

**The Philadelphia Parking Authority**  
**701 Market Street, Suite 5400**  
**Philadelphia, PA 19106**

**RFP No. 25-21**  
**Voice Over IP Migration**  
**Addendum Two**

To: See Email Distribution List

From: Shannon Stewart  
Manager of Contract Administration

Date: September 10, 2025

No Pages: 4 plus Appendix A

This addendum is issued on September 10, 2025, prior to the proposal due date to add, delete, modify, clarify and/or to respond to questions submitted by eligible Offerors regarding the work included in the above referenced solicitation.

**CHANGES TO THE RFP DOCUMENT**

1. **Appendix C – Insurance Requirements:** The insurance requirements are attached as Appendix A of this addendum.

**QUESTIONS**

2. **Question:** Would you consider purchasing off MiCTA?

**Response: No, the Authority is using a public solicitation process to procure the VoIP system.**

3. **Question:** Are you currently using Microsoft 365? What licenses do you have for your users? G3 or G5?

**Response: The Authority currently does not have a G3 or a G5, the Authority runs on O365 E5.**

4. **Question:** Would you consider moving your VoIP into MS Teams?

**Response: Not at this time.**

5. **Question:** Who are the current internet providers and when will your contracts with them expire?

**Response: We have Comcast ISP at all locations and Verizon fail-over internet at some locations where operationally necessary. Internet and phone are considered utilities and therefore do not require a contract.**

6. **Question:** We do not assign specific individuals (Project Manager, Engineer, Trainer, etc.) to other than Account Executive to projects until once the contract has been awarded. This enables us to ensure that the assigned team members have bandwidth and availability at the time of the project. Is it acceptable to provide a general description of the team and their roles in implementation with details to follow when the award is made?

**Response: Key personnel are a scoreable item, and the Authority needs the team that you intend to assign to the contract for scoring purposes.**

7. **Question:** Please provide clarification on the phones that need to be included in our proposal - I understand that you want 3 phone options included, low-end, medium-end, and high-end phones. These will, of course, have

different price points. You've also stated that you want 250 phones included in the initial quote. What mix of low/medium/high phones do you want included in the initial term? Or do you simply want one of each included in the quote with the understanding that the overall cost of the initial term will change, depending on the mix of phones.

**Response: Offerors must include 3 different phone models in their proposal. For pricing purposes, 250 basic phone models must be included in your initial term fixed fee. Basic phone models would only include the features each line requires as described in the Work Statement.**

8. **Question:** As a privately held company, our financial statements are no longer publicly available or distributed. It is the policy to not provide financial information. Is this acceptable?

**Response: No, if requested by the evaluation committee, Offerors must provide financial statements as required in I-23 of the RFP document. Financial information submitted in response to an RFP is generally exempt from disclosure under Pennsylvania's Right to Know Law. 65 P.S. § 67.708(b)(26).**

9. **Question:** You state that you anticipate about 400 endpoints and 140-180 "lines". Does the final number of 400 endpoints include both phones used for staff communications and the endpoints you described as "dedicated to specialized functions"? Can you provide a breakdown of how many endpoints fall into each kind of specialized function?

**Response: The Authority would like to condense "lines" or "numbers" to as few as possible by creating department phone line trees. For example, the Legal department currently has 9 phones for 9 employees. The goal is to create a "legal phone number" and have all 9 contacts extensions within that line. This will be implemented across all departments.**

10. **Question:** What do you mean by "lines"? Can you please detail what makes up those 140-180 "lines"?

**Response: A line would be a dedicated phone number that can access entire departments or locations. Further explanation: 215-683-0000, in dialing this singular "line" you could contact an entire department.**

11. **Question:** The list of locations shows that some locations have fax capabilities. Do you want to continue to use the physical fax machines with your new VoIP system or are you interested in replacing the machines with efax functionality?

**Response: The Authority utilizes fax machines for everyday functions, at least for the near future. The Authority intends to keep all physical fax machines identified in Appendix D of the RFP document.**

12. **Question:** Regarding Payment Bond required - page 8, last section I-26 – You mentioned in the pre-proposal meeting that this is only applicable to responders using sub-contractors. I want to confirm that if we are not using sub-contractors, that the bond is not required?

**Response: Correct, a payment bond is only required if subcontractors/material suppliers are being used for work under this contract.**

13. **Question:** Should responders quote on-site implementation? If so, how many days?

