

Park District of Highland Park

Information Technology Managed Services and Support RFP

ADDENDUM # 1

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ISSUED BY:

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NOTICE TO ALL BIDDERS:

The attention of all Proposers is called to this Addendum. This Addendum to the Information Technology Managed Services and Support RFP documents is issued to modify, explain or correct the original documents. It is hereby included in and made part of the RFP Contract Documents and Project Manual, whether or not attached to.

All requirements of the original Project Specifications, Scope of Work and Drawings shall remain in force except as amended by this document.

Item # 1 – Terms and Conditions, Insurance Requirements

Sections c. and d. are amended as follows:

- a. Business Automobile Liability (including owned, non-owned and hired vehicles):
 - i. Bodily Injury and Property Damage
\$1,000,000.00 ~~Per Person~~ Combined Single Limit (Per Occurrence)
~~\$1,000,000.00 Per Accident~~
 - ii. ~~Property Damage~~
~~\$1,000,000.00 Per Occurrence~~
 - iii. ii. Umbrella Excess Liability:
\$2,000,000.00 over Primary Insurance
- b. Professional Liability (Errors and Omissions) Insurance appropriate to the FIRM's profession
 - i. \$1,000,000 ~~Per Occurrence~~ Each Claim
 - ii. \$2,000,000 Aggregate

Item #2 – Sample Contract

Sections c. and d. are amended as follows:

- c. Business Automobile Liability (including owned, non-owned and hired vehicles):
 - j. Bodily Injury and Property Damage
\$1,000,000.00 ~~Per Person~~ Combined Single Limit (Per Occurrence)
~~\$1,000,000.00 Per Accident~~
 - ii. ~~Property Damage~~

- ~~\$1,000,000.00 Per Occurrence~~
- iii. ii. Umbrella Excess Liability:
 - \$2,000,000.00 over Primary Insurance
 - d. Professional Liability (Errors and Omissions) Insurance appropriate to the FIRM's profession
 - i. \$1,000,000 ~~Per Occurrence~~ Each Claim
 - ii. \$2,000,000 Aggregate

Section 4 is amended as follows:

To have ~~all the CGL, business automobile liability and professional liability~~ policies of insurance purchased or maintained in fulfillment hereof name the AGENCY as an additional insured thereunder and the FIRM shall provide AGENCY with a certificate(s) of insurance and applicable policy endorsement(s), executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth above. A blanket additional insured endorsement may satisfy this requirement. No such Any policy of insurance shall have which has a deductible or self-insurance retention amount in excess of \$5,000 per occurrence or claim made (as applicable), shall be declared to the AGENCY, which may require reasonable assurances the FIRM can pay the deductible/retention as a condition of accepting this agreement. All insurance shall be written on an "occurrence" basis rather than a "claims-made" basis. Failure of AGENCY to demand any certificate, endorsement or other evidence of full compliance with these insurance requirements or failure of AGENCY to identify a deficiency from evidence that is provided shall not be construed as a waiver of FIRM's obligation to maintain such insurance. The FIRM agrees that the obligation to provide the insurance required by these documents is solely its responsibility and that this is a requirement which cannot be waived by any conduct, action, inaction or omission by the AGENCY. Upon request, the FIRM will provide copies of any or all policies of insurance maintained in fulfillment hereof.

AGENCY shall have the right, but not the obligation, of prohibiting FIRM or any subcontractor from entering the project site until such certificates or other evidence that insurance has been placed in complete compliance with these requirements is received and approved by AGENCY.

Failure to maintain the required insurance may result in termination of this Contract at AGENCY's option.

Item #3 – Questions Received

Do you have full software and smartnet support with Cisco right now on Call Manager, Unity, and CER?

Response: Yes, Call manager, Unity, and CER have smartnet on them.

Do you have current active support with Singlewire?

Response: Yes. We have Informacast Fusion and it is active.

Are your paging IP speakers Valcom or Algo?

Response: Valcom

How many paging zones are there?

Response: All our Cisco phones are active for paging and each location is a zone (9). Some facilities also have overhead paging and we are working on rolling that out at all locations this year.

Do you page through the phones too?

Response: Yes

I see you have 9 locations listed. 6 firepower devices. 2 in HA so that covers 5 locations. Are they being used as voice gateways for the locations? Is the configuration SCCP or H.323? Are some locations sharing the VG's? Is SRST in place and functional? One SIP trunk for all or?

Response: We have 7 locations connected by Comcast fiber and 2 connected via VPN and Comcast Coax. Most internet traffic is routed back to our two datacenters where it uses the Comcast Fiber internet circuits. We have a Sip trunk at West Ridge Center and one at Centennial Ice Arena. We have a call manager and UC at each of those locations that function in SRST.

No Cisco contact center?

Response: No

Are you running the system on UCS servers?

Response: Yes

For CER/E911 are any buildings broken up into zones or is that used just to differentiate the different physical locations?

Response: Different locations and are largest locations may be in multiple zones.

How many DID (phone numbers) do you have?

Response: About 180 but not all are assigned.

Please help me understand what features are in production for the users. Jabber? Webex integration?

Response: For voice we are strictly using physical desk phones.