

Town of Wilton
RFP 07-22: Wilton Telephone Services
Addendum #1

Date Issued: 7/18/2022 @11:30AM

This document hereby forms part of the original Invitation for bids marked “RFP #07-22: Wilton Telephone Services” that was posted on Wilton’s website: <https://www.wiltonnh.gov/>.

Instructions: Each numbered entry indicates a specific change or clarification issued by the Town of Wilton in regards to this RFP that may reasonably be construed as affecting competition. The Page and section numbers indicate where an initial inquiry or inquiries were made, and is followed by a generalized version of the question(s) asked that prompted the response. Answers and (if applicable) changes to the RFP are provided under the “Response” heading.

1. Page 8, Section 5.18, Error correction:

Change “officered to offered”

2. Pages 4, Section 4.1, Question for clarification: “What if installation requires unforeseen equipment costs due to the layout of buildings or installed fixtures?”

Response: The respondent should make their best good faith estimate on implementing their solution. If additional equipment or labor requirements are needed, these may be implemented through a change order, though the town reserves the right to source its own equipment, material, or labor if costs are significant.

3. Pages 3-5, Section 3.1 Question for clarification: “Can you clarify the number of physical phones needed at each location?”

Response: The town currently merely seeks to replace current infrastructure, but in certain cases the upper end of expansion needs is known (e.g. Wilton Police and Fire Department / Emergency Management buildings). See the below table for clarification:

		Current	Future needs
Town Hall	42 Main Street	9	Unknown
Fire / Emergency	102 main Street	3	12
Police	7 Burns Hill Road	10	12
Ambulance	404 Forest Road	1	Unknown
Recycling Center	291 Gibbons Hwy	1	Unknown
Highway Garage	89 Whiting Hill Road	1	Unknown

4. Pages 3-5, Section 3.1, Question for clarification: “How many DIDs will the town require? Does it anticipate adding or removing some from the current system?”

Response: Generally speaking, the number of DIDs corresponds to the number of hardline phones on each site. It is anticipated that phone numbers and DIDs may be consolidated or expanded when a new system is implemented; the underlying goal being to furnish a system that provides better service to external callers and is easier to manage by staff. To facilitate that goal, the town is willing to change up that structure radically so long as core external phone numbers can be preserved, and the resulting architecture services the public better.

Pages 3-5, Section 3.1, Question for clarification: “Are any phones connected to a paging or door management system?”

Response: The existing telephone system in each building currently possesses a phone to phone paging functionality depending on the phone units installed (I.e. it is integral through existing phones and not through a building speaker system). No phones currently interact with a door opening system. Although the paging functionality is useful, a proposal that doesn’t include this functionality won’t be disbarred. Likewise, while the town doesn’t possess a door opening system, the functionality might be useful in the future. If either function is an optional or addon service provided by a firm that affects base price of a proposal, it is recommended that pricing and technical details be included with supplemental materials (Section 5.8) and be left off the formal pricing summary sheet submission.

5. Page 10, Attachment #1, Question for clarification: Can you clarify the pricing summary sheet?

Response: The pricing summary sheet is meant to be a succinct summary of the costs to furnish and implement the base solution requested in this RFP. If there are supplemental or addon services, or alternative base proposal elements (such as offering options on different models of phones to be installed that would affect the proposal price), it is recommended that such material be included separately and clearly explained. Furthermore:

“**Proposal terms offered**” is given as an opportunity for the respondent to include their offered monthly price for various typical industry contract terms.

“**Recurring monthly costs**” should include all the monthly pricing it takes to provide the internet-based telephone service requested. This should include service rates and the cost of renting or leasing equipment. If a digital fax service is included, the monthly cost for providing all buildings with access should be included.

“**Plain Old Telephone Service Line**” should include the monthly charges needed to maintain the fire alarm lines in designated buildings, and if necessary, hardline fax numbers if an alternative isn’t offered or accepted.

“**One-time setup, installation, and equipment charges**” should include the respondents presumed one-time charges to get the proposed solution in place and installed before January 1st, 2023.

“Costs for adding/deleting phone lines” should include any charges (if applicable) for the respondent to add or delete telephone numbers or DIDs to the Wilton telephone system. If the company doesn’t apply charges to this type of account activity, then they should leave it blank.

“Other hardware, software, and infrastructure upgrade costs” should include any other charges the respondent’s solution requires to function appropriately.

6. **Page 5, Section 3.1, Question for clarification:** “Is the internet capability listed at the town garage site all that’s available?”

Response: Under **Town Garage – 89 Whiting Hill Road**, change “5 Mbps x 512kbps DSL” to “150 Mbps x 50 Mbps PON Internet” as this has since been confirmed as upgraded.