



*Working Together for a  
Better Tomorrow, Today*

**ADDENDUM NO. 1  
for  
TELEPHONE SYSTEM REPLACEMENT  
for  
CITY OF GRAND ISLAND, NEBRASKA**

June 6, 2024

**TO:** All Potential Proposals

**RE:** Questions

Can you explain what Hot Line Service is?

A **hotline** is a point-to-point communications link in which a call is automatically directed to the preselected destination without any additional action by the user when the end instrument goes off-hook.

Are you open to a true cloud solution where everything is hosted in the cloud. The only equipment on site would be physical telephones and ATA's to support any analog devices? Or, are you looking for a premise based solution?

We are absolutely open to a true cloud solution. The RFP is based on our current phone system. Current network infrastructure would not allow for direct connect phone. It would have to be daisy chained. Overall we want to modernize and update our current solution with the possibility of continued updating of the system.

How will the answers to the questions be dispersed? Will you be emailing or will they be on a website?

The answers to the questions will be on an addendum.

What are you using for email?

The City is on Microsoft O365 platform.

Does the city require a high level of security for a Cloud based system? **Yes**

How many physical desk phones are being requested on this RFP? **250**

How many users would want the desktop/laptop softphone features? **Unknown at this time**

How many users would want the mobile app features? **Potentially all users, but unknown at this time.**

How many users require voicemail? **All users. We will also need an additional 90 voicemail only lines for GIPD Officers; the Officers do not have individual handsets, only voicemail.**

How many conference-style phones are needed? **1 polycom style conference phone for the medium-sized conference room.**

How many fax lines are in use? **21**

Is physical fax machine use necessary or is electronic faxing preferred? **Most can be electronic, but one at PD will need to be a physical fax due to state requirements**

Can you provide a count along with a listing of all 10-digit numbers to be brought into a new system? **Yes**

Does data cabling exist for each phone location? **This can be a dedicated cable or daisy chained with an existing network device. New phones will need to be daisy chained.**

Can the existing switches provide PoE and VLAN capabilities if required? **Some have PoE, but not all. Yes, the can handle VLANs**

Is the internet assumed to be capable of handling VoIP traffic – sufficient latency and bandwidth? **Yes**

The RFP indicates TAPI and TSAPI abilities - please describe the need. **These are no longer needed.**

Do any of the sites have external paging connections that are accessible by the current phone system that would need to be maintained? **Yes. PD, Library and City Hall all have paging systems.**

Can the PD fax go over VoIP? Or does it need to be real copper?

**As long as faxing is great (T.38?) - need to ensure data is encrypted in transit. One PD fax line may need to remain copper due to state requirements.**

Are all 250 named users?

**Yes, they'll all want VM as well**

Do all need softphone/app?

**Probably only 50**

Conference phones?

**One for incidentals**

DID's?

**Have a block of 300 plus about 75 additional phone numbers**

**Need to verify if there is a 'parking' fee for holding onto unused DIDs**

PoE provided?

**To about 100 of 250 desk phones**

Overhead paging

Yes, one at each of the 3 sites

Any door phones

No, but there is a city council ring down phone

What is the cost for more sites?

Vendor will provide both monthly and one time onboarding fees so we can determine the cost if adding additional depts/buildings

Is call recording needed?

Yes, it is needed on demand, not recording calls unless initiated by user button

Number of simultaneous call recording? 5

**All other details of the bid solicitation remain the same.**

END OF ADDITIONS/CLARIFICATIONS PER ADDENDUM NO. 1

Patrick Brown

Assistant City Administrator/CFO

Acknowledged by \_\_\_\_\_  
Signature of Bidder

**ADVERTISEMENT TO PROPOSALS**  
**ADDENUM NO. 1**  
**for**  
**TELEPHONE SYSTEM REPLACEMENT**  
**for**  
**CITY OF GRAND ISLAND, NEBRASKA**

Sealed proposals will be **received at the office of the City Clerk**, 100 E. First Street., Grand Island, NE 68801 or P.O. Box 1968, Grand Island, Nebraska 68802 until **4:00 p.m., (Local Time), Thursday, June 20, 2024** for the **TELEPHONE SYSTEM REPLACEMENT**, for the City of Grand Island. Proposals will be publicly opened at this time in Conference Room #1 located on 1st floor of City Hall. Bids received after the specified time will be returned unopened to sender.

Bids shall be submitted on forms which will be furnished by the City OR bidding documents, plans, and specifications for use in preparing bids may be downloaded from the Quest CDN website, [www.QuestCDN.com](http://www.QuestCDN.com) for a forty two dollar (\$42) fee. Bids must be uploaded to the Quest CDN website and received before the specified time to be considered.

**Please return one (1) original and one (1) copy of each bid sheet.**

The successful bidder will be required to comply with fair labor standards as required by Nebraska R.R.S. 73-102 and comply with Nebraska R.R.S. 48-657 pertaining to contributions to the Unemployment Compensation Fund of the State of Nebraska.

Successful bidder shall comply with the City's insurance requirements. Successful bidder shall maintain a Drug Free Workplace Policy.

Bids will be evaluated by the Purchaser based on price, quality, adherence to schedule, plan and specification, economy and efficiency of operation, experience and reputation of bidder, ability, capacity, and skill of the bidder to perform contract required and adaptability of the particular items to the specific use intended.

The Purchaser reserves the right to reject any or all bids and to waive irregularities therein and to accept whichever bid that may be in the best interest of the City, at its sole discretion. The Purchaser also reserves the right to reject any section(s) of a selected bid that may be in the best interest of the City, at its sole discretion.

No bidder may withdraw their bid for a period of forty-five (45) days after date of opening bids.

Plans and specifications for use in preparing bids may be obtained from the office of the City Engineer, Second Floor, City Hall, 100 East First Street, Grand Island, NE.

**TITLE VI**

The City of Grand Island, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office the Secretary, Part 21, Nondiscrimination in Federally assisted programs of the Department of Transportation issued pursuant to such Act, hereby notified all bidden that it will affirmatively insure that in any contact entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin, sex, age and disability/handicap in consideration for an award.

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**SECTION 504/ADA NOTICE TO THE PUBLIC**

The City of Grand Island does not discriminate on the basis of disability in admission of its programs, services, or activities, in access to them, in treatment of individuals with disabilities, or in any aspect of their operations. The City of Grand Island also does not discriminate on the basis of disability in its hiring or employment practices.

This notice is provided as required by Title II of the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973. Questions, complaints, or requests for additional information or accommodation regarding the ADA and Section 504 may be forwarded to the designated ADA and Section 504 compliance coordinator.

City Administrator  
308-389-0140  
100 East First Street, Grand Island, NE 68801  
Monday through Friday; 8:00 a.m. to 5:00 p.m.

Jill Granere  
City Clerk