



State of Rhode Island
Department of Administration / Division of Purchases
One Capitol Hill, Providence, Rhode Island 02908-5855
Tel: (401) 574-8100 Fax: (401) 574-8387

ADDENDUM # 1

9/4/13

RFP #7489364

Title: CISCO VoIP Infrastructure Upgrade – URI

Submission Deadline: NOTE CHANGE

From: 9/10/13 @ 11:00 AM (ET)

To: 9/20/13 @ 1:00 PM (ET)

Per the issuance of ADDENDUM # 1 the following are noted:

- Pre-bid sign-in sheet
- Note submission deadline (see above)
- Network Diagram
- Vendor questions

Interested Parties should monitor this website on a regular basis, for any additional information that may be posted.

**Gary P. Mosca
Sr. Buyer**



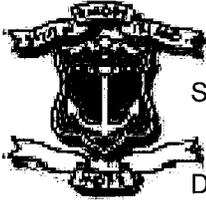
State of Rhode Island
 Division of Purchases
 One Capitol Hill
 Providence, RI 02908

"NON-MANDATORY" PRE-BID CONFERENCE SIGN IN SHEET

BID NUMBER: #7489364
 BID TITLE: URI Cisco VoIP Infrastructure Upgrade
 PRE-BID DATE AND TIME: Friday, August 23, 2013 @ 9:00 AM (ET)

Purchasing Representative:
 Gary P. Mosca
 Pre-bid START TIME:
 9:05 AM
 Pre-bid END TIME:
 10:30 AM

COMPANY NAME	COMPANY REPRESENTATIVE	SIGNATURE	ADDRESS	CONTACT E-MAIL	CONTACT PHONE NUMBER AND CONTACT FAX NUMBER	PROPOSAL SUBMITTED (For Purchasing Use Only)
1 Presidio	Scott Tolpug	<i>Scott Tolpug</i>	10 Sixth St. Woburn MA	stolpug@presidio.com	781 970 6434	
2 PRESIDIO	SONAL PATEL	<i>Sonal Patel</i>	10 Sixth Road Woburn MA	sopatela@presidio.com	781 572 5712	
3 CISCO	Ethan Cany	<i>Ethan Cany</i>	500 BEANE RD ROSLINDEN	ETCAN@CISCO.COM	401 585 0894	
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STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

Department of Administration
DIVISION OF PURCHASES
One Capitol Hill
Providence, RI 02908-5855

Tel: (401) 574-8100
Fax: (401) 574-8387
Website:
www.purchasing.ri.gov

RFP #7489364 URI Cisco VoIP Infrastructure Upgrade

Pre-Bid & submitted vendor questions:

- 1) Is there a mix that can be shared for training, a half dozen people were mentioned?
Response: Three administrative level training and three technician level trainings.
- 2) Training: Is the reason for onsite restrictions associated with travel expense to the State?
Response: no, strictly convenience of URI. Local offsite training is possible
- 3) Instructions and Notifications to Offers (page 3, #7). Is a Cisco partner that all resellers must purchase training through considered a joint venture and a cooperative proposal (which will not be considered).
Response: NO, this would be allowed.
- 4) Is training limited to on-site?
Response: (revise scope) No it is not. Offsite training is allowed.
- 5) Relating to Page #5 Section – 4 #1: “Vendor shall have a Rhode Island Certified Telecommunications personnel on staff as detailed by Rhode Island State Law” QUESTION: If a third party is contracted for support in areas that require a RI Telecommunications person, is that acceptable?
Response: The purpose of RI Telecommunications Licensing was so the vendor would note there may or may not be Telecommunications Licensing requirements. The technical work pertaining to this scope is computer work. All wiring and cables are in place. Partnering with a third party “if needed” will be permitted.
- 6) Do proposals require a W-9 Form?
Response: Yes.
- 7) Is a RI Secretary of State Certificate required at time of submitting bid proposal?
Response: This will apply to the successful vendor where applicable.
- 8) Dell virtual was called out, are you looking for only Dell and or Cisco UCS as well?
Response: VM Servers will be provided by URI as specified and to vendor recommendations for setup of OS and memory/processor needs
- 9) If there are approximately 4000 end points can it be assumed that is equal to 4000 users?
Response: Less than 50% of the stations are UC.

