ADDENDUM #2
June 18, 2025

This Addendum #2 is issued to the Kansas City Public Library's Request for Proposal for Voice Over Internet Protocol to make the following changes, additions, deletions, and/or clarifications:

Questions/Responses:

The following information is a response to questions asked by firms on June 17, 2025. If you feel that a question has been asked that is not represented/addressed below, please contact Jessica Addo as soon as possible at purchasing@kclibrary.org to address the question. The responses to the questions are indicated in **BOLD**:

1. Who is your current PSTN provider and are you SIP or PRI?

   The Library's current PSTN is Socket in Columbia, MO with SIP connections.

2. What is the exact count of voicemails required?

   As of today, approximately 300 voicemails are required but more could be needed later. For the purpose of this proposal, could the base number of 300 be identified and the cost to add lines above that?

3. How many wireless phones qty and which model

   As of today, the Library requires two cordless or wireless phones. A particular model is not specified.

4. How many Conference rooms phones like Soundstation IP 6000 qty needed.

   As of today, six conference phones are needed.

5. Will some of the phones hang on the wall mounted qty

   No, the phones will be on desks rather than mounted on the wall.

6. Do they need Multicharger for the wireless phones? As well backup batteries qty please?

   A multicharger is not required for the wireless phones. Rechargeable batteries and one set of back up batteries would be helpful.

7. Do you need a beltclick for the wireless phones.

   Beltclicks would be helpful.

8. How many common area devices do you have at the libraries? (Devices not assigned to a person)

   There are approximately 38 common area phones.

9. What is the quantity of each model of phone in the Poly line? This will help us match models accordingly for phone replacement.

   The Library would prefer that all phones accommodate at least two lines and approximately 135 phones will need multiple lines.

10. How many analog lines do you have at each location? Qty per location would be needed to scope appropriately.

    We need ATA type devices at each location to support a total of 17 lines including three at Bluford and Central and two at North-East, Southeast and Westport. At Central two lines run to one IDF closet, and one line runs to a different IDF closet. Analog POTS lines are not part of this RFP.

11. Who are you leveraging as a service today for Dial-a-Story? How is that currently implemented with the phone system?

    In the current phone system Dial a Story is technically a call center, but we don't use it like a call center with agents. We use this feature to be able to play longer recordings up to 30 minutes.

12. Are you faxing over analog or do you have an E-Fax solution? Would you be interested in a cloud fax offering that integrates with our solution?

    The Library already has an E-Fax solution and that is not part of this RFP.

13. What are you doing for a paging system today and how is that configured and deployed?

    The Library does not require a paging system that is integrated with the phone system.

14. By wireless phone we have two options. You can run an app on a mobile device, or you can purchase physical wireless phones that work with our solution. Which would you be referring to? The 1st one comes included with the service as you own the mobile device. If you are looking for separate physical wireless phones, would you require these to be ruggedized?

    The Library needs two physical cordless or wireless phones. Ruggedized would be helpful.

15. Are you interested in porting numbers to a cloud service for PSTN? This will eliminate long distance charges and the need for on premise PSTN equipment.

The Library would prefer to port numbers to a cloud service rather than have on premise PSTN equipment.

16. What is the quantity of elevator / alarm lines per location in which we would supply an ATA? Would you be interested in converting these lines to cellular?

    The elevator and alarm lines are not part of this RFP.

17. Who are you using for your IDP today? Do you plan on integration for Single Sign On and SAML integration for user management? (IE: Azure/Entra, Google, Okta, etc)

    The Library uses Azure/Entra but as of today that is not integrated with the phone system. That is a possibility and the library would be open to doing so.

18. For deployment: would you prefer onsite installation at each location, or would pre-staged devices shipped directly to the branches for local staff to connect be acceptable?

    Onsite installation at each location would be preferred, but if a considerable cost savings could be offered by the pre-staged devices, the library is willing to see that as an additional service suggestion. But vendors should quote the onsite installation costs as part of their base proposal.

19. Do you envision a phased cutover (site-by-site) or a full system cutover across all locations at once?

    A phased cutover would be preferred if that would minimize downtime. The library is open 7 days to the public, with the longest open hours being our Plaza Branch, [Plaza Branch | Kansas City Public Library](#), so coordination with a vendor will be essential to a smooth cutover in order to minimize time when the library is unavailable to the public via phone.

20. Beyond admin training for your IT staff, would you like us to include end-user training for library staff?

    End user training would be helpful. In particular, training documentation that is ready for the end-user will be a benefit for the library.

21. To help with configuration planning, could you provide a final estimated count for:

    *auto attendants: 16
    * Hunt groups: 2
    *Shared lines: approximately 15 shared lines
    *Dial plans: 5 types