

ADDENDUM TWO QUESTIONS and ANSWERS

Date: May 10, 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.	94334 O5 Attachment A.docx	Page 1	Referencing the requirements on Call Detail Record collection; will you provide the manufacturer / version of the call accounting system that the State will be providing?	Variphy Version 11.1.5
2.	94334 O5 Attachment A.docx	Page 7	Referencing the requirements on call detail record files associated with billing; if we are responding with an Option A solution, where the State is providing the PSTN connectivity, are we exempt from this requirement to provide local and toll call billing information?	Requirement removed. Please see Attachment A Revision 1 Number MBR-6.
3.	94334 O5 Attachment A.docx	Page 2	Referencing the requirements on IP to analog conversion; is there any estimation of the total	The State does not have an estimate on IP to analog station conversion.

			number of analog stations anticipated?	
4.	94334 O5 Attachment A.docx	Page 2	Referencing the requirements on analog paging interfaces; is there any estimation of the number of sites with this requirement?	The State does not have an estimate on the number of sites with analog paging interfaces.
5.	94334 O5 Attachment A.docx	Page 6	Referencing the requirements on E911; acknowledging that the State of Nebraska does not have ratified legislation for E911 that would legally require additional features, does this RFP impose requirements for anything more than just the correct outbound caller ID during an emergency call --- such as emergency location information (ELIN) or direct callback?	Please see Attachment A Revision 1, Number ME911-1.
6.	94334 O5 Attachment D.xlsx	Page 1	Do the station counts include the total IP and analog stations anticipated in each location? Or just the IP stations anticipated in each location?	The station counts include both IP and analog. The State does not have a count for analog lines; however, the number is limited.
7.	94334 O5 Attachment A.docx & 94334 O5 Cost Proposal Attachment E Option A.docx	General	There does not appear to be an "type" option for analog stations and paging interfaces. Should we treat these as if they are one of the existing types (e.g. a "Basic" line), or should we create a new type for these costs?	See Attachment E Cost Proposal Option A, Revision 1.
8.	94334 O5 Cost Proposal Attachment E Option A.docx	Page 1	Referencing the requirements on Premium units; what is "Add-on Compatible"? Are we correct in assuming this means the device must	"Add-on Compatible" means that the telephone set will support an Add-on such as a Side Car, or Key expansion module, to provide

			support a “side car” or “key expansion module” – that would provide additional line appearances to that endpoint?	additional key appearances or feature buttons.
9.	94334 O5 Cost Proposal Attachment E Option A.docx	Page 4	What are the requirements for the “Three-month intercept feature”?	This optional pricing has been removed from Attachment E, Option A. Please see Attachment E Option A Revision 1.
10.	Attachment A System Requirements	State will use telephone sets in line, ...must support internal switch	Do the phones need to support 10/100 or 10/100/1000baseT connectivity?	10/100/1000baseT Please see Attachment A Revision 1 Number MSR-2.
11.	Attachment A System Requirements	Call Accounting system will be provided by the State	What CDR does the state utilize, please include version?	Please see response to question 1.
12.	Attachment A System Requirements	Call Accounting system will be provided by the State	Where does this application reside?	State Data Center Lincoln, NE.
13.	Attachment A System Requirements	Call Accounting system will be provided by the State	Will the State-provided Call Accounting System (CAS) be supported and managed exclusively by the State?	The Call Accounting System will be supported and managed by the State. If necessary the Contractor will have access to it.
14.	Attachment A System Requirements	Telephone set repair must be included	Does the state also require an onsite spares option?	No however, the Contractor is free to stage spares.
15.	Attachment A System Requirements	Solution must provide music-on-hold	Solution will provide the capability to support music-on-hold. Will the state provide source or content? If not, does the cost of licensed content need to be provided?	The State will provide licensed On Hold music content.
16.	Attachment A System Requirements	Solution must provide music-on-hold	Is MOH Tenant Partitioning or System-wide? If Tenant Partitioning, how many different locations?	System-wide.
17.	Attachment A System Requirements	Solution must provide IP to analog	Please identify analog ports (FXS, FXO, E&M) by building and/or closet, as required.	This information is not available at this time. Please see

