specific make/model door phone in use/desired?
A: The door phone interface required is the ability to alert a default or dialed desktop set, to support audio conversation between the door and the desktop set, and to transmit a DTMF and/or digital signal to unlock the door using a single telephone button. HACP is interested in the ability of the system to provide this function. Because HACP primary offices will be moving to a new building shortly after implementation of the selected system, current door lock hardware is not material.

Item 8: Q: <u>B.E. 30.</u> Please specify the make/model of door controllers that would need to interface to the phone system and whether or not they're integrated into HACP's existing phone system as described in the requirement.
A: The goal of this question is to find what options are available from the vendor to control external devices, and specifically door lock controllers. The Authority will be moving our offices shortly after installation of the new system and therefore the current interfaces are not limiting.

Item 9: Q: B.E. 32. Are other channels besides voice desired for emergency notification? E-mail? SMS? Social Media?

A: **The specific requirement described in B.E.32 is a voice dial. Voice notification is included in the reference configuration. Vendor is encouraged to include other notification options in the Feature Function Availability sheet and the cost for same on the Product Price List.**

Item 10: Q: B.E. 33. What level of granularity is required for e911 location information?
To the building?
To the floor/subarea within the building (e.g., 1st FL South)
To the room/cubicle?
As an FYI, trunk providers typically charge a fee per e911 registration

A: **The system should be able to notify e911 to at least the floor/subarea. More specific is better. Vendor is encouraged to describe the e911 information options in the Function Availability Sheet. If there is a fee for e911 that is not included in the per-seat charge, please identify that fee in the "Additional Costs" section of the Cost Sheet.**

Item 11: Q: B.E. 33. Are stations being moved between offices in the same building? Or moved to different buildings?

A: **From time to time stations may be moved between either between buildings. Vendor should note steps required for HACP to register a new physical location for an extension and update the e911 information.**

Item 12: Q: B.E. 48. Please provide details as to if and how the HACP locations are networked. Please include the upload/download speed (Mbps) between sites to the Public Internet

A: **Note that HACP acknowledges that adjustments to current internet configuration may be required to support the telephone system procured. At this time HACP has 200Mbps down/ 50Mbps up service to the public internet and all HACP sites are connected by a 1Gb fiber WAN.**

Item 13: Q: B.E. 52. Please specify the make/model of paging system(s) in use today
A: **We do not currently have a paging system.**

Item 14: Q: Cost Sheet - Smartphone & PC Softclient
Are the smartphone and PC softphone users mutually exclusive? Or would some users require both types of clients? Are these users in addition to the hosted voice seats, or do the hosted voice seats include smartphone/PC softphone users?

A: **The hosted seats include the smartphone and PC software users. HACP anticipates that the smartphone app will be used by most HACP staff as a failover extension at least during business hours. There may be some PC Softphone users who would also use the smartphone app while they're away from their PC.**

Item 15: Q: Cost Sheet DIDs and eFax Numbers
Do the quantity of Direct Inward Dial Numbers include DIDs required for eFax? Or would the DIDs required for eFax be in addition to the 100 DID numbers?

A: **The DID numbers are intended to support voice conversations. eFax support would require additional phone numbers. It is our intention to eliminate physical fax machines.**

Item 16:   Q: Cost Sheet Conference Phones

Should the pricing include or exclude expansion microphones?

A: **Pricing should NOT include expansion microphones. Please include the extension microphones as an a la carte item on the Price List.**

Item 17:   Q: Cost Sheet Hearing Aid Attached Phones

Requirement B.A.4 is states that the phones must be hearing-aid compatible. Please clarify what is meant by 'Hearing Aid Attached Phones'

A: **The desktop sets should be able to attach to hearing aids using a standard or generally available interface.**

Item 18:   Q: Cost Sheet Toll Free Numbers

Page 4 indicates that toll-free numbers should be ported. Please specify the quantity and provide a line item in the Cost Sheet

A: **At this time the Authority has no Toll Free numbers.**

Item 19:   Q: Product Price List

Hosted Seats, Desktop Sets, and Wireless headsets appear on both the Cost Sheet and the Product Price List. What is the distinction between

A: **Cost sheet should show the cost to the Authority for the reference configuration. The Price List will be used to add seats, functions or features over and above the reference configuration. The Price List may show multiple alternative desk sets and headsets and features not included in the reference configuration which the Authority may consider.**

Item 20:   Q: Embedded Tables

Can you please provide all tables required for the RFP response in their original spreadsheet or document form (e.g., Excel, Word, etc.)? References, Feature Function Availability Analysis, Cost Sheet, and Product Price List, etc.?

