ADDENDUM NO. 1

PROJECT: COAST COMMUNITY COLLEGE
District Centralized Avaya Phone System Service, Maint, Support

RFP NO: 2059

NOTICE TO BIDDERS ON THE ABOVE PROJECT:

This addendum forms a part of the contract documents and modifies the original bidding documents as noted below. Please acknowledge the receipt of this addendum in the space provided on the bid proposal. Failure to do so may subject the bidder to disqualification.

This addendum consists of:

PRE-BID RFI’S

1. Question – “What is the expected term of the Maintenance Agreement? One Year, Two Years or Three Years”
   Answer – We would like to see options for each.

2. Question – “Are you anticipating this will be an annual prepaid agreement or monthly payments for the term of the agreement?”
   Answer – Annual Payment.

3. Question – “Would CCCD consider a three year prepaid agreement if deeper discounts were offered?”
   Answer – Yes.

4. Question – “Will you please consider removing the CMAS requirement? I believe that this isn’t a necessary requirement with formal RFP’s.”
   Answer – Correct. A piggybackable contract such as CMAS, WSCA, etc. will not be necessary for this RFP. Please disregard.

5. Question – “Software upgrades are only eligible for systems that are at Avaya’s current release, which is 6 and you are at 5 so we are unable to include upgrades.”
   Answer – The District is planning on upgrading our software prior to the expiration of this latest maintenance agreement. We would therefore like to see optional pricing on this that would become active after our future upgrade.

6. Question – “Page 7, Scope of Work, Item 3 – For technical support, is this technical support that is offered via support calls, emails, and remote access?”
   Answer – Yes, we also would like our maintenance vendor to have the ability to escalate and/or dispatch to Avaya if necessary.

7. Question – “The scope of work doesn’t detail the telephone sets. Are they to be covered under this agreement?”
   Answer – No. Telephone sets won’t be covered. In regards to hardware, we are only interested in server maintenance, for both Modular messaging (MAS1 2 and MSS) and our S8720’s, and this is only while we are on version 5.2. If we upgrade to version 6.2 we will be virtualized and will not need server maintenance.
8. Question – “Page 7, Scope of Work, Item 4 – For Diagnostics, are these in the forms of reports, data analysis, or call volume details to be reported on a periodic basis?”
Answer – No this is intended for remote or on-site (if necessary) diagnostics in the event of a system issue or outage.

9. Question – “Page 7, Scope of Work, Item 6 – Is there a resolution time frame that is required? If so, what is the requirement?”
Answer – This would fall under our required SLA (see items 11 and 12 on page 7 of the SOW).

10. Question – “Page 7, Scope of Work, Item 8 – Is there an inventory list of parts that are required to be in stock?”
Answer – We do maintain a complete control circuit pack crash kit on site, this includes all TN circuit packs for our MCC, SCC and G650 Gateways as well as Media Modules for our G450’s. We would however like to be assured that our maintenance vendor does have immediate access to any critical components in the event that one of our servers (S8300B, S8500, S8800, S8720, S3500), gateways (G450, G650), power supplies (for any of our servers or Gateways) or any other critical pieces of hardware fails.

11. Question – “Page 7, Scope of Work, Item 10 – Will you please clarify the definition of Maintenance Software Permissions?”
Answer – Maintenance Software permissions (MSP’s) give our technicians and engineers the ability to perform tests, busy and release commands and many other maintenance commands that are used on a daily basis. This is something that we have had access to for the past 19 years and want to make sure, moving forward, that we continue to have.

12. Question – “Page 7, Scope of Work, Item 14 – Please clarify if these services are viewed as covered through an Avaya Software Assurance Program such as PASS Basic.”
Answer – Yes, we are interested in an Avaya Software Support plan that also includes system version upgrades, so we may stay current with upcoming releases, such as Aura version 6.2 and the upcoming version 7 for both our Communication Manager and Modular Messaging Voicemail systems. In the past this was referred to as an Avaya SSU Advantage plan.

13. Question – “CCCD has 2 different end dates for the Avaya SA at the main site. How do you plan on handling the difference between the two?”
Answer – Both our Communication Manager and Modular Messaging expire on 7/31/2015. Three years ago we had our maintenance vendor co-term the two contracts.

14. Question – “Would CCCD be willing to sign an LOA with Avaya so we can produce accurate quotes?”
Answer – Yes.

15. Question – “Some of the zip codes on the addresses aren’t matching Avaya records and we are not able to pull up the current coverage in the contracts tool. Is this part of the cleanup of records that Avaya is working on?”
Answer – There are a couple of issues with our sold-to numbers, such as two wrong addresses due to relocating two of our systems to Newport and Le Jao and I believe that one of our sites that has closed (Westminster One Stop) and Le Jao share a sold-to number.
We are currently working with Avaya to correct these issues. All of the information in the RFP is correct though.

16. Question – “Based on the note on page 8 you state that the phone system will be redesigned as of Sept 2015. Can you tell us what changes will be taking place?
   Answer – All 8400 series phones at Golden West College site will be replaced with 9608G IP phones. Also the amount of G650 gateways will be reduced from 10 to 4. We are also considering an upgrade to version 6.2 for our Communication Manager and Modular Messaging.

17. Question – “Does CCCD have UA for current upgrades to the CM 5.2 and Modular Messaging?”
   Answer – No.

18. Question – “Does CCCD require handset coverage?”
   Answer – No.

19. Question – “Please clarify local business?”
   Answer – Local business is defined by companies or workers in Orange County. It is the desire of the District to keep as many tax dollars in Orange County as possible.

20. Question – “Section D states that the Avaya Partner will carry out and perform the responsibilities of the scope as outlined consistent with Avaya’s Silver, Gold, and Platinum status. Does this mean we are to have these statuses or that can carry out the work in quality?”
   Answer – Avaya Partner will carry out and perform responsibilities that is consistent with Avaya’s Silver, Gold and Platinum PARTNER REQUIREMENTS.

21. Question – “Page 7, Attachment A, Paragraph 1 – Please define what is included as Software and Manufacture Support. Is this Avaya Basic or some other level of service?”
   Answer – We currently have an Avaya Software Support (SS) agreement for both our Communication Manager and Modular Messaging systems. This agreement gives us access to Avaya entitlements such as patches, documentation and the ability to purchase licenses as well as the ability for our maintenance vendor to escalate to Avaya for support. This SS agreement will expire on 7/31/2015.

22. Question – “What are the Sold to numbers to the Orange Coast College Sailing Center and District Locations?”
   Answer – The Avaya equipment at these sites is currently listed under Orange Coast College’s sold to number (2941790).

All other terms and conditions remain the same.

John Eriksen, Director of Purchasing
June 22, 2015