		conversion, where needed		response to question 6.
18.	Attachment A System Requirements	Does the bidder's solution provide analog paging interface?	Generally FXS but can be E&M depending on paging system. Please identify quantity and location.	We do not currently have this information. However, quantities will be limited.
19.	Attachment A Voicemail Requirements	State requires UM. Describe functionality/features	What messaging does the state utilize? Please include version.	The State uses a single Microsoft Exchange environment hosted on-premise. The Contractor must send user voicemail audio files to their respective e-mail addresses in the Exchange environment.
20.	Attachment A Voicemail Requirements	State requires UM. Describe functionality/features	Is it premise or cloud based?	The State uses a single Microsoft Exchange environment hosted on-premise. The State is planning to convert from Exchange Premise to Exchange Cloud in the future and the Contractor's UM must support that change.
21.	Attachment A Voicemail Requirements	Solution should provide MWI.	Is MWI a requirement for analog phones as well?	No.
22.	Attachment A Voicemail Requirements		How is the State of Nebraska plan on doing Voice Mail in the new Hosted Cloud environment (Option A)?	Please see Attachment A Revision 1 Number MVMR-1.
23.	Attachment A State Network Requirements		Does solution require placement of any equipment other than phones? For example: <ul style="list-style-type: none"> • Gateways? • Supporting IP to Analog Station side? • Supporting IP to Analog Trunk side, if required? • Session Border Controllers? 	The Contractor must provide, install, configure, and maintain all equipment necessary to support their proposed solution. The State will provide SIP PSTN trunks, cabinets, power, Ethernet switches,

			• Supporting SIP Trunk?	and network connectivity between the Contractor's equipment and telephone sets.
24.	Attachment A E911	Proposed solution must support E911.	Does the State have a preference for any specific E911 compliance technology?	The State requires that an accurate station number be delivered to the PSAP for every 911 call.
25.	Attachment C System Requirements	State will use telephone sets in line, ...must support internal switch	Do the phones need to support 10/100 or 10/100/1000baseT connectivity?	Please see response to question 10.
26.	Attachment C System Requirements	Solution must include connectivity to PSTN	Where will PSTN connectivity be located?	Connectivity will be located at the core locations in Lincoln and Omaha. If logistics dictate, other locations can be considered. The Contractor will provide all PSTN connectivity to include trunks, hardware, software, and anything else necessary to transfer calls between the PSTN and the Contractor's equipment within the State Network..
27.	Attachment C System Requirements	Solution must include connectivity to PSTN	Is direct connect or MPLS an option?	For PSTN connectivity only this will be acceptable.
28.	Attachment C System Requirements	Bidders must be certified by Nebraska Public Service Commission	Is this an absolute requirement for Option C or a typo?	Requirement removed. Please see Attachment C Revision 1 Number MSR - 14.
29.	Attachment C System Requirements	Solution must provide music-on-hold	Solution will provide the capability to support music-on-hold. Will the state provide source or content? If not, does the cost of licensed	Please see response to question 15.

			content need to be provided?	
30.	Attachment C System Requirements	Solution must provide music-on-hold	Is MOH Tenant Partitioning or System-wide? If Tenant Partitioning, how many different locations?	Please see response to question 16.
31.	Attachment C System Requirements	Solution must provide IP to analog conversion, where needed	Please identify analog ports (FXS, FXO, E&M) by building and/or closet, as required.	Please see response to question 17.
32.	Attachment C System Requirements	Does the bidder's solution provide analog paging interface?	Generally FXS but can be E&M depending on paging system. Please identify quantity and location.	Please see response to question 18.
33.	Attachment C System Requirements	Does the bidder's solution provide a three month intercept message feature for lines that have been recently disconnected?	It appears that the PSTN carrier provisioned by the State will need to be involved to ensure proper DID Routing steps are followed. Is the State aware of this multi-party requirement?	Under option "C" the Contractor would be responsible for providing Carrier trunks/access and would also be responsible for arrangements to meet this requirement.
34.	Attachment C Voicemail Requirements	State requires UM. Describe functionality/features	What messaging does the state utilize? Please include version.	Please see response to question 19.
35.	Attachment C Voicemail Requirements	State requires UM. Describe functionality/features	Is it premise or cloud based?	Please see response to question 20.
36.	Attachment C Voicemail Requirements	Solution should provide MWI.	Is MWI a requirement for analog phones as well?	No.
37.	Section V - Project Description and Scope of Work	Option A - Page 26	Do we need to perform a Network Voice Readiness Assessment for this environment?	No.
38.	Section V - Project Description and Scope of Work	Option C - Page 26	PSTN Connectivity will be provided by the State using SIP Trunks <ul style="list-style-type: none"> • How many locations? 	For Option "C" the Contractor must provide, install, configure, and maintain all equipment necessary

			<ul style="list-style-type: none"> •What locations? • Sessions per location? • Who is Provider (vendor or SBC certified)? • CODEC information? • Expected premise handoff of SIP circuit? 	to support their proposed solution to include PSTN trunks and all the necessary equipment software, and licensing necessary. The State will provide cabinets, power, Ethernet switches, and network connectivity between the Bidder's equipment and telephone sets.
39.	General		What is the quantity of the analog end points and will any of these analog end points consist of fax machines that you are requesting Analog Gateways to support?	At this point the State does not have a quantity of analog end points. The State will convert fax machines to B1 with the local carrier. The number will be limited.
40.	General		Are there any specialty Paging / Analog integrations & Devices that need to?	There are a few paging integrations that will require an analog interface. The State does not currently have a count.
41.	General		Is there an estimate of the quantity of Softphones that will be required?	Soft phones are not requested and will not be supported in the State Network.
42.	General		Is there an estimate on the quantity of Headsets that will be required?	The State does not have an estimate at this time. The Contractor will not be required to provide headsets, only a list of compatible headsets for each telephone set proposed.

