

1. Page 2 - "ISO 27001 Certification": assuming this is related to the Surveillance/Security Camera manufacturer the vendor plans to present as a solution? **WE WANT OUR VENDOR TO HAVE THIS CERTIFICATION, AS PER BID SPECS**
2. Page 2 - "at least \$5 million liability insurance/incident must be held by the vendor": \$2 million coverage + \$3 million additional umbrella coverage will meet this requirement? **AMOUNT AS REQUESTED IN THE BID SPECS**
3. Page 2 - "all phones must be Polycom VVX 450 12-line phones or better": will a 10-line similar IP phone from a different manufacturer than Polycom suffice or is Polycom brand a requirement? **AS PER BID SPEC, MUST MEET MINIMUM POLYCOM STANDARDS OR BETTER**
4. Page 2 - "all vendors must be NYS registered CLEC": as part of our vendor response, we would supply a separate carrier quote for voice carrier services from a NYS registered LEC or CLEC, but we are not a CLEC ourselves. Assume this will make sense and be acceptable? **NO, VENDOR THAT BIDS SHOULD BE NYS REGISTERED CLEC, AS PER BID SPECS**
5. Page 2 - "all phone calls must travers the Public Switched Telephone Network (PSTN) and not the Internet unless traversing the PSTN is not available for some unforeseen reason": all carrier circuits (SIP Trunks, PRI's, etc) are being delivered over the Internet today for the most part – carriers are/have done away with copper last mile solutions and thus most voice circuits are being delivered over some kind of bandwidth/Internet at some point in a very reliable fashion for the most part these days. Is a SIP Trunk or SIP PRI and/or SIP lines acceptable as part of our proposed solution? **NO, MUST MEET BID SPECS**
6. Page 3 - "virtual extensions, extensions without a physical phone, great for part time or volunteer help": are you ensuring the system will have the capability to add x-amount of these types of virtual extensions at some point when needed or do you want us to include a specific number of these types of additional virtual licenses now? **CAN BE ADDED AT ANY TIME WITH NO LIMITATIONS**
7. Page 3 - "the vendor must be certified in a cybersecurity standard, such as ISO 27001 or SOC 2": our firm would design and install & provide ongoing support for the phone system, cabling, camera system parts of the solution from some of our most trusted manufacturer partners. Our phone system mfr and camera system mfr are certified in these standards. The CLEC carriers we would use would also hold certain standards. Our firm does not current hold these standards as the local support vendor. Does that suffice or do we also need to be certified in order to provide a viable bid response? **VENDOR BIDDING MUST HOLD CERTIFICATIONS, AS PER BID SPECS**
8. Page 3&4 - camera requirements show 11 sites and 51 cameras being requested, including all necessary cabling and mounting for each. It is mentioned how many are needed within each building which is very helpful but how are we to determine exact requested positions for each camera? Without this information and a site walkthrough at each location, it will be impossible to come up with all required low-voltage cabling requirements for the camera and phone system components? Is there a plan to have a specific data/time where vendors can all meet someone onsite to walk each location

and point out where specific camera & phone locations are going to be? **PLEASE CONTACT TOWN CLERK FOR INSTRUCTIONS**

9. Page 5 - there is a mention of UPS units. Is the town looking for the responding vendors to provide UPS battery backup units in each site's solution design? **PRICE CAN BE PROVIDED**
10. Does the town have the ability to provide any Virtual (VMare/HyperV) servers that might be required for our configurations or is it assumed that any server requirements/specs are to be provided by us(the vendor)? **PRICES TO BE PROVIDED BY VENDOR, AS PER BID SPECS**
11. There is no interest in a pure cloud-based VoIP phone system solution (99.9999% written SLA-backed uptime reliability guarantee) design, where no additional "voice trunking" is required (just bandwidth at each site)? **NO, AS PER BID SPECS**

BID DOCUMENT Pages

1. "Port switches and routers - per location": are we responsible for providing the necessary POE Switches for the 211 phones? **YES, AS PER BID SPECS**
2. "Proof of Required Licensure, CLEC, PSTN" section: what exactly are you looking for respondents to provide here? **AS PER BID SPEC, PROOF THAT VENDOR HAS REQUESTED LICENSURE**
3. Do we have to follow this 3-page chart design exactly or can we add additional lines and columns with information pertinent to our various designs/pricing? **ITEMS MAY BE ADDED, BUT MUST STAY ON COURSE WITH BID SPECS AND FORMAT**
4. Is there any chance that we could request a 2-week extension for bid submittals (due to additional coordination time to perform cabling & camera location site walkthroughs)? **NO**