



ADDENDUM

SOLICITATION #: DC164020P

SOLICITATION NAME: EXTENSION SERVICES HOSTED VOIP/SIP

ADDENDUM #: 1

DUE DATE AND TIME: OCTOBER 16, 2013, 2:00PM PT

DATE: 9-25-2013

PROCUREMENT ANALYST: DONNA CAIN

The following questions were received with regard to the solicitation named above. OSU has provided answers below to each question, but the RFP or contract documents have not been modified as a result.

- 1.) **Q.) I counted 665 total phones (Extensions)/users for all sites listed in Appendix C. Can you verify that please?**
A.) Correct
- 2.) **Q.) Immediate interest locations total =120 phones/Users? Please verify.**
A.) 120-135 phones based on sites that have expressed immediate interest.
- 3.) **Q.) Is there a need to integrate with main campus, or allow 5 digit dialing with the main site?**
A.) No
- 4.) **Q.) What is the existing phone system at the main OSU campus?**
A.) Avaya CM6
- 5.) **Q.) Is there a schedule or timeline for other extension sites or AES to adopt this service?**
A.) Not at this time. This will be an "opt in" option, not mandatory. However, other sites are likely to transition over once cost and usability benefits become evident.
- 6.) **Q.) Section 3.01, item e: Provides individualized billing by location and by group/set. Vendor bills based on a single block of licenses for their solution rather than separately by site. Is this acceptable?**
A.) No, this is not acceptable. Each site will be paying for the service from their own individual budgets and will need to be billed separately.
- 7.) **Q.) Section 4.01, item e, Proposer must have support resources located in the Pacific Northwest and provide a verifiable list of those locations. Vendor's NOC's are located in Madison WI and Minneapolis, MN for 24/7/365 support on their solution, and local resources are located as close as Seattle for scheduled onsite work, however, are based on availability. Is this acceptable?**
A.) This is acceptable **only** if the service Level Agreement Minimums can be met. (see **Appendix A**).

Entities are not required to return addendums. However, entities are responsible to make themselves aware of, obtain and incorporate any changes made in any addendums issued into their final offer. Failure to do so may, in effect, make the offer non-responsive, which may cause the offer to be rejected.