

RFP 17-08

Addendum 1 – 10/19/2016

The following clarifications are provided:

General questions:

Question 1) Can we provide a serial number for the CS1K that this would tie back to?

Response:

Respondent may choose to tie back to either of the CS1000 units:

Town Hall S/N: 318849329

PSC S/N: D19532

It appears some SIP licenses are available in the CS1000 at Public Safety but we are not sure if they would be able to be used.

Question 2) Can Software releases be provided?

Response:

BCM 50 core software appears to be at SW version: R600 (version 017.201304-1)

Integrated Call Pilot is at version: 50.00.20.22

Question 3) Is the network capable of providing POE?

Response:

Yes, POE is provided by all network switches.

Question 4) Can more information be provided on call accounting or call recording needs?

Response:

No call recording is required at this site.

The Town does want this system to interact with call accounting software currently in use if possible. Currently in use is Calero's VeraSMART Call Accounting 10.6 SP4 (Build 191.18.158). Currently we are licensed for:

	Call Accounting Inventory	CDR Sources	MySmart Users	PCI Users	VeraSMART Users
Items licensed	1000	5	1	0	Unlimited
Items counted against	867 (87%)	3 (60%)	1 (100%)	0	3

If additional licensing is required to add another site then it will be required of the vendor to provide that license.

Question 5) What type of connection and speed is available to the CS1000?

Response:

The site is fed by dual 10gb fiber optic links.

Question 6) What is the timeline for equipment installation?

Response:

Upon successful award of the bid we would like to have the system installed by late January.

Question 7) Is any overhead paging in use

Response:

No overhead paging is in use. Some paging groups on the phones might be programmed.

Question 8) Rack or wall mount?

Response:

Although the existing rack is full, if a rack can be fit into the existing space the Town is OK, otherwise, wall mount options are also acceptable. Bidder's decision.

Relating to page 4, "Environment" section

Question 9) Can you confirm the phone counts

Response:

27 x T7208 (it is believed these are the global models but it will be the responsibility of the vendor to confirm if necessary or provide instruction to the town for re-confirmation)

9 x T7316E phones (typo in the bid indicates them as 7315E).

Question 10) Are there any available PRI ports

Response:

No.

Question 11) What type of coding or signaling is needed from the Community Center Proposed New Phone System to the CS1000 PBX at Town Hall to enable the 4-digit dial across your 10G Data Network?

Response:

The two sites are connected via an IP WAN carried over privately owned fiber. Referring to page five in the RFP, under "Project Management/Professional Services", it will be the vendor's responsibility to architect a solution to accomplish 4 digit dialing between PBX's utilizing the Town's WAN.

VeraSMART Call Accounting

The Time-Saving Reporting Tool for Busy Telecom / UC Managers



NEW! InSight Analytics provides you with a new way of interacting with your VeraSMART wireline data, with multi-dimensional, multi-layered dashboards.

DO YOU KNOW WHERE YOUR TELECOM DOLLARS ARE GOING?

VERASMART ENABLES YOU TO QUICKLY AND EASILY ANSWER QUESTIONS LIKE THESE:

HOW MUCH IS YOUR ORGANIZATION SPENDING ON PERSONAL CALLS?

WHAT ARE THE LONGEST, MOST COSTLY, AND MOST FREQUENT CALLS?

WHERE ARE YOUR CUSTOMERS CALLING FROM, AND WHO IS TAKING THE CALLS?

HOW MANY DIRECTORY ASSISTANCE CALLS ARE BEING MADE?

We get it... you're busy! It's hard to focus on the bigger projects with the constant barrage of telecom reporting questions. VeraSMART™ Wireline and Wireless Call Accounting software will help you combine, simplify and share landline, cellular, and other business data so that you can quickly deal with inquiries about:

