



Solicitation Information

March 11, 2015

Addendum #2

**RFP #7549338**

**TITLE: MASTER SUPPORT & MAINTENANCE FOR AVAYA PHONE SYSTEMS AND MODULES**

**SUBMISSION DEADLINE: MARCH 20, 2015 AT 2:30 PM (ET)**

**ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES.**

**ALSO ATTACHED IS BID FORM PROVIDED AS A .ZIP FILE.**

**NO FURTHER QUESTIONS WILL BE ANSWERED.**

**Gail Walsh  
Chief Buyer**

Vendor A

1. The very first box on Page 3, titled Pastore PBX and Voice Portal RTU License, Are you looking to purchase software support for your 5.2? Or are you looking to buy additional licenses for each line item as part of the award?
  - a. I ask specifically because Avaya 5.2 was announced End of Manufacturer Support as of August 31, 2014 (link provided below). Software Support will not provide any benefit to the customer as patches/software are no longer being written for this product/release. [Product Support Notice](#)
  - b. In addition, with the announced End of Manufacturer Support, licenses are no longer available for purchase without a full upgrade to the Avaya Aura 6.x platform.

**Correct, the Pastore switch is at End of Manufacturer Support. The maintenance we require for this location is 7/24 availability, both remotely and on location as needed, should the State Telecom staff require Tier II support. In addition, the Pastore pbx feeds multiple epn's (23 currently) which need to fall under the 'maintenance umbrella' of the Pastore switch.**

2. State of Rhode Island provides card inventory for the Avaya 5.2. Can you provide additional information that lists the number of IP Users and SIP trunks being utilized? **There are currently 176 IP users.**

Vendor B

Will the State of RI be providing Avaya Sold To Numbers for the locations included in this RFQ?  
**(attached)**

Will the state of RI be providing letter of agency permission, (Via the Avaya CAT tool) for the purposes of providing support equivalent to Avaya JSD? **Yes**

Vendor C

1. Can you please provide the serial number for the AVST voicemail? This will allow us to quote the software support renewal. **Pastore is 1464722911016.**
2. Can you please supply the Verint Call Recording "sold to" number? This will allow us to quote the renewal. **The Verint is not an Avaya product and therefore does not have a 'sold to' number**
3. Is the RFP available in Word.doc to allow responses entered into the table?

**We will post as a zip file.**

4. Is the UL-FCC requirement negotiable? From the details gathered, radio emissions/interference isn't a factor for supporting your Avaya PBX and feel it doesn't apply to us. Class A is for the manufacturers of the equipment (i.e. computers, digital devices) to prevent the radio emissions/interference.
5. Is it possible to include a couple of our Terms and Conditions that relate specifically to the services provided? **No**
  - a. If not, can we request to negotiate Terms and Conditions upon award? **No**
6. What type of maintenance/support are you looking for on the Avaya Contact Recorder (ACR)? Hardware? Software Support? Both? **Both**
  - a. If software support is included in your answer, please provide the "sold to" number of the ACR. **The ACR is not an Avaya product and therefore does not have a 'sold to' number**
  - b. If software support is included in your answer, please provide the "version" number of the ACR to ensure version is still supported and software support is available.
7. Are telephone and handset replacements to be included in maintenance coverage? **No**
8. The Call Back Manager (CBM) is End of Support per Servion. In order for the software renewal quote to be valid, the CBM will need to be upgraded. Do you want to remove software coverage on this item and only quote the Proactive Outreach Manager (POM) or would you like to include the upgrade cost of the CBM in our proposal?  
**Please include upgrade cost in your proposal.**
9. Confirming anticipated commencement date of 4/1/2015?  
**This is our best estimate.**
10. We offer an Enhanced SLA that far exceeds your response time requirements. It provides a 2-Hour Time to Restore SLA. That is complete resolution of the issue in the event of a failure. In addition, if we should ever miss this SLA, we credit 50% of that month's maintenance back to the State of Rhode Island. Would you like us to submit a secondary price option for this enhancement? **Yes**

#### Vendor D

- Can we be **provided the Sold to numbers for the Avaya PBXs that require support? (attached)**
- Can we request an LOA? This is an easy process and ensures that a respondent receives accurate information that Avaya has on record for DOIT's Avaya equipment. **Yes.**
- If we provide a list (approximately 5) of PBX system reports, can they be run and the output emailed to us. **Not at this time.**

