

**GULF COUNTY**  
**VOICE COMMUNICATIONS SYSTEM**

**RFP 1516-16**

**(March 31, 2016)**

**ADDENDUM #1**

**AND**

**(April 18, 2016)**

**ADDENDUM #2**

1.3 SCHEDULE OF EVENTS

Question Period Ends

4:30 p.m. on **April 28, 2016**

All questions should be submitted in writing via email to Lynn Lanier ([llanier@gulfcountry-fl.gov](mailto:llanier@gulfcountry-fl.gov)), technical questions to Dennis Barfield ([dbarfield@gulfcountry-fl.gov](mailto:dbarfield@gulfcountry-fl.gov)) and a copy to the Gulf County Clerk’s Office ([lroberts@gulfclerk.com](mailto:lroberts@gulfclerk.com)).

RFP Deadline

4:30 p.m. on **May 6, 2016**

All RFPs shall be delivered in a sealed envelope to:  
 Gulf County Clerk of Courts office, Room 149  
 Gulf County Courthouse  
 1000 Cecil G. Costin, Sr. Blvd  
 Port St. Joe, FL 32456

Proposals Opened

10:00 a.m. on **May 9, 2016**

Gulf County Clerk of Courts office, Room 149  
 Gulf County Courthouse  
 1000 Cecil G. Costin, Sr. Blvd  
 Port St. Joe, FL 32456

1.9 OVERVIEW OF CURRENT ENVIRONMENT & REQUIREMENTS:

1.9.1 LOCATIONS, USERS, TRUNKING, VOICE MAIL AND UNIFIED MESSAGING

(Vendor) understands that Gulf County currently has the location and number of phones and faxes as shown in the chart below. All phone and cordless users require Voice mail and Unified Messaging. All Phones are to be quoted as IP so the County can maintain one cabling infrastructure. Note power for IP phones must be included in your proposal unless already in place. It is the Vendor’s responsibility to assess in place equipment during the “Walk Through”.

**NOTE: There are several of the extended locations that do NOT currently have service. These are marked with an asterisk (\*) and may or may not be initiated. The (Vendor) will need to include a separate quote for these locations and understand and agree that they are not guaranteed as part of the main proposal agreement, only as a supplementary location, if chosen by the County.**

The following is a listing of the current locations/departments and the requested quoted number of items needed for the system:

1000 Cecil G. Costin Sr., Blvd.	(#) Phones Phone Number	(#) Faxes Fax Number	Conf. Devices	Expansion Modules
Building Department	(4) 229-8944	(1) 229-7873	(0)	(0)

	8502272389			
	8502272390			
	8502272391			
	8502272392			
County Administration	(6) 229-6106 8502272380 8502272382 8502272383 8502272384 8502272386 8502272388	(1) 229-9252	(2) 8502272381  8502272381	(0)
Grants/EDC	(2) 229-6144 8502272393 8502272394	(0)	(0)	(0)
Human Resources	(1) 229-5335 8502272366	(1) 229-5334	(0)	(0)
Planning	(1) 227-9562 8502272395	(1) 229-9563	(0)	(0)
Veterans Services	(1) 229-6125 8502272365	(1) 229-7180	(0)	(0)
Restore Coordinator	(1) 229-6106 8502272396	(0)	(0)	(0)
IT	(2) 229-6106 8502272385 8502272379	(0)	(0)	(0)
Maintenance Building	(1) 229-6251 8502272364	(1) 227-3734	(0)	(0)
Emergency Operations Center	(#) Phones Phone Number	(#) Faxes Fax Number	Conf. Devices	Expansion Modules
EM	(18) 229-9110 8502272344 8502272345 8502272346 8502272347 8502272348	(1) 229-9115	(2) 8502272355 8502272350	(1) Cordless Phone option instead of Expansion Module 8502272340

