

## **RFP 17-02**

### **Addendum 1 – 7/5/2016**

The following clarifications are provided:

**Relating to page 6, “Project Management/Professional Services”**

**Question 1)** Adds or changes.... What is your spend now for this? Would you say 3 orders a month at 1 or 2 hours each would suffice?

**Response:** The town plans for an average of 2-3 hours/month for Add/Move/Change work internally but in Fiscal Year '16 we ended up coming in substantially below this average, we are estimating that we used somewhere around 1 hour/month on average through the year attributed to Adds/Moves/Changes.

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**Question 2)** Item 5 lists “Act as Agent ...with telephone service provider”....Is this as it relates to carrier service issues or would we be asked to place orders?

**Response:** The Town currently has to broker calls between our service entity and the telephone company with items related to PRI service changes and PRI issues.

It is the Towns desire to have the service provider reach out directly to the carrier for a more streamlined communication string and faster service resolution time between PBX support vendor and carrier.