

## Q&A Addendum #4

### 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 12/14/21**

**Question 1. Number of buildings and locations to be considered for this RFP?**

**Answer 1. This work is focused on the University of Arkansas, Fayetteville main campus and auxiliary units in the region. This includes multiple buildings and locations in the Fayetteville region.**

**Question 2. Vendor and Versions of current telecommunications systems and applicable communication applications (i.e., Video conferencing, Contact Center, Call Recording, Call Accounting, etc.)?**

**Answer 2. Service and technical infrastructure information will be available to the awarded vendor to facilitate completion of the required deliverables.**

**Question 3. Will the successful bidder have access to current telecommunications contracts including phone vendor licensing, maintenance, and Telco service?**

**Answer 3. Information and technical access will be provided based on planned work with the awarded vendor at the discretion of the university and as determined by an approved work plan.**

**Question 4. Will the successful bidder have physical access and application access to all telecommunications systems? Will remote access be provided for all telecommunications systems?**

**Answer 4. All access is subject to an accepted plan of work within security limitations as determined by the university.**

**Question 5. Will the successful bidder have access to a department leader for discovery/assessment questions during working hours?**

**Answer 5. Yes**

**Question 6. Does the current UA telecommunications leverage campus wireless today? Is wireless integration part of the desired future state?**

**Answer 6. Yes and Yes**

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**Question 7. What network documentation will be provided by UA?**

**Answer 7. Documentation will be provided to the awarded vendor in support of an approved work plan and guided by non-disclosure or other security requirements at the discretion of the university.**

**Question 8. Does UA have an inventory management tool? Can a 3rd party inventory management tool be used to collect telecom/network data? Does UA have SNMP and SSH configured on all network devices?**

**Answer 8. We do not have an across-the-board inventory management tool. A 3rd party tool would be allowed if approved by our Network and Security teams.**

**Question 9. RFP states that the UA incorporated VoIP (Voice over IP) in 2018 and a business model was put in place at that time. Will UA provide documentation on current solution and business model?**

**Answer 9. No. We are seeking a novel and independent approach to the new model.**

**Question 10. What general attributes or outcomes has UA identified for the desired campus service state as outlined in the Gap Analysis deliverables?**

**Answer 10. The gap analysis is an assessment between the existing state of the wired, wireless, and cellular infrastructure and current industry direction for each.**

**Recommendations for supporting 5G on campus would be an example.**

**This analysis would likely be the source for the operational roadmap and business plan which is basically an architectural strategic plan for the telecommunications service.**

**Question 11. If awarded the contract to consult for RFP 111221, would it preclude winning bidder from bidding resulting network and telecommunications solutions, implementation, and support?**

**Answer 11. No, awardee would be eligible for future bids in which they meet the supporting qualifications.**



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**Question 12. Does a response to RFP 111211 require Collegiate Licensing per this excerpt from the Standard Terms and Conditions on page 8 under University of Arkansas Logo/ Trademark Licensing. INVITATION FOR BID (uark.edu)**

**Answer 12. This RFP does not require any logo or trademark merchandise.**