

**CITY OF RANCHO MIRAGE
69825 HIGHWAY 111
RANCHO MIRAGE, CA 92270
(760) 324-4511**

**ADDENDUM TO
REQUEST FOR PROPOSALS
FOR
UNIFIED COMMUNICATIONS AS A SERVICE (UCaaS)
ISSUED:
APRIL 18, 2022**

PURPOSE:

This Addendum (“Addendum”) is being issued to provide answers to questions about the City of Rancho Mirage Request for Proposals for Unified Communications As A Service (UCaaS), dated March 30, 2022 (“RFP”), which questions prospective bidders submitted requesting further details regarding the RFP. Included below are said questions and answers thereto, all of which shall be made part of the RFP by inclusion into this Addendum.

GENERAL INSTRUCTIONS:

This Addendum constitutes an integral part of the RFP and shall be read in conjunction with the RFP. Where inconsistent with the RFP, this Addendum shall govern. It is the responsibility of all respondents to the RFP to conform to this Addendum. Unless specifically changed herein, all other requirements, terms and conditions of the RFP remain unchanged. All respondents must acknowledge receipt of this Addendum by signing and submitting the form that is attached to this Addendum as Exhibit “A.”

QUESTIONS AND ANSWERS:

Question 1: Can you provide a list of the 50 telephone numbers? If you cannot disclose them, can you provide the area code and first 3 digits (i.e., 760 – 324 – xxxx).

Answer 1: Here are our main numbers.

760.324.4511, 760.328.9253, 760.202.9852, 760.770.3220, 760.328.2266,
760.770.3210, 760.770.3207, 760.770.3224, 760.343.0561, 760.341.7323,
760.770.3233, 760.341.1382, 760.324.8271. 760.831.1063, 760.770.3233, and
760.202.9251.

Question 2: The RFP asks for a white-glove deployment but also mentions pre-programmed phones for IT deployment. If we deliver pre-programmed phones, is the city expected to deploy them? This would include unboxing, basic assembly, and plugging in the phones.

Answer 2: Yes, Information Services can deploy the phones. We want to make sure the phones are pre-programmed and ready to go out of the box.

Question 3: Would you want the night mode to be automated via an automated time schedule or a physical button that turns the desired functionality on and off?

Answer 3: Automated via an automated time schedule.

Question 4: How many different distinctive rings would you want to configure and would distinctive ring groups be defined at a global level, for a group of phones, or for individual phones?

Answer 4: (Individual phone) Each user should be able to pick a distinctive ringtone for each of their lines. For example, I have one Ringtone for my main line, if someone calls the helpdesk line, I have a different ringtone.

Question 5: Would you be open to replacing Singlewire paging with our solution, which includes paging at no additional cost?

Answer 5: Yes, that would be acceptable.

Question 6: Can all the devices be on the same VLAN or can multicast streams be relayed across locations?

Answer 6: Yes, we can have all the devices on the with the same VLAN ID. Multicast streams can be relayed across locations. Documentation detailing the requirements of the solution must be provided.

Question 7: If a remote device or client doesn't support distinctive rings, would a caller id name prefix be an acceptable alternative? (iOS for example limits our ability to change the ring based on individual calls. A caller ID prefix example: If I called and selected the building department from my personal phone, the caller ID could display [**bldg dept**] Warren Frenkel).

Answer 7: Yes, that is acceptable.

Question 8: Is there any way we can see if any languages services have been requested in the past and if so when those contracts will expire.

Answer 8: We do not have any language services.

Question 9: Granite Telecommunications, LLC ("Granite") has the following questions: Offeror is a privately-held company and as such has a policy to provide its financial statements only upon execution of a mutual non-disclosure agreement. Will the City be amenable to review of such an agreement prior to proposal submission?

Answer 9: As set forth in the RFP, City is subject to California Public Records Act (the "CPRA") and disclosure of proposals will be processed in accordance with such Act. City will not review an NDA as a condition to submittal of a proposal. City shall notify potentially affected proposers of a request which may require disclosure of their proposal, and proposer may take steps to seek an injunction or court order from a court of competent jurisdiction to protect any records or parts thereof from disclosure; provided, however, City is bound to strict deadlines in responding to a public records request and it shall be proposer's sole obligation to obtain such relief prior to City's disclosure. Notwithstanding anything herein to the contrary, nothing herein shall be deemed or interpreted to limit or alter city's obligations under CPRA, neither does city make any representations or warranty's respecting non-disclosure, except as may be required by applicable law and or court order of competent jurisdiction

Question 10: We have one additional request, could you please confirm the addresses of locations?

Answer 10:

City Hall:
69-825 Highway 111
Rancho Mirage, CA 92270

Library & Observatory
71-700 Highway 111
Rancho Mirage, CA 92270

City Yard
72-201 Manufacturing Rd.
Thousand Palms CA 92276

EXHIBIT "A"

**ADDENDUM RECEIPT
ACKNOWLEDGEMENT FORM**

By signing this form, I hereby acknowledge receipt of the Addendum dated April 18, 2022 ("Addendum") to the City of Rancho Mirage Request for Proposals for Unified Communications As A Service (UCaaS), dated March 30, 2022 ("RFP"). I agree to include this signed instrument as part of any proposal package submitted in response to the RFP and Addendum.

By:

Title:

Date: _____, 2022