



**February 4, 2016**

**CITY OF PLANT CITY  
Purchasing Department  
(813) 659-4270**

**ADDENDUM 1**

**RFP No. 16-98577-01**

**Voice Over Internet Protocol (VoIP) Phone Solution**

**\*Proposers are required to acknowledge this addendum in their proposal response**

The following is additional information, clarifications, questions and responses related to the above referenced RFP.

**CHANGE:**

The current due date is no later than 2:00 PM, February 18, 2016

The new due date is no later than 2:00 PM, February 25, 2016

**ADDITIONAL INFORMATION REQUESTED**

See Attachment

## **QUESTIONS AND ANSWERS**

What is the address of each site - 22 sites found

- Archives – 402 Herring Street
- Bruton Memorial Library - 302 West McLendon Street
- Cemetery – 109 West Spencer Street
- City Hall – 302 West Reynolds Street
- Fire Station 1 – 604 East Alexander Street
- Fire Station 2 – 809 North Alexander Street
- General Services - 2414 Willamette Drive
- MLK Recreation Center – 1601 East Dr. Martin Luther King Boulevard
- Parks and Recreation Administration - 1904 South Park Road
- Parks and Recreation Stadium Maintenance – 1808 East Park Road
- Parks and Recreation Maintenance Barn – 1710 East Park Road
- Police Department – 1 Police Way
- Police Welcome Center - 2412 Police Center Drive Building A
- Public Works – 1802 West Spooner Drive
- Sansone Park – 2502 East Sansone Boulevard
- Streets Storm Water and Traffic – 1304 West Spencer Street
- Tennis Center – 120 North Wilder Road
- Utility Maintenance Shop - 902 North Mobley
- Utility Maintenance Parts Warehouse – 1804 Spooner Drive
- Utilities Operations – 1500 West Victoria Street
- Water Resource Management – 705 North Alexander Street
- Winter Visitor Rec Center– 301 Dort Street

I just wanted to clarify that in section 6 paragraph I, the "Introduction" section, you state that you are looking for a "Hosted VoIP" or "Managed Hosted VoIP" solution. So am I correct in understanding that you have no desire to consider an on premise VoIP PBX solution at a central location within your infrastructure but you want it to be completely hosted elsewhere?

Correct, the City has no desire to consider an on premise VoIP PBX solution.

Also, can you provide current Internet bandwidths available at all proposed locations or will it be my responsibility to recommend minimum bandwidth requirements and verify availability at each location?

We are not using our current Internet Connections for the VoIP as stated in the RFP "Provide redundant failover, preferably three dedicated Internet Access (Phone Communication) lines/circuits at three different locations throughout the city. Police Department, City Hall, and Utilities Operations.

Can you describe your definition of the differences between "Hosted VoIP" and "Managed Hosted VoIP solutions"?

Hosted VOIP would be a solution wherein current Plant City switches can be utilized. A Managed Hosted VOIP solution would be Vendor provided switches and or routers provided as a part of the Vendor's solution.

In Section III

- Provide redundant failover, preferably three dedicated Internet Access (Phone Communication) lines/circuits at three different locations throughout the city. Police Department, City Hall, and Utilities Operations.
  - o Provide a redundant system that can function from any of three different physical locations.
  - o In the event that any combination of sites become offline: Provide a backup to contain five analog lines at each of the three redundant sites so that it may function at a minimum level.

Does this indicate that there will be 3 Internet Access connections, 1 to each of the 3 sites, and if 1 or 2 of the connections become unavailable there will still be phone service via the 3rd connection from the City network to the hosted phone controller (cloud)? In the event all 3 Internet connections are unavailable some number of phones at each of the 3 locations will be able to connect to a local device which will have 5 analog lines to the public network? Or do you require a device at each of the 3 locations that supports station to station dialing between all phones at that location and all phones have access to the 5 analog lines?

Multi part question. Part 1 - If by internet connections we're referring to the circuit that provides external communication then the answer is yes. We want to have three locations that will allow any of the VOIP phones access to external networks and to the hosted provider. A preliminary discussion would start each of the 3 redundant sites with a minimum 5Mb up and down. This is to be scalable without interruption. Per site, 5 analog lines can be used in the event of being down. Part 2 - If one or more of the three sites no longer has any combination of internal or external communication that site would have analog lines to fall back on during the outage.

What is the distribution of the 258 handsets, 13 conference phones by location?

Refer to attachment.

How many additional mailboxes above the number of physical phones are required?

75 but can be scalable

On the requirement for Conference calling that will allow 4 or more simultaneous callers on a standard phone. Is it acceptable that the phone user would transfer the participants into a meet-me conference for conferences larger than 3 participants?

