



Department of Property&Procurement

Government of the United States Virgin Islands

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July 16, 2020

Amendment 3- RFP-044-T-2020 (P) – Telephone VoIP System – St. Thomas/St. John District

Questions/Answers:

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

BIDDERS MUST ACKNOWLEDGE RECEIPT OF THIS AMENDMENT WITH THEIR BID PROPOSAL

1. Walk-through network assessment at the following sites:

Knud Hansen Complex	July 16 th – 17 th , 2020 8am-5pm July 20 th – 22 nd , 2020 8am-5pm	
Queen Louise Home of the Aged	July 16 th – 17 th , 2020 9am July 20 th – 22 nd , 2020 9am	Prefer 1 participant to enter site
Sugar Estate Head Start	July 16 th – 17 th , 2020 8am-5pm July 20 th – 22 nd , 2020 8am-5pm	
STJ Multipurpose Building	July 15 th – 17 th , 2020 8am-3pm July 20 th – 22 nd , 2020 8am-3pm	

Please provide the amount of technician(s) participating in the walkthrough.

2. The RFP states that the Knud Hansen Site has (250) total Telephones, while the Pre-Proposal Conference Document states that there are (263). Can you please confirm which is the correct quantity? **Correct = 263**
3. The same applies to the remote sites, please clarify:
 - a. Queen Louise Home of the Aged - RFP: (12) Telephones – Pre-Proposal Conference Document: (11) **Correct = 12**
 - b. Sugar Estate Head Start – RFP: (11) Telephones – Pre-Proposal Conference: (15) **Correct = 15**
 - c. STJ Multi-Purpose Bldg – RFP: (11) Telephones – Pre-Proposal Conference: (10) **Correct = 10**
4. How many Stations or Users will need access to mobility or access to the Phone system via mobile devices? **Some users 7-10**
 - a. Some stations, for example, Public Area Phones, Conference Phones, Security Guard Posts, etc. rarely need Mobile Access.
5. To confirm, the scope of the proposal is to include only the (3) St. Thomas sites (Knud Hansen Complex, Queen Louise, Sugar Estate) and the 1 remote St. John locations and will not need to quote the St. Croix sites, is that correct? **Correct - St. Thomas = 3 sites, and St. John=1 site. System of choice must communicate with Avaya IP 500 on the island of St. Croix**
6. Please submit current dial plan and extension directory. **(See attachments)**
7. Please confirm how many Voice Mail Boxes are required. One per user? **Two extension per user and one voicemail box.** How many Group Voicemails does DHS required? **TBD**
8. Do you require any fax facilities? How many and in which locations?
Approximately Knud Hansen (15), Queen Louise (1), Sugar Estate (1), STJ (2)
9. How many softphone licenses does DHS require? **TBD approximately 10** Does DHS require any operator consoles? **Knud Hansen (2)**

10. How many telephone headsets DHS require? **TBD approximately 4** DHS require any PC headsets for the softphones? If so, please provide the headset specifications: **TBD**
- Cordless/Wired?
 - Noise-cancelling?
 - One ear/Double sided?
 - Bluetooth?
 - Earbud/Full ear?
11. Does DHS require any Conference phones? **Approximately (8)** Wireless telephones? **Approximately (8)**
12. To assess services currently being provided by the DHS telephony carrier, please provide, if possible, copies of monthly invoices. **N/A**
13. Please expand upon your requirements for Automatic Call Distribution (ACD). Does DHS have any call center agents? **No** How many ACD groups have to be configured? **Approximately 2**
14. For the option of deploying the solution in a virtual environment, will DHS provide the servers? Or should the vendor include the servers in the proposal? **Please price all items needed for the system**
15. Would DHS accept the migration of these 4 Nortel systems from STT to a single platform? If not, please explain. **The Summary of Requirements of the RFP answers this question**

Site Name	System	#Desk Sets	DID #s	POTS Lines	T1 Lines	Network Connection
STT-Knud Hansen Complex	Nortel	250	50	25	2	Fiber MPLS
STT-Queen Louise Home of the Aged	Nortel	12		4		Fiber MPLS
STT-Sugar Estate Head Start	Nortel	11		5		Fiber MPLS
STJ- Multipurpose Bldg.	Nortel	11		8		Fiber MPLS

16. Please provide the System ID (SID) of these 4 Nortel systems. This is for the purpose of obtaining the best discount and/or promotion from the manufacturer. **Currently not available.**
17. To comply with the Enterprise Mobility requirement, special licensing by user must be added. Please indicate the number of users that will require this feature. **TBD but can consider 7 to 14**
18. To comply with the Call Recording requirement, please provide the amount of CONCURRENT calls that need to be recorded. **The objective would be unlimited concurrent calls**
19. Our understanding is that STX systems will remain as is. We can provide the option of consolidating these systems into 1 if DHS is willing to consider it. Please confirm. **Taking from RFP - The equality of any alternate or additional being bid shall be determined by DHS at its sole discretion. Any Contractor bidding an alternate or additional model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant**

documentation demonstrating the quality of the alternate items. Cost should be separated for additional options