- 10) Where is the application currently physically located? What servers are located where? How is the inter – connectivity between the locations?
Response: Servers currently reside in two data centers both located on the Kingston URI campus. All locations are “inside” URI fiber network including the two data centers
- 11) Can the models of the voice Gateways be provided and a show tech of the Gateways?
Response: can be provided upon request
- 12) Are there any VG or analogue?
Response: No VG units, approx. 88 ATA units . Primary analog services are being met by third party Centrex services over separate infrastructure
- 13) What phone models are in the existing environment?
Response: 7911, 7940 Series, 7960 Series, 7970 series
- 14) Any phones to be replace as part of this upgrade?
Response: No.
- 15) Is there any ability to get a LOA or letter of consent to acquire a download of inventory from Cisco?
Response: That is acceptable.
- 16) Can the actual Visio be provided?
Response: Upon request only.
- 17) How are users intergraded?
Response: Via onsite CCM servers and existing VoIP network infrastructure
- 18) Is there unified messaging or voice mail only?
Response: No full UC at this time, future integration will be separate project
- 19) How many phones located at each location?
Response: Bay Campus: 388, CCE: 255, Alton Jones: 86, Kingston: 3375
- 20) How many unity mail boxes/authorized licenses?
Response: 3055/3400
- 21) Any third party applications?
Response: Compco CDR and Billing Software currently integrated, no other third party apps
- 22) Are all current UC server user names and password documented?
Response: Yes
- 23) How many contact center agents currently and the seat level?
Response: 65 enhanced seat licenses. 70 agents programmed
- 24) Can URI’s internal It department take care of upgrading any cad agents on the desk tops.
Response: Yes
- 25) Would JAVA be part of this upgrade and does it exist currently?
Response: No
- 26) Is there any reason why only one server is requested for a high level new design?
Response: Please specify further, Servers are VM and will be provided by URI
- 27) Any fixed auto sources for music on hold are the call manager servers?
Response: built in cisco source only
- 28) Are there recent back-ups for all systems? How often do they get backed up?

Response: yes, backups weekly

29) Any service that can be performed remotely will they be allowed?

Response: Yes, via VPN this can be done at will

30) How many PRI's or CITRONS are there? 8 pris, 4 to each CM, 2 to SRST in Providence

Response: 8 pris, 4 to each CM, 2 to SRST in Providence

31) Are analogous separate?

Response: Mostly, approx. 88 ATA units on site

32) Can the university please provide details on the CPU Architecture that is being used today on the Dell r620 Hardware? We would need the manufacturer and model number in order to verify the compatibility with the upgraded versions of the Cisco applications.

Response: *Intel Xeon Processors E5-2643 at 3.3Ghz*

3 physical servers; 2cpu/server with 4 cores each

URI is currently utilizing only 20% of existing infrastructure

In short, we have ample capacity on-site now to handle any VoIP need

33) Can the university please verify that there are current Cisco Essential Software (ESW) and Unified Communications Software Subscription (UCSS) contracts in place for all of the Cisco applications that will be upgraded? Having these two contracts in place provides the software upgrade privileges required to migrate to the latest version of software.

Response: *We currently have ESW contracts in place for all upgrades requested*

Please tell us what Cisco licenses you have right now. Are they CUWL? DLU? UCL? And we would also need to know the level of license. For example CUWL Enhanced, UCL Essential, etc.

Response:	Authorized	Used	
Call Manager	16735	12564	4171
CER	3300	3300	0!
Unity	3400	3055	345
CCX	IVR ports: 300, 65 Enhanced seats.		

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