A: **The documents will be loaded to the web site for download with this addendum.**

Item 21:   Q: Across all of HACP:

a. How many total trunks?

b. How many total toll-free numbers?

A: **We do not anticipate that the new system will require installation of trunks into the Authority. At this point HACP has no toll-free numbers.**

Item 22:   Q: For each of the HACP location, please provide:

a.   Address

b.   Number of employees

c.   DID range

d.   Extension numbering (e.g., 6xx would be a three-digit dial plan with all extensions in the range of 600-699).

e.   Current local/LD carrier

f.   Number of analog phones and paging systems

g.   Number of PRI trunks and channels

h.   Number of analog trunks

A: **The list below shows the current numbers assigned to each location. In addition to these numbers, HACP uses three (3) PRI's, one each at 200 Ross Street, Bedford Dwellings, and 201 Kirkpatrick Street. Note that all HACP offices are connected via a Gb fiber WAN.**

Location	Address	Extensions	Starting Ext	DIDs	
Bedford Dwellings Maint	2255 Bedford	1	1030	412-621-4493	
				412-621-4423	Fax
Bedford Hope Center	2305/3060 Bedford	23	1020	**412-395-3952**	
				412-395-3950	
				412-395-3967	Fax
Allegheny Dwellings Mgmt	1705 Belleau	2	1050	**412-237-0801**	
				412-237-0802	
				412-322-9140	Fax
Allegheny Dwellings #149	1728 Belleau	2	1060	412-231-6007	
				412-323-7124	
Family Self Sufficiency	1205 Liverpool	8	1220	412-231-1015	
				412-231-1016	
				412-231-1673	
				412-322-7517	
				412-322-7519	
				412-322-4817	
				412-322-4826	
				412-322-4834	
Northview Heights Mgmt	525 Mt Pleasant	3	1090	**412-237-0804**	
				412-322-6521	Fax
Northview Heights Garage	647 Mt Pleasant	2	1103	412-323-1426	
				412-323-1427	
				412-323-1374	
Northview Heights Maint	647-2 Mt Pleasant	2	1100	412-323-8142	
				412-323-8146	
				412-323-8139	
Bidwell Highrise Mgmt	1014 Sheffield	2	1150	**412-237-0811**	
Pressley Highrise Mgmt	601 Pressley	3	1170	412-237-0822	
				412-237-0823	
				412-237-0824	
				412-322-6914	Fax
Carrick Regency	2129 Brownsville	2	1460	**412-881-1635**	
				412-881-1637	

				412-881-4612	Fax
Brookline Terrace	920 Brookline	1	1400	412-531-3774	
				412-481-3731	
				412-531-2185	Fax
Gauliteri Manor	2125 Los Angeles	1	1470	412-561-5038	
				412-343-2214	
				412-343-8711	Fax
Glen Hazel Heights Mgmt	945 Roselle	2	1330	**412-421-6418**	
				412-421-6419	
				412-421-4754	Fax
Glen Hazel Heights Maint	895 Johnson	2	1320	412-422-2890	
				412-422-2955	
				412-421-4754	Fax
Murray Towers	2825 Murray	2	1310	**412-421-6411**	
				412-421-5510	
				412-421-4839	Fax
South Oakland Hirise Mgmt	3206 Niagra	1	1419	**412-687-8643**	
				412-687-4037	Fax
Morse Gardens Hirise Mgmt	2416 Sarah	1	1450	**412-481-3742**	
				412-481-9076	Fax
Arlington Heights Mgmt	3123 Cordell	2	1040	**412-481-3586**	
				412-481-3595	
				412-432-0146	Fax
Homewood North Maint	10 Albertice		1200	412-881-1635	
				412-881-1637	
				412-241-5285	
Allentown Hirise	801 E Warrington	4	1410	**412-481-3731**	
				412-481-0743	
				412-481-3737	
				412-481-5879	
				412-481-8926	Fax
Mod/Dev	100 Ross St	50	6000	412-456-5020	
Compliance			2500	412-456-5282	
Occupancy			4500	412-456-5030	
Procurement			8500	412-456-5116	

