

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

RFP No. 25-21
Voice Over IP Migration
Addendum Four

To: See Email Distribution List

From: Shannon Stewart
Manager of Contract Administration

Date: September 16, 2025

No Pages: 11

This addendum is issued on September 16, 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.

QUESTIONS TO BE ADDRESSED IN ADDENDUM #5

1. For Emergency Notification, would you require notification of calls initiated to emergency numbers or other pending events? Would all users require Emergency Notification, or just a select few?
2. Are any of the specialized function lines for Fire Alarm and can you please provide the quantity?

QUESTIONS

1. **Question:** Will the Authority provide a list of what equipment and what systems are at each of the 18 properties so that the Offeror can come up with a comprehensive plan to migrate the Authority from their current phone system?

Response: The Authority does not intend to use any existing equipment for the VoIP system.

2. **Question:** Is the Authority looking for direct fiber for each location even if it's just two phones and a Comcast circuit or would a 5 circuit do?

Response: The Authority prefers fiber at each location. However, Offerors may include, as an alternative option, a more cost-efficient option.

3. **Question:** Is there a network jack for every phone that the Authority would like to install?

Response: All workspaces/devices have an available jack to be converted by the selected Offeror to the necessary data port for VoIP.

4. **Question:** Is the hourly rate for this project the prevailing wage?

Response: No, prevailing wage only applies to trade work.

5. **Question:** Is there a recording of the Pre-Proposal meeting?

Response: No, the Authority does not record the meetings. The meeting minutes are posted on the Authority's website.

6. **Question:** Do you currently have a virtual environment that can be utilized to run the IP phone applications?
- Response:** Yes, the Authority has a virtual environment, however, this will not be utilized for the VoIP system. Offerors must provide a cloud-based environment.
7. **Question:** Is there any network currently in place that ties in all locations?
- Response:** Yes, but Offerors must provide segregated ISPs outside of the Authority's network.
8. **Question:** Do you have PoE switch or LAN ports available today to cover IP sets?
- Response:** Currently each workstation/device has a dedicated physical LAN port for analog phone. Those ports are run with CAT6 cable. Offerors will be required to swap the analog port with a data port for the VoIP phone at each end point. If for some reason a workspace does not have CAT6, the Authority will be responsible to run CAT6 to the workstation. The Authority does use PoE switches at most locations, however, the selected Offerors must provide their own switches.
9. **Question:** Will the switches be primarily network switches or PoE switches? Is there a preferred switch manufacturer and model?
- Response:** The Authority requires switches to be PoE and do not have a preferred manufacturer.
10. **Question:** Is the proposing vendor responsible for designing, providing and implementing a new separate network that the IP telephone system will reside on?
- Response:** Yes.
11. **Question:** It was mentioned at the pre-bid meeting that the proposing vendor is to provide network fiber to all locations, no matter what size. Is this still true?
- Response:** Yes.
12. **Question:** Will every user require a dedicated inbound/outbound DID phone line?
- Response:** The Authority intend to reduce "lines" or DIDs, by condensing departments to 1 line. For example, a department of ten employees could have one DID for all ten employees or two DIDs, one for staff and one for management. The Authority and selected Offeror will finalize during Milestone 1. Anticipated number of end points and lines is reflected as 140-180 in the Work Statement
13. **Question:** Will the carrier allow for multiple port dates or will they require all porting of numbers at the same time?
- Response:** Multiple port dates will be allowed, however, the Authority would prefer all porting to be completed at the same time, if possible.
14. **Question:** How many DID's will be ported?
- Response:** As stated in section B.2 of the Work Statement, there are approximately 60 lines that will need to be ported.
15. **Question:** How many 800 numbers will be ported?
- Response:** 800 numbers will not be moved to VoIP and will not be ported.
16. **Question:** Do you currently have Cat6 or higher to each location today, or will this be an ongoing rollout?
- Response:** All locations should have CAT6 however, if a location does not, the Authority will be responsible for providing.
17. **Question:** Are you looking for an analog extension along with the IP extension at each site?
- Response:** No.

18. Question: Do you have any requirement for analog sets for basic analog phones, faxes, modems?

Response: No.

19. Question: Are there any other analog lines that will need to be converted besides the complex phone lines mentioned on page 16?

Response: No.

20. Question: Of the 200 endpoints dedicated to specialized functions, how many are POTS lines? We recommend that any POTS lines providing service to alarm system, elevator, fire panel, etc. will remain on customer-provided POTS or optional pricing for CERTIFIED POTS over Cellular/LTE can be provided.

