

**City of Overland Park  
Voice System Assessment, Remediation,  
and Ongoing Support RFP**

**Questions and Answers      November 03, 2021**

**Question 1:** Do you have Call Recording. If yes, please provide details.

**Answer 1:** Call recording is provided on-demand through the Mitel system.

**Question 2:** Do you utilize BrightMetrics? If yes, please provide details.

**Answer 2:** No, the City does not currently utilize BrightMetrics.

**Question 3:** Do you require IP telephone set coverage as part of maintenance support?

**Answer 3:** No, the City does not require telephone set coverage as a part of maintenance support.

**Question 4:** Can you provide a copy of your asset list?

**Answer 1:** Please replace Paragraph D8 of Section D - Specifications of the original RFP with the following Paragraph D8. .docx version can be found [here](#) or at the following address:

<https://docs.google.com/document/d/1UQknbxliCyBp3OqlDrqOHJ2-qSv7KzTR/edit?usp=sharing&ouid=117578073771628936274&rtpof=true&sd=true>

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**D8.    Cost and Item Breakdown/Pricing Sheet**

The support services vendor will be responsible for any parts and labor required to maintain the PBX in accordance with Mitel standards, and in accordance with the requirements within this RFP.

The support agreement will be negotiated with the winning bidder, but please provide pricing for one initial year with up to three one-year renewals. Contract will be billed on an annual basis.

Below is a table outlining the City's current configuration. Using this information, provide requested pricing in the Pricing sheet that follows the Current Configuration table.

**Current Configuration**

| Equipment Description                         | Asset quantity |
|---|----------------|
| Starter Kit: IP930D DECT Phone - US/Can Total | 8              |

|  |      |
|--|------|
| ShoreTel IP Phone 655 with Anti-Glare Sc Total | 1    |
| ShoreTel IP Phone IP420 Total                  | 30   |
| ShoreTel IP Phone IP485g Total                 | 336  |
| BB424 Button Box ShoreTel Total                | 5    |
| Voice Switch ST50A ShoreTel Total              | 25   |
| Voice Switch ST100A ShoreTel Total             | 5    |
| Voice Switch ST100DA ShoreTel Total            | 3    |
| Voice Switch ST200 ShoreTel Total              | 3    |
| Voice Switch ST2D ShoreTel Total               | 1    |
| Voice Switch ST48A ShoreTel Total              | 2    |
| Voice Switch ST24A ShoreTel Total              | 4    |
| Mitel IP Phone IP420 Total                     | 101  |
| Mitel BB424 Button Box Total                   | 3    |
| Mitel IP Phone IP485g Total                    | 626  |
| Mitel Voice Switch ST50A Total                 | 2    |
| "ShoreWare Emergency Notification, 6 or Total  | 1    |
| CC Agent Dashboard - Base Pkg Total            | 1    |
| ShoreTel Contact Center Agent Dashboard Total  | 7    |
| ShoreTel Contact Center Interaction View Total | 1    |
| ShoreTel CCIR Transform Service Total          | 1    |
| ShoreTel CC Real-time Monitoring Bundle Total  | 1    |
| ShoreTel Active Directory Import Applica Total | 1    |
| Distributed Voice Services License Total       | 2    |
| ShoreWare Extension & Mailbox Client Total     | 1159 |
| ShoreWare Extension Only Client Total          | 262  |
| ShoreWare SIP Trunk License Total              | 4    |
| Additional Site License Total                  | 31   |
| ShoreTel TAPI Application Server License Total | 2    |
| ShoreTel Contact Center TAPI App Server Total  | 1    |
| 10 Concurrent Audio Conferencing Ports. Total  | 3    |
| 10 Concurrent Web Conferencing Ports. Re Total | 3    |
| Enterprise Contact Center Agent Activity Total | 2    |
| Enterprise Contact Center Group Activity Total | 2    |
| Enterprise Contact Center Inbound Voice Total  | 47   |
| Enterprise Contact Center IVR License Total    | 77   |
| Enterprise Contact Center Supervisor Lic Total | 7    |
| Virtual Phone Capacity License Total           | 14   |
| Virtual SIP Trunk License Total                | 205  |
| Virtual SIP Trunk License - Pack of 50 Total   | 4    |