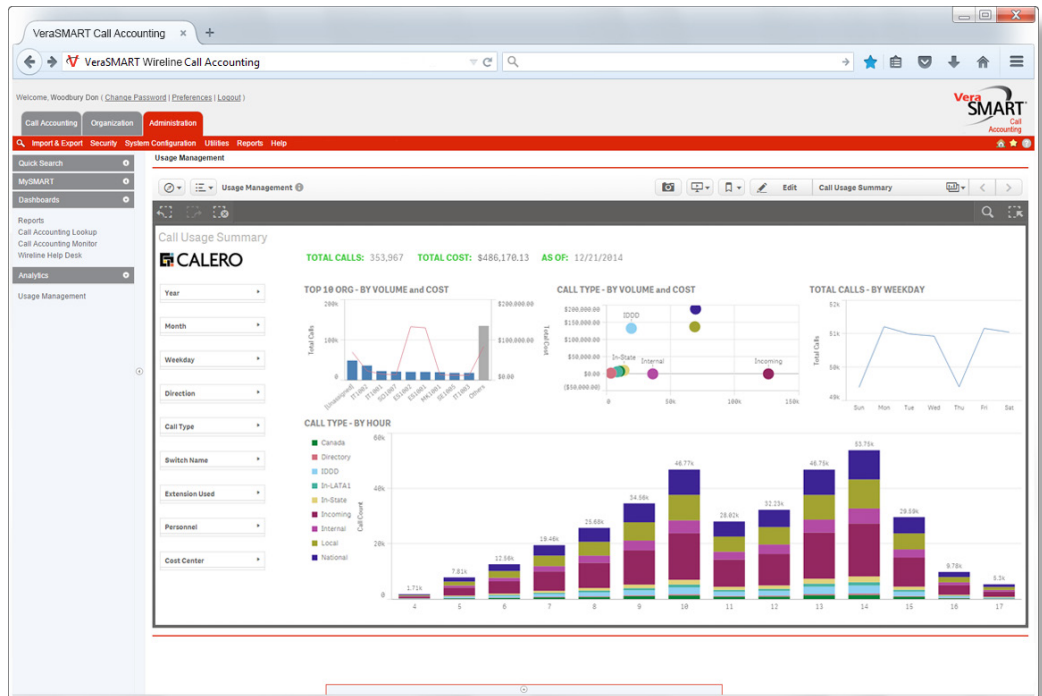
- Employee productivity
- HR/Legal call documentation
- Security
- Communications expenses
- Chargeback & reimbursement
- Optimization

VeraSMART Call Accounting software helps you reduce telecom reporting distractions, so you can stay focused on major communications projects. Our wireline solution combines data from many generations and brands of PBXs and Unified Communications platforms, such as Avaya, Cisco, and Skype for Business (formerly Microsoft Lync). Our Wireless Call Accounting is compatible with US Carriers AT&T, Sprint, T-Mobile, Verizon, US Cellular, plus Canadian carriers TELUS Mobility, Bell Mobility, and Rogers Wireless.



VERASMART GIVES YOU THE VISIBILITY YOU NEED TO SIMPLIFY YOUR WIRELINE AND WIRELESS USAGE MANAGEMENT AND REDUCE YOUR TELECOM SPEND.

WITH ENHANCED DASHBOARDS, FLEXIBLE REPORTING CAPABILITIES, AND OPTIONS INCLUDING PERSONAL CALL IDENTIFICATION, VERASMART OFFERS A COMPLETE, INTEGRATED, AND SIMPLE SOLUTION.



Wireline Call Accounting

For landline communications, VeraSMART makes it easy to answer questions about your usage and cost:

- Combine data from many generations and brands of PBXs and Unified Communications platforms, such as Avaya, Cisco, and Skype for Business (formerly Microsoft Lync)
- Simplify complex data automatically from multiple sources in a single reporting tool
- Share dashboards, scheduled reports, ad hoc reports and data extracts with the right people and applications at the right time
- Easily add data from your organization reporting hierarchy, call rating adjustments, your corporate directory and more for more robust information
- Suitable for every industry

