



## District of Columbia Housing Authority

1133 North Capitol Street, NE Washington, DC 20002-7599

202-535-1000

Adrienne Todman, Executive Director

### Addendum

Addendum No. 1

Issued: June 17, 2015

#### VOICE OVER INTERNET PROTOCOL (VOIP) PROJECT SOLICITATION NO. 0020-2015

All respondents shall acknowledge receipt of this addendum, sign below and return it with your bid. **Failure to acknowledge receipt of this addendum may be cause for rejection of your bid.** Respondents are informed that the above named solicitation is modified as follows:

The District of Columbia Housing Authority hereby extends the original close date of the above mentioned solicitation from **July 1, 2015 at 11:00 a.m.** to a new close date of **July 8, 2015 at 11:00 a.m.**

The District of Columbia Housing Authority also hereby submits its responses to all questions received related to the subject solicitation. Please reference Attachment A.

**All Other Terms and Conditions Remain Unchanged  
End of Addendum No. 1**

Cheryl Moore  
Interim Contracting Officer

Acknowledgement of Receipt:

Respondent: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Question 1: How many different sites have call center agents?

Response 1: There is only one (1) Call Center, located at the 1133 North Capitol Street, N.E. – DCHA Headquarters.

Question 2: Are calls being recorded?

Response 2: Yes.

Question 3: Does the Call Center also support chat contacts?

Response 3: No, but we do use a software package called “On-Contact” for client calls and database management.

Question 4: Does the Call Center also support email contacts?

Response 4: Yes, via the On-Contact software.

Question 5: What is the retention period required for historical Call Center reporting?

Response 5: The retention period is at least two months.

Question 6: Will the IVR need to connect to network databases?

Response 6: It should be planned as so (capability wise).

Question 7: Will the IVR need to connect to premise databases? For example what are the requirements for accepting credit card payment?

Response 7: No. There are none at this time.

Question 8: What authentication needs to be provided by the vendor?

Response 8: If you are referring to employee “login” security into the VoIP system, industry best practices should be provided.

Question 9: Does the call accounting system need to be reported on inbound and outbound calling?

Response 9: Yes.

Question 10: What initial training is required?

Response 10: Training should be a line-item, to train super users (4-6) who will then train DCHA staff.

Question 11: What annual training is required?

Response: 11: None.

Question 12: Are end users utilizing any software packages in support of ADA?

Response 12: The management console does not have to be, but products for the rest of the employees should be ADA compliant. End users utilizing software packages in support of ADA is not related to the RFP.

Question 13: If a vendor can deliver both fully hosted and/or a premise solution would DCHA want a proposal for both options? We are reading you prefer hosted and we do that very well. But we also do premises.

Response 13: If both proposals can be submitted, please do so; the selection committee will evaluate what is best for DCHA.

Question 14: If DCHA prefers a premise solution does DCHA want the vendor to utilize the existing Verizon PSTN infrastructure?

Response 14: As stated within the RFP, the current Verizon Landline infrastructure is antiquated and should not be considered. Each property location, however, is equipped with Cat 6 cabling and POE switches (except the 1133 Headquarters) that DCHA expects to be utilized for "closet to desk" communications.

Question15: If utilizing existing infrastructure, what type of circuits are in place? PRI or plain old telephone service? (Analog Lines) If so how many PRI's or analog lines per site?

Response 15: Please refer to question/answer in number 14.

Question 16: If not using existing PSTN connectivity does DCHA require the vendor to port existing numbers from Verizon and provide PSTN connectivity via SIP trunking?

**Response 16:** Yes, DCHA expects our existing numbers get ported over; DCHA will assist here with DC Government and Verizon with administrative requests and requirements.

**Question 17:** Number of users at each site?

**Response 17:** DCHA provided a phone manifest within the RFP; it is safe to state that at the properties provided, other than 1133 North Capitol St., N.E., - Headquarters and 1170 12 Street, please plan for at least five (5) per property.

**Question 18:** Make and Models of Firewall, routers, Edge Devices? Internet bandwidth ISP and Speeds at each location? Estimated concurrent calls per location?

**Response 18:** ISP Bandwidth at 1133 North Capitol St., N.E. - Headquarters, 100MG, each property is 10MG, estimated concurrent calls at properties, other than 1133 North Capitol and 1170 12<sup>th</sup> Street: There are times of the day when there will be three (3); Firewall: Cisco ASA 5510; Edge Device: Cisco WS-C3560X-24P. There is no way for DCHA to provide the concurrent calls made at 1133 North Capitol Street, N.E. or 1170 12<sup>th</sup> Street. This is one of the reasons the current system needs replacement.

**Question 19:** Total number of outbound minutes used monthly?

**Response 19:** There is no accurate data concerning outbound minutes used available.

**Question 20:** Does DCHA require the Phone vendor to supply the PoE switches?

**Response 20:** Yes, for 1133 North Capitol Street, N.E. - Headquarters which does not have any PoE switches. PoE switches do not exist at any of the other properties.

