



County of El Paso Purchasing Department  
800 E. Overland Room 300  
El Paso, Texas 79901  
(915) 546-2048 / Fax: (915) 546-8180  
www.epcounty.com

---

### ADDENDUM 1

**To:** All Interested Bidders

**From:** Araceli Hernandez, Inventory Bid Technician

**Date:** June 23, 2014

**Subject:** Bid# 14-027, Voice Over Internet Protocol (VOIP) for the Ascarate Annex Building and the New Eastside Annex

---

**This addendum has been issued to notify vendors of the following questions:**

1. Who presently supplies your Tapit Remote Manager equipment?

**Response: Trisys Inc. is the manufacture of our Tapit equipment.**

2. On page 7, in section 1: Introduction, there is a list of inclusions. Could you please clarify the sentence, "CDR (Remote manager for existing Tapit Nova) remote manager?" Do we need to include a remote manager? Does the remote manager need to be a Tapit Nova system? Do you want us to replace Tapit Nova?

**Response: Remote Manager is a license that enables Tapit Nova to collect CDR from other sites. Yes, Remote Manager needs to be included and Tapit Nova will not be replaced.**

3. What is the capacity of the county's current PBX, the CS1000E? Will this capacity suffice for these two additional locations?

**Response: Currently the CS100E will not support both locations; this will be done in the future. The two proposed systems will be standalone systems for now.**

4. Do we need to add any RTU to the existing CS1000E for the remote locations?

**Response: No**

5. Will the existing hardware infrastructure on the CS1000E be adequate to support the increase in IP Network traffic over the WAN once these locations are added? Do we need to add any additional hardware at the main CS1000E location?

**Response: No, networking of all telephony equipment will be done on a future proposal.**

6. The Eastside Annex asks for additional Prognosis license. Does the county have existing Prognosis in place?

**Response: Yes**

7. Will the County only accept bids with products from Nortel/Avaya?

**Response: No, the proposed system must leverage existing telephony equipment.**

8. Will the County accept a bid from NexMatrix Telecom?

**Response: Yes, just as long it meets our requirements and guidelines.**

9. Ascarate Annex Building - is this for 100 Telephone sets?

**Response: Yes**

10. Eastside Annex Building - is this for 100 Telephone sets?

**Response: Yes**

11. Eastside Annex Building - 250 Prognosis VOIP monitoring licenses- is this for additional telephone sets?

**Response: Yes, it is for IP sets and peripherals.**

12. We see that page 5, page 13 and page 26 all say "Must be first page of Bid" so which one is first?

**Response: Please submit page 5 as the first page to your bid.**

13. On page 5 it says one original and 5 CD's, page 13 and 26 say one original and 3 copies? We are very confused by the new documents? Can you help?

**Response: Please submit one (1) hard copy and five (5) CDs.**

14. May thumb drives be used instead of CD's?

**Response: Yes.**

15. Avaya Red uses Support Advantage not PASS. Which level of Support Advantage do you want?

**Response: Avaya Red Support Advantage Essential (24X7 remote technical software support)**

16. Is new cable being run or will we using existing cable? If existing does it meet specifications for VoIP?

**Response: New Cat 6 cable is being installed at both sites.**

17. Will there be a network assessment completed prior to VoIP installation?

**Response: Yes by vendor that is awarded bid.**

18. RFP states that redundancy is required but equipment listed is a gateway. Is the requirement for a standalone switch with VM that will eventually network to existing PBX's via SIP? Gateways are not engineered as standalone with redundancy and do not have standalone VM.

**Response: Yes**

19. Will installation of SIP trunks to other PBX's be required at installation? If so, how many SIP trunks are required? If no connectivity at install how many SIP trunk licenses do you require on new switch for future install?

**Response: No SIP trunks needed for now.**

20. During installation and cutover will there be a network engineer available for any problem resolution that may be required?

**Response: Yes**

21. Will there be a UPS system available or will one need to be provided?

**Response: UPS system is part of the BID at both locations.**

22. Does the County want to have the "System Redundancy" active on day 1?

**Response: No.**

23. What is the minimum number of line buttons (not feature or soft buttons) required on each IP phone set?

**Response: Two.**

24. Will the wiring, cabling and associated hardware be installed according BICSI standards? Will wiring infrastructure be ready prior to system and phones install?

**Response: Yes they will be installed according to BICI standards. Yes, the wiring will be ready prior to phone installation.**

25. Is another “Call Management and Monitoring” Software other than “Prognosis” acceptable?

**Response: No.**

26. **What type** of IP (WAN link Bandwidth) connectivity will be available between Central Site (County) and the two remote sites

**Response: There will be an MPLS connect between the sites although networking of the sites is not required at this point**

27. Does the current CS1000 have a session manager today and licenses to support it?

**Response: No.**

28. Will we integrate as part of the installation for both sites?

**Response: No.**

29. Any analog trunks or stations?

**Response: Yes.**

30. Do you want SIP trunking System manager included?

**Response: No.**

31. Why is the new site added to this bid asking for 250 Prognosis VOIP Monitoring Licenses while the first site doesn't ask for Prognosis?

**Response: The 250 Prognosis licenses will be sufficient for both sites.**

32. Are these locations stand alone sites?

**Response: Yes.**

33. Any possible way for an extension? Considering we only have a bit less than a week to respond?

**Response: No.**