

ADDENDUM FIVE

DATE: September 13, 2013

TO: All Vendors

FROM: Robert Thompson, Buyer
 State Purchasing Bureau

RE: Second Round Questions and Answers for RFP Number 4462Z1
 to be opened September 24, 2013 2:00 p.m. 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
<p>1. NACR respectfully requests a two weeks extension of the due date for RFP Number 4462Z1. As of today, the responses to our first round questions have not been posted to the purchasing web site, and we cannot complete a quote without the requested information.</p>	<p>A revised Schedule of Events has been posted.</p>
<p>2. On Attachment B (page 39,) you ask for % discount from MSRP for "Preferred Plus Maintenance". Please define this for us. Avaya Nortel uses the various terms: "PASS basic, PASS Plus", Express, and Express Plus.at different rates based upon their definition of the support offers. Can you please define the requirement for this using either these Avaya/Nortel terms, or your own definition?</p>	<p>The State will require bidders to provide a percentage off of retail pricing for PASS basic, PASS Plus, Express, and Express Plus. This will allow the State to select the most appropriate option based on the site and needs of the State. Please see Revised Attachment B Cost Proposal attached with this addendum dated September 13, 2013.</p>

QUESTIONS	ANSWERS
<p>3. Can you also add a little definition to the similar request for Hardware Maintenance on the same page?</p>	<p>Partner provided hardware maintenance must include remote and/or onsite support, diagnostics, troubleshooting, problem resolution and hardware/firmware updates/fixes. In addition, as part of the hardware maintenance the bidder must warranty all Avaya parts, software and licensing and provide immediate replacement if any of these components fail. As part of the hardware maintenance it will be the awarded contractor's responsibility to work with Avaya support during all instances where their own technical resources are unable to resolve issues. The awarded contractor will ultimately be accountable to the State for trouble resolution and adherence to Service Level Agreements regardless of whether they utilize Avaya or any other third party to assist them. Allowances may be made on a case by case basis when 3rd parties, for example, Toll or local carriers are a contributing factor.</p>
<p>4. When do can we expect answers to questions?</p>	<p>Responses to First Round Questions and a revised Schedule of Events have been posted.</p>

QUESTIONS	ANSWERS
<p>5. If you would please answer the following questions to the best of your knowledge, this will enable us to furnish you with a budgetary price quote for MPS500 maintenance support: Please circle when you are offer multiple choices</p> <p>What is your Power Requirements: 230 VAC -48 VAC</p> <p>What system are you using: Window Solaris</p> <p>What application execution are you using; MPS Developer 3.0 VXML</p> <p>Do you use SIP: YES NO</p> <p>Telephony Requirements: T1 VoIP</p> <p>Please selection interaction type DTMF Speech Rec.</p> <p>Do you have Text to Speech YES NO If so how many ports _____</p> <p>Do you have Speech Recognition YES NO If so how many ports _____</p> <p>Do you have Call Protection: YES NO</p> <p>Enter your inbound port count _____</p> <p>Host Type Access Win2K or Win2003</p> <p>Oracle DB2 (Native) Sybase (Native) MMSQL (Native) TCP/IP (VT100, TN3270, or VTCPD 16 session SNMP HTMSL XML Java Service Bridge</p> <p>Do you have CTI YES NO</p> <p>Do you have: PeriPro PeriStudio</p>	<p>110 VAC</p> <p>Windows</p> <p>MPS Developer 3.0</p> <p>NO</p> <p>T1</p> <p>DTMF and Speech Rec.</p> <p>Yes 432</p> <p>Yes 432</p> <p>NO</p> <p>432</p> <p>Win 2003</p> <p>Oracle DB2 Sybase</p> <p>TCP/IP</p> <p>XML Java YES</p> <p>PERIPRO</p> <p>The awarded contractor will only be required to provide support/maintenance on the MPS equipment and software. The MPS applications are being supported by a 3rd party.</p>
<p>6. Clarification on Answer on Question #24. Does the State of Nebraska require the 1st call for Support to go to Avaya directly or does the State prefer to contact the Partner for all maintenance requests?</p> <p>24. Please clarify your require PASS PLUS which includes software upgrades.</p>	<p>The awarded contractor can expect to be the first point of contact, however, the State reserves the right to contact Avaya direct at the State's sole discretion.</p> <p>SEE ANSWERS TO NUMBER #3</p>

Revised Attachment B

Cost Proposal

Request for Proposal Number 4462Z1

Bidder: _____

Avaya Certified Partner Number: _____

LABOR RATES

	Hourly Rate
MAC Labor Rate 8AM to 5PM M-F	_____
MAC Labor Rate After hours	_____
Hourly rate for Administrator training	_____
Hourly rate for User training	_____
Remote Programming Hourly Rate	_____
Remote technical support rate	_____

MAINTENANCE

Monthly per port maintenance	_____
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AVAYA PRODUCT COSTS

	% Discount from MSRP
Licensing and Software	_____
System Hardware	_____
Telephone Sets	_____
Retail Pass Basic	_____
Retail Pass Plus	_____
Retail Pass Express	_____
Retail Pass Express Plus	_____