|   |      |
|---|------|
| Edge Gateway Remote Phone license Total         | 64   |
| Virtual Edge Gateway Server license Total       | 1    |
| MiVoice Connect Courtesy license Total          | 282  |
| MiVoice Connect Telephony license Total         | 90   |
| MiVoice Connect Essentials lic bundle Total     | 1005 |
| MiVoice Connect Standard license bundle Total   | 23   |
| MiVoice Connect Advanced license bundle Total   | 41   |
| Connect Contact Center Base 10 Package Total    | 1    |
| Adv Apps license keys (Essentials) Total        | 1005 |
| Adv Apps license keys (Standard) Total          | 23   |
| Adv Apps license keys (Advanced) Total          | 41   |
| Paging Adapter PA-1 Total                       | 10   |
| "INGATE Software SIPPARATOR 150, 100 Trav Total | 3    |

## Pricing Sheet

| CATEGORY  | Quantity | Unit Price | Total Cost |
|---|----------|------------|------------|
| System Assessment                                 | 1        |            |            |
| Annual Maintenance based on Current Configuration |          |            |            |
| Software updates and security patches             |          |            |            |
| Unit Cost Price to Purchase Additional Hardware   |          |            |            |
| Connect Client Access Licenses                    | 1        |            |            |
| Mailbox licenses                                  | 1        |            |            |
| Extension Licenses                                | 1        |            |            |
| Phone Only Access licenses                        | 1        |            |            |
| Mobile Access Licenses                            | 1        |            |            |
| Operator Access Licenses                          | 1        |            |            |
| Remote Phone Licenses                             | 1        |            |            |
| SIP Phone Licenses                                | 1        |            |            |
| SIP Trunk Licenses                                | 1        |            |            |
| Site Licenses                                     | 1        |            |            |
| Softphone Licenses                                | 1        |            |            |
| Standard Resolution Video Licenses                | 1        |            |            |
| Virtual Switch IP Phone Licenses                  | 1        |            |            |
| Virtual Switch SIP Trunk Licenses                 | 1        |            |            |
| Workgroup Agent Access Licenses                   | 1        |            |            |
| Workgroup Supervisor Access Licenses              | 1        |            |            |
| Collaboration Audio Ports Licenses                | 1        |            |            |

|   |   |            |  |
|---|---|------------|--|
| Collaboration Web Ports Licenses                | 1 |            |  |
| MiVoice Connect Enterprise Contact Center (ECC) | 1 |            |  |
| Voice Switch ST100A                             | 1 |            |  |
| Voice Switch ST100DA-T1                         | 1 |            |  |
| Voice Switch ST200                              | 1 |            |  |
| Voice Switch ST24A                              | 1 |            |  |
| Voice Switch ST48A                              | 1 |            |  |
| Voice Switch ST50A                              | 1 |            |  |
| Voice Switch SA100                              | 1 |            |  |
| Paging Adaptor PA-1                             | 1 |            |  |
| Analog Harmonica and Telco Cable                | 1 |            |  |
| Edge Gateway                                    | 1 |            |  |
| Virtual phone switch                            | 1 |            |  |
| Other   |   |            |  |
|   |   |            |  |
|   |   | Total Cost |  |

Additional Billing Rates:

Hourly Rate for MAC work                    \$ \_\_\_\_\_

Trip Charge for MAC work                    \$ \_\_\_\_\_

OVERTIME Hourly Rate                        \$ \_\_\_\_\_

Optional Remote Monitoring Service (annual)    \$ \_\_\_\_\_

Describe any Multi-year contract offerings and provide pricing.

Identify how long unit pricing will be valid.