

ADDENDUM FOUR QUESTIONS and ANSWERS

Date: May 24, 2018

To: All Bidders

From: Nancy Storant, Buyer
AS Materiel Purchasing

RE: Addendum for Request for Proposal Number 5824 Z1
to be opened June 5, 2018 at 2:00 p.m. Central Time

Questions and Answers

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. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>	<u>State Response</u>
1.	MBUR-1		Can the State provide clarification on what the reference to 'Line' is. Does 'Line' refer to a User or a Seat ? Line does not refer to a PSTN line or SIP trunk call path, does it ?	A "Line" refers to a single telephone endpoint.
2.	Attachment A		Does the restriction on using multicast extended to traffic between IP Phones on a Voice VLAN? (Requirement in Attachment A: "The bidder's proposal must not utilize Multicast")	Yes.
3.	General		Does State of Nebraska require the ability for a phone to page other phones such that, after a page is initiated the receiving phones will sound the announcement from their speakers without the user having to answer/offhook the handset?	This is not a requirement however, if it is included the State would like additional information as well as pricing. If applicable add it to the cost sheet under optional services.

4.	General		Can title to the IP Phones be transferred to State of Nebraska at the end of the initial 5 year contract? In other words, can State of Nebraska consider the phones to have been purchased at the end of the initial contract?	Yes. Title can be transferred to the State of Nebraska if the Contractor chooses to do so. The associated process for doing so should be explained in the bidder's proposal.
5.	General		Does State of Nebraska require CDRs be provided for calls placed between internal users, or only for calls placed by internal users to/from the PSTN?	The State requires CDR for internal calls as well as external calls.
6.	General		What is the connectivity between locations and State of NE Data Centers ? Are they single connected or do they have secondary or backup connections (e.g. Internet VPN)? Are they single connected or do they have secondary or backup connections (e.g. Internet VPN)?	The majority of sites are single connected.
7.	General		Do the branch offices have local internet breakout or do they depend on internet connectivity via WAN connections to a centralized internet pipe?	A centralized internet pipe is used in the majority of cases. Those cases where small sites are serviced by Broadband connections would be the exception.
8.	General		Can a Network Diagram be provided?	This information is not made public. Information necessary to complete install will be made available to the Awarded Contractor.
9.	General		Identified (from manufacturer) that Variphy, the defined CDR application currently owned by State of Nebraska, only supports Cisco voice solutions. Are alternate CDR delivery options that deliver the	Other options can be explored as long as they are provided by the Contractor at no additional cost to the State. If the bidder's proposed solution is not compatible with

			automated report delivery acceptable? Or, if Variphy is the selected CDR application, is the State dictating that Cisco the only valid solution ?	Variphy, the Bidder would need to propose a compatible system. There are no requirements to provide a Cisco platform.
10.	General		What is the average Call Currency rate or volume the State reports with its current Centrex phone service (rolling 90 day average if possible) ?	This information is not available to the State.
11.	General		What is the breakdown of the State's current Centrex Busy Hour report, for an average work day ?	This information is not available to the State.
12.	General		Will the State re-use, redeploy current analog phones, while limited in quantity, wherever they are required ?	The State will provide analog devices to include telephone sets.
13.	General		Is the State's HR system integrated or tied into its Microsoft Active Directory application ?	No.
14.	General		How is the State recording CDR call statistics its current Centrex phone's currently ?	This information is not available to the State.
15.	General		Will the State consider an alternative Call System besides Variphy ?	See response to Question #9.
16.	General		1. Will the State of Nebraska purchase or rent the desktop devices?	Please see requirements: Revised Attachment A MSR-10, Revised Attachment B, NSR-21, and Revised Attachment C NSR-21. IP telephone sets must be provided by the Contractor and included in the monthly rate.
17.	Overview documents	Section I.G Pricing section	<i>a. Does the fixed pricing requirement apply to both charges for services (typically referred to as a monthly recurring charge) as well as applicable fees, surcharges and taxes</i>	Fixed pricing should include any Federal Access or CALC charges.

