



CITY OF PROVIDENCE, RHODE ISLAND

**Department: Providence Water**

**RFP Title: AVAYA Telephone System Upgrade**

**Opening Date: 03/11/2024**

**Addendum #: 1**

**Issue Date: 2/28/2024.**

The purpose of this addendum is to address clarifications and changes.



# **ADDENDUM #1**

to

## **AVAYA Telephone System Upgrade**

February 27, 2024

## Clarifications / Changes:

- 1) Vendor shall supply and install all necessary servers and hardware. Virtualization of applications is acceptable where supported, e.g. Avaya ASP (ACP Shared Server). In this case, Vendor shall provide the shared server or virtualization appliance.
- 2) Reports from the system (e.g., list configuration), site photos, and other system specifics are available upon request, provided Vendor has an executed NDA form on file. NDA Forms can be requested from the technical contact (pedros@provwater.com).
- 3) Vendor may submit LOA for access to Avaya tools to the technical contact (pedros@provwater.com). Sold-to# 2798779
- 4) In section 3.10, pricing is requested for the addition of new features and capabilities. Where features are charged per user, please identify any breakpoints or discount levels that are triggered based on number of users / licenses, e.g., 20 users, 50 users, 100 users.
- 5) Change: Since drafting the RFP, most analog lines have been removed from service. Replace the line in section 3.3.8 Analog (2500) with the following:

Analog (2500)	79	<del>93</del>	<del>70</del> 76
---------------	----	---------------	------------------

## Vendor Questions: *(Answers in Blue)*

- 6) Are there any digital phones located at either site (Prov or Scituate)?

***RFP Sec 3.3 has line counts by type. But, no, there are no digital sets deployed at either site. (There are some digital sets in software only, as virtual numbers)***

- 7) How are the IP phones connected to your network?

Do they have their own dedicated wiring and switches, or do they share the network wiring and switches with your PCs? (if the latter, is a VLAN in place?)

***The IP phones connect via structured cabling to PoE switches. That same infrastructure serves PCs and other IP devices as well. Phones typically have a dedicated switch port in the IDF. Network segments (VLANs) are in place.***

- 8) How many PRIs are in Providence?

***One (1)***

- 9) How many PRIs are in Scituate?

***One (1)***

- 10) Are there any "Softphones" in use? (either desktop or mobile)

***One softphone installed on desktop; we are interested in additional/alternate pricing for licensing.***

11) Is there a main "Operator" console(s) in use?

***PW no longer uses an operator console. The "front desk" equipment that replaced the console is a 9630 IP set with two add-on modules that act as a busy lamp field.***

12) In the event that servers need to be replaced, do you want the vendor to handle that, or will Prov Water supply any required servers? (or VMs)

***Vendor should supply all hardware and servers. That said, you may also note devices that are generic (could be provided by customer) and identify the costs in the cost section that could, as an option, be deducted if the customer opts to provide.***

13) Can you provide a breakdown of how many of the following are at each site?

- Analog Trunks
- Analog extensions
- IP Phones

***There are four (4) analog trunks in Providence, plus one paging system trunk, and in Scituate there are two (2) analog trunks plus a paging trunk.***

***There are two analog stations in Scituate, and one in Providence.***

***There are 219 IP phones in Providence, and 58 in Scituate.***

14) Do you want maintenance for the paging systems?

***The paging systems are currently under a separate maintenance contract. Paging systems maintenance is not a requirement of this RFP, but if available, vendor is free to include it as an option.***

15) What power is available for the server(s) in Providence?

***There is rack space available adjacent to the current CM server. Power is 208VAC. Note that server equipment should be ordered with C13-C14 power cable for connection to the PDU.***

16) How do the Main CM and ESS communicate?

***There is a point-to-point data connection between the sites.***

17) Is it Providence Water's intent to purchase new physical servers for upgrade or will they provide space in their own VMware environment?

- a. If new physical servers are their sufficient space, power and ethernet ports to support installing servers in existing racks prior to removing old?

***PW does not intend to provide space in their VMware environment. See #1 above. Yes, there is rack space, power, and IP connectivity to place new equipment prior to removing old.***

18) Would Providence Water provide the following system reports? This will help determine what is required to replace the existing G650 gateway(s)

- list configuration all
- display system-parameters customer-options
- disp capacity

- list trunk
- list media-gateway
- list cabinet
- list survivable-processor

***Yes. Please see #2 above.***

- What release and version are the Avaya Messaging (IX Msg, Officelinx) (ie: 10.8? 11? Other?) Is Avaya Messaging for basic voice mail only or does it use enhanced features (voice mail in email, fax messaging, text to speech etc.)?

