DETROIT PUBLIC LIBRARY

RFP #DPL-CL-2001
Addendum #2

Date: September 12, 2019

RFP #:   DPL-CL-2001

RFP Description: VOIP Telephone System for Detroit Public Library

Due Date: September 25, 2019 @ 2:00 p.m.

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

Please see the responses to questions submitted by the question deadline, September 9, 2019 at 2:00 p.m.:

1. **Noticed that the paragraph about Unified Messaging, previously in Section 5: Scope of Work of RFP DPL-CL-1906 is no longer in this version of the RFP. Was this intentionally left out? Does the Library no longer require the capability to send a user's voicemails to the user's email account?**

   Response: The advertised RFP is for the current needs of the Library.

2. **Is the only thing that changed between RFP DPL-CL-2001 and RFP DPL-CL-1906 is the Cost Proposal/Appendix D/Fee Structure? (and the omission of the paragraph above)**

   Response: There have been changes made to the Scope of Work. Any changes are reflected in the current RFP and all proposals should be in response to the Scope of Work in this RFP.

3. **Need to know how many users will use the Call Center as it will cost extra per user?**

   Response: 6 current users in our system

4. **What specific "call center" features are desired?**

   Response: Circular group policy, overflow routing policy, and the ability to park calls.

5. **Please provide an example call tree routing/menu-**

   Response: Detroit Public Library has 22 branches as well as other services options. Call tree should reflect branch listings and service options.

6. **What are your current Office 365 or Exchange usage/licensing**

   Response: While we have a full Office 365 academic license, this option is not yet deployed in the current environment.

7. **What is your current Voice Mail and Email integration?**

   Response: Feature is part of the current service options but limited in use. Access to setup is through our Hosts portal.

8. **Will there be any remote softphone users? How many?**

   Response: No

9. **On April 4th the contract was awarded to Telnet and on June 5th the award was cancelled. Please explain why you were not able to come to contract with Telnet?**

   Response: The prior RFP was cancelled because the 90-day award period lapsed and DPL was unable to finalize the contract prior within the 90 days.

10. **How was our previous proposal rated? Where did it fail to meet your needs?**

    Response:

Criteria	*Possible Points*
Proposed Fees	40
Technical Solution	30
Project Approach	20
Experience and Qualifications	10

11. **Who is the current provider of you hosted phone system?**

    Response: Telnet

12. What are the 36 POTs lines for?

Response: Emergency POTs and fax usage

13. You are requesting to reuse your existing phone, but then are requesting pictures and user guides of the phones that we are proposing. Please clarify?

Response: The guide request is informational only.

14. Appendix D calls for 100 Virtual numbers. Please explain what these will be used for?

Response: DPL still maintains old 313 833 XXXX numbers that are virtually routed to the new 313 481 XXXX numbers.

15. Please clarify FXS 50?

Response: The FXS 50 connectors are what we use to connect the ADTRAN units to two 25 pair blocks at Main and one 25 pair block at the Service Building location.

16. What type of reporting do you need in the ACD group?

Response: We would like to be able to see how calls are routed, what department gets calls routed to them the most, we would like the ability to see if there are other ways to route calls better.

17. Please explain the role of the ACD supervisor?

Response: The supervisor role within ACD would be to look at the current routing table and, if warranted, be able to make changes within our accessible portal.

18. Are you wanting a true Hosted system or a Premise based IP system?

Response: Hosted at this time.

19. Who is your current Hosted provider?

Response: Telnet

20. What is the purpose of the POTS lines?

Response: Emergency and fax lines

21. What is the purpose of the FXS ports listed in Appendix D?

Response: These are for other non-VoIP lines

22. **You are wanting 270 desk phones is there existing Polycom phones for each of these 270 locations or will some new phones need to be proposed?**

    Response: We are currently not in the market for new phones.

23. **Can you provide a list with addresses of the 23 locations and a breakout of quantity of phones at each location?**

    Response: Yes, see attached locations. There is 270 VOIP desk phones and 36 POT lines. These phones are dispersed throughout 23 locations. There is no further breakdown available, at this time..

24. **Please provide details on Call Center –**

    Response: DPL offers TIP service (The information Place) This service function as a call center for the organization.

25. **How many agents?**

    Response: 3 active and 3 place holders

26. **Are there multiple groups?**

    Response: No

27. **How many supervisors are required?**

    Response: One (1)

28. **What type of reporting are you looking for if any?**

    Response: We would like the ability to customize as well as utilize basic reports such as: totals, time of day activity, call origins and etc.

29. **What other call center features are you looking for?**

    Response: The Scope of Work lists the required features however, please indicate any additional features that are included in your solution.   If DPL identifies any additional features needed prior to implementation, these will be negotiated with the successful vendor.

30. **Are there any other phone numbers other than the main number of 313-481-1300 that will need to be maintained?**

    Response: Yes. We still maintain a good range of 313 833 XXXX starting with the main 313 833 1000. These numbers are currently routed virtually.

31. **How many levels of Auto Attendant tree options are required**?

    Response: 2-2-4

32. **Is this per phone or per location or total system?**

    Response: This is the total system

33. **Capacity of Simultaneous Phone Conversations**

    Response: The solution must allow a minimum of six (6) simultaneous phone conversations.

34. **Are new DID numbers required or are there existing ones to be kept?**

    Response: Existing DID numbers are to be kept.

35. **Can the 36 POTS lines be converted to SIP Trunks?**

    Response: No, we would like to keep them for emergency connections.

36. **Are all the locations connected via fiber?**

    Response: Yes.

All other instructions and provisions of the RFP remain unchanged.

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

_____   _____

Acknowledgement   Date

DPL Locations

Branch	Address
Bowen Branch	3648 W. Vernor
Campbell Branch	8733 W. Vernor
Chandler Park Branch	12800 Harper
Chaney Branch	16101 Grand River
Chase Branch	17731 W. Seven Mile Road
Conely Branch	4600 Martin
Douglass Branch	3666 Grand River
Skillman Branch	121 Gratiot
Duffield Branch	2507 W. Grand Blvd.
Edison Branch	18400 Joy Road
Elmwood Park	550 Chene
Franklin Branch	13651 E. McNichols
Hubbard Branch	12929 W. McNichols
Jefferson Branch	12350 E. Outer Drive
Knapp Branch	13330 Conant
Lincoln Branch	1221 E. Seven Mile Road
Main Branch	5201 Woodward Avenue
Monteith Branch	14100 Kercheval
Parkman Branch	1766 Oakman Blvd.
Redford Branch	21200 Grand River
Sherwood Forest Branch	7117 W. Seven Mile Road
Wilder Branch	7140 E. Seven Mile Road
Service Building	5828 Third Street