

ADDENDUM ONE

DATE: December 11, 2012

TO: All Vendors

FROM: Michelle Musick/Mary Lanning, Buyer
 State Purchasing Bureau

RE: Questions and Answers for RFP Number 4183Z1
 to be opened January 4, 2013 2 PM Central Time

Following are the questions submitted and answers provided for the above mentioned Request For Proposal. The questions and answers are to be considered as part of the Request For Proposal.

QUESTIONS	ANSWERS
1. Page 20, Section TT: Standards require accommodation for ADA complain devices – Please list any TTY or other devices required as part of this RFP	We do not have a list of each TTY device in service. However, all TTY devices in place utilize standard analog lines.
2. Page 23, Sub-Section F: Attendant Console requests console features and capabilities similar to current arrangements – Please describe the current functionality (Attendant station, CTI base...etc)	Attendant consoles currently in place are Nortel digital telephone sets with add-on modules. CTI is not currently in use and required features can be found in Attachment 1 of the RFP document.
3. Section 13: Does the State have any circuits in this RFP that are or will be registered as Telecommunications Services Priority (TSP) circuits? If so, please list those locations.	The State is not currently using TSP
4. Page 51, Attachment 6: Indicates current equipment. Is the State open to replacement of these stations with stations of like or greater features?	Station replacement is a possibility where cost effective to do so.
5. Are you willing to go for IP-Based Switch/network provider? Vs. Nortel CO Switch?	IP Based solutions are acceptable as long as they are provided by a LEC or CLEC that is certificated by the Nebraska Public Service Commission.

QUESTIONS	ANSWERS
<p>6. Are you willing to accept partial coverage/multiple providers?</p>	<p>Service will be awarded by City as outlined in Attachment 2. Each City will be awarded to a single bidder however awards may be made to multiple bidders based on the results of the RFP submissions and the needs of the State.</p>
<p>7. Does 4 digit dialing need to exist across all markets (outside of serviceable)? If Yes, how do you manage translations between carriers today?</p>	<p>4 digit dialing between Cities is not a requirement.</p>
<p>8. We need to know what you mean by Unified Messaging (i.e. voicemail to email and fax to email)</p>	<p>For the purposes of this RFP “Unified Messaging” refers to the capability to send voice mail messages to users Outlook e-mail account.</p>
<p>9. What features/functions do you need for your Call Center? Is the Call Center a hosted service as part of Centrex or do you have your own system?</p>	<p>We use a combination of Carrier provided ACD, UCD, hosted and State owned system call center solutions. For the purposes of this RFP we are requesting rates and information on bidder provided ACD and UCD solutions only.</p>
<p>10. Please elaborate the application needs from Guaranteed Central Office Disconnect Supervision.</p>	<p>Central office must guarantee that all two party calls are torn down by the central office in the event that one or both parties disconnect.</p>
<p>11. Are you willing to replace Nortel Proprietary Sets with Analog Phone Sets?</p> <ul style="list-style-type: none"> a. Attachment 1, Page 42 – Direct Station select/busy lamp field on meridian business sets or equivalent b. Multiple appearance ringing options (MADN Ring Forward) <ul style="list-style-type: none"> i. 35.) CPE (Attachment 1, page 42) Attachment 6, page 32 #18 ii. 36.) Attendant console would have to be analog solution 	<p>Most Nortel proprietary sets are in place because they require features not previously available with standard analog service. Analog phone set replacements will be acceptable as long as existing features and functionality can be duplicated.</p>