



818 S. FLORES ST. SAN ANTONIO, TEXAS 78204 www.saha.org

Procurement Department

ADDENDUM # 2

To: File 1802-838-35-4754
RFP for: Cloud Unified Communication and Collaboration Solution

The following questions are asked:

Question 1: We are hereby submitting a formal request for an extension of the RFP response due date... by 2 weeks at a minimum?

Answer 1: We will extend the deadline 2 days to Friday, March 23, 2018 @ 2:00PM. Due to internal timelines and deadlines, we are not able to extend for two weeks.

Question 2: We would also like to request clarification on the overall solution – Is it the intent to award the entire project to a single vendor for the Hosted Cloud and Network Services?

Answer 2: Yes. The intent is to award for a cloud Unified Communication and Collaboration Solution using our existing network services. As per the requirements outlined in the RFP, we are looking for a cloud solution that will involve the use of our current network services to connect to the cloud solution presented by the vendors. With that said, we want to ensure QOS is provided between our MPLS network, firewall and the hosted cloud solution. This RFP is only for those network services that pertain to the desired cloud solution than can provide the Unified Communication and Collaboration solution.

Question 3: SAHA has provided a list of the existing network services, along with the bandwidth that is utilized today for each site. When are the current network services' agreement due to expire for the option to replace with a new provider?

Answer 3: The existing network services are not part of this RFP other than providing information to help vendors prepare a solution that satisfies our requirements. However, if the network services presented are part of the overall solution to provide the best QOS, bandwidth and connectivity between SAHA and the hosted facility, we will take that under consideration as part of the overall proposed solution.

Question 4: In section Exhibit A, I:H, (p. 34) I:M:2 (p. 46), there is requirement for RTC. RTC is no longer on 8x8's immediate roadmap. Should 8x8 proceed with responding taking into account we will not be able to meet the RTC requirement for the foreseeable future?

Answer 4: Yes. We will take into account the RTC issue



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Question 5: When will SAHA make a decision?

Answer 5: [April/May Board Meeting. The goal is to complete implementation by 6.30.18](#)

Question 6: How many customer support/service agents does SAHA have?

Answer 6: [We have a total of 7 to include supervisors.](#)

By: *Shayne Everett-Endres*

Shayne Everett-Endres, Purchasing Agent

Date: March 14, 2018