Q&A Addendum#1

Bid #111221 IT Consultant Services

This document provides question and answer information pertaining to the above captioned RFP and will be updated as necessary.

REMINDER: It is the Respondent's responsibility to thoroughly read and examine the entire Bid document and any addenda to the Bid.

Posted 12/9/2021

Question 1. What is current VOIP Solution? #of Handset PSTN connections ETC.
Answer 1. Microsoft Teams VoIP# of VoIP handsets on campus: 1,778 VoIP handsets (Audio codes) are actively in use and Online. 1,508 VoIP handsets are off line. 870 VoIP handsets are disconnected/ spares. # of VoIP soft clients on laptops: Approx. 3,425 clients on laptops.
# of PSTN connections : 2135 (including elevator phones, parking lots, credit card machines)

Question 2. Does network mean LAN/WAN infrastructure or Telecom Circuits or both?
Answer 2. LAN/WAN, Wi-Fi, cellular, and analog telecom circuits.

Question 3. Is video included?
Answer 3. Video only as part of Teams. Other collaboration tools (i.e., Zoom) or room audio-visual and conferencing systems are out-of-scope for this engagement.

Question 4. Security gaps—Is this for the Telecom or are we looking for overall Security?
Answer 4. Telecommunications infrastructure as described above (LAN/WAN, Wi-Fi, cellular, and analog telecom circuits).

Question 5. Will Stakeholders be available for interview process? How many stakeholder groups should be planned to be included?
Answer 5. Yes, stakeholder groups will be available to the awarded vendor to facilitate completion of the required deliverables. A representative of a minimum of five (5) stakeholder groups will be available.

Question 6. Will a list of the services that are currently available be provided?
Answer 6. Yes, service and technical infrastructure information will be available to the awarded vendor to facilitate completion of the required deliverables.

Question 7. Access to current business model?
Answer 7. No. We are seeking a novel and independent approach to the new model.