			<i>(not subject to exemption)?</i>	
18.	General		1. Final answers to questions will come back from the state on 5/24. These answers could affect the design/pricing. There is a short window between the time these answers come back and deadline for RFP submission. Would the state consider moving out the RFP deadline by at least a week?	At this time, the State is not contemplating changing the RFP Opening Date.
19.			In the RFP there is reference to attachment F, can you help us locate where to locate this attachment?	Attachment F has been posted to the website.
20.	Not In RFP	Not Mentioned	With the solution being provided we did not see a requirement for call recording. Is this going to be a requirement in the solution or possibly down the road.	Audio Call Recording is not a requirement of this RFP.
21.	MSR - 4	34	On the display for incoming calls and caller ID. Is the solution to display the full 10 digit number or just the 4 digit extension for internal calls along with the name of the person calling.	Caller ID must display the full 10-digit calling party number. The only exception will be when the Calling Party number is not sent by the SIP trunk provider.
22.		General	What is the clear-cut deployment plan?	The deployment plan will be decided with the awarded contractor and the State.
23.		General	Are there any priority locations or cities?	Priority locations will be decided with the

				awarded contractor and the State
24.	Appendix D	General	How many physical locations (Buildings) are in each of the cities identified in Appendix D?	This count is currently not available.
25.		General	Is there open access to each site?	Access will be granted to the awarded Contractor as needed
26.		General	What hours and days of the week will we have access to work?	Minimum 8-5 Monday thru Friday. After-hours access for the awarded contractor can be made available as necessary.
27.		General	Will we have control over the schedule? If not, who will? Will we have say over the routes?	The OCIO will have final control over any schedules. The OCIO will work closely with the Awarded Contractor and the individual Agencies to create scheduling that is the most beneficial for all parties involved. We do not understand the question concerning "Routes"
28.		General	Are we going to be given all 10K phones to deploy at once? If note, what kind of run rate or deployment rate could we expect?	The State will not be giving any telephone sets to any Contractors. It is the Contractors responsibility to provide telephone sets. The deployment rate will be determined after contract award between the awarded Contractor, individual Agencies, and the OCIO.
29.		General	Is the vendor responsible for collection and/or	No.

			disposal of displaced legacy equipment following a cut-over at a given location?	
30.		General	Are there any blackout dates?	There are none known at this time; however, State Holidays are observed.
31.			Out of the 10,000+ phones the State of Nebraska is needing at the listed location, what features will the end users need per seat? <ul style="list-style-type: none"> a. Phone without voicemail b. Phone with voicemail c. Phone with voicemail and other specific features 	See Cost proposal Attachment E Option A, Attachment E Option B, and Attachment E Option C for detailed information concerning minimum feature requirements.
32.			Is PoE supported in the switching infrastructure at all the listed locations or will some location require external power for the phones. If so, how many phones will require external power?	Most sites will have POE available. There are a few Broadband sites that will require external power supplies however, in those cases, the State will purchase those power supplies.
33.			As far as endpoints are concerned, what features are needed and is the State looking for standard phone models to be deployed or will some phones need more features than others	Please see response to Question #31.
34.			How many (if any) conference phones are needed out of the total count.	This data is not available at this time.

35.			<p>If the proposed solution is cloud based and use the existing Internet connection for connectivity to the cloud PBX, do all sites have their own local Internet connection or are they all transverse to a aggregation point location for Internet.</p> <p>Will the existing Internet connection support the increased bandwidth requirements for the concurrent calls?</p>	<p>Please see response to Question #7.</p> <p>The State will ensure that there is ample bandwidth.</p>
36.			<p>Some of the larger locations is it possible to get a number of how many concurrent calls each location is expecting at any given time.</p>	<p>This data is not available at this time.</p>
37.			<p>What is the OCIO's preferred method for faxing if any exists for this RFP. (B1s, PRI, Fax Server)?</p>	<p>There are no requirements to provide fax capability.</p>
38.			<p>Will fax lines be required on RFP, if so how many per location? Can a list of the desired cities requiring faxing be provided?</p>	<p>There are no Please see response to Question #37.</p>
39.			<p>On the site attachment it simply lists the towns needing the solution. Is there a list of the physical addresses at each location needing the solution?</p>	<p>This data is not available at this time.</p>
40.			<p>What is the OCIO's preferred method for faxing (B1s, PRI, Fax Server)?</p>	<p>Please see response to Question #37.</p>
41.			<p>Will fax lines be required on RFP, if so how many?</p>	<p>Please see response to Question #37.</p>

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal.