

IP Telephony and Voicemail System
Town of West Newbury
Addenda

RFP# 2024-WN-003

Town of West Newbury
381 Main Street
West Newbury, MA 01985

ADDENDUM #5

Notice to all prospective bidders.

Addendum #5 released Monday January 29th, 2024

**PROPOSAL DUE DATE CHANGE AND UPDATED
PROCUREMENT SCHEDULE**

The proposal due date will be extended from Wednesday February 14th, 2024 at 10:00 A.M to **Wednesday March 13th, 2024 at 10:00 A.M.** The Town of West Newbury will be providing a scope of work and bid price sheet for cabling momentarily. There will be an optional site walk specifically for cabling. Date and time of this site walk to be issued with the cabling scope of work and bid price sheet addendum. Please see the updated estimated procurement calendar below.

Estimated Procurement Calendar		
Tasks	Date	Time
RFP Issued on Commbuys	12/11/2023	10:00 A.M
Mandatory pre-submission site walk	1/17/2024	10:00 A.M
Written questions/clarification due on or before	2/28/2024	4:00 P.M
Release of official responses due on or before	3/6/2024	4:00 P.M
Proposal submission deadline on or before	3/13/2024	10:00 A.M
Bidder Evaluations - Vendor Presentations Scheduled	3/27/2024	4:00 P.M
Preliminary award on or after	4/30/2024	4:00 P.M

Attachments:

A – Q&A from Mandatory Site Walk

B – Electronic Floor Plans

C – Link to Google Drive with Site Walk Photos: *See below*

D – User List for 1910 Building

<https://drive.google.com/drive/folders/13ohiIVj8W8gDaSHCMcU8I6VHVFEJ8EaW?usp=sharing>

January 17, 2024

RFP # 2024-WN-003

**IP Telephony and Voicemail System Voice Over Internet Protocol Solution (VoIP)
1910 Building (Town Offices), Public Safety Complex and GAR Library
Mandatory Briefing and On-Site Tour**

Town Staff Present:

Christine Wallace, P.E., *West Newbury DPW Project Manager*

Angus Jennings, *West Newbury Town Manager*

Michael Dwyer, *Chief of Fire & Police*

Katelyn Barker, *West Newbury Chief Procurement Officer*

James RW Blatchford, *West Newbury Town Clerk*

Brian Richard, *West Newbury Facilities Manager*

Jake Soucy, *West Newbury IT Consultant*

From the Sign-in Sheet:

Raul Valdez, *AI Enterprise*

Michael Urquhart, *Comcast*

Rob Aloï, *Connectivity Point*

William Smith, *East Coast Telecom Solutions*

Andrew Tucker, *INNO4*

Michael Redler, *Kyocera*

John Faria, *MD Com*

Cindy Szpila, *Partners Technology*

Jim Power, *Valley Communications*

Scott Medeiros, *Vertical*

Steven Chase, *Visual Edge IT*

Bill Vozella, *Beacon Telecom*

Bill Dunahue, *Comcast*

Tony Foglia, *Connectivity Point*

Ben Denardo, *Granite Net*

John Wood, *Konica-Minolta Business Solutions*

Corey Palmer, *Kyocera*

Deborah Damiano, *Onec1*

Jim Rabbit, *Partners Technology*

Joshua Esposito, *Verizon*

Stefano Jean Joseph, *JeanComputech Corp*

Greg Earley, *VoDaVi Technologies*

Attachments:

Attachment A (this document) – Attendance, Briefing Minutes/Q&A Responses

Attachment B – Electronic Floor Plans

Briefing/Q&A (1910 Building, first floor hearing room 10:00 A.M)

Christine Wallace initiated the briefing and Q&A session by introducing the West Newbury town employees present. Attendees were informed that January 31, 2024 was the deadline to submit questions concerning the RFP and the deadline for all proposals was February 14, 2024. Jennings stated no photographs would be allowed on the site by consultants but Blatchford would take pictures and include them with the addendum. Soucy stated that the town uses an old ComDial system and new technology is desperately needed.