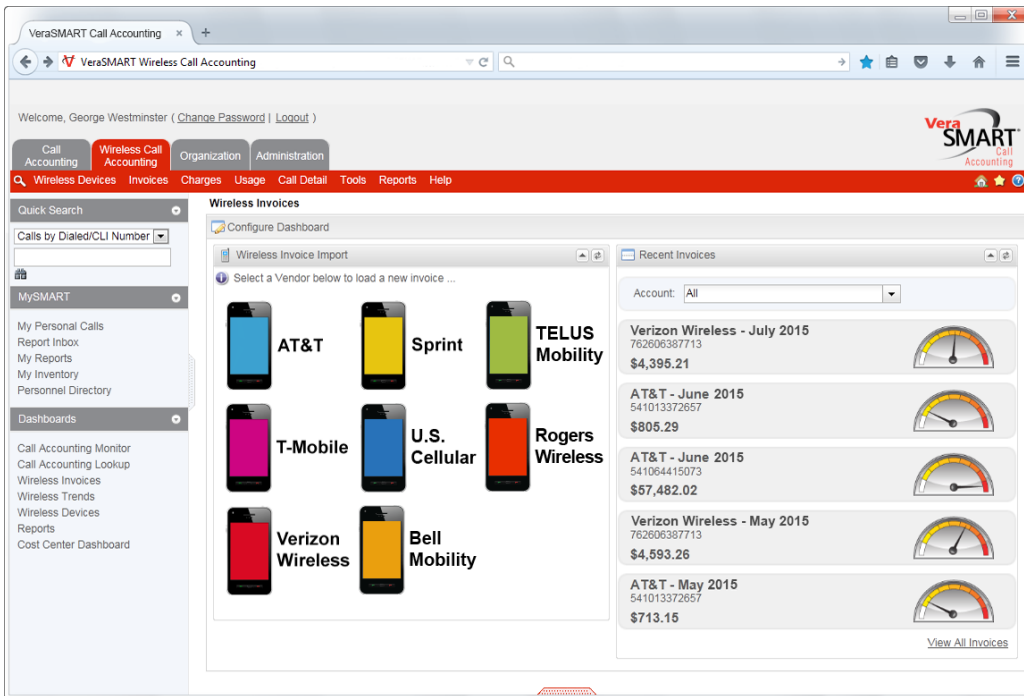
Interactive and flexible

VeraSMART Wireline makes it easy to track landline calling activity, understand usage and cost trends, and access the underlying data.

- InSight Analytics provides multi-dimensional, multi-layered dashboards
- All your data adjusts in real-time to any combination of filters you select

A solution that you'll never outgrow

VeraSMART Wireline scales from 50 extensions at one site to thousands of extensions at hundreds of sites. And it is easily expandable with options such as Multinational Call Rating, Enhanced Chargeback, EZ-Share™ data export, and Personal Call Identification.



CALERO'S CALL ACCOUNTING CREDENTIALS

WITH OVER 3000 ACTIVE CALL ACCOUNTING CUSTOMERS, CALERO HAS BEEN SIMPLIFYING TELECOM REPORTING SINCE 1983. WE ARE CERTIFIED IN THESE LEADING INDUSTRY PARTNER PROGRAMS:



VERASMART IS ALSO COMPLIANT WITH HIPAA, SAE 16 TYPE 2, AND US DEPT OF DEFENSE

Wireless Call Accounting

Wireless Call Accounting saves significant time and money for organizations that supply employees with cell phones, smart phones, aircards and other mobile devices.

- Easily import call detail records, usage, charges and plan data for company mobile devices
- Manage fixed and mobile communications in one single tool
- Automate wireless expense chargeback
- Immediately optimize your mobile expenses with the 20-point automated invoice analysis
- Compatible with US carriers AT&T, Sprint, T-Mobile, Verizon, US Cellular, plus Canadian carriers Telus Mobility, Bell Mobility, and Rogers Wireless
- Scales from <100 wireless devices to thousands of wireless devices

Configurable analytics

VeraSMART Wireless provides pre-defined, configurable analytics for instant access to data such as longest calls, wireless invoice costs, and usage trends for voice, data, and texting, allowing users to drill down to the details with only one click.

Part of a complete call accounting solution

VeraSMART Wireless Call Accounting is easy to add to an existing VeraSMART Wireline Call Accounting installation, and it can also be used as a standalone application.





IN ADDITION TO VERASMART CALL ACCOUNTING, CALERO OFFERS A SUITE OF GLOBAL COMMUNICATIONS LIFECYCLE MANAGEMENT SOLUTIONS FOR TELECOM EXPENSE MANAGEMENT, MANAGED MOBILITY SERVICES, AND USAGE MANAGEMENT.

Implementation Options

To help you obtain maximum value from your call accounting solution, Calero offers the choice of on-premise purchased software or a VeraSMART SaaS implementation. With either option, you maintain administrative control of your solution.

On-Premise Purchased Software

- Hardware and software purchased by user as capital expense
- On-premise location provides highest level of application control
- Highest level of control over internal systems and data

SaaS Implementation

- Software is an operational expense for user
- SaaS hardware/software are owned and maintained by provider
- Lower total cost of ownership - no upfront capital costs
- Provider performs software upgrades

Why Choose Calero?

- We invest in our people, so they can lead your project to a successful go-live.
- We invest in the way we deliver – our technical support and implementation teams consistently receive high praise from our customers about solving problems and simplifying reporting.
- We invest in our technology – VeraSMART – so you get real productivity improvement from an easy-to-learn, easy-to-use system.

Schedule a Demonstration

To schedule a VeraSMART online demonstration and learn more about our call accounting solutions, call us today at 585-383-6806 or email callaccounting@calero.com

About Calero Software

Calero Software is a leading provider of Communications Lifecycle Management solutions with a deep commitment to innovation and customer service. Calero's CLM Suite supports the full communications lifecycle (from procurement to payment) including software/services that aid Telecom Expense Management (TEM), Managed Mobility Services (MMS) and Usage Management. Calero has thousands of customers in the United States and more than 40 countries worldwide, including Fortune 1000 corporations, universities and government agencies. For more information, visit us at www.calero.com or www.call-accounting-solutions.com, or call 585.381.6000.