The intent of the 4 parties per phone is to ensure a minimum of conference communication can be accomplished without any limitation to or by the desired phone itself or through the Conference Bridge also included in RFP. Many times we have a need to communicate with 3 or 4 parties at once and would be a desired feature if VOIP allows for this request. If a meet-me conference is your alternative please state this as your solution. Any fees for that type of solution would

also need to be included.

What specific reporting are you looking for in the Call Accounting system? Do you plan on implementing account codes? We assume you are charging calls back to the appropriate department. Since most Cloud solutions are based upon lines versus individual calls wouldn't it be easier to charge the line cost to each department?

Call accounting should provide information for billing a department and not a site. This is also how we would expect to see our bill from the selected vendor. The department may have a DID assigned, a group of phones with a 4 digit assigned number. These should be under a department and billed to that department. There should be another item so that reports may be created based on a department. The same type of report should also be used globally. Example might be in the form of a report based on long distance minutes, local minutes, and international minutes. A call detail report should provide more granular information down to the phone.

Does there exist today data networking between sites (WAN)? If so is there any documentation or diagrams showing the existing network connectivity?

Question to part 1 - Yes, networking exists between sites. This can range from several types. We have some sites with an owned and operated fiber link and smaller sites that may have a single phone with third party home type use internet access. Question to part2 – Yes, an electronic diagram exists.

Please explain your "switch board" requirements at City Hall and the Police Station.

A switchboard/attendant console has a primary function of transferring any caller from one point to another. 1) Transfer a caller directly to a specific voicemail box. 2) On-Hold. 3) Page through Intercom. 4) Parking callers to allow another party to pick up that parked call. If parked call isn't answered return caller to switchboard. Switchboard should route a call to any desired location. No restrictions based on the end point as DID, internal 4 digit assigned phone, external number, an auto attendant or directly to a user mailbox.

Is there a preferred interface to the Police Department's 911 Vesta system?

The manufacturer's response:

With VESTA 9-1-1 we can connect with analog via media gateway Audio Codes FXO if the line count is minimal. We can also connect via Median 1000 gateway using T1/PRI using QSIG which is commonly used between switches. Both of these options have been proven and are a solid option.

IP connection between PBX's "MAYBE" possible but should be tested to make sure that all features are available. We have in the past seen issues where an IP connection between PBX's have caused transferring issues where the call is transferred from the "In-House PBX" to the 9-1-1 PBX and then needed to be transferred back to an extension on the "In-House" PBX and there was a loss of Call Control. We have also seen where a firmware upgrade to the "In-House" PBX has caused some ill effects as well.

10. How many DIDs need access to analog?

28 and these are for fax machines. Attachment lists the fax.

Do you have a breakdown of quantity of phone handsets desired at each site?

Refer to Attachment.

What are the models of Nortel/Avaya IP phones currently in use?

Nortel IP 1230

Sites with only analog/centranet lines should be replaced with IP phones or Analog off of main PBX. Should the termination at these sites be VoIP to Analog (FXS)?

Sites such as this have a basic internet connection. To a degree these internet connections could be considered something similar to a home internet connection. Most of these are at minimum .5Mb UP and 3 Mb down. VOIP through VPN might be a consideration unless another more effective and less costly avenue can be proven within vendor solution.

Does the City have VMware infrastructure that could be used to virtualize telephone applications or should all hardware be provided in the bid?

RFP requests that this phone system is hosted or manage hosted solution.

Please provide phone counts per site (20 departments located in how many separate sites?) as most HVoIP pricing models require site address specific information, and also network engineers will need to size bandwidth connectivity to all sites.

Refer to Attachment.

Per site please provide number of and/or requirements for:  
Users to have a Standard multi-line phone

Please reference Attachment and other answers within this Q and A.

Will the City accept negotiating the vendor's service specific contract instead of negotiating the contract included in the RFP?

Under this section of the RFP.

Contract Documents. The applicable draft agreement for entering into a contract in reference to this RFP is attached hereto. If a proposer is proposing modifications or additional terms and conditions to the contract, then the Proposer shall clearly identify those requested modifications or additional terms and conditions in its submittal. Contract modification requests submitted after RFP submittals have been received shall not be considered.

Is there Internet connectivity to all sites? If yes, how is the service provided...direct by a service provider or over the City's internal WAN transport network?

Refer to Attachment.

Clarification please...."the task of converting our existing DID's into SIP trunks and working with client to determine which analog lines need to remain in place for items such as alarm, fax, and elevator lines" will occur after the winning vendor is selected and a contract is executed. Correct? Also, are you open to keeping these types of lines on B1s if it makes technical and/or financial sense?