Response: The Authority would prefer to disband entirely from the analog phone system, including emergency elevator lines. The selected Offeror will need to provide a reliable replacement system for emergency elevator lines.

21. Question: Do you require battery backup for each location? If so, what is the required runtime?

Response: The selected Offeror will need to provide a UPS for backup power at each location with a run time of 60 minutes.

22. Question: Is this equipment going to be housed in a climate-controlled environment?

Response: Yes.

23. Question: Do you require any ring/hunt groups or contact center? If yes, type and number of Agents/Queues and do you require call reporting/recording?

Response: Yes, call reporting and call recording will be required at three locations, headquarters, BAA and RPP, for approximately 35 users.

24. Question: What location is considered the main location?

Response: The Authority's headquarters is located at 701 Market Street, Suite 5400.

25. Question: Any overhead or over phone paging requirements?

Response: No.

26. Question: For Emergency Notification, would you require notification of calls initiated to emergency numbers or other pending events? Would all users require Emergency Notification, or just a select few?

Response: This question will be addressed in Addendum #5.

27. Question: You mention no disruption of service during cutover phases, what voice system is in place today? Proposer would probably have to tie to that system to continue communication.

Response: All locations are analog.

28. Question: Do you have any requirement for collaboration such as Hotdesking (different users log in and out of a phone, basically a shared phone), Dynamic Extension (forward to cell phone or another outside phone), Desktop messaging (voice messages forward to email), Soft Client/Mobile Client?

Response: No.

29. Question: Is fiber to each location a requirement?

Response: Yes.

30. Question: You mention 600 endpoints, 400 staff and 200 specialized functions, but may be reduced to 400 total endpoints. What will the new counts be for staff and specialized functions?

Response: The Authority anticipates finalizing the quantity of end points for staff and specialized functions as a result of the Needs Analysis Assessment performed by the selected Offeror.

31. Question: For the specialized function lines, will they be analog endpoints or IP endpoints?

Response: VoIP is intended to replace all analog lines.

32. Question: Do you require voicemail and call waiting for specialized function lines, i.e. elevators, credit card, etc.?

Response: No.

33. Question: Are moves, adds, and changes to be part of our maintenance/support offering or is that outside of this project?

Response: Offerors must identify any ongoing costs in their Cost Form. Any additions/removals will be based on the per line cost identified in the line item detail of the selected Offeror's cost proposal.

34. Question: Is administrative training a requirement for this RFP or do you expect the selected contractor to perform all administrative duties?

Response: Please see section C.3 of the Work Statement.

35. Question: We are asking for relief regarding the public audit financials. We have a private company conduct our audits. We can provide a letter stating that we are in good financial standing from our CPA firm and we will provide copies of the statements if awarded.

Response: Please see response to Question 8 of Addendum #2.

36. Question: We are respectfully asking for an extension regarding the due date for questions as well as response due date, due to the fact the addendums will be released later than anticipated. It does not give us enough time to review with our legal team and ask questions prior to the deadline to ask questions.

Response: An extension to the due date was granted in Addendum #3.

37. Question: Will the answers to all questions be released via an addendum and will we have the opportunity to ask questions based on the answers provided to our original questions?

Response: The Authority will respond to questions submitted by eligible Offerors using the Question Submission Form via addendum. The question deadline has been extended via Addendum #3.

38. Question: We are requesting relief from Section I-23 regarding the Public Audited Financial Statements per the RFP.

Response: Please see response to Question 35.

39. Question: Can you please provide a detailed list of current Telephone Systems, i.e. PBX, KSU, premised based phone system at each of the current 18 locations. List to include, Manufacturer, Model, Current Desk Phones quantity, Current outside line count?

Response: There are approximately 350 desk phones throughout all Authority locations. Most of the desk phones are Cortelco 922500TP227S. Approximately 50 employees use 4-line phones, and those models are AT&T 1070 and Panasonic KX-TGW420. There are approximately 20 older model Cortelco 219400-VOE-27S in use as well.

40. Question: Does the PPA use analog telephone lines for credit cards, and can you please provide the quantity?

Response: Yes, analog telephone lines are currently used for credit cards, however the Authority is actively converting these lines to in-house data. The exact quantity of lines is unknown

41. Question: Do the elevator emergency lines need cellular and battery backup? Can you please provide the quantity?

Response: Yes. The exact quantity is unknown, however, the Authority has eighteen elevator cars throughout seven parking garage locations. The selected Offeror will need to identify the needs during Milestone 1.

