



**ADDENDUM #1
RFQ #2019-01
Request for Qualifications
Voice Mail System Replacement**

21st November, 2018 – It is intended that this Addendum incorporating the following corrections, revisions, additions, deletions and clarifications become part of the Contract Documents, including pricing as submitted.

Q&A:

We are questioning why Stratford would continue with Centrex – which is the assumption we are making in the absence of any other information provided in the RFQ. But it seems odd a town would invest money in a new VM system without getting rid of Centrex. Will you be changing to a new voice platform? The other unknown wildcard is the PD phone system. We need to know what that is. Our assumption is that they want the new platform to connect to it as well. We need to know what type of integrations that phone system can support.

Answer: We are continuing to use Centrex because of the inexpensive per line rates provided to us by Frontier. The phone system at the PD is not a factor in this RFQ. The voice mail system is connected to Centrex, and not to any phone system in town (including at PD).

Are site surveys allowed? It might actually be less expensive to install a new modern phone system that has voicemail built-in, rather than purchase a standalone voicemail (like Octel) that hangs off of whatever phones the town is using.

Answer: We are not purchasing new phones at this point and are only looking to purchase the voice mail system after the RFQ process has been completed. No pricing is required as part of the RFQ process. At this time, we are not entertaining site surveys.

In addition to the 500 employees, are there common area lines where you just need dial-tone? If so, how many?

Answer: No.

Will users require handsets?

Answer: No.

Do you have an outline of number of locations and users by location?

Answer: No, all our users at all our locations will be using a single voice mail system located at Fire Headquarters.

Do you have a preference as to onsite or remote implementation?

Answer: Onsite implementation is preferred.

Company: _____ Name: _____ Signature: _____ Date: _____