Alarm lines, elevator lines have been omitted. Fax is the only analog item to address. The goal in your solution should provide the most cost effective solution for those. Would the savings be as an analog (B1)? Ported to SIP with a device to convert back to analog? A fax server with mailboxes? Would your fax solution satisfy inbound and outbound faxing if other than analog (B1)?

Any additional telephone numbers required other than the number associated with a phone seat?

Refer to Attachment.

Is there an estimated timeframe after contract execution that the responsibility of the awarded vendor is to conduct a thorough site survey to determine which components may require hardware, and to procure and install all such necessary hardware?

The goal based on RFP, attachment, questions and answers should contain all information for vendor to establish a hosted and or manage hosted solution.

Is this project funded in the current fiscal year and if so what is the approximate budgetary funding for the five (5) year project?

The City believes it has adequate funding for a phone system but the awarded RFP has to go in front of the City Commission for approval.

“Switch Board located at City Hall and Police Department”. What is the functionality required here? Will there be phones in the system without DID numbers, for which an attendant will need to route the call?

A switchboard/attendant console has a primary function of transferring any caller from one point to another. 1) Transfer a caller directly to a specific voicemail box. 2) On-Hold. 3) Page through Intercom. 4) Parking callers to allow another party to pick up that parked call. If parked call isn't answered return caller to switchboard. Switchboard should route a call to any desired location. No restrictions based on the end point as DID, internal 4 digit assigned phone, external number, an auto attendant or directly to a user mailbox.

“VoIP solution will use City’s existing HP 2920’s POE switches.” If the solution is to be fully managed, could the vendor utilize their own switches?

Yes, hosted solution will utilize our switches as the managed hosted will utilize the vendor’s equipment.

“Internal calls should intelligently route within the phone LAN and not need to utilize a WAN or external circuit such as SIP.” For a fully managed solution, is it the intention of the customer to have their LAN be a part of the managed solution?

If the hosted or manage hosted vendor equipment and design is capable, this would be desired and more efficient use of resources.

Do you have a breakdown of the phones based on the type of user, The RFP just defines a total number of handsets

Refer to Attachment.

Do you use virtualization in your network and if so what platform are you using, i.e. VM, HyperV

RFP states a hosted or manage hosted solution.

Are we using the number of lines and PRI's to estimate the SIP trunks that will be needed?	For this RFP we anticipate starting each of the 3 redundant sites with a minimum 5Mb up and down. This is to be scalable without interruption.
What bandwidth will you be running the SIP trunks over?	This would be better determined by the vendor. This is a dedicated circuit that will not contain data. It is the redundant part to be installed at 3 sites to ensure fault tolerance. A preliminary discussion would start each of the 3 redundant sites with a minimum 5Mb up and down. This is to be scalable without interruption.
On page 12, can you provide the count of users at each of the sites?	Refer to Attachment.
Have you selected a SIP trunking provider yet?	No, this is a part of the RFP as a turnkey solution.
Do you have a network diagram showing how the city locations are connected for data services?	Yes, refer to Attachment
If no diagram, can you describe the networking between sites, such as private lines, MPLS, metro Ethernet, etc.	An attachment will include: 1) The address of that facility. 2) Connection type and speed. 3) Switch type and model.
Do you have a call center environment today?	Yes
Is call center a basic hunt group or do you have agents phones that user's log into?	Call Center is fronted to the Auto Attendant. The Auto attendant has 5 options, the 1st directs to an IVR and each of the 4 others direct you to 1 of 2 ques. The agents are in 1 of 2 ques. Ques are for cashiers who are logged in and the second que is too Customer Service Representatives.
Do you have/require call center reporting?	Yes
How many hunt groups or ques does your center have?	2
How many agents and supervisors in the call center?	Currently there are; 1 admin, 1 supervisor and 14 agents.
Is the request for 20 call recording users for the call center?	Yes this would include those phones. We have used call recording on a few other phones