**Question 21:** Are the non HQ locations using cat5 or cat5e?

**Response 21:** There is cat5 at all locations and cat6 at 1133 North Capitol Street, N.E. - Headquarters.

**Question 22:** Will solutions with the ability to send voicemails (transcribed text and/or audio) without direct Exchange unified messaging integration be considered?

**Response 22:** Yes.

Question 23: Does DCHA require power redundancy for handsets for fully hosted solutions?

Response 23: No, this is not a requirement.

Question 24: The RFP States that you have approximately 48 sites and that the site list is in Appendix B. Appendix B lists 29 locations. Will DCHA be updating the list in Appendix B with the missing locations?

Response 24: Please use the listing within the RFP and disregard the 48 sites reference.

Question 25: Will DCHA confirm that no PoE switches are required outside of the Headquarters location?

Response 25: This is confirmed.

Question 26: Section B.6.1, DCHA states Handset replacement based upon the quantities and locations specified in Appendix B. Appendix B lists 29 locations and no quantities. Will this list be updated by DCHA? Will this list also denote how many direct dial numbers there are at each location?

Response 26: At the locations other than 1133 North Capitol Street, N.E. - Headquarters and 1170 12<sup>th</sup> Street, please account for five (5) headsets per location. This also represents the dial numbers. More importantly, if pricing is a concern, then provide a per handset price at varying levels to ensure your costs are covered.

Question 27: Section B.6.1, DCHA states Softphone, wireless, Bluetooth capability. What type of devices does DCHA want to have a Softphone on? What type of wireless phones (Wi Fi, analog wireless)? Please define the Bluetooth requirement in more detail.

Response 27: Actually, the section is speaking to the proposed desk set having capabilities or capacity to have the functionality of wireless, Bluetooth, etc. So there isn't a set number that will potentially use the functionality.

Question 28: Section B.6.1, DCHA state both speakerphones and standard phones are required. How many standard phones are required and do the standard phones (low end phones) need both call control and voicemail? Or are these lobby, kitchen, mailroom sets that would only require call control?

**Response 28:** Again, DCHA is requesting the functionality or capacity of the devices and not necessarily the exact amount. If costs/pricing is of a concern, then specify in your response the different varieties and their pricing levels and associated costs.

**Question 29:** What does DCHA require to be reported to the 911 center when a 911 call is placed from a DCHA location?

**Response 29:** The specific location address that is sending out the 911 call should be identifiable to the 911 center.

**Question 30:** Does DCHA currently use a call accounting application? If so, what is the manufacturer and name of the application?

**Response 30:** No, this is another reason for the replacement of the current telephony structure.

**Question 31:** Section B.6.10 – Optional features/functionality. Outside of call control and voicemail, what percentage of your uses would require instant messaging and presence? What percentage of users would require Collaboration/Video? What percentage of users would require mobility?

**Response 31:** DCHA does not know the percentages anticipated in any of the scenarios stated above, if cost is a concern; please provide levels of usage or quantity levels and varying pricing steps.

**Question 32:** The RFP states that DCHA currently has a customer service call center, but then later in the document, it states that the Call Center capabilities are optional. Is the current call center not a part of this RFP?

**Response 32:** Apologies for any confusion, the DCHA Call Center is a part of this RFP. The entire DCHA Agency, along with every location listed should be considered.

**Question 33:** Can a list of lines supported by the Avaya System be provided as well as the locations?

**Response 33:** The 1133 North Capitol Street, N.E. - Headquarters location is the only location where the Avaya system is used. Accurate date pertaining to the exact list of phone numbers is not available at this time. This is another reason why this solicitation is being offered.

Question 34: Restore Data – are you interested in secure Cloud Storage and Backup for the desktops/laptops/mobile devices?

Response 34: No.

Question 35: Call Center – How many Supervisors, Agents, locations, special features needed?

Response 35: Potentially up to four (4) supervisors, up to fifteen (15) agents, one (1) location (with the ability to transfer calls to a remote location/site), and the features functionality listed with the RFP (Section 6).

Question 36: There is a request for APS and PoE at the Headquarters, who is expected to provide/manage? Of the PoE switches, how many are needed and how many ports?

Response 36: The vendor should provide costs/pricing for the supply and installation of the switches. For the Headquarters, enough PoE switches should be provided for approximately 3 headsets.

Question 37: What does the DCHA currently spend each month/year to support the current telecommunications solution?

Response 37: DCHA will not provide this information at this time.

Question 38: Can a site visit be arranged?

Response 38: At this time site visits will not be scheduled; however if the request is overwhelming, it may be considered, right now there is only one request.

Question 39: While the RFP does not address specifically, is there an interest in pricing of Web and/or Audio conference bridges?

Response 39: There is no interest at this time.

Question 40: Can a vendor still submit a proposal even though their Insurance Policy coverage is not as exactly as noted within the RFP?

Response 40: Yes, a vendor can still submit a proposal. We ask that you submit a copy of your Certificate of Insurance along with your proposal submission for review.