- Are the Cisco certifications a requirement for this bid; Advance Collaboration Certification, Certified Internet Voice Subject Matter expert. If so has there already been a migration to Cisco Unified Communications and away from Avaya? **Both Cisco and Avaya certifications are required. No migrations have taken place yet.**

Vendor E

1. In order to provide the correct maintenance / support options Avaya requires sold to numbers for each location, would someone be able to provide Avaya Sold to numbers for each of the locations listed in the RFP? **(attached)**
2. Page 8 of the RFP references that the vendor must have the below Cisco Certifications but the maintenance / support is for mostly all Avaya equipment? Should Cisco say Avaya?
  - Provider must hold Cisco Advanced Collaboration Certification
  - Provider must employ a Cisco Certified Internet Voice Subject Matter Expert as permanent staff.

**Provider should be Cisco and Avaya certified.**

3. If this is not a mistake, do require the vendor to be Avaya certified as well? **Yes**

Site Administration - [Pastore Emulation: 4410]

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**display bulletin-board** Page 1 of 3

Messages (* indicates high-priority)	Date
* T1 circuit info	11/9/2012
* trunk 13	11/9/2012
* 11a02-4003T12F 11a03-4002T12F	11/9/2012
* 11a04-4001T12F 11a05-4004T12F	11/9/2012
* 11a06-4010T12F	11/9/2012
* TRUNK 15-11B03 4002T12F TFC368677 302/P7	11/9/2012
* TRUNK 17-12B16 4003T12F CNTRI GHN03/RIPC	11/9/2012
* 0 302X13	11/9/2012
* TRUNK 18-11B08 4002T12F CNTNRI 01N06/	11/9/2012
* 111609 DRUDRI W4D61	11/9/2012
1D13-4006T12F 1D14-4007T12F	11/9/2012
2A1402-4003T12F 11A03-4002T12F	11/9/2012
Sold To; 0005018488	3/26/2014

Severity	Date/Time	System	Description

History Schedule Connection Status

Ready NUM

NAME	ADDRESS	IL/Sold To	TYPE	VERSION	
STATE OF RI BLDG 1 ATTY GENERAL	150 South Main Street, Providence, RI	000-278-6154	G3I	G3V2g.04.5.1.099	
STATE OF RI DR ZAMBARANO HOSP	Wallum Lake Road, Pascoag, RI	000-278-6234	G3SI	G3V6i.03.2.239.3	
STATE OF RI DONLEY REHAB CTR	249 Blackstone Blvd, Providence RI	000-292-1197	G3SI	G3V6i.03.2.239.3	
DEPT OF FAMILY SUPPORT STATE OF R I	77 Dorrance St, Providence, RI	000-292-1492	G3SI	R009i.05.1.122.4	
VOCATIONAL REHABILITATION	40 Fountain St, Providence RI	000-292-1861	G3SI	R010i.01.0.032.3	maintenance
STATE OF RI SECY OF STATE	STATE HOUSE, 83 Smith St, Providence, RI	000-301-8729	G3SI	G3V6i.03.1.230.6	
State of RI - Secretary of State	River St., Providence RI		Prologix		
STATE OF RI - D. E. M.	235 Promenade St, Providence RI	000-301-9407	INAUD	3.3-55	
STATE OF RI - D. E. M.	235 Promenade St, Providence RI	000-301-9407	G3SI	R009i.05.1.122.4	
State of RI - Pastore Center	40 HOWARD Ave ADMIN OFFICE	000-292-1985	G3R	R010r.01.0.032.3	
State of RI - Department of Transporation	2 Capitol Hill, Providence, RI	000-301-8071	G3SI	G3V6i.03.2.239.5	
State of RI - Department of Transporation	360 Lincoln Ave, Warwick, RI		Prologix		
State of RI, Department of Administration	1 Capitol Hill, Providence, RI	000-301-8661	8720		
State of RI, Department of Administration	1 Capitol Hill, Providence, RI		Modular Messaging		
State of RI, Simpson Hall Basement	6 Harrington Rd, Cranston, RI	000-454-9526			