***Current voicemail is CM messaging, the embedded voicemail provided on the CM 5 server, and is for basic voice mail only.***

19) Are there any additional 3<sup>rd</sup> party applications connected in the current environment other than TASKE, Fax, and NICE?

***No.***

20) Please provide details regarding current FAX server ie: manufacturer, release

***All available info on the existing server is listed in RFP section 3.8.***

21) Is the primary system Highly Available (HA aka duplex) or Simplex?

***Simplex***

22) Does Providence Water wish to remain on perpetual licenses with Avaya or move to an annual subscription model? If subscription, what term? 1, 3, or 5 years?

***Vendor should propose the most economical solution that meets the requirements of this RFP. Note that both up front and ongoing costs will be considered during evaluations. If term commitments affect subscription fees, please provide both 1 year and 5 year costs.***

23) Does Providence Water intend to maintain the 23 digital 84xx series phones or is the plan to move to new Avaya J100 series telephones for these users? If replacing, please confirm ethernet CAT5E available or better at these locations and confirm user type to determine appropriate model to replace them.

***There are no digital sets deployed. (Those 23 referenced are x-ports, and exist in software only).***

24) Will customer on-site resources be responsible for providing firmware updates to gateways, media modules, and phones or does that need to be included in the proposal?

***Please See RFP section 3.1, firmware updates are responsibility of the vendor.***

25) Would Providence Water consider a cloud-based telephony solution?

***PW is not currently considering a cloud-based solution.***

26) Would Providence Water consider a cloud-based contact center and call recording maintaining on-prem Avaya PBX for all other users?

***Call recording is not limited to the contact center, it covers lines in multiple departments. That said, Vendors are encouraged to propose any options available, in addition to responding to the requirements of the RFP.***

- 27) For base proposal does Providence Water just require basic voice mailboxes? With optional cost for Advanced mailbox capability (listen to messages in email)? If so, please provide email solution (Outlook?).

***Yes, correct, Office 365***

- 28) Is there a requirement for a post award site survey?

***No***

- 29) Would Providence Water please provide model#, product, name, serial number and any additional details possible on the NICE Call Recording Solution?

***The Recording server is running Product: Cybertech Miracle V 6.4.2.0. Remaining details are available per #2 above.***

- Does Providence Water require the addition of Quality Monitoring?

***No***

- Is the Call recording station specific or is it trunk-based recording?

***Station specific***

- 30) For section 3.11 is their specific integration requirements for contact center required? For UC users?

***No specific requirements. Tools / capabilities that take advantage of Microsoft O365 and Teams are of particular interest.***

- 31) If Providence Water would consider Cloud based Contact Center, would it be for voice agents only or is there a requirement for digital channels? If digital channels what type: email, chat etc?

- Would the numbers point to the cloud directly or route thru the PBX?

***It would likely be for voice only, and the numbers would likely route through PBX.***

- 32) Will trunking remain analog and PRIs or convert to SIP?

***Trunking will remain as is in the near term, however vendors are asked to include as an option the cost of implementing SIP trunking, or making the system SIP trunking ready. Include the cost of any professional services, additional hardware or software, etc., to allow for the addition of / migration to SIP trunking.***

- 33) Is Taske used for both real-time reporting and historical reporting?

***Yes***

- 34) Is Taske used for Agent wallboard/dashboard?

***Yes, there are real-time stats displayed on monitors in Customer Service.***

- 35) Is voice recording enabled for both inbound and outbound?

***Yes.***

36) Does Providence Water require screen recording?

**No**

37) Please provide model numbers for the paging devices.

**More detail on the Paging equipment is available per # 2 above.**

38) What CRM and ticketing systems are being used today?

**None**

39) Does Providence Water require digital channels for contact center agents? (email, SMS, chat, social)

**No**

40) Does Providence require remote worker functionality?

**PW is interested in capabilities in this area, but there are no specific requirements at this time.**

41) Does Providence have interest in hybrid contact center agents?

**Low interest.**

42) Is there any screen-pop for agents today, if so what application is used and does it support web services?

**There is no screen pop today.**

43) Do you have a preference for the updated Avaya Aura and adjunct applications to be installed in a VMware environment or should physical servers be quoted?

**Please see #1, #17 above.**

<End Addendum 1>