Central Facilities	201 Kirkpatrick	23	3010	421-456-5226
Engineers			3020	
Pest Control/Misc			3030	
Storeroom			8545	
Inventory			8530	
Executive	200 Ross St	105	2125	
Finance			2150	412-456-5022
MIS			2200	412-456-5100
Communications			8000	
Legal			7000	412-456-5015
Section 8			4000	412-456-5090
				412-456-5111
Section 8 Inspectors			4000	
Operations			2250	
Homeownership			2300	
Asset Management			2400	
Personnel/HR			6500	412-456-5085

Item 23: Q: For training, is there a central location in which the training will be performed? Or will training need to be performed at each location?

A: **The Authority will work with the successful Offeror to find a training location with sufficient seating and parking. Initial training should not require training at each of the of the HACP sites.**

Item 24: Q: Please specify the make(s) and model(s) of the Ethernet switches HACP intends to use to support the Cloud VoIP system

A: **HACP currently uses Alcatel switches. However, the Authority is evaluating an infrastructure update which may cause the Authority to change switch manufacturers.**

Item 25: Q: Can we assume that the HACP's POE switches will be allow DHCP options and/or LLDP-MED to be configured per our specifications to allow the IP phones to discover various parameters such as the cloud voip server's IP address, voice vlan ID, etc?

A: **Vendor can assume that the HACP POE switches will allow DHCP and VLAN options to be configured to support the telephones.**

Item 26: Q: Please detail any processes and procedures to access HACP locations that must be undertaken for technicians that will be performing the on-site installation (e.g., background checks, government ID, hours that installation work would be able to be performed, escorts required, etc.)

A: **HACP does not have any special security requirements for vendor staff. Vendor will be expected to stand by the actions of their staff should issues arise with their performance.**

Item 27: Q: Can the configuration and placement of all desk handsets and conference room phones be performed during business hours?

A: **Configuration and placement of desk handsets and conference room phones can be performed during business hours. Vendor will be expected to comply with schedule for installation negotiated as part of the planning for installation**

Item 28:   Q: Can HACP locations be cut over to the new Hosted VoIP system during business hours?

        A: Cut over will be negotiated and scheduled as part of the installation planning process. It is likely that actual cut over will be scheduled after business hours.

Item 29:   Q: Can you provide a list of the questions and fee sheet in a word document formant so that we may easily add our responses?

        A: The spreadsheets will be posted on the web site with this addendum.

Item 30:   Q: Can you confirm the list of phone numbers you want to keep and the carrier they belong to, also how many toll free numbers?

        A: HACP currently has no toll free numbers.

Item 31:   Q: Can you confirm if any of the existing phone numbers are in a long term contract? Who will pay the porting fees if they are ported to another carrier if the circuit is still in contract?

        A: HACP is not aware of any numbers under long term contracts. Should a carrier impose conversion fees due to long term contract, HACP will be responsible for those fees.

Item 32:   Q: How many users require eFax services?

        A: Note that the Fee Sheet shows 50 fax machine licenses. HACP has estimated a need for 50 unique fax numbers. The estimate is further that between 75 and 100 persons should be configured to receive notification of received faxes and that all hosted users should be able to send outgoing faxes.

Item 33:   Q: How much bandwidth is the HACP using on average for internet and how much is allowed?

        A: Please see response to Item 12.

Item 34:   Q: Can HACP provide the addresses and phone numbers for the locations where the phones will be installed?

        A: Please see response to Item 22.

Item 35:   Q: On the Cost Sheet, there are entries for Hosted Voice Seats, Smartphone Application License, and PC Softphone License. We have different levels of Hosted Voice Seats and the Softphone and Smartphone Licenses are included with one of our levels of Seat. Can the Hosted Voice Seat line be divided depending on whether or not the mobile/PC feature is needed?

        A: Recommend that the Vendor shows the base cost for a hosted seat in the hosted seat line and the incremental cost to upgrade to plans including additional functions in the lines showing those functions.

