



Department of Administration / Division of Purchases
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9 April 2012

Addendum # 1

RFP 7449570

Title: Avaya Telephone Maintenance Services @ RI College

Submission Deadline: 25 April 2012 @ 11:00 AM (Eastern Time)

- Questions / Answers discussed at the pre-proposal meeting are posted for review.
- The attendance list for that mandatory meeting is also released in this addendum.
- Interested parties are reminded to peruse this website, on a regular basis, for any additional information that may be released regarding this procurement initiative.

A handwritten signature in black ink, appearing to read "Jerome D. Moynihan".

Jerome D. Moynihan, C.P.M., CPPO
Assistant Director for Special Projects

Questions and Answers from Pre-bid meeting RIC Avaya Telephone Maintenance (RFP 7449570)

1. **Q:** Regarding section 5.12 (page 16) Does Vendor need to provide an comprehensive update/patch monitoring and management system or just provide basic patch/update services?

A: Vendor needs to provide basic patch/update services that have to integration in Customer's change management processes. Vendor has to notify Customer of any available patches/updates and Customer will with Vendor determine how and when these patches/updates will be applied.

However, Vendor is invited to provide patch/update monitoring and management procedures/methods that will guarantee at least the same level of support as described in the RFP.

2. **Q:** Regarding section 7.2 (page 26) Does Vendor need to specify a single-server solution or high-availability (HA) implementation for CallPilot? Does Vendor need to provide an Avaya voice-mail solution other than CallPilot?

A: Vendor should respond to this section with both a single-server as an HA CallPilot implementation. Vendor only needs to provide a response for a CallPilot implementation; other Avaya solution can be left out.

3. **Q:** Regarding section 7.3.1 (page 26). Does Vendor need to specify a response for a high-availability implementation of the Exchange Server 2010 Unified Messaging?

A: Vendor need to provide a response for a HA implementation of Exchange 2010 Unified Messaging.

4. **Q:** Regarding section 7.3.2 (page 27). For how many licenses (phone extensions) does Vendor need to provide the pricing when responding to this section?

A: For the purpose to respond use a total of 1,000 licenses (phone extensions)

5. **Q:** Regarding section 7.5 (page 28). How many of the existing PRI's should vendor consider for the conversion to IP/SIP trunks. Should Vendor include a SIP Border Controller (SBC) in her response to this section?

A: Vendor should consider all 8 PRI's in the response to this section. Vendor should include a SIP Border Controller in the response.

6. **Q:** Regarding section 7.8.1 (page 29) A number of the all listed phone sets models are only available in refurbished state. Does Vendor need to provide pricing for refurbished phone sets?

A: For each phone set model Vendor should provide new and/or refurbished pricing, based on availability

Correction

Regarding section 7.4 (page 27), paragraph 3 ("Additionally, the Customer... functionalities") This paragraph should be deleted.

END