**Response: Yes, on-site implementation costs must be included in your proposal. Offerors must identify the time necessary to complete implementation.**

14. **Question:** Does The Philadelphia Parking Authority prefer to pay for hardware upfront or as a rental option?

**Response: The Authority prefers to own the equipment.**

15. **Question:** Does The Philadelphia Parking Authority prefer to pay for implementation upfront or over the course of the contract (Amortized option)?

**Response: Offerors must include a project schedule that includes milestone tasks, deliverables and milestone payments. Offerors must identify all associated costs with each milestone, deliverables and a milestone**

payment schedule. Deliverables must be submitted and approved by the Authority prior to submitting invoice. The sum of all milestone payments must be equal to the initial term total fixed fee. Please see section II-5 and II-7 of the RFP document.

- 16. Question:** Does The Philadelphia Parking Authority prefer a specific brand of Hardware? i.e. Polycom, Yealink, Cisco, etc.

**Response:** Internally, the Authority uses Cisco hardware, however, Offerors should include the hardware that works best with their solution. There is not a brand requirement for hardware.

- 17. Question:** Licensing - We are counting a total of 400 internal users and 200 Analog endpoints. Is 600 the total license count? How many lines are for common area devices (breakrooms, conference rooms, etc.)?

**Response:** The Authority estimates 400 users and has less than 5 common area lines.

- 18. Question:** Porting - How many total DIDs are in current inventory? How will you need to port over?

**Response:** The Authority estimates there are 600 DIDs with about 400 DIDs with a user end point. Offerors will work with the Authority, City of Philadelphia and Verizon to complete port over.

- 19. Question:** Can you provide how many phones will be needed by user type? Common Area device (breakroom), Knowledge Worker, Receptionist, Conference Phone, Executive Phone, and WIFI enabled phones by type.

**Response:** The main number has a 4-line phone and will need maximum capabilities, this phone is located at our reception desk at our headquarters. The Communication Radio Dispatch Room, listed as "Communications" in Appendix D, has a 4-line phone and 2 additional separate lines. The reception desk and Communications are the only locations that will need maximum capabilities.

Our Bureau of Administrative Adjudication building currently has 10 phones with the capability to answer their 4-line hunt phone.

Currently, some of the public-facing numbers connect to multiple user endpoints. The Authority's goal is to have the majority of numbers with numerous end points, to create a departmentalized phone system where an entire department can be reached via 1-phone line.

- 20. Question:** If new phones must be purchased do you have a preference between Yealink and Poly?

**Response:** The Authority does not have a preference. Offerors should include hardware that works best with your proposed solution.

- 21. Question:** Do you have multiple internet service providers in your data center? Do you have last mile resiliency?

**Response:** As stated in the Work Statement, Offerors are responsible for providing dedicated ISPs at each location outside of the Authority's infrastructure.

- 22. Question:** What manufacturer and model of your paging system does the proposed solution need to integrate with? How many total paging systems are required?

**Response:** The Authority does not have a paging system.

- 23. Question:** How many total ATA ports are required? Can you give a breakdown of ATA ports by location so we can properly scope the ATA models and quantities?

**Response:** ATA ports are not required.

- 24. Question:** How many total Fax numbers will need to be ported to an eFax service?

**Response:** Approximately, 10-15 fax numbers will need to be ported to an eFax service.

- 25. Question:** Do your Fax services require HIPPA compliance?

**Response: No.**

**26. Question:** What is your total monthly outbound fax volume?

**Response: We have 15 active fax devices, sending 195 faxes monthly based on the last 3 months' usage.**

**130 of the 195 faxes are being sent within one department at separate locations. This is an outdated procedure and will likely change to minimize fax output going forward.**

**27. Question:** Do you require survivability at your data center(s)? Or do you require local survivability at each location? If at each location provide the total location count?

**Response: Offerors will not be utilizing the Authority's infrastructure to perform services.**

**28. Question:** How many users will need Call Queue live reporting for time in queue, abandoned calls, overflowed to VM. The proposed solution supports historical reporting without additional licensing.

