Manchester-Boston Regional Airport
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Manchester, New Hampshire 03103

Addendum No. 2

Date: **May 13, 2024**

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

This Addendum #2 to the Request for Proposals for Enterprise Phone System contains the following clarifications and changes to the RFP Document:

- Changes to Appendix B
- Responses to questions submitted in writing.

CHANGES TO APPENDIX B

A. Changes for clarification of Device Counts listed in B.2

1) Paragraph (f) is deleted and replaced with the following:

(f) ATA-Device IDF Location.

Location/ATA Device	Count
IDF-1339	34
Courtesy-Type-2	10
Elevator	10
External Ringer	1
Fax-ATA	4
Fax-POTS	1
Shared-Type-1	8
IDF-Airfield	6
Elevator	1
External Ringer	1
Fax-ATA	2
Fax-POTS	1
Public-Address-Bridge	1
Grand Total	40

2) An additional subsection (g) Device and Use Case Mapping and (h) User Types Summary are added to B.2 as follows:

(g) Device and Use Case Mapping

Use Case and Device	Count
CommCenter/Reception	
Poly Edge 500 w Sidecar	4
Courtesy-Type-1	
Rugged Phone	7
Courtesy-Type-2	
ATA-Phone	10
Elevator	
ATA-Phone	11
External Ringer	
ATA-Ringer	2
Fax-ATA	
ATA-FAX	8
Office Phone Type 2	
Poly Edge 100	3
Poly Edge 350	26
Poly Edge 500	2
Office Phone Type 1	
Poly Edge 350	9
Public-Address-Bridge	
ATA-PA-Bridge	1
Shared-Type-1	
ATA-Phone	8
Poly Edge 100	25
Poly Edge 350	2
Shared-Type-2	
Poly Edge 100	10
Poly Edge 350	1
Poly Edge 500	2
Poly Rove-30	2

(h) User Types Summary

User Type	Desk Phone/ PC Only	Desk Phone /PC + Mobile App
Phone System Administrator		2
Phone User	15	22
Communication Center Dispatchers	9	
Communication Center Supervisors	2	

3) Paragraph (b) is deleted and replaced with the following:

(b) Legacy analog telephone devices must be supported. These include airport courtesy phones, PA system interfaces, external ringers, klaxon, and lights. Analog to digital (ATA) converters must support a maximum loop length of 2,000 feet using standard 24- gauge wire.

B. Changes for clarification of Requirements listed in B.1

The requirement description of ID Number 11.2 of the Appendix B has been deleted and replaced with the following:

Legacy analog telephone devices must be supported. These include airport courtesy phones, PA system interfaces, external ringers, klaxon, and lights. Analog to digital converters must support a loop length of 2000 ft using standard 24- gauge wire.

QUESTION SUBMITTED IN WRITING

Question 1: What is your preferred cloud vendor?
Response: AWS or Azure.

Question 2: Would you prefer to own the instance? Or managed?
Response: Managed by service provider.

Question 3: Will your SIP provider allow for dual SIP registration?
Response: The Airport uses two PRI circuits as our current provider and intends to convert to SIP trunking. Respondent shall provide Airport a recommendation of SIP providers compatible with their platform along with operating costs. All SIP trunks must allow Airport lines and DIDs to be ported.

Question 4: What is the topology of the network regarding resiliency. Are there multiple VMware hosts to provide resiliency to the virtual machines? Are they configured for High Availability?
Response: We have a cluster of 4 ESXi hosts configured with VMware proactive HA, 2 SANS, 2 SDWANs and, 2 Firewalls spread across two physical locations. Each location has two ESXi hosts and a SAN running an active cluster configuration. We could effectively lose one full location and have enough compute and storage resources to run our production environment.

Question 5: Are soft clients needed?
Response: The need for soft clients is noted in Appendix B.1 ID Number 1.4.4. User and Client counts have been added to Appendix B.2 (h) for enhanced clarity.

Question 6: What are the call center needs?
Response: The requirements for the Airport Communications Center are outlined in our Request for Proposal, specifically referenced under Appendix B.1, item 6.1.

Question 7: What is the total number of extensions in use in the system today including all DIDs, non-DIDs, user phones, courtesy phones, analog phones, numbers used to dial legacy and auxiliary devices?
Response: The system will support 34 DID and 69 Non-DID extension. All other counts are in Appendix B.

Question 8: Can you detail the external ringer, brand model, and interfaces the device(s) has?

Response: The airport lacks documentation for the external bell, which is an analog device included in a call group with an analog external ringer extension. Respondents are encouraged to propose alternative call annunciators.

Question 9: What total number of users who need to be Setup with the phone system?

Response: User and Client counts have been added to Appendix B.2 (h) for enhanced clarity.

Question 10: The RFP indicates there are 2 x Poly Rove-30 devices in use. Can more detail be provided about these devices? How Many total DECT base stations are there? How many handsets per DECT base station?

Response: Two wireless phones are needed, both devices are in the same building and operate at distances roughly 100ft apart. We would prefer the initial configuration of 2 base stations with handhelds having the ability to roam between base stations.

