



CITY OF NEW HAVEN

BUREAU OF PURCHASES

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DATE:	November 17, 2023	
PROJECT NAME:	NHFPL Phone System Replacement	
PROJECT #	2024-10-1607	
CLOSING DATE:	November 21, 2023.	
ADDENDUM NUMBER	One	

Prospective bidders, and all those concerned, are hereby informed that the following is made a part of the bid documents, which should be amended to read as follows:

Questions & Responses

Amendments to cover page:

Project Description: To replace obsolete, on-prem 12-year-old phone system with up-to-date, secure cloud-based system.

Department: NHFPL (Public Library)

Are the fedramp requirements mandatory? Are CIJIS requirements mandatory?

FEDRAMP requirements are preferred but not mandatory. CJIS requirements are not mandatory.

How many users would require recording on their phone?

Not required for any user.

For Active Directory: a. Is your AD is on prem or in the cloud via Microsoft Azure?

The library is a hybrid environment. We have an on prem AD and use Azure Cloud.

For Single Sign On: a. Do you currently utilize an Identity Provider (IDP) and if so, what type is it?

Microsoft Azure AD

Page 16, Under Requirements "d. Proposer must comply... i..." What must proposer comply with?

Local Number Portability LNP Regulations, SOC 2 Compliance or ISO/IEC 20071 or show proof of security practices such as: call encryption, regular security audits and penetration testing, firewall and intrusion detection/prevention systems, data backup and disaster recovery procedures, user authentication and access controls, security policies and training, defined incident response plan

Who is the Library's PRI current provider?
Comcast Business

What model Cisco phones are currently being used? Quantity of each model?

Cisco SPA 504G
Quantity: 89

Number of Auto Attendants?

5

Number of Call Queues?

23

Number of Hunt Groups?
8

How many remote users?
None. Everyone on site but should be able to move between locations easily.

How many common area devices? (Ex. Breakroom, Gym, Lobby, etc.)
20 includes meeting room spaces, public service desks

For e-fax capabilities:
a. Current number of inbound pages monthly? 100
b. Current number of outbound pages monthly?
400

Is call recording a requirement?

No.

How long must call recordings be kept?

N/A

Paging:

Number of paging groups?

11

Do you currently have a paging system in use with your on-prem? If so, what brand and model?

Yes, currently only at 2 of 5 branches. Would like to have system at all locations. Ives: Shure

Do you currently use a virtual meeting platform(s)? If so, which ones?

Yes. Zoom, Microsoft Teams

Clarification question on page 1 it states the RFP due date as November 21, 2023. Yet on page 13 the chart indicates it is due Thursday December 14th. Which is the correct submission date

The chart was a set of tentative dates subject to change.

November 21, 2023 is the current scheduled submission date. However, we will be extending the closing date.

Do you want a one-time payment upfront for a five-year term, or a 5-year term that is paid annually?

Please provide an upfront payment and 5-year annual payment term option.

Would an extension be at all possible? if so, would 2.5 weeks be granted as this would be ideal to give to scope the proper solution?

We can extend the posting by another 2 weeks.

The Closing date has changed to December 5, 2023.

Respectfully submitted,

Malinda Figueroa

Purchasing Agent

Please acknowledge receipt of addendum in your Statement of Qualifications.