	outside of call center system.
	Call Center is fronted to the Auto Attendant. The Auto attendant has 5 options, the 1st directs to an IVR and each of the 4 others direct you to 1 of 2 ques. The agents are in 1 of 2 ques. Ques are for cashiers who are logged in and the second que is too Customer Service Representatives.
Please describe your call center in as much detail as possible.	Reports can be obtained against a que or the agents. There are two ques, 1 is for cashiers and the other is too customer service representatives. We have reduced the amount of agents to 14.
Phone Breakdown per site?	Refer to Attachment.
Auto Attendant breakdown per site. How many layers deep? <ul style="list-style-type: none"> <li>Will the off-site locations be using the city's internal fiber network connection or the internet, for phone connectivity?</li> </ul>	City Hall because of the design and routes. A call into City Hall will grant several options. If selecting another DID or extension I can get that attendant menu next. Some auto attendants are 3 tiers deep depending on selections. Some sites may have internet home use and no real network connections. Refer to attachment plus this Q&A. Off-site locations is assumed to be a Plant City department phone and has no direct link to the Plant City network. Because that site may only have internet we would hope to utilize a VOIP through vpn if possible. Access to external customers or systems will be through one of three sites with dedicated circuits to handle that traffic.
The 30 PC/softphone/mobile clients, what is the breakdown per site? <ul style="list-style-type: none"> <li>Is there a diagram, that we can have, of the internal city fiber network?</li> </ul>	2 part question. 1) The softphones should be able to operate from any site. 2) Yes
Is the city running any internal gateway protocols (OSPF, EIGRP, etc.) on their network today?	No, none are used today and no routers exist within the network. All switches are the HP 2920 series with the exception of sites that have no direct network connection, refer to attachment. This includes sites such as a Bright House or Verizon home style internet circuit only. You may wish to examine the HP 2920 features to

	determine if a router is required for your solution unless managed hosted.
What IVR (Intelligent Voice Response) features are needed? What IVR system does the city work with today? If none today, what is the timeline the city will want to implement one?	City currently uses an IVR system through Paymentus. Patrons can make utility payments through that system.
When will the city be awarding the Purchase?	Unknown at this time
What is the decision making process in terms to interviews of qualified candidates for this proposal?	Stated in RFP Section 4.2
When is it possible to schedule site surveys?	Site visits will not be scheduled until a vendor is selected.
At each telephone location; how many CAT 5 drops are there?	At minimum there is 1.
How many total physical hardware phones are there?	Refer to RFP.
How many total soft phones are there?	Refer to RFP.
How many "local" minutes used for last year?	Not available
How many "long" distance" minutes used last year?	Approximate numbers are; In State outside of calling area 15000 minutes per year and Out of state long distance is 9000 minutes per year.
How many "toll free" minutes used for last year?	Not available
"Switch Board located..." is needed. Is a switch board considered to be a PC-based attendant console?	It could be considered pc-based because of today's newer technologies. Some systems have replaced the standard switchboard/console with pc based equipment.
Does a temporary Outgoing greeting exists but is manually set?	The assumption here is referencing auto attendant. Yes, in case of emergencies and an example might be - Due to the pending hurricane

	City Offices are currently closed. This can be manually set and modified. Holidays are covered but should be on a schedule.
Multiple power supplies i.e. roughly 60 for phones working on Power Over Ethernet switch on battery back-up. (Other solutions for sudden remote needs) Is using a UPS on POE switch acceptable?	Yes
At each location, does the telephone wiring run back to a main location (MDF) or are there intermediate locations (IDFs)?	The interpretation of this question would be relative to cat5 for a new VOIP system. All Ethernet terminates to that facilities MDF closet and an HP 2920 switch.
Regarding question # 1 and an address for each location being asked to service, can you provide the number of telephones/types (IP, Analog, etc.) at each location?	Refer to attachment.
For remote locations, can you provide the telephone numbers?	Yes, there are only a few numbers but they are known and portable. Refer to attachment.
Please provide fax port locations in relation to PSTN.	Refer to attachment.
Please provide a network topology to include data network devices in use and capabilities (edge, agg, core, L2, L3, PoE, QoS)	Refer to attachment.
Please provide bandwidth with saturation study of existing WAN.	None exist.
Is Plant City looking to replace their current Nortel PBX with a new PBX (on-premise), or are you looking for a Managed Hosted Service with the PBX in the Cloud? If the city is interested in on-premise PBX, would they prefer to own or to lease the equipment?	This is to be a totally hosted solution with no PBX or BCM on site. It is not hosted if the equipment is on site.
If Plant City is open to either an on-premise PBX or Managed Hosted solution, we would like to submit proposals for each of these scenarios. Would that be allowed?	This is to be a totally hosted solution with no PBX or BCM on site. It is not hosted if the equipment is on site.

Please clarify one bullet point of section III – System Upgrades and Features, which requests “power supplies for 60 VoIP POE phones”. By their nature, POE phones do not require power supplies (‘power bricks’). Will there be POE capability at the installation sites? And if so, do you still need the 60 power bricks?

The phone types you choose for this RFP should all contain a port for power supply in the event the switch would not have POE. Yes 60 power supplies are a part of the RFP being requested.