20. Assuming that the STX systems will remain as is, we must make sure that the STX PBXs have enough SIP / H.323 trunks to be able to achieve the amount of concurrent calls that are required between STT and STX. But there are no details about this in the RFP. Are all these IPOs, Nortel and Viya systems already communicating via SIP trunks with each other and with the Nortel of STT? Please specify how many trunks are existing between these systems. Please specify how many SIP trunks would need to be added. The solution should support protocols including SIP, QSIG, and DPNSS, and must communicate with the Avaya IP 500 system on the island of St. Croix. Testing connection to the St. Croix Mar Hill DFA location is mandatory.

STX-Mars Hill- DFA	Avaya IP 500 (MAIN)		50		1	Fiber MPLS
STX-Mars Hill- HS	Avaya					
STX-Commissioner	Nortel					
STX-Childcare	Avaya					
STX-Richmond Center	Nortel					
STX-YRC-Main	Nortel					
STX-YRC-Coitage	Avaya					
STX-Anna's Hope- Head Start	Viya - Nortel			14		
STX-Anna's Hope- Intervention	Nortel					
STX-Anna's Hope- Crisis	NONE					
STX-Diamond-Intake	Avaya					
STX-Diamond-Maintenance	Viya					
STX-Kingshill – Herbert Grigg	Nortel/Avaya					
STX-Kingshill – JJ (Vacant)						
STX-Kingshill – HS Classroom	Viya					

21. Also, please provide all System ID's (SID), .CFG, & .XML files for each of these systems. Currently not available.

22. This is the list of hard phone models & features available. Please indicate how many of each model phone would be required for all users.

Model	Display	SW Support	Power	Ethernet	Status Indicators	Admin Buttons	Hard Buttons
Model A	Monochrome	SIP	PoE	10/100	2	0	5
Model B	Color	SIP	PoE, optional 5V PS	10/100/1000	4	4	5
Model C	Color	SIP	PoE, optional 5V PS	10/100/1000	10	0	7
Model D	Grayscale	SIP, H.323	PoE, optional 5V PS	10/100/1000	8	96	11

TBD – approximately 22 administrators and managers of the 299 phones.

Department of Human Services
St. Thomas Knud Hansen
(340) 774-0930

Unit	Extension
STT - Commissioner Office	4101 & 4376 & 4466
STT - Commissioner Office	4110
STT - Commissioner Office	4101 & 4102 & 4376
STT - Commissioner Office	4111
STT - Commissioner Office	4109
STT - Commissioner Office	4104
STT - Commissioner Office	4106
STT - Commissioner Office	4105 & 4415
STT - Commissioner Office	4348
STT - Commissioner Office	4108
STT - Commissioner Office	4121
STT - Commissioner Office	4103
STT - Commissioner Office	4112
STT - Commissioner Office	4112
STT - Commissioner Office	4107
STT - Commissioner Office	4349

Unit	Extension
STT - Business Office	4134
STT - Business Office	4152
STT - Business Office	4138
STT - Business Office	4151
STT - Business Office	4130
STT - Business Office	4313
STT - Business Office	4138
STT - Business Office	4144
STT - Business Office	4132
STT - Business Office	4139
STT - Business Office	4140
STT - Business Office	4345

STT - Business Office	4146
STT - Business Office	4145
STT - Business Office	4148
STT- Business Office	4170
STT- Business Office	4137
STT- Business Office	4132
STT- Business Office	4142
STT- Business Office	4135
STT- Business Office	4287

Unit	Extension
STT - Planning & Operations	4414- 4415 - 4431
STT - Planning & Operations	4116 & 4402
STT - Planning & Operations	4117 & 4420
STT - Planning & Operations	4156 & 4406
STT - Planning & Operations	4123
STT - Planning & Operations	4154
STT - Planning & Operations	

Unit	Extension
STT - Planning & Operations -MIS	4158
STT - Planning & Operations -MIS	4159
STT - Planning & Operations -MIS	1460
STT - Planning & Operations -MIS	4162
STT - Planning & Operations -MIS	4163
STT - Planning & Operations -MIS	4161
STT - Planning & Operations -MIS	3499

Unit	Extension
STT - Personnel	4125
STT - Personnel	4129
STT - Personnel	4126

STT - Personnel	4128
STT - Personnel	4127
STT - Personnel	4127

Unit	Extension
STT - Maintenance	4486
STT - Maintenance	4124
STT - Maintenance	4485
STT - Maintenance	4122 & 4412