43.	General		Is there an estimate on the quantity of Operator Consoles, if any, required to route calls from a central receptionist location?	The State does not currently have an estimate however, the count will be limited.
44.	General		What Service Ticket or Trouble Ticket Management System does the state utilize now?	Microsoft Service Manager.
45.	General	Attachment C	Attachment C – Alternate Solution appears to be an exact reiteration of Attachment B – Carrier Solution. Is this a typo?	Please see response to question 28.
46.	General	Attachment A	What does the State of Nebraska expect or wish to be involved with concerning MAC work in the Contractor Hosted Option A solution?	It is the State's requirement that the Contractor handle the bulk of MAC work.
47.	General		What is the State currently paying for a Centrex line per month ?	Most lines are between \$8.22 and \$15.00 per month.
48.	General		What is the State currently paying for each Voice Mail user per month or per year ?	Between \$3.00 and \$6.00 per month.
49.	General		What is the estimated number of Mobile Workers in the State's employee work force ?	There are currently no mobile workers at the State.
50.	Attachment A Mandatory (including Attachment B and C)	Mandatory State Network Requirements Page 3 sub section (MSNR-3)	In the Attachment it states “The bidders proposed solution must be capable of operating across an encrypted WAN link” . Is the State of Nebraska going to do the encryption or are they requiring the vendor to configure and support the encryption?	The State has recently made a decision not to encrypt WAN links and instead, encrypt applications. The bidder's solution must be capable of encrypting their voice traffic using means provided by their chosen platform provider. Please see Attachment A Revision 1, Number MSNR-3., Attachment B Revision 1, Number MSNR - 3, and Attachment C

				Revision 1, Number MSNR – 3.
51.	Attachment B	1	1. Does the state require 10/100 or Gigabit switches in the telephones?	Gigabit Please see response to question 10.
52.	Attachment B	1	2. Please provide the NPA-NXX of the telephone numbers you wish to port.	Please see Attachment F – NPA-NXX
53.	Attachment D	1	3. Please provide the number of sites & approximate number of devices per site in each city listed in attachment D.	The State does not have this information at this time.
54.	Attachment B	5	4. How do you want labor quoted? Is the State willing to install sets, or should the installation price include on-site installation by the vendor?	The installation cost should include labor for installing telephone sets and should be included in pricing on the State's cost Proposal template. Please see Attachments B, revision 1 MSR-21
55.	Attachment B	1	5. Are you using 10-digit dialing today? Please describe 6. What is the goal of the 10-digit internal dialing? 7. Can you describe your current dialing plan?	The bidder's solution for dialing patterns must be 10 digit for all phones. Our goal is that there is a standard 10 digit dialing plan across all end points.
56.	Attachment B	3	8. Please describe the intended use of ring-down?	When a phone is placed in an off-hook condition it automatically dials a pre-determined

			<p>9. What device(s) will need this functionality?</p> <p>10. Please provide an example.</p>	<p>number.</p> <p>Ring down devices.</p> <p>These are used at loading docks, parking garages, security windows, etc.</p>
57.	Attachment B	13	<p>11. IP to Analog Conversion – please explain the analog devices that this conversion will be used for.</p> <p>12. How many analog devices will be required by site per type?</p>	<p>Analog paging interfaces, elevator phones, ring-down devices, Veraphones, cordless telephone sets, etc.</p> <p>The State does not have a current count at this time however the numbers will be limited.</p>
58.	General		<p>13. Will the State of Nebraska be providing PoE switches for all telephone endpoints?</p>	<p>The State will be providing PoE switches for all endpoints.</p>
59.	MBUR-1	Attachment B	<p>14. Is this minimum order requirement related to the initial installation or moves adds and changes following installation?</p>	<p>The minimum order requirement is related to all installations and MACs for the life of the contract to include initial installation as well as any telephone sets that will be installed in the future.</p>
60.	Attachment	Attachment E	<p>15. Do all user groups (basic, standard, premium) require voicemail and/or voicemail to</p>	<p>Yes, all user groups will require Voicemail and Voicemail to Email.</p>

			email? 16. If no, what subset does not require?	
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This addendum will become part of the proposal and should be acknowledged with the Request for Proposal.