In order that Bright House provide the most optimum solution for the City, Bright house is asking for a 2 week extension. Can this be granted?

See change in due date above.

Please define the call recording for 20 lines

Auto attendant will be configured to post recording "All lines may be monitored etc..." this recording can't be broken out of at any point. The 20 lines are set to be recorded full time. As an option you may or may not provide a mechanism to switch call recording off for a select few lines/ports out of the 20 requested. The optional on/off isn't a requirement by Plant City. Our current recording system is through Telstrat.

Will City allow a pre-bid site visit, since a site survey is required to validate the infrastructure, etc.?

Vendor should provide a proposal using the RFP requirements. When a vendor is selected based on the information provided in the RFP a detail discovery can be started.

Does the City have segregated voice and data networks?

If the definition of segregated refers to separate vLAN for voice and data the answer is yes.

Are there enough ports at each site to support IP phones?

Yes. At a minimum there is at least 1 port per station. The RFP defines phones to include a 1Gb pass-through port for pc equipment.

Switch Board located at City Hall and Police Department - Question: Do you require a switch board in City hall & PD or is a Hosted PBX system okay for all locations?

Yes, some type of switchboard would be needed. Some of the items to describe a switchboard are answered in other areas of this Q&A. Hosted should be addressed first. RFP states hosted to provide a new solution based around existing network switch equipment. Follow RFP in reference to hosted equipment.

**All other terms and conditions of the original Request For Proposals remain the same.**

**ATTACHMENT**

As follows:

# City Hall

302 W Reynolds Street

February 4, 2016

## **LOCAL SERVICES** Qty

ISDN PRI	1
DID Block of 100	1
Additional Directory Listing	29
FCC	1
Tele/Access Charge	1
E911	1

## **LONG DISTANCE SERVICES** Qty

Intrastate ( In FL)	1575.3
Interstate (Outside FL)	1439.5
International	14.5

## **LOCAL SERVICES** Qty

Centranet Line	5
Indirect Cost	5
FUSF Charge	1
FUSF Charge	1
Additional Directory Listing	1

## **Carrier/Provider** Qty

<b>Suncom DID Numbers</b>	5
<b>Verizon DID Numbers</b>	100

## Test Dial Result

Fire Panel  
West Elevator  
Phone System Monitoring Line  
East Elevator  
DSL line for back up. 2nd line to Fire panel

City Hall Main number  
Human Resources  
Fa/modem tone  
Line answered by some electronic tones, then hangs up  
Utilities Billing  
Ring no answer no voicemail  
Fax/modem tone  
Ring no answer no voicemail  
Ring no answer no voicemail  
Community Services

Building Division Inspection Line  
Voicemail  
Ring no answer no voicemail  
Ring no answer no voicemail  
Ring no answer no voicemail  
Mark Voicemail  
Fax/modem tone  
Ring no answer no voicemail  
Ring no answer no voicemail  
Rang four times then to Fax  
Fax/modem tone  
Ring no answer no voicemail  
City of Plant City Utilities Billing Division automated  
Ring no answer no voicemail  
Fax/modem tone  
Nortel Call Pilot Mailbox Access Line  
Ring no answer no voicemail  
Fax/modem tone  
Ring no answer no voicemail  
Ring no answer no voicemail  
2nd Floor (Development Serv.)  
Planning and Zoning  
Fax/modem tone  
City of Plant City Job Line  
Ring no answer no voicemail  
Human Resources  
Fax/modem tone  
City Clerk  
Fax/modem tone  
City Manager  
Ring no answer no voicemail  
Ring no answer no voicemail  
Asst to City Attorney  
Fax/modem tone  
Voicemail system, does not subscribe to this service  
City Attorney  
Ring no answer no voicemail  
Voice Item Maintenance Line  
City Hall Human Resources Switchboard  
City Hall Human Resources Switchboard  
Voicemail  
City Hall Human Resources Switchboard  
City Hall Human Resources Switchboard  
City Hall Human Resources Switchboard  
City of Plant City Building Division automated  
City of Plant City Parks and Rec Dept 1904 Park Rd.  
Planteen Manager Voicemail 301 Dort  
City Hall Human Resources Switchboard  
City Hall Human Resources Switchboard  
City Hall Human Resources Switchboard