	8502272349			
	8502272351			
	8502272352			
	8502272353			
	8502272354			
	8502272356			
	8502272357			
	8502272358			
	8502272338			
	8502272339			
	8502272359			
	8502272363			
	8502272343			
911	(1) 229-9110 8502272342	(0)	(0)	(0)
Dispatch	(3) 227-1115 8502272738 8502272734 8502272735	(0)	(0)	(2) 8502272734 8502272735
GIS	(1) 229-6145 8502272368	(1) 866-402-1692	(0)	(0)
EMS	(2) 229-8002 8502272360 8502272362	(1) 227-3862	(0)	(0)
<b>Gulf County Courthouse</b>	<b>(#) Phones Phone Number</b>	<b>(#) Faxes Fax Number</b>	<b>Conf. Devices</b>	<b>Expansion Modules</b>
Clerk of Courts – Courthouse	(8) 229-6112 8502272300 8502272302 8502272314 8502272310 8502272316 8502272306	(1) 229-1990	(0)	(2) 8502272300 8502272302

	8502272307			
	8502272308			
Clerk of Courts – Finance	(7) 229-6112	(0)	(0)	(0)
	8502272317			
	8502272311			
	8502272312			
	8502272313			
	8502272301			
	8502272309			
	8502272305			
Clerk of Courts – Recording	(3) 229-6112	(0)	(0)	(3)
	8502272303			8502272303
	8502272304			8502272304
	8502272315			8502272315
Clerk of Courts – Vault	(0)	(1) 229-6174	(0)	(0)
Property Appraiser	(6) 229-6115	(1) 229-6661	(0)	(0)
	8502272320			
	8502272321			
	8502272322			
	8502272323			
	8502272324			
	8502272319			
Tax Collector	(10) 229-6116	(2) 229-9224	(0)	(0)
	8502272325	229-5304		
	8502272326			
	8502272327			
	8502272328			
	8502272329			
	8502272330			
	8502272331			
	8502272332			
	8502272333			

	8502272334									
States Attorney	(8) 229-6131 8502272369 8502272370 8502272371 8502272372 8502272373 8502272374 8502272375 8502272376	(1) 229-1074	(1) 8502272377	(2) 8502272370 8502272371						
Public Defender	(4) 229-9600 8502272335 8502272336 8502272337 8502296116	(1) 229-9602	(0)	(0)						
Judges	Phone Line Only with DID #'s below. Use Polycom Phones <table border="1" data-bbox="597 1255 808 1444"> <tr> <td>LINE 1</td> <td>8502271141</td> </tr> <tr> <td>LINE 2</td> <td>8502271447</td> </tr> <tr> <td>LINE 3</td> <td>8502295362</td> </tr> </table> 8502272317 8502272318	LINE 1	8502271141	LINE 2	8502271447	LINE 3	8502295362	Fax Line Only 227-1142	(0)	(0)
LINE 1	8502271141									
LINE 2	8502271447									
LINE 3	8502295362									
Sheriff's Office	(10) 227-1115 8502272727 8502272728 8502272729 8502272730 8502272731 8502272732	(1) 227-2097	(0)	(5) 8502272727 8502272728 8502272729 8502272736 8502272737						

	8502272733			
	8502272736			
	8502272737			
	8502272739			
<b>Jail</b>	(7) 227-1124	(1) 227-1128	(0)	(0)
	8502272720			
	8502272721			
	8502272722			
	8502272723			
	8502272724			
	8502272725			
	8502272726			
<b>1001 10<sup>th</sup> Street</b>	<b>(#) Phones Phone Number</b>	<b>(#) Faxes Fax Number</b>	<b>Conf. Devices</b>	<b>Expansion Modules</b>
Public Works	(7) 227-1401	(1) 229-9521	(1)	(2)
	TBD		TBD	TBD
	TBD			TBD
	TBD			
Mosquito Control	(1) 227-3696	(0)	(0)	(0)
<b>151 &amp; 153 N. 3<sup>rd</sup> Street, Wewa</b>	<b>(#) Phones Phone Number</b>	<b>(#) Faxes Fax Number</b>	<b>Conf. Devices</b>	<b>Expansion Modules</b>
Clerk of Court – Courthouse	(1) 639-2175	(1) 639-2178	(0)	(0)
	8502272276			
Tax Collector	(2) 639-2655	(1) 639-6977	(0)	(0)