Unit	Extension
STT - Residential Services	4157
STT - Residential Services	4166
STT - Residential Services	4164

Unit	Extension
STT - Research & Resource Development	4149 & 4155
STT - Research & Resource Development	4288

Unit	Extension
STT - Voc. Rehab	4190
STT - Voc Rehab	4199
STT - Voc Rehab	4289
STT - Voc Rehab	4198
STT - Voc Rehab	4191
STT - Voc Rehab	4178
STT - Voc Rehab	4195
STT - Voc Rehab	4169
STT - Voc Rehab	4281

STT - Voc Rehab	4171
STT - Voc Rehab	4346
STT - Voc Rehab	4192
STT - Voc Rehab	4194
STT - Voc Rehab	4283
STT - Voc Rehab	4172
STT - Voc Rehab	4193

Unit	Extension
STT- Pre- School Services	4200- 4300- 4301- 4302
STT- Pre- School Services	4201
STT- Pre- School Services	4211
STT- Pre- School Services	4203
STT- Pre- School Services	4206
STT- Pre- School Services	4207
STT- Pre- School Services	4221
STT- Pre- School Services	4204 & 4410
STT- Pre- School Services	4212
STT- Pre- School Services	4205
STT- Pre- School Services	4208
STT- Pre- School Services	4218
STT- Pre- School Services	4220
STT- Pre- School Services	4253
STT- Pre- School Services	4219
STT- Pre- School Services	4215
STT- Pre- School Services	4255
STT- Pre- School Services	4218
STT- Pre- School Services	4209
STT- Pre- School Services	4202
STT- Pre- School Services	4224
STT- Pre- School Services	4256
STT- Pre- School Services	4254
STT- Pre- School Services	4223

Unit	Extension
STT - Intake & Emergency Services	4266
STT - Intake & Emergency Services	4264
STT - Intake & Emergency Services	4475
STT - Intake & Emergency Services	4267
STT - Intake & Emergency Services	4266
STT - Intake & Emergency Services	4476
STT - Intake & Emergency Services	4270
STT - Intake & Emergency Services	4273
STT - Intake & Emergency Services	4272

Unit	Extension
STT - OCCRS	4180
STT - OCCRS	4185
STT - OCCRS	4181 & 4408
STT - OCCRS	4182
STT - OCCRS	4189
STT - OCCRS	4186
STT - OCCRS	4183
STT - OCCRS	4187
STT - OCCRS	4184

Unit	Extension
	4303-4000-4001-4002-4002-
STT - Financial Programs/Certification	4004-4005-4007
STT - Financial Programs/Certification	4361
STT - Financial Programs/Certification	4362
STT - Financial Programs/Certification	4358
STT - Financial Programs/Certification	4359
STT - Financial Programs/Certification	4360
STT - Financial Programs/Certification	4396
STT - Financial Programs/Certification	4380

STT - Financial Programs/Certification	4309
STT - Financial Programs/Certification	4311
STT - Financial Programs/Certification	4322
STT - Financial Programs/Certification	4315
STT - Financial Programs/Certification	4314
STT - Financial Programs/Certification	4373
STT - Financial Programs/Certification	4310
STT - Financial Programs/Certification	4316
STT - Financial Programs/Certification	4323
STT - Financial Programs/Certification	4321
STT - Financial Programs/Certification	4373
STT - Financial Programs/Certification	4317
STT - Financial Programs/Certification	4374
STT - Financial Programs/Certification	4378
STT - Financial Programs/Certification	4324
STT - Financial Programs/Certification	4318
STT - Financial Programs/Certification	4320
STT - Financial Programs/Certification	4319
STT - Financial Programs/Certification	4363
STT - Financial Programs/Certification	4377
STT - Financial Programs/Certification	4370

Unit	Extension
STT-Finial Programs/Claims & Front End	4364 & 4365
STT-Finial Programs/Claims & Front End	4364 & 4365
STT-Finial Programs/Claims & Front End	4366
STT-Finial Programs/Claims & Front End	4368
STT-Finial Programs/Claims & Front End	4367
STT-Finial Programs/Claims & Front End	4369
STT-Finial Programs/Claims & Front End	4308
STT-Finial Programs/Claims & Front End	4307
STT-Finial Programs/Claims & Front End	4306
STT-Finial Programs/Claims & Front End	4305

Unit	Extension
STT - Financial Programs/JOBS	4477
STT - Financial Programs/JOBS	4478
STT - Financial Programs/JOBS	4479
STT - Financial Programs/JOBS	4262
STT - Financial Programs/JOBS	4261
STT - Financial Programs/JOBS	4257 & 4259
STT - Financial Programs/JOBS	4258