City Hall Human Resources Switchboard  
City Hall Human Resources Switchboard  
City Hall Human Resources Switchboard  
City Hall Human Resources Switchboard  
City Hall Human Resources Switchboard  
City Hall Human Resources Switchboard  
Voicemail system, does not subscribe to this service  
City Hall Human Resources Switchboard  
City Hall Human Resources Switchboard  
City Hall Human Resources Switchboard  
Purchasing Dept  
is not availbale, please leave a message  
City Hall Human Resources Switchboard  
City Hall Human Resources Switchboard  
is not available, please leave a message  
Voicemail system, does not subscribe to this service  
City Hall Human Resources Switchboard  
Voicemail system, does not subscribe to this service  
City Hall Human Resources Switchboard  
City Hall Human Resources Switchboard  
Ring no answer no voicemail  
Fax/modem tone  
City Hall Human Resources Switchboard  
voicemail  
City Hall Human Resources Switchboard  
City Hall Human Resources Switchboard  
City Hall Human Resources Switchboard  
Info Line for Parks and Rec Dept.  
City Hall Human Resources Switchboard  
Voicemail system, does not subscribe to this service

# Plant City Police Department

One Police Place (2412 Police Center Drive)

February 3, 2016

## **LOCAL SERVICES** Qty

ISDN PRI	1
DID Block of 100	1
DID Block of 20	1
FUSF Charge	1
FUSF Charge	1
FUSF Charge	1
PRI FCC Fee	1
Access recovery Charge	1

## **LONG DISTANCE SERVICES** Qty

IntraLATA (Local Toll)	217
Intrastate ( In FL)	0
Interstate (Outside FL)	0

no usage found on PRI invoices

## **LOCAL SERVICES** Qty

Business Line	2
FCC	2
Tele/Access Charge	2
E911	2

no contract in effect

## **Carrier/Provider** Qty

Suncom DID Numbers	1
Verizon DID Numbers	127

Test Dial Result - None Completed

# Fire Station 1

604 E Alexander St

February 4, 2016

## **LOCAL SERVICES** Qty

<b>Centranet Access Line</b>	12
<b>Indirect Cost</b>	12
<b>PBX Signaling</b>	2
<b>InterExchange Private Line</b>	2
<b>FUSF Charge</b>	1
<b>FUSF Charge</b>	1

no contract in effect

## **LONG DISTANCE SERVICES** Qty

**PICC**

<b>IntraLATA (Local Toll)</b>	
<b>Intrastate ( In FL)</b>	143
<b>Interstate (Outside FL)</b>	40

<b>Carrier/Provider</b>	Qty
<b>Suncom DID Numbers</b>	12
<b>Verizon DID Numbers</b>	0

## Test Dial Result

Line 3  
Main number Line 1  
Line 2  
Fax/modem tone  
Inspector (sp?) voicemail  
voicemail  
Fire Department Auto  
Attendant  
Front desk voicemail  
Ring no answer no voicemail  
Ring no answer no voicemail  
voicemail  
Ring no answer no voicemail

# Fire Station 2

809 N Alexander Street

February 4, 2016

## **LOCAL SERVICES** Qty

**Centranet Access Line** 3

**Indirect Cost** 3

**FUSF Charge** 1

no contract in effect

## **LONG DISTANCE SERVICES** Qty

### **PICC**

**IntraLATA (Local Toll)**

**Intrastate ( In FL)** 4

**Interstate (Outside FL)**

**Carrier/Provider** Qty

**Suncom DID Numbers** 3

**Verizon DID Numbers** 0

## Test Dial Result

Fax/modem tone

Plant City Fire Rescue

Plant City Fire Rescue

# Storm Water and Traffic

1302 W Spencer Street

February 4, 2016

## LOCAL SERVICES

Qty

<b>Centranet Access Line</b>	8
<b>Indirect Cost</b>	8
<b>Additional Directoy Listing</b>	2
<b>FUSF Charge</b>	1
no contract in effect	

## LONG DISTANCE SERVICES

Qty

### PICC

<b>IntraLATA (Local Toll)</b>	
<b>Intrastate ( In FL)</b>	72
<b>Interstate (Outside FL)</b>	

### Carrier/Provider

Qty

<b>Suncom DID Numbers</b>	8
<b>Verizon DID Numbers</b>	0

## Test Dial Result

voicemail  
Street Storm Water and Traffic Division  
Fax/modem tone  
Street Storm Water and Traffic Division  
Street Storm Water and Traffic Division  
Alarm line  
Street Storm Water and Traffic Division  
Fax/modem tone

# Public Works

1802 W Spooner Dr

February 4, 2016

## **LOCAL SERVICES** Qty

<b>Centranet Access lline</b>	16
<b>Indirect Cost</b>	16
<b>FUSF Charge</b>	3

## **LONG DISTANCE SERVICES** Qty

<b>Directory Assitance</b>	3
<b>IntraLATA (Local Toll)</b>	
<b>Intrastate ( In FL)</b>	201
<b>Interstate (Outside FL)</b>	36