42. Question: Do the toll booth lines need cellular and battery backup? Can you please provide the quantity?

Response: No, toll booths are on data and are not included in this solicitation.

43. Question: Do the Garage Gate lines need cellular and battery backup? Can you please provide the quantity?

Response: Garage gates have been transferred to data and are not included in this solicitation.

44. Question: Are any of the specialized function lines for Fire Alarm and can you please provide the quantity?

Response: This question will be addressed in Addendum #5.

45. Question: Can you provide the exact location of where service needs to be delivered at the following locations below? Please provide GPS coordinates for each or a map with a pin on it would work as well.

- a. Airport Main - 1 Main Toll Plaza
- b. Bureau of Administrative Adjudication - 913 Filbert Street
- c. Residential Parking Permit - 35 N 8th Street
- d. Impoundment Lot 6 - 4601 Bath Street
- e. Impoundment Lot 10 - 6 E Oregon Avenue
- f. Parkade Garage - 801 Filbert Street
- g. Ben Franklin Bridge Lot - 100 N 2nd Street

Response: The requested information is not available.

46. Question: Are firewalls mandatory for us to provide?

Response: Yes.

47. Question: Regarding section A. 2., is subsection a, Requirements Analysis, is this a mandatory requirement?

Response: Yes.

48. Question: Regarding section A. 4, Deliverable: Assessment Report, is this a mandatory requirement?

Response: Yes.

49. Question: Regarding section B. 5, Network Configuration, is this a mandatory requirement?

Response: Yes.

50. Question: What features are you using today with your phone system that are a must have? (Call forwarding, Auto Attendant, music on hold etc.)

Response: All phones must have call waiting and voicemail.

51. Question: Are you running a call center? If so, how is it set up today?

Response: No, however, there are approximately 5 departments that a single phone number will ring to multiple phones within the department. For example, if a citizen calls the Bureau of Administrative Adjudication's number, all ten desk phones will ring.

52. Question: Are you integrating with other applications such as a CRM?

Response: No.

53. Question: Do you need loudspeakers or overhead horns?

Response: No.

54. Question: Our VoIP solution includes 100m of dedicated fiber per site for the phone system at no additional cost. Do you need me to price out additional bandwidth as requested in the RFP?

Response: Yes.

55. Question: Do you need internet bandwidth outside of the voice traffic?

Response: No, voice only.

56. Question: Regarding Section 5 of the Proposal Form, could the Authority please confirm whether the amount to be entered in 1b. Initial Term Ongoing Costs should represent the monthly cost, the annual cost, or the total cumulative cost for the full five-year initial term?

Response: Offerors must indicate if the on-going cost is monthly or annually. The initial term of the contract will end five years after final system acceptance. Offerors must identify all one-time and ongoing costs for the initial term. The one-time costs and ongoing costs must equal the initial term fixed fee amount.

57. Question: Regarding Section 5 of the Proposal Form, “The Authority anticipates approximately 400 endpoints, 140-180 lines and 250 basic phone models”, please confirm if an entry level basic IP Phone will be acceptable for initial 250 units? Will Authority clarify if a phone with Grayscale display would be acceptable or we need to propose color display phones. Any preference on the count of programmable line keys required on the phone.

Response: Yes, a grayscale display will be accepted for the entry level phone model. The Authority does not have a preference on programmable keys.

58. Question: Regarding IV-1 of the Work Statement, “The Authority anticipates reducing the number of endpoints to approximately 400 and the number of lines to 140- 180, across all Authority locations.” It is mentioned that authority anticipates reducing overall endpoints to 400, please confirm if the overall user count remains 600 (400+ 200) or there will be reduction in user counts as well. This will help us in proposing the appropriate license counts.

Response: The Authority anticipates the overall user account will be approximately 400 with an additional 200 endpoints for specialized services, if necessary.

59. Question: Please confirm if the endpoints/users for specialized functions are planned to use a phone only or a combination of phone as well as desktop for every user.

Response: All users will need a physical VoIP phone at their workspace. The Authority provides desktops to employees, however, desktops are not included in this solicitation.

60. Question: Regarding IV-1 of the Work Statement, “The Authority anticipates reducing the number of endpoints to approximately 400 and the number of lines to 140- 180, across all Authority locations.” Our proposed solution is a centralized PSTN break-up with pooled channels available between all the locations. Please confirm if we need to stick with 140-180 lines.

Response: Yes, 140-180 lines.

