



**Notice of Information Item No. 1**

**Issue Date May 15, 2020**

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**Arlington Public Schools  
Procurement Office**

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**Request for Proposal 34FY20**

**Request for Proposal Title:**                   **Telecomm Infrastructure Maintenance and Procurement of Associated Components and Materials**

**Request for Proposal Number:**           **34FY20**

**Request for Proposal Issue Date:**       **May 4, 2020**

**Proposal Closing Date/Time:**           **May 29, 2020, Prior to 11:59 P.M. (Local Prevailing Time)**

**Pre-Proposal Conference:**               **May 7, 2020 (Refer to Title Page 2 of the Request for Proposal)**

**Procurement Office Representative:**       **Kimberly Young, Senior Procurement Specialist (703) 228-7643, kimberly.young@apsva.us**

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The following questions were received in response to the Request for Proposal issuance and the pre-Proposal Conference and responses are provided to help Offerors submit a Proposal in response to RFP 34FY20:

- Q1.**     The headsets you refer to on page 11 are the part numbers in this statement, they were discontinued by the manufacturer in May 2018 which Mitel announced in Product Bulletin 20170291. It was also published that they thought the manufacturer would run out of parts in March 2018. I'm referring specifically to part number 50005712 – DECT Headset Bundle for North America. Also, the accessories module, part number 50005521 and just the headset itself, part number 50006535, are also discontinued. I'm aware that you can purchase these online refurbished but they will have no warranty. Would APS still want these items covered?

- A1.** Yes. See Addendum No. 1.
- Q2.** On several pages throughout the RFP, there is mention of the SIP services provided by Verizon. However, it doesn't mention how many actual SIP Trunks in total that are on this circuit/s. On page 60, it mentions the NOC (SIPGtwayA), NOC (TrkGtwayC), and the NOC (Mitel Border Gateway), but doesn't give any quantities. To estimate APS' Software Assurance (SWA), these quantities are important to know as SWA is reflected in the appropriate Mitel licensing. Can quantities be provided? If not, would APS sign "joint access" to SWA records in Mitel's AMC which will give exact quantities? This would certainly make the process more efficient and much easier.
- A2.** Yes, quantities can be provided. See Addendum No. 1.
- Q3.** Is Arlington Public Schools (APS) a member of Sourcewell for procurement (formerly known as NJPA)? Also, when purchasing, does APS do so through that contract?
- A3.** APS is not a member of Sourcewell, however, APS does participate in cooperative contracting via Sourcewell. APS does not purchase through Sourcewell for this requirement.
- Q4.** As remote support has become so much easier as time has gone on, is it feasible that APS would consider (1) full time tech onsite and (1) remote tech?
- A4.** APS consists of forty (40) physical buildings and there is significant, regular activity across the school system requiring a visit from both technicians. As cited in the RFP, during peak times (June through August), we actually require the support of a third technician. For such reasons, we require two (2) technicians on a regular basis so unfortunately, the second technician cannot be "remote".
- Q5.** Please confirm that the routine MAC activity outlined in section 2.9.1 is included in the base cost of the two (2) on-site technicians and is not billable as extra time.
- A5.** Confirmed. All routine Move/Add/Change (MAC) activity will be performed by the onsite technicians as part of their duties outlined within the Scope of Work. Such work shall be included as part of the base cost.
- Q6.** Since "core" hours are 7:00AM to 4:00PM each day, please confirm if these MACs completed between 6:00AM and 7:00AM are included in the base cost of the two (2) technicians and are therefore not billable.
- A6.** Confirmed. While the core hours are 7AM to 4PM, we require the two onsite technicians to provide reasonable flexibility to perform work that cannot be completed during business hours. These times are mutually negotiated however and there shall be no additional cost to APS over the base cost.
- Q7.** Please confirm that All telephone sets include the Vodavi Starplus and Cortelco analog phones.
- A7.** Confirmed. The scope of work includes ALL telephone sets in service to include the analog telephone sets, in addition to proprietary Mitel Network telephone sets.
- Q8.** Please confirm that all non-business hour labor costs are included in the base cost of the on-site technicians and are not billable
- A8.** Confirmed. Work performed by onsite technicians during non-business hours will be covered under the base cost. There shall be no additional billing to APS.

Issued By:

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