<b>Carrier/Provider</b>	Qty
<b>Suncom DID Numbers</b>	16
<b>Verizon DID Numbers</b>	0

## Test Dial Result

Ring no answer no voicemail  
Public Works auto attendant  
Fax/modem tone  
Ring no answer no voicemail  
Public Works auto attendant  
Answered then hangs up  
Public Works auto attendant  
Fax/modem tone  
Mailbox not initialized  
Fax/modem tone  
Ring no answer no voicemail

# Utility Operations

1500 Victoria Street

February 4, 2016

## **LOCAL SERVICES** Qty

<b>Centranet Access Line</b>	12
<b>Indirect Cost</b>	12
<b>FUSF Charge</b>	7
<b>FUSF Charge</b>	2

## **LONG DISTANCE SERVICES** Qty

### **PICC**

<b>IntraLATA (Local Toll)</b>	
<b>Intrastate ( In FL)</b>	183
<b>Interstate (Outside FL)</b>	19

<b>Carrier/Provider</b>	Qty
<b>Suncom DID Numbers</b>	12
<b>Verizon DID Numbers</b>	0

## Test Dial Result

Line 2  
Main line  
Fax/modem tone  
24 hour emergency response  
line  
Line 4  
Accounted for 7  
Confirmed as DRF  
Intercom line  
Accounted for 5  
Accounted for 6  
Accounted for 8  
Accounted for 6

# Water Resource Management

705 N Alexander Street

February 4, 2016

## **LOCAL SERVICES** Qty

Centranet Access Line	1
Indirect Cost	1
FUSF Charge	1

## **LONG DISTANCE SERVICES** Qty

PICC  
IntraLATA (Local Toll)  
Intrastate ( In FL)  
Interstate (Outside FL)

<b>Carrier/Provider</b>	Qty
<b>Suncom DID Numbers</b>	1
<b>Verizon DID Numbers</b>	0

Test Dial Result

Water Resource Management Division Auto Attendant

# Parks and Recreation

1904 S Park Rd

February 4, 2016

## **LOCAL SERVICES**

Qty

Centranet Access Line

3

Indirect Cost

3

FUSF Charge

3

## **LONG DISTANCE SERVICES**

Qty

PICC

IntraLATA (Local Toll)

Intrastate ( In FL)

Interstate (Outside FL)

**Carrier/Provider**

Qty

**Suncom DID Numbers**

3

**Verizon DID Numbers**

0

Test Dial Result

Ball Field Alarm

Ring no answer no voicemail Andrews Sports Complex  
East

Ring no answer no voicemail

# Library

302 McClendon St

February 4, 2016

## **LOCAL SERVICES** Qty

<b>Centranet Access Line</b>	7
<b>Indirect Cost</b>	7
<b>3rd Party Call Blocking</b>	1
<b>FUSF Charge</b>	1

## **LONG DISTANCE SERVICES** Qty

<b>PICC</b>	
<b>IntraLATA (Local Toll)</b>	3
<b>Intrastate ( In FL)</b>	54
<b>Interstate (Outside FL)</b>	25

<b>Carrier/Provider</b>	Qty
<b>Suncom DID Numbers</b>	7
<b>Verizon DID Numbers</b>	0

## Test Dial Result

Bruton Memorial Library  
Bruton Memorial Library  
Fax/modem  
Bruton Memorial Library  
Bruton Memorial Library  
Alarm line  
Secondary Alarm line

# Archives

402 E Herring Street

February 4, 2016

## **LOCAL SERVICES** Qty

Centranet Access line	2
Indirect Cost	2
Voicemail	1
FUSF Charge	2

## **LONG DISTANCE SERVICES** Qty

PICC  
IntraLATA (Local Toll)  
Intrastate ( In FL)  
Interstate (Outside FL)

<b>Carrier/Provider</b>	Qty
<b>Suncom DID Numbers</b>	2
<b>Verizon DID Numbers</b>	0

## Test Dial Result

Default voicemail box  
greeting  
Alarm line

# MLK Recreation Center

1601 E Martin Luther King Blvd

February 4, 2016

## **LOCAL SERVICES** Qty

<b>Centranet Access Line</b>	3
<b>Indirect Cost</b>	3
<b>Additional Directory Listing</b>	1
<b>FUSF Charge</b>	1

## **LONG DISTANCE SERVICES** Qty

<b>IntraLATA (Local Toll)</b>	
<b>Intrastate ( In FL)</b>	129
<b>Interstate (Outside FL)</b>	10