**Response: Queue live reporting will likely be a tool departments will want to utilize.**

**Bureau of Administrative Adjudication ("BAA") has 10-12 users answering 1 main number+3 number hunt.**

**Communications has 1 main number+3 line hunt for 7 users.**

**Main Reception has 1+3 line hunt for 1 user.**

**Residential Parking Permit ("RPP") has 1 main number+3 line hunt for 12 Users.**

**4 "lines" will need this feature with 32 end points.**

**29. Question:** Do you want headsets quoted? If so how many wireless and how many wired?

**Response: Headsets will not be procured through this RFP, however, handsets will need to be included with all phones.**

**30. Question:** Do you require onsite services (Boots on the Ground) for hardware setup, ATA, desk phones? If so, do you have a potential number of phones and hardware to be deploy with onsite technicians to help ensure accurate pricing.

**Response: Yes, on-site installation would be required for each location. Offerors must indicate the project schedule, as required in section II-7 of the RFP document and all costs must be included in your proposal, as described in II-5 of the RFP document.**

**31. Question:** What is the potential timeframe to start the implementation and when would you potentially like to see be finished.

**Response: As stated in section I-18 of the RFP document, the Authority will seek to select an Offeror within 90 days after the date proposals are opened. Please refer to Section H – Timeline of the Work Statement.**

**END OF ADDENDUM TWO**

RFP No. 25-21 Addendum #2

Appendix A - Insurance Requirements

THE PHILADELPHIA PARKING AUTHORITY  
RFP NO. 25-21 VOICE OVER IP MIGRATION  
INSURANCE REQUIREMENTS

Prior to commencement of the contract and until completion of your work, **Company** shall, at its sole expense, maintain the following insurance on its own behalf, with an insurance company or companies having an A.M. Best Rating of “A-: Class VII” or better, and furnish to The Philadelphia Parking Authority (PPA) Certificates of Insurance evidencing same. Coverage must be written on an “occurrence” basis (exception – professional liability may be written on a “claims-made basis) and shall be maintained without interruption through the entire period of this agreement.

1. Workers Compensation and Employers Liability: in the State in which the work is to be performed and elsewhere as may be required and shall include, where applicable, U.S. Longshoremen’s and Harbor Workers’ Coverage.
  - a) Workers’ Compensation Coverage: Statutory Requirements
  - b) Employers Liability Limits not less than:

Bodily Injury by Accident:	\$500,000 Each Accident
Bodily Injury by Disease:	\$500,000 Each Employee
Bodily Injury by Disease:	\$500,000 Policy Limit

2. Commercial General Liability: including Premises-Operations, Independent Contractors, Products/Completed Operation, Broad Form Property Damage, Contractual Liability (including Liability for Employee Injury assumed under a Contract), and Personal Injury Coverage.

a) Occurrence Form with the following limits:

(1) General Aggregate:	\$2,000,000
(2) Products/Completed Operations Aggregate:	\$1,000,000
(3) Each Occurrence:	\$1,000,000
(4) Personal and Advertising Injury:	\$1,000,000
(5) Fire Damage (any one fire):	\$ 50,000
(6) Medical Expense (any one person):	\$ 5,000

b) General Aggregate must apply on a Per Location Basis as applicable.

c) Owner must be named as additional insured as shown in requirement #8.

3. Automobile Liability: (Note: if no owned vehicles, show at least hired and non-owned coverage)

a) Coverage to include:

- i. All Owned, Hired and Non-Owned Vehicles
- ii. Contractual Liability Coverage (including Liability for Employee Injury assumed under a Contract)

b) Per Accident Combined Single Limit: \$1,000,000

c) Owner must be named as additional insured as shown in requirement #8.

4. Excess/Umbrella Liability Insurance: with a minimum acceptable limit of coverage of \$1,000,000 per occurrence and aggregate. Such coverage shall be excess of the general liability insurance, business auto liability insurance, and employers liability as required by this contract. Owner must be named as additional insured as shown in requirement #8.

5. Professional (E&O) Liability Insurance with minimum acceptable limits of \$2,000,000 per claim

THE PHILADELPHIA PARKING AUTHORITY  
RFP NO. 25-21 VOICE OVER IP MIGRATION  
INSURANCE REQUIREMENTS

and aggregate. Claims-made is acceptable, but if coverage is canceled, non-renewed or discontinued, Contractor must purchase Extended Reporting Coverage for the applicable statute of repose. If the controlling legal jurisdiction does not have any applicable statute of repose, the Extended Reporting Coverage shall be maintained for the period of the applicable statute of limitations or for a period of seven (7) years, whichever duration is longest.