	8502272209			
	8502272203			
<b>232 E. Lake Avenue</b>	<b>(#) Phones Phone Number</b>	<b>(#) Faxes Fax Number</b>	<b>Conf. Devices</b>	<b>Expansion Modules</b>
Extension Service	(4) 639-3200	(1) 639-3201	(1)	(0)
	8506393224		8502272207	
	8502272204			
	8502272206			
	8502272208			
<b>150 Captain Fred's Place (*)</b>	<b>(#) Phones Phone Number</b>	<b>(#) Faxes Fax Number</b>	<b>Conf. Devices</b>	<b>Expansion Modules</b>
TDC	(8) 229-7800	(1) 229-2458	(1)	(1)
<b>401 Long Avenue (*)</b>	<b>(#) Phones Phone Number</b>	<b>(#) Faxes Fax Number</b>	<b>Conf. Devices</b>	<b>Expansion Modules</b>
Supervisor of Elections	(7) 229-6117	(1) 229-8975	(0)	(0)
Sheriff's Office	(6) 227-1160	(1) 227-1180	(0)	(0)
Extension Service	(1) TBD	(1) TBD	(0)	(0)
<b>237 W. River Road (*)</b>	<b>(#) Phones Phone Number</b>	<b>(#) Faxes Fax Number</b>	<b>Conf. Devices</b>	<b>Expansion Modules</b>
Wewa EMS	(2) 639-9921	(1) 639-9707	(0)	(0)
<b>240 Honeyville Park Road (*)</b>	<b>(#) Phones Phone Number</b>	<b>(#) Faxes Fax Number</b>	<b>Conf. Devices</b>	<b>Expansion Modules</b>
Honeyville Comm. Center/EOC	(3)	(1) TBD	(0)	(0)
<b>TOTALS</b>	149 -27 = 122	29 - 6 = 23	8 -1 = 7	17 -1 = 16

1.9.2 REQUIREMENTS

(Vendor) understands that Gulf County requires the following items are met or exceeded:

Gulf County seeks a solution that integrates its communications system with a Voice over Internet Protocol (VoIP) integrated voice system. **All existing telephones should be replaced with IP phones that support basic telephony features.** An employee should be able to log in anywhere on or off the company network (home phone or cell phone) and automatically receive calls without administrative intervention. Also, any system proposed should accommodate a failover option to POTS lines and PSTN capabilities should the PRI Service or WAN experience an interruption.

Gulf County requires that any system have the capability to service remote locations with the same features and functionality as the main office should the need arise. Each location should be able to access all the features and functionality available at the main site even in the event of a service interruption. System directories, class of service for telephony capabilities, trunk group access, should apply to all locations. The optional locations are noted in the table above in **MAGENTA.**

## 2.0 EXECUTIVE OVERVIEW

### 2.2.3 DESCRIBE HOW THE SYSTEM INTEGRATES WITH VOICE SERVICES WITH THE CONVERGED INTERNET PROTOCOL NETWORK INCLUDING THE USE OF STANDARDS AND THE SUPPORT FOR ~~ANALOG AND~~ IP ENDPOINTS FOR USERS, MODEMS, FAX MACHINES, ETC.

RESPONSE:

Complete Power failure, with no UPS backup

RESPONSE:

IP Phones

RESPONSE:

## 3.6 STATION HARDWARE

### 3.6.1 DOES THE SYSTEM SUPPORT THE FOLLOWING TYPES OF USER EQUIPMENT?

EQUIPMENT	YES	NO	OPTIONAL
<del>Analog Telephones (2500 Type)</del>			
IP Telephones			
Proprietary Digital Phones			
Modems			
Fax Machines			

### ~~3.6.2 PROVIDE A DESCRIPTION OF EACH ANALOG TELEPHONE PROVIDED WITH THE PROPOSED SYSTEM~~

RESPONSE:

### ~~3.6.3 PLEASE SPECIFY THE POWER REQUIREMENTS FOR EACH ANALOG TELEPHONE AND IF THEY REQUIRE LOCAL OR CLOSET POWER. ON POWER FAILURE IS THE TELEPHONE DISABLED OR ARE SUPPORT SERVICES SUCH AS LCD/LED DEVICES DISABLED?~~

RESPONSE:

