

## ADDENDUM NO. 1

**NAME: TNH069- 2015- Telephone Maintenance Services RFP, DoITT**

**DATE: August 25, 2015**

**TO: All Prospective Proposers**

**The "ADDENDUM NO. 1 RECEIPT ACKNOWLEDGEMENT FORM" on the last page of this Addendum No. 1 must be signed and dated in the spaces provided and submitted with your Proposal. All Proposers must submit this form with its Proposal regardless of the content contained in each Addendum.**

This addendum is being issued to answer questions submitted by potential responders:

### **Questions/Answers:**

**1-** The RFP states that the Town Hall site has a CallPilot 1006r voice mail at release 5.0. Avaya's history shows an additional CallPilot 201i voice mail system associated with the CS1000E PBX as well. Is the Town also using this system? And if so, should it be added to this RFP response?

**Answer:** No the Town is only using the Call pilot 1006r

**2-** The RFP lists CC6 as installed at the Town Hall location (Avaya's records indicates CC7). Is the Town aware that CC7 is End of Life (EOL), and not eligible for multi-year PASS support? 12 month support is the only available option.

**Answer:** The Town is looking to upgrade in 2016.

**3-** Avaya is scheduled to increase PASS support by 10% on October 12th, 2015. Our pricing will not reflect the additional increase at the time of response. However, we wanted to make the Town aware of the increase due to the close proximity of the expected October 10th, 2015 agreement execution with the selected partner.

**Answer:** Our current maintenance ends on October 19, 2015 so we are uncertain if AVAYA will honor the pre October 12th, 2015 PASS pricing. This is something each vendor should investigate prior to pricing.

**4-** When does your current PASS maintenance contract expire?

**Answer:** 10/19/2015

- 5- On page 7 of the RFP, in the section “Service and MAC Coverage and Costs”, item 3 requests costs for PASS coverage, including upgrades. Avaya offers two types of PASS support. PASS Basic provides software support defined below), while PASS Plus provides software support and no-charge software release upgrades. In your case, there is no advantage to PASS Plus. The CS1000 is currently running Release 7.5 software. You can update the system to Release 7.6 presuming you have PASS Basic, but this does not require PASS Plus. There will be no further upgrades for CS1000 past release 7.6.

**Answer: PASS Basic is acceptable.**

- 6- There are two CallPilot systems associated with your CS1000 serial number. One is a CallPilot 1006r Rls 5.0 licensed for 22 voice mail ports and 420 mailboxes. The second system is a CallPilot 201i Rls 5.0 licensed for 6 voice mail ports and 120 mailboxes. They both have license files last modified in March 2012. The RFP mentions the 1006r but not the 201i system. Can you confirm whether the 201i system is operating on your system?

**Answer: Call Pilot 201i is no longer running on our system.**

- 7- Can you confirm the number of CS1000 licenses covered by the current PASS contract? There are 679 total CS1000 user licenses, and we see an indication that 132 of these licenses have not been covered by support for some time, implying that the current PASS contract includes support for only 547 licenses.

**Answer: To the Towns Knowledge all 679 total CS1000 user licenses are covered under Pass Basic.**

- 8- Can you confirm if Contact Center is supported by a PASS contract? We see an indication that this application has not been covered by a software support contract since May 2012.

**Answer: To the Towns Knowledge and pass billing Basic Pass Basic for Contact Center Manager 1-499 standard Voice Agents are covered under Pass.**

# ADDENDUM NO.1 RECEIPT ACKNOWLEDGEMENT FORM

TNH069-2015- Telephone Maintenance Services RFP, DoITT

By signing this Acknowledgement and submitting same with its Proposal submission, the undersigned Proposer acknowledges receipt of this Addendum No. 1. Proposer further acknowledges that it has read and reviewed the information contained herein, understands same, and that its questions, if any presented, have been answered satisfactorily. Proposer agrees that it shall incorporate/consider the information contained in this Addendum No. 1 in preparing and providing its proposal price. In addition, this Addendum No.1 Receipt Acknowledgement Form must be signed and dated and attached to the proposal submittal.

Signature: \_\_\_\_\_

Company Name: \_\_\_\_\_

Proposer Acknowledgement Date: \_\_\_\_\_

Print & Sign Company Principal Name & Title: \_\_\_\_\_

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