6. Deductibles or Self-Insured Retention's: **Company** is responsible to pay any and all deductibles and/or self-insured retentions that may apply to the required insurance.
7. Financial Rating of Insurance Companies:
  - a) A.M. Best Rating: A – (Excellent) or Higher
  - b) A.M. Best Financial Size Category: Class VII or Higher
8. The Philadelphia Parking Authority, its agents, employees, representatives, officers and directors individually and collectively, shall be added as ADDITIONAL INSURED on the policies as noted above. **Company's** coverage shall be primary and non-contributory to any other coverage available to Philadelphia Parking Authority, including, without limitation, coverage maintained by Philadelphia Parking Authority wherein Philadelphia Parking Authority is named insured, and that no act of omission shall invalidate the coverage.

It is agreed that **Company's** insurance will not be cancelled, materially changed or non-renewed without at least thirty (30) days written notice to The Philadelphia Parking Authority, 701 Market Street, Suite 5400, Philadelphia, PA 19106, by Certified Mail-Return Receipt Requested.
8. Waiver of Rights of Recovery and Waiver of Rights of Subrogation:
  - a) **Company** waives all rights of recovery against The Philadelphia Parking Authority and all additional Insureds for loss or damage covered by any of the insurance maintained by **Company** pursuant to this Contract.
  - b) **Company** and its respective insurance carriers hereby waive all rights of subrogation against The Philadelphia Parking Authority and all additional insureds for loss or damage covered by any of the insurance maintained by **Company** pursuant to this contract.
  - c) If any of the policies of insurance required under this Contract require an endorsement to provide for the waiver of subrogation set forth in b, above, then the named insured's of such policies will cause them to be endorsed.
9. The amount of insurance provided in the aforementioned insurance coverages, shall not be construed to be a limitation of the liability on the part of the **Company**.
10. Any type of insurance or any increase in limits of liability not described above which the Authority requires for its own protection or on account of statute shall be its own responsibility and at its own expense.
11. The carrying of insurance shall in no way be interpreted as relieving **Company** of any responsibility or liability under the contract.
12. Prior to the commencement of work or use of premises, **Company** shall file Certificates of Insurance with The Philadelphia Parking Authority, which shall be subject to The Philadelphia Parking Authority's approval of adequacy of protection and the satisfactory character of the insurer. The Certificates of Insurance should be transmitted within five days of receipt of these

THE PHILADELPHIA PARKING AUTHORITY  
RFP NO. 25-21 VOICE OVER IP MIGRATION  
INSURANCE REQUIREMENTS

insurance requirements to The Philadelphia Parking Authority regardless of when your work will start. Project description, RFP/Bid Number or Job Number must be shown on the Certificate of Insurance.

In the event of a failure of **Company** to furnish and maintain said insurance and to furnish satisfactory evidence thereof, The Philadelphia Parking Authority shall have the right (but not the obligation) to take out and maintain the same for all parties on behalf of **Company** who agrees to furnish all necessary information thereof and to pay the cost thereof to The Philadelphia Parking Authority immediately upon presentation of an invoice.

13. Failure of **Company** to obtain and maintain the required insurance shall constitute a breach of contract and **Company** will be liable to the Philadelphia Parking Authority for any and all cost, liabilities, damages, and penalties (including attorney's fees, court, and settlement expenses) resulting from such breach, unless the Philadelphia Parking Authority provides **Company** with a written waiver of the specific insurance requirement.
14. None of the requirements contained herein as to the types, limits, or PPA's approval of insurance coverage to be maintained by **Company** are intended to and shall not in any manner, limit, qualify, or quantify the liabilities and obligations assumed by **Company** under the Contract Documents, any other agreement with the PPA, or otherwise provided by law.
15. If work involves subcontractors, **Company** shall require all subcontractors (of every tier) to meet the same insurance criteria as required of **Company**. The subcontractor's insurance must name the PPA as additional insured. **Company** shall maintain each subcontract's certificate of insurance on file and provide such information to the PPA for review upon request.
16. Failure of **Company** to provide insurance as herein required or failure of PPA to require evidence of insurance or to notify **Company** of any breach by **Company** of the requirements of this Section shall not be deemed to be a waiver of any of the terms of the Contract Documents, nor shall they be deemed to be a waiver of the obligation of **Company** to defend, indemnify, and hold harmless the indemnified parties as required herein. The obligation to procure and maintain any insurance required is a separate responsibility of **Company** and independent of the duty to furnish a copy or certificate of such insurance policies.