Q: The RFP states 5 hard copies of the proposal is required, is digital files sent electronically, OK?

A: Yes, you may submit your proposals electronically via email to Procurement@wnewbury.org with the subject line: 2024-WN-003 RFP Submittal.

Q. Is all wiring CAT 5E or above?

A. Yes, but would love a hybrid system. We would ideally like to replace old wiring to ensure all wiring is the same as the new phones being installed.

Attachment A

Q. Will the new phone installations need new wiring?

A. Yes, minimum of CAT 5E, but CAT 6 preferred.

Q. What firewall is in place at the three facilities?

A. Sonic Wall at the 1910 Building (Town Offices) and at the Public Safety Complex. The GAR Library has Fortinet.

Q. Do we need all new data switches?

A. Yes, but Town Offices has FIOS and would not have POE data switches or routers.

Q. Primaries and secondaries?

A. Just primaries.

Q. Do we have a POE now?

A. No.

Q. Do we want separate data and phone?

A. We would like a separate voice and data network. Current wiring for phones is CAT 3 copper wiring.

Q. The RFP stated a cloud-based system is a must, please confirm.

A. We would look at another service system not listed as long as it is not tied together (different locations). We are looking for a cloud-based solution to centralize the three facilities.

Q. Do we have any plans to upgrade to a dark fiber loop?

A. No.

Q. Do we need point-to-point wireless?

A. No.

Q. Do we have any need for a call center environment?

A. No.

Q. Does the Public Safety Complex have call recording?

A. Yes, it is managed separately.

Q. Do 911 calls go straight to the Public Safety Complex?

A. Yes.

Q. How many soft phones (mobile app) are needed? Could we be provided a user list for all lines?

A. We need 14 soft phones (mobile app) users. User list for the 1910 Building is attached to Addendum #5.

Q. Do we need tablets in the Public Safety vehicles?

A. No, we currently have laptops with Verizon service.

Q. How is the current WiFi?

A. It isn't great in the Town Offices or Library, we may want to add access points. Public Safety Complex has decent WiFi.

Q. Will there be demonstrations of phone systems before or after the RFP due date?

Attachment A

A. After RFP is submitted by vendors, we will select vendors to come in to demonstrate.

Q. Page 7 in the RFP lists several hardlines. Where are these located?

A. These are all located within the Public Safety Complex.

Q. What is the criteria to go by to be selected as a finalist to present?

A. Price and qualitative requirements. Please refer to page 13 of the RFP.

Q. Will we entertain two different proposals; one for cabling and one for phones?

A. That would be preferred.

Q. Is the calling for data and phones separate?

A. We would like to start with a converged network; separate would be preferred. The wiring in the 1910 Building (Town Offices) comes up from the basement. It is much cleaner when they are split.

Q. Will the existing Aruba switches be replaced?

A. They do not need to be replaced for data but could be replaced, if needed, for POE.

Q. What is the bandwidth for the 1910 Building (Town Offices)?

A. 500 Mbps – Symmetric

Q. Do you want to separate or converge?

A. We would prefer separate – a new data cable at each location with a new switch – all coming from one central location.

Q. Will we need to run cabling? If so, prevailing wages will apply.

A. Per DLS, this work was a prevailing wage contract from the start. Please see email from DLS below.

"The prevailing wage statute makes repeated references to "construction" and "construction of public works" which is defined by section 27D, G.L. c.149 as follows: Wherever used in sections twenty-six to twenty-seven C, inclusive, the words "construction" and "constructed" as applied to public buildings and public works shall include additions to and alterations of public works, the installation of resilient flooring in, and the painting of, public buildings and public works; certain work done preliminary to the construction of public works, namely, soil explorations, test borings and demolition of structures incidental to site clearance and right of way clearance; and the demolition of any building or structure ordered by a public authority for the preservation of public health or public safety. (Emphasis added.)

Generally, this includes new construction, renovation, repair, demolition, road or highway work, etc. of a public work by a public entity.