61. Question: Regarding IV-2, 2b. Infrastructure, please confirm if the Authority plans to deploy a parallel dedicated infrastructure for VoIP Services?

Response: Offerors must bring their own ISP to all locations to power the VoIP system without accessing the Authority’s network.

62. Question: Regarding IV-2, 2b. Infrastructure, please detail the authority expectations by a Premium fiber ISP.

Response: The ISP will need to meet the 99.999% uptime requirement. Premium fiber to be used with scalability for growth at each location.

63. Question: Regarding IV-2, 2b. Infrastructure, please confirm the offerors demarcation at each location.

Response: Please see responses to Questions 90-92.

64. Question: Regarding IV-2, 2b. Infrastructure, please confirm if the Rack infrastructure needs to be included in the offer.

Response: Yes, however, some locations may have limitations on available space.

65. Question: Regarding IV-2, 2b. Infrastructure, please confirm if PPA will provide necessary power and cooling infrastructure to host the on-site equipment proposed by offeror.

Response: Yes.

66. Question: Regarding IV-2, 2b. Infrastructure, please confirm if the offeror needs to consider any power back-up along with the solution.

Response: Yes.

67. Question: Regarding IV-2, 2b. Infrastructure, please confirm the location wise user count to appropriately size the switches in terms of port counts etc.

Response: Please see Appendix D of the RFP document.

68. Question: Regarding IV-2, 2b. Infrastructure, please confirm the count of PoE and non-PoE ports to be considered per location.

Response: All ports at all locations must be PoE.

69. Question: Regarding IV-2, 2b. Infrastructure, please confirm if the switches are going to be deployed at a centralized distribution point at each location.

Response: All locations, except headquarters, have 1 dedicated centralized location. The Authority's headquarters' has multiple data communication rooms.

70. Question: Regarding IV-2, 2b. Infrastructure, location wise user count, Bandwidth to be considered for firewall size. Is there any traffic other than VoIP services anticipated for these firewalls.

Response: No.

71. Question: Is there any need of IPSec tunnel or SSL VPNs users required on the firewalls?

Response: No.

72. Question: Regarding IV-2, 2b. Infrastructure, please confirm the reason for cost of 8 different bandwidth sizing internet links. As per the department wise line counts, the bandwidth required for VoIP services at these locations may be more than justified. Do we still need to quote for 8 different bandwidth size links.

Response: Each location has unique needs which results in a bandwidth spectrum. The Authority does not know what speed the selected Offeror will need at each location. Therefore, pricing all speeds is the best way to obtain pricing.

73. Question: Regarding Appendix D, Department wise line counts. Various locations equate to single lines. Can offeror propose a wireless connectivity-based solution instead of fiber connectivity for such locations to be cost effective.

Response: No.

74. Question: Regarding Section H. Timeline, various locations have only single line, please suggest if the above guidelines are applicable for locations with greater than 10 lines.

Response: Yes, the timeline stated in section H is an estimate. Offerors must include a project schedule in their proposal.