Item 36:   Q: Do the "Hearing Aid Attached Phones" and "Hearing Impaired Phones" mean hearing aid compatible?

        A: HACP is interested in features available to address issues of the hearing impaired. Features should include the ability to connect hearing aids using a standard interface. Features might also include desktop sets with volume adjustable speakers, lighted indicators for desktop set functions as well as other features.

Item 37:   Q: Can you give some direction on what is meant by "Vision Impaired Phones"?

A: HACP is interested in what features are available to address issues of the Vision Impaired. Features might include large key desktop sets or voice call notification and voice activation.

Item 38:   Q: Can you please expand more on how Twillo is used with the current phone system? What exact features are required? Reference requirements B.L.3
    A: HACP has a Twillo application which reads to the caller waiting list status information and current data. The only participation of the current telephone system is to forward calls from the automated attendant to the Twillo number.

Offeror should include in the description functions provided by Offeror which might replace the existing Twillo application and/or ability of Offeror's system to handle the transfer of calls to Twillo.

Item 39:   Q: What are the requirements for the Call Center 15 seats. Voice , email And or Chat queuing, skills based call routing, voice recording, user defined reporting
    A: The Call Center seats require voice queueing and call distribution based on available attendants. Call Center should also be able to notify caller of location in queue, play a message periodically offering the ability to exit the queue and leave a message for call back.

Item 40:   Q: Will the call center staff connect to any 3rd party CRM applications. Will the contact center staff be required to make outbound calls based off of a database.
    A: At this time the Call Center calls are all inbound and there is no database interface. However, Offeror is encouraged to describe functions available to the Authority which may assist HACP in streamlining our operations.

Item 41:   Q: Did you provide a Visio or diagram of the current Lucent design.
    A: A high level image of the HACP WAN is attached to this Addendum. While the image shows a star configuration, the WAN is a mesh.

Item 42:   Q: Do you require Auto Attendants for each site or are all 30 required at the main location.
    A: The Auto Attendant should provide a tree where the main HACP number will enter at the top of the tree and DID numbers at each site will enter the tree at the site level. The system should be able to schedule Auto Attendant setting changes for both the entire tree and for specific tree branches. For instance, the Auto Attendant should be set at the tree level to switch from the after hours settings to the business day settings at 8:00 am each business day. However, the Auto Attendant for the Information Technology Department should switch to the business day settings at 7:00 am.

Item 43:   Q: How are the sites connected today is there a VLAN or direct data connection
    A: All sites are connected via fiber. There are VLAN settings for some sites. All Sites are currently behind a single HACP firewall.

Item 44:   Q: The 50 eFax numbers – today about how many faxes are being received or sent per location monthly (greater or less than 500 pages per month?) If you have a more specific number that would be great.
    A: My best estimate is that most sites receive between 500 and 1000 pages per month.

Item 45:   Q: Is the emergency notification dialer a must have feature in the cloud environment.
              A: **The dialer will be used to contact our residents and clients in the case of emergency. If the Offeror is unable to provide the service HACP will consider options to provide the service from a third party when evaluating the Offeror proposal.**

Item 46:   Q: Exhibit A references onsite professional installation, The set-up of PC softphones, will HACP staff load the PC software. Will HACP provide information on the PC's i.e. Running software and applications.
              A: **HACP staff will install the PC software on HACP desktops. HACP is currently running Windows 7 and Windows 10 on desktops.**

Item 47:   Q: The RFP requirement is for 330 Seats/Endpoints. Is there any requirement to support growth or organizational expansion and if so what is suggested or recommended in terms of expansion
              A: **HACP staff levels have been stable for a number of years and we anticipate that that will continue into the future.**

Item 48:   Q: Must desktop sets provide 1Gb switch pass through on switches.
              A: **Yes, HACP expects that any new desktop sets will provide 100Mb, 1Gb switch pass through.**

Item 49:   The proposal due date is changed to October 9, 2018, time and location remain unchanged at 11:00 AM, at the HACP Procurement Dept., 100 Ross St. 2nd Floor, Suite 200, Pittsburgh, PA 15219.

END OF ADDENDUM NO. 3

Mr. Kim Detrick   9-20-18
Procurement Director/Chief Contracting Officer   Date