Typically, this will include construction of a public work involving an "addition and or alteration" of a building and/or site, construction of a building and/or site, site infrastructure work, surveying, repair or installation of building components, affixed to a building and/or site, removed from a building and/or site, repaired or replaced such as building and/or site energy management systems, plumbing / hot water systems, communication systems, asbestos removal, painting, etc., this would be defined as construction.

I would say that installation of a telephone systems within town buildings would meet the definition of construction as discussed above, and prevailing wage would apply."

Attachment A

Q: How old is the wireless network?

A: We have an Aruba wireless network, 300 series, that is about 8 years old. Everything else is over 12 years old.

Q. Will you be offering a separate site walk to measure cabling?

A. No, we will provide a full scope of work and a bid sheet for the cabling. There will be an optional site walk to review cabling needs at a date to be determined. We will issue an addendum once a date and time is confirmed.

***TOUR* 1910 Building (Town Offices) – 10:45 A.M.**

Q: Where are the data cables for the main floor?

A: All cables are located in the closet on the 1st floor.

Q. Is there an intercom system in the 1910 Building?

A. No.

Q. Which phones need to be wall mounted?

A. Just one phone located in the Annex.

***TOUR* Public Safety Complex – 11:15 A.M.**

Q: Is there an overhead intercom in the Fire Department?

A: No.

Q. Is there only one MDF in the Public Safety Complex?

A. Yes.

Q. Do you want integration between phones and intercom?

A. It is currently not integrated but would like that as an option.

Q. Who is the manufacturer for the paging system?

A. The paging system is through the current phone system, ComDial.

Q. What is the Aria switch for?

A. This is for the buildings WiFi.

Q. Could we review the As-Built plans for the Public Safety Complex to see data drop locations?

A. We only have the schematic that is attached as part of the addendum.

***TOUR* GAR Memorial Library – 11:45 A.M**

Q. How is the WiFi?

A. Ok, not great – could use upgrading.

Q. What type of phones are currently used in the Library?

A. We are currently using regular cordless home phones that are not efficient. There is no ability to transfer calls but the cordless ability is needed due to employees being on different ends/floors of the building.

Q. Who is your landline and data provider?

Attachment A

A. Our landline service is provided by Verizon and our data service is provided by Comcast. We would like to get FiOS in the future.

Additional Questions:

Q: Are there any phone users that require any more advanced physical phones with additional BLF programmable keys?

A: No.

Q: Are we porting all the DID/phone numbers to the new provider?

A: Yes.

Q: For the wiring, is it required to pull a permit?

A: Only if hard wiring into the electrical system.

**Link to Google Drive with Site Walk Photos from
Wednesday January 17th, 2024**

<https://drive.google.com/drive/folders/13ohiIVj8W8gDaSHCMcU8I6VHVFEJ8EaW>

Accountant – Jennifer Walsh	112
Assessor – Christian Kuhn	116
Assessor's Clerk – Maureen Curtin	117
Conservation – Michelle Greene	126
CPC – Community Preservation Committee	131
DPW Buildings & Grounds – Brian Richard John Savage	129
DPW Business Mgr – Katelyn Barker	135
DPW Highway – Richard "Butch" Hills	120
Finance Assistant – Kim Petosky	113
Health – Paul Sevigny-Health Agent	119
Health Admin – Jane Krafton	118
Inspection – Sam Joslin Building/Zoning	121
Inspection Admin – Joan Croteau	122
Planning – Sue Brown	125
Programs/Project Mgr – Christine Wallace	130
SAGE Center – Christine Marshall	136
Nutrition Coordinator – Jennifer Vincent	134
Town Clerk – James Blatchford	139
Asst Clerk – Maxwell Close	110
Town Manager – Angus Jennings	111
EA to Town Mgr – Rebecca Ambra	115
Treasurer/Collector – Kaitlin Gilbert	114
Reception Desk	133
Water Superintendent – Mark Marlowe	128
Water Admin – Jodi Bertrand	127