

BID # SYS25-05

ADDENDUM NUMBER 04
REQUEST FOR PROPOSALS FOR:
Unified Communications System
5/20/2025

TO: ALL CONTRACT BIDDERS OF RECORD

This Addendum forms a part of the Contract Documents and modifies the Request for Proposals dated April 15, 2025, with amendments and additions noted below. This Addendum consists of a total of two (2) pages.

BIDDER'S QUESTIONS

QUESTION #1: Is there a preferred ratio or policy per campus for choosing between softphones and physical handsets? Are there user types (e.g., faculty, reception, common areas) for which handsets are required?

ANSWER #1: Through this process, we're looking to replace hard phones with softphones as much as possible. Please present costs for all types in response.

QUESTION #2: Can you provide details about the analog devices (e.g., fax machines, alarms, door access systems) and paging systems in use at each location? Please include information on brands, integration methods (e.g., overhead vs. handset paging), and zone configuration.

ANSWER #2: Technical assessment needed to determine. Please present cost for any scenario.

QUESTION #3: Should each SBA support all analog lines at its location, or are only certain critical lines expected to function during a Teams or internet outage? Are you able to share current PSTN or gateway arrangements?

ANSWER #3: Technical assessment needed to determine. Please present cost for any scenario.

QUESTION #4: For the locations currently using handset-based paging, are these expected to be replicated in Microsoft Teams, or are they tied to dedicated paging systems?

ANSWER #4: Technical assessment needed to determine. Please present cost for any scenario.

QUESTION #5: Will each campus ensure that cable paths, PoE switching, and network drops are available for handsets and SBAs, or should we include these as optional scoped services?

ANSWER #5: Technical assessment needed to determine. Please present cost for any scenario.

QUESTION #6: Is in-person training expected at each location, or is a hybrid delivery model (live remote sessions and recorded content) acceptable?

ANSWER #6: There are no requirements for in-person training.

QUESTION #7: Does this training need to be delivered to all users, and if so, how many VIP or departmental sessions will be required?

ANSWER #7: Training does not need to be delivered to all users.

QUESTION #8: Will CCSNH permit remote staging and configuration for smaller campuses or remote users, or is full on-site deployment required for all users and locations?

ANSWER #8: Technical assessment needed to determine. Please present cost for any scenario

QUESTION #9: Do you envision a phased migration by site, by user type (e.g., admin staff before faculty), or a full-system go-live? If phased, is there a preferred campus sequencing?



ANSWER #9: Winning bidder to assist in determining best implementation path. Technical assessment needed to determine.

QUESTION #10: Should Aura include removal and decommissioning of the NEC systems post go-live, or will this be handled by CCSNH or another third party?

ANSWER #10: CCSNH will handle removal.

QUESTION #11: Does CCSNH currently have access to the existing telephony system and the ability to perform basic adds, moves, and changes? Aura will need access in order to generate the necessary reports and gather data from the current system if possible.

ANSWER #11: Yes

QUESTION #12: Does CCSNH have a mechanism to isolate their network from Microsoft's cloud to revert to SBA Survivability functionality for testing or during a partial Teams outage?

ANSWER #12: CCSNH doesn't have any dedicated connections to Microsoft cloud. Survivability will be determined through the Technical Assessment.

QUESTION #13: The CCSNH standard contract for services terms and conditions are not included we would like to request a copy in order price and caveat accordingly.

ANSWER #13: Agreement sample template has been posted to our website under this RFP entry

QUESTION #14: Proposal is subject to acceptance without further clarification. We would like to better understand as a engagement of this nature should begin with a discovery session with all of CCSNH key stakeholders, review workflow, redundancy, E911 services etc. some of these discussion points are not covered in the RFP.

ANSWER #14: Bidders are encouraged to propose options in their response. Differs by college. Technical assessment needed to determine.

**Acknowledge receipt of this Addendum with the Proposal Form.
Failure to do so may disqualify the Bidder.**

NOTE: IN THE EVENT THAT YOUR BID HAS BEEN SENT TO THIS OFFICE PRIOR TO RECEIVING THIS ADDENDUM, RETURN THE ADDENDUM WITHIN THE SPECIFIED TIME WITH ANY CHANGES YOU MAY WISH TO MAKE AND MARK ON THE REMITTANCE ENVELOPE BID INVITATION NUMBER AND OPENING DATE. RETURNED ADDENDA WILL SUPERSEDE PREVIOUSLY SUBMITTED BID.

Bidder _____

By _____ Date _____
(This Document Must Be Signed)

Name _____
(Please Print or Type Name)