Question 11: Can more details be provided for the "Rugged Phone" as indicated in the RFP? Is this a VoIP phone or analog phone? Is it a desk phone?

Response: The "Rugged Phones" specified in the RFP are airport Courtesy Phones and must be durable, vandal-resistant and, suitable for public use. Courtesy Phones are wall mounted in high traffic public areas. There are two categories for Courtesy phones:
1: New Rugged VoIP Phones: 7 Courtesy phones will be upgraded to VoIP to support features such as domestic calling and access to an IVR directory.
2: Existing Analog Phones: The remaining 11 phones will continue as analog and will function as ring-down phones via Analog to Digital converters.

Question 12: What is the total number of extensions that need to be analog lines fed from an ATA?

Response: ATA devices are listed in Appendix B.2(d).

Question 13: Can the existing “Rugged Phones” be kept being connected to the new system?

Response: The airport does not own any VOIP "Rugged Phones". The acquisition of phones is in scope of the RFP. Appendix B.1- 6.2.4.1. describes these as Courtesy Phone Type 1 – External Calling – IP phone.

Question 14: Courtesy phones analog? If so, can they be reused?

Response: Eleven (11) Analog Courtesy Phones will be repurposed and integrated using ATA converters. These phones will not have dial-out capabilities and are configured to directly ring down to the Communication Center. Additionally, seven (7) Courtesy Phones will be upgraded to rugged phones.

Question 15: Do the elevators have physical phones or a callbox?

Response: All elevators are equipped with analog call devices, which function primarily as receivers. These devices automatically connect to the Communication Center when lifted off the hook.

Question 16: The RFP indicates ATA Device Locations as IDF-1339 with 34 and IDF-Airfield with 6. Are these numbers the total number of analog lines in each location or total number of ATAs in each location? How many actual analog lines on an ATA are in each IDF location?

Response: RPF Appendix B.2 (f) has been updated for clarity of ATA device and IDF mapping. IDF-1339 lines terminate on 110 blocks that have Amphenol pigtails. Airfield-IDF lines run to a patch panel.

Question 17: How many devices and what kind (phone, fax, ringer, other) of devices does MHT have that go beyond 2,000 feet from the IDF where the ATA/Gateway?

Response: All ATA devices will operate within 2000 ft limit. Appendix B 11.2 has been corrected.

Question 18: Does the “34” number of Analog devices at IDF 1339, include the elevator phones to that IDF? (If yes, how many of the elevator phones are at that IDF? If not how many should we add?)

Response: RPF Appendix B.2 (f) has been updated for clarity of ATA device and IDF mapping.

Question 19: If any, how many third-party SIP devices will be required?

Response: Third party SIP device is defined as any SIP device (phone or other) that will be retained by the Airport and not replaced with a new device (phone or other). The airport

will not be repurposing any existing Mitel IP phones, All SIP devices listed in Appendix B will be new and part of this procurement. Please review Appendix B.2 (d) for device counts.

Question 20: For each use case type, can you tell us the brand and model associated with those quantities?

Response: Brand and Model described in the RFP are examples only. Additional information has been added to Appendix B.2 to include "(g) Device and Use Case Mapping". Please refer to the updated document.

Question 21: Valcom interface – is it analog or IP? Can you provide the model numbers per location. How are they interfaced? Analog trunk, analog station or IP?

Response: The Valcom Public Address system interfaces to the phone system via a V-2006A integrated paging controller. The V-2006A is a telephone-compatible, one-way page control unit. The V-2006 has an RJ11 jack for tip and ring input connections, as well as a 50 pin male Amphenol connector for input and output connections.

Question 22: How many ACD agents will be required? How many Supervisors? User and Client counts have been added to Appendix B.2 (h) for clarity.

Response: The Communication Center staffing minimum is 1 or 2 per shift but could go up to 4 during large scale events. There is 1 primary supervisor.

Question 23: Requirement 6.1.1.3. Automatic Call Distribution (ACD): The system will be capable of distributing incoming calls among available agents based on predefined rules such as skill level, availability, or workload. How many users are going to be designated for “Agents”, to take and handle calls as described?

Response: The Communication Center staffing minimum is 1 or 2 per shift but could go up to 4 during large scale events.

Question 24: Recording: Are you looking for cradle to grave? Will any analog devices be recorded or just the IP users?

Response: The Communication Center phone will be recorded from call initiation to termination regardless of call origin. Other Office VIOP users will have the option to record a call.

Question 25: What is the Model of the Eventide and year of purchase?

Response: Model Eventide Nexlog 740 purchased and installed in 2019.

Question 26: Requirement 2.2.1 “Public Safety Answering Point (PSAP): What is the ask?

Response: Some of the entries in Appendix B.1 are included to improve readability, grouping and context setting for the subitems that follow in the list. There is no 'Ask' on these items.

Question 27: Is MHT its own PSAP or does it work cooperatively with local PSAP? (i.e: Merrimack County;, City of Manchester)?