Unit	Extension
STT - Financial Programs-Quality Control	4174
STT - Financial Programs-Quality Control	4175
STT - Financial Programs-Quality Control	4331
STT - Financial Programs-Quality Control	4177
STT - Financial Programs-Quality Control	4347
STT - Financial Programs-Quality Control	4222

Unit	Extension
STT - Financial Programs-Perform/Report	4167
STT - Financial Programs-Perform/Report	4119 & 4417

Unit	Extension
STT - Financial Programs/EBT Issuance	4390
STT - Financial Programs/EBT Issuance	4386- 4387- 4388

Unit	Extension
STT - Financial Programs/FRAUD	4371

Unit	Extension
STT - CYF/Juvenile	4234
STT - CYF/Intervention	4278
STT - CYF/Intervention	4229
STT - CYF/Intervention	4225
STT - CYF/Intervention	4240
STT - CYF/Intervention	4274
STT - CYF/Intervention	4242
STT - CYF/Intervention	4225

Unit	Extension
STT - CYF/Prevention	4243
STT - CYF/Prevention	4392
STT - CYF/Prevention	4227
STT - CYF/Prevention	4393
STT - CYF/Prevention	4394
STT - CYF/Prevention	4245
STT - CYF/Prevention	4394
STT - CYF/Prevention	4379
STT - CYF/Prevention	4395
STT - CYF/Prevention	4227
STT - CYF/Prevention	4275
STT - CYF/Prevention	4244
STT - CYF/Prevention	4391
STT - CYF/Prevention	4226
STT - CYF/Prevention	4226
STT - CYF/Prevention	4379
STT - CYF/Prevention	4275

Unit	Extension
STT - Senior Citizens/Social Services	4118

STT - Senior Citizens/Social Services	4118- 4213- 4238- 4239
STT - Senior Citizens/Social Services	4382

Unit	Extension
STT - Senior Services/ I & R /PAP	4336
STT - Senior Services/ I & R /PAP	4330
STT - Senior Services/ I & R /PAP	4335
STT - Senior Services/ I & R /PAP	4334
STT - Senior Services	4337

Unit	Extension
STT - Senior Services/Recreational Prog	4326 & 4416
STT - Senior Services	4342

Unit	Extension
STT- Senior Citizens Affairs / SCSEP	
STT- Senior Citizens Affairs / SCSEP	4329
STT- Senior Citizens Affairs / SCSEP	
STT- Senior Citizens Affairs / SCSEP	4327

Unit	Extension
STT - Senior Citizens /Adult Protective	4282
STT - Senior Citizens /Adult Protective	4328
STT - Senior Citizens /Adult Protective	
STT - Senior Citizens /Adult Protective	

Unit	Extension
STT - Senior Citizens /Family Caregiver	4120
STT - Senior Citizens /Family Caregiver	4168
STT - Senior Citizens /Family Caregiver	4383

Unit	Extension
STT - Senior Citizens / Foster Grandparents	
STT - Senior Citizens / Foster Grandparents	

Unit	Extension
STT - Senior Citizens / HomeMakers Services	4338
STT - Senior Citizens / HomeMakers Services	

Unit	Extension
STT - Senior Citizens / Therapeutic Services	4338

Unit	Extension
STT - Senior Citizens / Strive Center	4248
STT - Senior Citizens / Strive Center	
STT - Senior Citizens / Strive Center	

Unit	Extension
STT - Nutrition Program for the Elderly	
STT - Nutrition Program for the Elderly	

STT - Nutrition Program for the Elderly	
STT - Nutrition Program for the Elderly	
STT - Nutrition Program for the Elderly	
STT - Nutrition Program for the Elderly	

Unit	Extension
STT - Nutrition/Head Start Services	
STT - Nutrition/Head Start Services	
STT - Nutrition/Head Start Services	
STT - Nutrition/Head Start Services	
STT - Nutrition/Head Start Services	
STT - Nutrition/Head Start Services	
STT - Nutrition/Head Start Services	

Unit	Extension
STT - CYF/YPDP	
STT - CYF/YPDP	
STT - CYF/YPDP	
STT - CYF/YPDP	
STT - CYF/YPDP	

Unit	Extension
STT - Homes & Nutrition	
STT - Homes & Nutrition	
STT - Homes & Nutrition	
STT - Homes & Nutrition	
STT - Homes & Nutrition	
STT - Homes & Nutrition	

**SENIOR CITIZENS AFFAIRS –
 QUEEN LOUISE HOME FOR THE AGED
 (340) 774-1222/(340) 775-7299**

Staff
Staff
Staff
Staff
Staff
Staff
Staff

**ST. JOHN–
 MULTI-PURPOSE CENTER
 (340) 776-6334/(340) 776-6335 /340-776-6541**

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SUGAR ESTATE - PRE-SCHOOL
(340) 774-2445 / (340) 774-2449**

Pre-School Services
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5 Classrooms