



**RFP #DPL-CL-1906
Addendum #3**

Date: January 3, 2019

RFP #: DPL-CL-1906

RFP Description: VOIP Telephone System for Detroit Public Library

Due Date: January 15, 2019 @ 2:00 p.m.

Return To: DETROIT PUBLIC LIBRARY
Purchasing Department
5201 Woodward Avenue
Detroit, MI 48202

Please be advised that due to a building emergency, the Purchasing Offices were closed from December 19th through December 21, 2018. Due to this closure, there was a delay in compiling the responses to questions raised during the pre-proposal conference held on December 19, 2018. Therefore, this Addendum #3 shall provide for an extension of the due date for proposals. All proposals are now due on or before **2:00 p.m., local time, January 23, 2019**. Additionally, please see the responses to questions raised during the pre-proposal conference:

1. Will Detroit Public Library use existing phones? Can you furnish a list of Mac addresses?
Response: Yes, DPL will use existing phones. Mac addresses will be provided to the successful vendor, after award.
2. Is there a list of make/model of phones currently being used by the Library?
Response: The list is included in the RFP
3. What are the requirements for support?
Response: DPL requires support of the existing hardware. If there is an outage, all phones shall be restored within 48 hours. DPL does have an inventory of hardware on-hand, should there become a need to replace some phones.
4. What is DPL's internet speed?
Response: DPL has a 10G network project underway however, there is currently a mixture of internet speeds. The speeds are not less than 1 G or more than 20 MB.

5. Does DPL have PRI or SIP trunking?
Response: DPL currently has a hosted solution, which is currently on a month-to-month extension.
6. How are the 36 Pot lines used?
Response: The lines are currently used for security and faxing. DPL may consider moving the fax to email however, the POT lines will continue to be maintained as lines to the elevators.
7. Does DPL have single or double Ethernet drops at each station?
Response: In many cases, we have changed from phone ports to the PC.
8. How are calls to the main line handled?
Response: The main number has a call tree; IS has a goal to reduce the length of trees however, due to TIP Service, we have to ensure this change does not impact the ability to provide this service. Some departments have merged throughout the Library system however, 313-481-1300 is the main number and calls are routed within the library.
9. How many users are needed for contact center?
Response: Perhaps 20 agents should be available
10. Is DPL open to phone replacement, if it is built into proposal costs?
Response: DPL is not opposed to this as a proposal, but a significant investment was made into the current Cisco phones being used. There would have to be a business case proposed if this is a change included in your proposal.
11. Will DPL entertain two proposals, one with new phones and one using the existing hardware?
Response: Yes
12. Call Center-Is functionality required as part of the base bid initially?
Response: Yes, 6 or 7 agents and 2 supervisors
13. Can you provide an editable version of Exhibit C?
Response: Yes, see attached
14. Are there phones and POT lines at all locations?
Response: Yes
15. POT Lines-Is there an expectation that alarm lines be provided via voice?
Response: Alarm lines may be removed from the POT lines. Every location has 2 POT lines; DPL needs a way to deal with emergency calling. DPL may convert one of the POT lines used for faxing and use it for emergencies.
16. Does DL want all locations on a single domain? Single bill?
Response: Yes, DPL is one organization and we are looking for seamless 4-digit dialing for all locations.
17. How many call paths are there between all users and locations?
Response: There are approximately 40-60 concurrent calls.

18. What does the capacity of simultaneous conversations refer to?

Response: The proposals should build in allowances for future call path needs.

Inbound and outbound calls use the call paths and the successful proposal will provide for the possible conferencing capabilities.

All other instructions and provisions of the RFP remain unchanged.

This addendum shall be acknowledged and included with your bid response. Please be advised that failure to acknowledge this addendum may result in rejection of your bid.

Acknowledgement

Date