Response: 911 (PSAP) is run by the State of New Hampshire. All other dispatch centers are Secondary PSAPS but function the same way. MHT gets direct calls from passengers and employees for emergencies but also gets them from the State 911 system and from other local municipalities.

Question 28: EOC numbers may be used on mobile phones as permitted by the system administrator. (Is MHT asking for us to supply a mobile phone? If so, what type (DECT; Wi-Fi; Cellular) and how many? Or is this a softphone client to run on an Android/Apple I-Phone?

Response: For EOC purposes mobile devices are soft clients running on corporate issued cellular Android and Apple devices. The procurement of mobile devices is not covered by this RFP; however, the mobile client application for cell phones is included in the scope.

Question 29: The system will allow a single mobile application to manage multiple phone extensions simultaneously. What does this mean please?

Response: The requirement "6.6.6.2. The system will allow a single mobile application to

manage multiple phone extensions simultaneously" means that the phone system should have the capability where a single mobile app can control or manage several different phone extensions at the same time. This feature is particularly useful in scenarios where an individual needs to handle calls or manage settings for multiple lines or extensions from a single mobile device.

Question 30: Requirement 6.6.1. EOC numbers may be used on mobile phones as permitted by the system administrator.

Response: For these Emergency Operations Center standby phones pre-programmed and stored offline until needed.

How many are needed for EOC, and what model (E100 -type, or E350-type), please? There are 10 EOC phones. They are Office Phone Type 1 phones included in the count of E100 style phones. These phones will have DID numbers reachable by an external caller.

Question 31: Seeking Clarification on page counts, Does 4.3 mean that the Letter of Submittal in Appendices A (Certification Forms) and Appendix B: which is the Excel Worksheet with responses also do NOT Count for the 35 pages?

Response: Per Section 4.3 of the RFP, stipulated that all items in Section 4.2(b) - including Criterion 5, Appendix B- are included in the page count limit.

Question 32: Does the Letter of Submittal go into Appendix A and thus not counted as part of the 35 pages?

Response: The letter of Submittal Section 4.2(a) and the Required Certifications defined in Section 4.s(c) are not included in the page limit.

Question 33: Is there a standardized “Letter of Submittal” form , like the other forms in Appendix A that can supplied to be signed and attached in this Appendix A section?

Response: The Letter of Submittal requirements are published in Section 4.2(a). The Airport does not provide a template.

Question 34: Can multiple quotes be provided, given that additional features and functionality are available with upgraded licensing?

Response: Respondents are welcome to provide separate quote structures in their proposals, particularly if they need to distinguish between a commercial and a FedRAMP-compliant solution. It's important to note that all responses must adhere to the page count requirements outlined in Section 4.3 of the RFP. Make sure each quote is clearly labeled, outlining the specific features and compliance measures addressed in each scenario within Appendix B.1.

Question 35: 12.a. Is there apriority columnar ranking of items (High, Medium, Low) that can be inserted into the Appendix B for all the items noted12.c Can all of the be cataloged with a “high” Medium” or “low” to help gauge their importance in need to MHT?

Response: At this stage, we have opted not to implement a ranking system (High, Medium, Low) for each specification. However, we have used specific language such as "Must," "Shall," "Will," and "Preferred" throughout the document to delineate the importance and mandatory nature of each requirement. We encourage you to carefully review these terms within the RFP, as they are intended to guide you in understanding the criticality and flexibility of each requirement.

Question 36: Is Fed-Ramp a requirement, or a request?

Response: While FedRAMP compliance is not mandatory for this procurement, vendors with FedRAMP-certified solutions will be given preferential consideration. Vendors that are not currently FedRAMP compliant are encouraged to describe any plans or ongoing efforts to achieve FedRAMP certification. A commercial only response is acceptable.

Question 37: How should interface for integrating Eventide into the phone system?

Response: Integrating the Eventide recording can vary based on the capabilities of the respondent's solution. Detailed specifications and requirements for the Eventide system are available directly from Eventide. Although the airport currently utilizes port mirroring at the network level, this technique may not be suitable for the proposed phone system. It may also be possible to record calls using unencrypted SIP transferred or recording via SIPREC from a Session Border Controller. Respondents are advised to consult with Eventide and a telecommunications engineer or a specialist who is experienced with Eventide systems and the specific phone technology to ensure proper integration.

Question 38: What is the purpose to integrate with the Eventide Recorder and what is it recording today?

Response: The purpose of the integration with Eventide recorder is to have all voice communications (phones and Two-way radio) recorded in one platform for ease of incident recall for the Communication Center.

Question 39: Is the Eventide Recorder desired to be used as the recorder for users on this new system, and thus MHT will bear separate responsibility to license and interface via SIP, or H.323?

Response: Eventide, our current technology, is designated exclusively for recording phone and radio communications within the Communication Center and is not intended for use by regular users. Any proposed solution must be capable of integrating both phone call and radio call recordings within a single event management application. Respondents are permitted to suggest alternative solutions, which may be considered out of scope for this RFP. Respondents must provide cost estimates for any alternative solutions proposed.