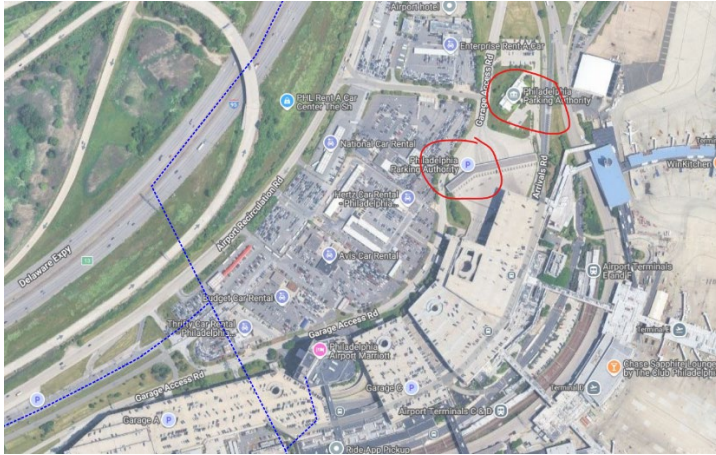
- 75. Question:** Regarding IV-2, 3b. Risk Management, please elaborate the use case of these 5 complex lines to check and confirm if these can be integrated with VoIP system.
- Response:** The five complex lines will need call forwarding, caller ID, call recording, hunt to other lines etc.
- 76. Question:** Please confirm if the elevator emergency lines be mapped to E911.
- Response:** Potentially for some of the Authority's locations, but not all.
- 77. Question:** Can the Authority please provide the existing infrastructure available at site to host the on-site equipment such as firewall, switches, Internet Connectivity etc.
- Response:** No, Offerors must provide their own ISP.
- 78. Question:** Please confirm if the offeror needs to include on-site support for survey, on-site equipment I installation and day2 support.
- Response:** Yes.
- 79. Question:** Please help to confirm if the Authority's IT team will be acting as 1st line of support for end-user issues and fallback on Offeror for Level 2 and Level 3 support.
- Response:** The Authority's Telecommunications Project Manager will receive all internal requests and will determine if the request needs to be escalated to the selected Offeror.
- 80. Question:** Could you please clarify the requirement for a payment bond covering 100% of subcontracted value?
- Response:** Please see response to Question 11 of Addendum #2.
- 81. Question:** Please confirm the additional count of public facing numbers to be included in the proposal (In addition to existing 60 public facing numbers).
- Response:** Yes.
- 82. Question:** Please confirm if the offeror needs to consider all 400 staff members for specialized training.
- Response:** Please see Section C.3of the Work Statement.
- 83. Question:** Please provide estimated outgoing PSTN minutes usage per month.
- Response:** This information is not available.
- 84. Question:** Are there any digital fax requirement (send/receive) to be included in the proposal?
- Response:** Yes.
- 85. Question:** Regarding Appendix D, Department wise details please confirm if the specialized function lines are not part of this table.
- Response:** No, specialized functions are not included in Appendix D.
- 86. Question:** Regarding Appendix D, Department wise details the table has a column for fax, please confirm if a line for fax is included in the current number of lines or line for fax is separate.
- Response:** Fax is not included in the first column totals.
- 87. Questions:** Does authority intend to continue with the existing analog fax machines and use an analog telephony adaptor to migrate it to VoIP?
- Response:** The selected Offeror will determine this during Milestone 1.
- 88. Questions:** Please confirm if we need to consider Local Survivability for HQ location (701 Market Street).
- Response:** No.

89. Question: Please confirm if the Authority will consider extending the bid submission due date by 2 weeks to submit a more accurate proposal including various fiber bandwidth connectivity costs.

Response: The proposal due date has been extended via Addendum #3.

