



Manchester-Boston Regional Airport
One Airport Road, Suite-300
Manchester, New Hampshire 03103

Addendum No. 1

Date: May 3, 2023

RFP No: RFP FY24-805-62
Enterprise Phone System

This Addendum #1 to the Request for Proposals for Enterprise Phone System contains the following clarifications and changes to the RFP Document:

- Changes to RFP Document.
- Responses to questions submitted in writing.

CHANGES TO RFP DOCUMENT

A. Solicitation Request

The introductory paragraph is hereby deleted and replace with the following:

It is the intent of the City to select a qualified professional firm who submits a Proposal (each a “Respondent”). The City intends to award the successful Respondent(s) with a purchase and support agreement for an enterprise phone system (the “Agreement”) with a fixed term of three (3) years with two (2), one (1) year options. The City reserves the right to reject any or all Proposals and to waive any informality in the competitive process. Respondents bear all costs associated with development of their Proposal.

B. Section 5.2 Tentative Solicitation Schedule

The Tentative Solicitation Schedule in Section 5.2 of the RFP is hereby deleted and replaced with the following:

Solicitation Step	Date
Registration Pre-Proposal Meeting Deadline	May 3, 2024 at 2:00 P.M.
Pre-Proposal Meeting	May 8, 2024 2:00 P.M.
Deadline for Questions	May 9, 2024 at 2:00 P.M.
Date Responses to Questions will be posted	May 13, 2024 5:00 P.M.
Proposal Submission Deadline	May 17, 2024 at 2:00 P.M.
Evaluation Committee Meeting	May 22, 2024
Interviews Completed (if necessary)	June 10, 2024
Notification of Intent to Award	June 17, 2024
Operating Agreement Executed	June 21, 2024

***ALL OTHER DATES IN THE TENTATIVE SOLICITATION SCHEDULE WILL
REMAIN UNCHANGED AND IN FULL EFFECT***

C. APPENDIX B: PHONE SYSTEM REQUIREMENTS

The following section **B.3 Existing IT Infrastructure and Environment** has been added to Appendix B to improve the understanding of existing technologies used by the Airport.

B.3: Existing IT Infrastructure and Environment

- (a) Technology within the Data Center.
 - a. VMWare/Windows Server
 - b. Cisco Network Core
 - c. Dual Firewall with SD-WAN
 - d. Dual PRI phone connection
 - e. Multi-Factor Authentication: OKTA and Microsoft Authenticator
- (b) End User Tools:
 - a. Windows PC endpoints
 - b. Android Smart Phones
 - c. Microsoft Teams
 - d. Microsoft O365
 - e. Occasional work-from-home users
- (c) Other
 - a. Eventide Call Recording
 - b. Verizon Hotspot for backup calling.
 - c. Elevator phone devices

Manchester-Boston Regional Airport holds a block of 200 phone numbers.

QUESTION SUBMITTED IN WRITING

Question 1: Are there any current Microsoft 365 licenses deployed? If so, can you specify the numbers for O365/M365 G1, O365/M365 G3, and O365/M365 G5 licenses?

Response: Microsoft Office 365 licenses: E3=94, F3=30

Question 2: How many users need to be configured with the new Phone System?

Response: Please refer to data contained in RFP Appendix B.

Question 3: Is a Contact Center solution required? If yes, how many users will need access to this feature?

Response: The Contact Center solution is described as the “Communication Center” use case in the RFP. The Communications Center is an emergency operations number and as such always be active and can never be ‘logged-out’.

Question 4: Is Call Recording necessary? If so, is it needed only for Contact Center users or for other users as well? Please provide the count where applicable.

Response: Please refer to data contained in RFP Appendix B.

Question 5: Is Paging required? Do existing Paging solutions need to be integrated? Please specify the number of devices that will require analog connectors for Paging.

Response: A Valcom paging system is currently installed and is required to interface to the phone system. Please refer to data contained in RFP Appendix B for counts.

Question 6: Where are the Customer Emails currently managed and hosted?

Response: Please refer to integration contained in RFP Appendix B.

Question 7: What is the name of your current Telecom provider? Are you considering changing providers?

Response: The current Telecom provider is for T1/POTs lines. We will migrate most of these telephone lines to SIP. Those lines that remain as POTs shall be considered out of scope for this project.

Question 8: Do you need any additional 3rd Party Integrations for this project?

Response: An addendum #1 will be posted to Appendix B adding subsection B.3: Existing IT Infrastructure and Environment.