<b>Carrier/Provider</b>	Qty
<b>Suncom DID Numbers</b>	3
<b>Verizon DID Numbers</b>	0

## Test Dial Result

MLK Recreation Center  
MLK Recreation Center  
Fax/modem Tone

# Tennis

120 N Wilder Rd

February 4, 2016

## **LOCAL SERVICES** Qty

Centranet Access Line	2
Indirect Cost	2
FUSF Charge	1

## **LONG DISTANCE SERVICES** Qty

IntraLATA (Local Toll)	
Intrastate ( In FL)	9
Interstate (Outside FL)	6

<b>Carrier/Provider</b>	Qty
<b>Suncom DID Numbers</b>	2
<b>Verizon DID Numbers</b>	0

## Test Dial Result

Tennis Courts  
Fax/modem tone

# Cemeteries

109 W Spencer St

February 4, 2016

## **LOCAL SERVICES**

Qty

Centranet Access Line

3

Indirect Cost

3

Voicemail

1

FUSF Charge

1

## **LONG DISTANCE SERVICES**

Qty

Intrastate ( In FL)

60

Interstate (Outside FL)

15

**Carrier/Provider**

Qty

**Suncom DID Numbers**

2

**Verizon DID Numbers**

0

Test Dial Result

Cemetery Coordinator voicemail

Fax/modem tone

# Planteen

301 N Dort Street

February 4, 2016

## **LOCAL SERVICES** Qty

Centranet Access Line	2
Indirect Cost	2
FUSF Charge	2

## **LONG DISTANCE SERVICES** Qty

IntraLATA (Local Toll)  
Intrastate ( In FL)  
Interstate (Outside FL)

<b>Carrier/Provider</b>	Qty
<b>Suncom DID Numbers</b>	2
<b>Verizon DID Numbers</b>	0

## Test Dial Result

Fast Busy signal  
Fax/modem tone

# PCPD Welcome Center

2412 Police Center Drive Building A

February 4, 2016

## **LOCAL SERVICES** Qty

<b>Business Line Measured Rate</b>	2
<b>FCC</b>	2
<b>Tele/Access Charge</b>	2
<b>E911</b>	0
<b>LNP</b>	0

## **LONG DISTANCE SERVICES** Qty

<b>PICC</b>	2
<b>IntraLATA (Local Toll)</b>	0
<b>Intrastate ( In FL)</b>	0
<b>Interstate (Outside FL)</b>	0

<b>Carrier/Provider</b>	Qty
<b>Suncom DID Numbers</b>	0
<b>Verizon DID Numbers</b>	2

## Test Dial Result

Ring no answer no voicemail

Ring no answer no voicemail

Dept	Address	Conference	Phones		Headsets	Cordless Phone
Building	302 W Reynolds St	1	14		3	
Cemetary	109 West Spencer Street		1			
City Manager	302 W Reynolds St	1	7			
Code	302 W Reynolds St		3			
Engineering	302 W Reynolds St	1	11			
Finance	302 W Reynolds St	1	13		12	
Fire Station 1	604 East Alexander Street	1	8			
Fire Station 2	809 North Alexander Street		5			
General Services	2414 Willamette Drive	1	12		2	
Herring Street - Archives	302 Herring Street		1			
Human Resources	302 W Reynolds St		5		2	

IT	302 W Reynold St		8		5	
Library	302 West McLendon Street		9		2	1
MLK Rec Center	1601 East Dr. Martin Luther King Boulevard		2			
City Attorney	302 W Reynolds St		2			
Clerks Office	302 W Reynolds St	1	4		3	
Parks and Recreation Admin	1904 East Park Road	1	13		2	
Parks and Recreation Barn	1710 East Park Road		3			
Parks and Rec Stadium Maint	1808 East Park Road		1			
Planteen/Dort St	301 Dort Street		1			
Police Department	1 Police Way	1	56			

Planning and Zoning	302 W Reynolds St		5			
Purchasing	302 W Reynolds St		1			
Sanatation	1802 West Spooner Drive		4			
Street Storm Water & Traffic	1304 West Spencer Street	1	14		2	
Tennis Center	120 Wilder Road		2			
Utilities Billing	302 W Reynolds St		12			
Utilities Maintenance	902 North Mobley	1	15		2	
Utilities Maintenance Parts Warehouse	1804 West Spooner Drive		2			
Utilities Operations	1500 West Victoria Street	1	16			
Water Resource Management	705 North Alexander Street	1	8			

Total Conf	Total Basic	Total ALL	Total Head	Total Cordless
13	258	271	35	1