90. Question: Please verify the exact demark for each location below:

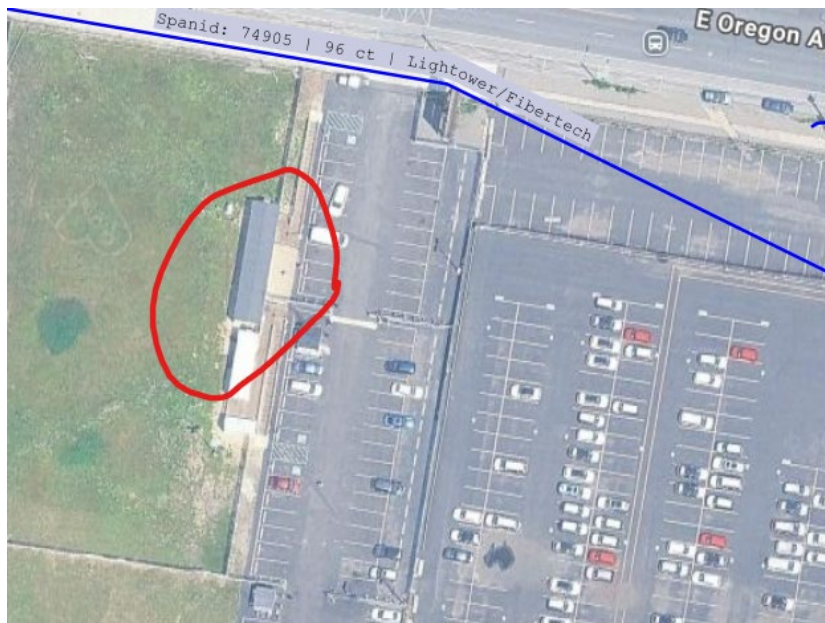
Airport Main - 1 Main Toll Plaza



Impoundment Lot 6 - 4601 Bath Street

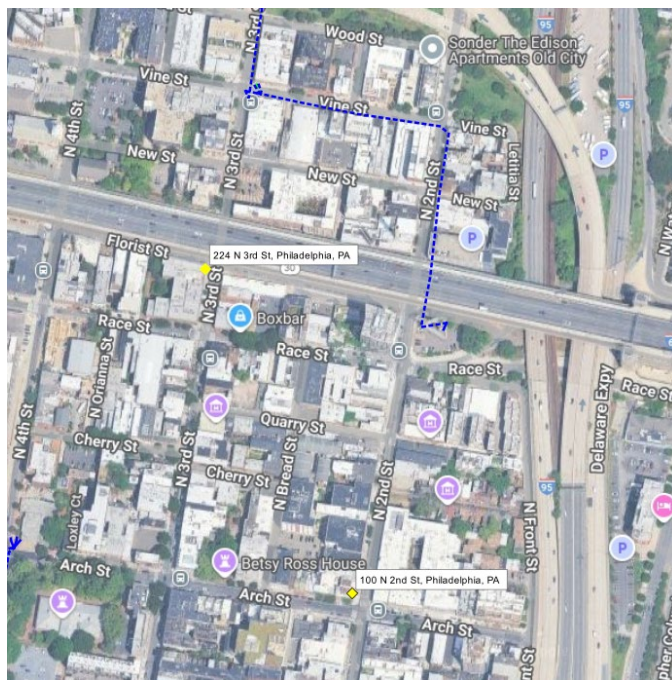


Impoundment Lot 10 - 6 E Oregon Avenue



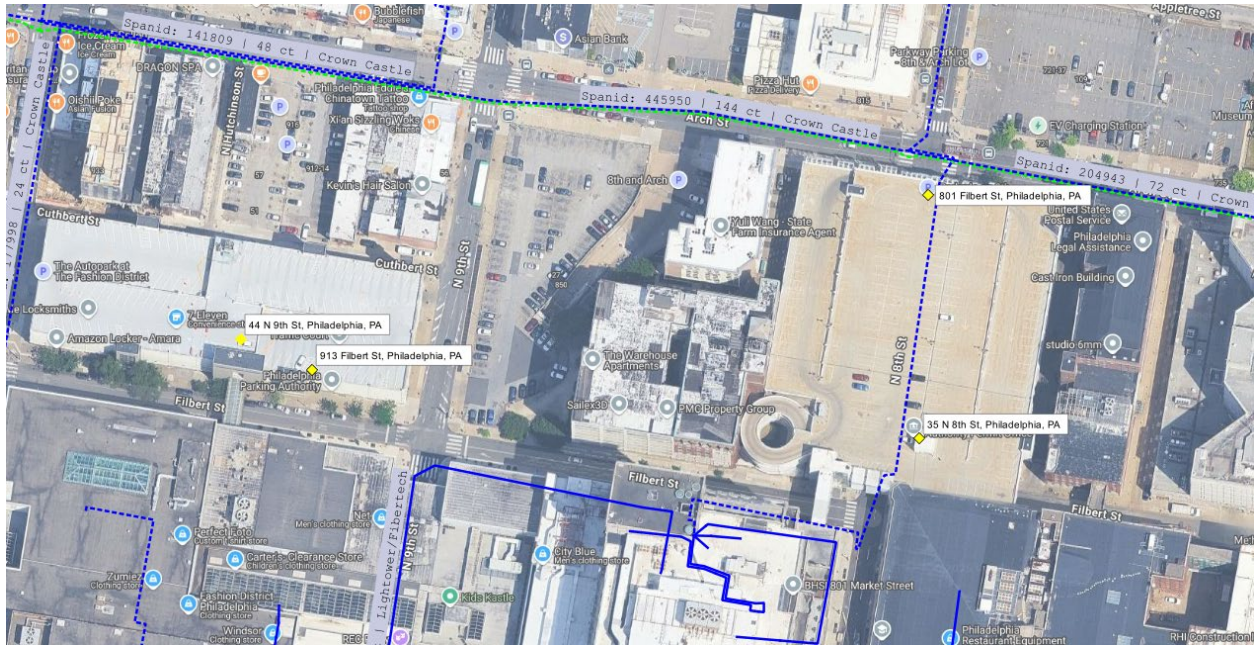
Response: The Authority is unable to confirm this information.

91. **Question:** Can the Authority verify the exact location and demark for Ben Franklin Bridge Lot - 100 N 2nd Street? 224 N 3rd?



Response: The Authority is unable to confirm this information.

92. **Question:** Can the Authority verify the exact location of demark for each of these locations, Parkade Garage - 801 Filbert Street, Bureau of Administrative Adjudication - 913 Filbert Street, Fashion District Garage - 44 N 9th Street, Residential Parking Permit - 35 N 8th Street?



Response: No.

END OF ADDENDUM FOUR