ADDENDUM # 1

November 18, 2019

RFP #7599827

TITLE: AVAYA TELEPHONE MAINTENANCE SUPPORT AND UPGRADES – RHODE ISLAND COLLEGE

BID CLOSING DATE & TIME: DECEMBER 2, 2019 2:00 PM (Eastern Time)

ATTACHED ARE THE VENDOR QUESTIONS WITH STATE RESPONSES.

NO FURTHER QUESTIONS WILL BE ANSWERED.

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

Robert DeAngelis

Senior Buyer

The following are the questions received with State responses regarding RFP #7599827 Avaya Telephone Maintenance Support and Upgrades:

Vendor A

- Can you please confirm that both Core Telephony and Contact Center should be designed as High Availability?

    o Yes for both

- Similar question for SIP trunking, should new SIP trunking with Session Border Controllers be designed for single data center on campus or a primary and redundant data centers?

    o Yes for primary and redundant data centers

- Is it the desire to keep all analog stations as analog stations or should/can some of the analogs be changed to low cost SIP endpoints? If that is the case can you provide number of analog phones that are candidates to move to a low cost SIP phone. Location would need Cat5e or better and have PoE available to it.

    o yes, some will be changed to low cost SIP VoIP

    o approximately 1100 phones are desktop/user phones that can be converted

- Can we leverage RIC provided VMWare for some applications and if yes can you provide the ESXi version for your VMWare environment?

    o yes, 6.5u2

- For the phone deployment piece, are we responsible for the physical deployment (unboxing, place, test) of the phones throughout the contract period?

    o no

- Can you give us any idea on the phone deployment phases (quantities involved) and rough timeline throughout the contract period – i.e. 1) Jan 2020 Phase 1 Core Upgrades, Application Upgrades and 500 phones, 2) Jan 2021 Phase 2 750 phones, 3) an 2022 Phase 3 500 phones, etc.

    o exact timeline TBD, expectation is

        ▪ core services spring 2020

        ▪ contact center/app upgrades winter 2020

        ▪ phones will be deployed as possible after core services upgrade

- Are we responsible for the de-commission and/or also the disposal of the CS1000 equipment, gear and phones?

- o yes, as equipment is deprovisioned and unnecessary it will be physically removed from the site(s).

- Does this include the batteries/rectifiers that must be disposed of in a special/safe way?

  - o yes

- Can you explain the level of end user training required on the new phone sets? Do we need to set up training for all users or can we do a train the trainer scenario?

  - o train the trainer is all that is necessary

- Enghouse/Datapulse Progression software is not moving forward in its current state (per the manufacturer). Can you explain in detail the Voice Paging and Recorded Announcement functionality this it is performing and that you require?

  - o Currently Progression is used for emergency communications/mass notification in classrooms and ResLife spaces. Paging is also used in ResLife for communication with residents. Any replacement of Progression must fulfill these business needs.