

April 6, 2016

**QUESTIONS AND ANSWERS (1)**

Request for Proposal: RFP # 16-05-05

Description: Telephone System Consulting Services

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- 1. Does the City of Roanoke (the City) envision that the IT department will assume responsibility for the new voice telecommunications system, or will a third party still be responsible?**

**Answer:** Yes – City’s Department of Technology

- 2. Will there be a pre-proposal conference or conference call and associated site visit?**

**Answer:** No

- 3. Is the City predisposed toward a particular solution, such as premises-based, hosted, cloud, or some combination of solution(s)?**

**Answer:** No

- 4. Is the City predisposed to a particular manufacturer’s solution?**

**Answer:** No

- 5. Will E911 systems and dispatch be included in this project?**

**Answer:** No

- 6. Should a local area network (LAN) or wide/metropolitan area network (W/MAN) assessment be included in the statement of work (SOW)?**

**Answer:** Yes

- 7. Will this solution RFP be limited to a certain quantity of bidders for the recommended best-fit solutions, or will it be totally open and competitive?**

**Answer:** The RFP will be open to all interested vendors.

**8. If the latter, can/will the City limit the number of potential bidders?**

**Answer:** No.

**9. What are the City's primary reasons for moving to a new voice telecommunications system?**

**Answer:** The City's existing PBX System is reaching end of life

**10. In Phase 2, does the deliverable include a full text report, which will add to the pricing, in addition to the PowerPoint briefing?**

**Answer:** Yes

**11. Does the City have an IT and/or voice telecommunications strategic plan that it will share?**

**Answer:** In process – Cannot be released currently

**12. Is or has the City developing/developed a business strategic plan?**

**a. What role wills information communications and technology (ICT) play?** Support Role

**b. Has the City identified any remote or multi-location applications?** We have several sites – Some on PBX and some on Centrex

**c. Does the strategic plan address improved technology to control costs and /or reduce full time equivalent (FTE) positions?** No

**d. Will IT control voice and video applications?** Yes

**13. Does the City have an overall business/mission strategic plan that it will share?**

**Answer:** <http://www.roanokeva.gov/documentcenter/view/964>

**14. What is the status of the City's physical infrastructure, i.e., cabling, closets, switches, main/intermediate distribution frames, etc.?**

**a. Is it the intention of the City to have all cable infrastructure locations inspected as part of this project or representative sample locations?** Yes

**b. Does the City have up-to-date inside/outside plant cable records available for review?** Partial

- c. **How many network/telephony closets/rooms are to be included for inspection and reporting?** Approximately 40

15. **What is the status of the City's data network?**

- a. **QOS-capable?** Yes  
b. **POE-equipped?** Yes  
c. **Component inventory available?** Yes

16. **Will the City give preference to local or VA-based consultants?**

**Answer:** No.

17. **As of March 29<sup>th</sup>, have any amendments been issued for this RFP?**

**Answer:** No.

18. **Can we get on a list to be sent any amendments that are issued?**

**Answer:** Amendments are publicly posted under the solicitation name/number under the Current Bids link on the following web page: [www.roanokeva.gov/purchasing](http://www.roanokeva.gov/purchasing).

19. **Is the City in the process of creating a new facility or system?**

- a. **Is the City acquiring or building new facilities?** Yes  
b. **What role will voice and video applications have in the City's business activities?** Significant  
c. **Do current connections with multiple remote locations provide satisfactory and seamless voice telecommunications?** Yes  
d. **Is this an opportunity to provide improved inter-departmental communications through the use of technologies, such as unified communications (UC), video, enterprise-wide messaging, collaboration, mobility, and/or presence?** Yes

20. **Will the City provide a count of the total number of devices on the system and the total number of employees served by the system?**

**Answer:** Estimates - 1,314 system devices for PBXs, which includes 1,220 digital and 94 analog stations, 103 DID blocks 27 centrex analog lines, which estimates are 300 devices – Approximately

1,600 employees around the City (not all have phones)

21. **Is the City requesting Offerors to propose a fixed fee for each phase of the project or an estimated number of hours for each phase of the project or is the City interested in understanding the Offeror's skills, qualifications, experience and hourly rate prior to embarking on negotiations regarding scope?**

**Answer:** Combination understanding the Offeror's skills, qualifications, experience and hourly rate prior to embarking on negotiations regarding scope. Phase II - an estimated number of hours after Phase I. Phase III and IV are optional and will be negotiated if we decide to proceed.

22. **Would the selected Offeror for the consulting services be excluded from the building process and contract for the resulting supplier of actual products and services derived from the consulting phase of this procurement process?**

**Answer:** Offerors should refer to Section 2.2-4373 of the Code of Virginia regarding participation in bid preparation and limitation on submitting for the same procurement.