## QUESTIONS FROM PRE-BID CONFERENCE

- 1. With regards to analog phones/lines.** In addition to wanting some sort of analog adapter for faxing and considering cloud faxing capabilities, we discussed the analog needs for other locations like the elevator, fire panel, etc. The question is, can you provide details as to all of the other analog phone locations? Also is there a preference towards having these on POTS lines separate from the VoIP solution, or would you prefer the inclusion of a gateway device that will allow you to easily connect multiple analog devices to your VoIP solution? Another option would be a combination of both, a gateway device and POTS line connected to the VoIP system. This would allow you to very easily connect analog devices to the VoIP solution, and give another layer of redundancy in case the WAN connection(s) went down. With this scenario should the WAN go down, though the VoIP solution would work in a diminished capacity with regards to inbound and outbound dialing, calling capabilities would still exist, especially for things like 911, elevator phones, etc. **Our analog phones now have their own numbers for the following: Elevator is 850-229-1053 and Fire Alarm is 850-229-1051. Please note that these numbers are monitored. The fire alarm is on contract with a security company and the elevator rings directly to our dispatch. On the faxing capability, I will entertain any options available.**
- 2. DID porting.** To ensure porting capability, can you provide a list of all of the DID numbers to be ported to your new VoIP solution? Are you going to require the ability to port the existing numbers? (I do not recall seeing this in the RFP, but am not sure if you are willing to entertain a solution from a vendor that cannot port your existing numbers. This could potentially mean you would have to secure all new numbers). **I am NOT in favor, nor do we intend to get new numbers. Current DID numbers are listed above.**
- 3. Bidders List.** I assume that since today's pre-bidders conference was mandatory, that no one not in attendance will be allowed to submit a proposal for consideration. Can you confirm that, and to that end, can you share a list of the interested vendor's who will be allowed to compete this opportunity? **The companies represented in the mandatory pre-bid that are allowed to bid are: Fairpoint, Mediacom, AT&T Avaya, Maxis360 and Voice Carrier.**
- 4. Questions and Answers.** Will you be sharing the additional questions asked from the other interested vendors with everyone who was in attendance today? There were some good questions asked today, which in turn led to more even better questions. My hope is that by seeing what everyone is asking, and your responses, that I can ensure that our proposal is for an near the exact solution you are looking for as my company can provide. **These are the only questions asked so far. I have extended the deadline and due date, so I will continue to add addendums as/if questions come in. Please check the website often for updates and I will email everyone addenda as they are completed.**

## **ADDENDUM #2: issued April 18, 2016**

**The following questions have been asked and answered for clarification.**

1. Is there a more detailed diagram of the fiber optic facilities that shows the location of the fiber MUX and the number of fiber strands to each building? **No. There are 4 pair per pull with two pulls at each location, I believe.**
2. Is the fiber multi-mode or single mode? **Multi-mode**
3. The RFP shows an inventory of Polycom Sound Point IP 650 phones. What are the Polycom IP 650s used for currently? **Those were purchased by the Court System and operate in the Judges offices, indicated in the bid as "phone line only". They are owned by the courts.**
4. Does the County want to re-use these Polycom devices on the new platform if they can be re-imaged with SIP firmware and are compatible? **If pricing and contracting allow, yes.**
5. RFP item 3.6.2. Does Gulf County have existing analog telephone devices on the current system, if so how many, and would the County want to reuse them on the new platform or should the bidder replace all analog telephones? **Analog phones that are now used are for faxes and fax lines. There are only two analog lines that are maintained by the County in the courthouse and they will remain analog, not on the system. The analog lines in other locations would need to be the same numbers ported to VOIP.**
6. What is the current email platform, ie; MS Exchange, Lotus Notes, Gmail, etc.? **MS OneDrive**
7. One proposed configuration requires replacement of the switches used for voice service. Will Gulf County accept a proposal which replaces these switches with managed switches as part of the price of the proposal? **The proposals have been bid where the County maintains everything from the equipment room on. If pricing deals are available, we will look at it, but that's not preferable, unless the maintenance/repair can be tied down as well.**
8. Is there existing overhead paging in any of the buildings and what is the manufacturer of the paging interface/controller? **Not currently available. We have been told we have this with AT&T, in our current system, but need to activate it.**
9. Is there a requirement for a Central Answering/Attendant Console position and if so, how many positions? **Not one central attendant. We have historically handled those within each office as needed and used the expansion modules.**
10. Do the Conference devices specified requires extension microphones for large conference room environments? **Only two of those would need to be an "option".**
11. What is the required range of the cordless phone specified for the Emergency Operations Center? **I'm not sure but would assume anywhere in the EOC building which is approximately 300 sf. The current device is an Aastra cordless and works well.**
12. Is the cordless phone necessary or would a wireless headset suffice? **Cordless is preferable, but will accept offers if cordless isn't available.**