Procurement Department

ADDENDUM # 3

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

The following questions are asked:

Question 1: The RFP States: "The ideal hosting provider will peer directly with broadband data carriers in the SAHA network." Please identify which carriers SAHA would like to leverage?
Answer 1: Spectrum

Question 2: The RFP States: "The hosting solution must be capable of surviving the loss of any single critical component." Please identify which components are deemed to be critical to SAHA.
Answer 2: The hosting solution should include a backup or disaster recovery process that will deliver a service level agreement as stated in the RFP.

Question 3: The RFP States: "The solution must provide the ability to use an alternate route that will leverage the SAHA LAN data network to distribute calls to the users". Primary network connectivity will be installed to 818 S. Flores, San Antonio, TX. Please identify the secondary Data Center/Location where redundant circuits should be installed.
Answer 3: SAHA will not need a redundant route from this vendor for this solution.

Question 4: The RFP States: "The new telephony system must be able to interface to zone paging systems".
- **Please identify the total number of locations required for zone paging integration:**
- **For all sites, please identify the manufacturer and model of the paging systems to be integrated to, the type of integration required for zone paging (Analog FXS or Analog FXO), and finally the number of paging zones required:**

Answer 4:
- Zone paging systems are to provide the ability to page by group.
- There are 18 departments and 50 properties.
- What we are looking for here is the ability to page from physical handsets similar to an intercom.
- SAHA does not have a current zone paging system will be needing to integrate with this solution.

Question 5: The RFP States: "Some locations will have IP transport to the voice network separate from the internal IP data network. The endpoints at this network must interface with the existing Cisco switches and do not need to support secondary data ports."
Will SAHA ensure that the IP Transport at these locations have IP Connectivity to the hosted solution and all other components of the solution, to include IP Softphones that might reside on the data network?

Answer 5: Yes, we can ensure that IP connectivity is available for softphone and physical phones through our network; however, the respondent should include any additional equipment that might be necessary to ensure the best connectivity to the hosted facility.

Question 6: The RFP States: "IP sets must be compatible with the 802.3af (Power over Ethernet) industry standard and shall include standard electronic power supply."
Is SAHA requesting external power bricks for all IP Sets based on this statement, or will all IP Sets be provided POE? If there is a mixture, please identify the number of IP Sets that will require external power bricks.

Answer 6: We are seeking a hybrid solution that will encompass the use a Google integrated softphone solution as the RFP states. When using a physical phone we would like the ability to use both POE and powered bricks. The exact number will be provided at time of award and pre kickoff meeting.

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Question 7: The RFP States: "An "Operator" software tool should be provided for the receptionist with the ability to see user extension status or presence, and allow for full PC-based control of the functions such as answer, transfer, hold, etc."
Please identify the number of "Operator" software licenses required:

Answer 7: One (1).

Question 8: The RFP States: "The video/audio conferencing solution should integrate with Google hangouts and Google meeting hardware and desktop configurations."
Please elaborate on the type of integration that is desired:

Answer 8: The solution should work in tandem with Google hangouts and Google meeting to extend the ability to book conferences and add more users than a typical video/conferencing solution. To integrate with Google means that a user should be able to book, calendar and access the conferencing tool for adhoc meetings from softphone, mobile phone or physical handsets to conduct meetings with 5 or more attendees. Each conference call should have its own unique access code.

.Question 9: The RFP States: "The system must be capable of voice recognition for basic commands such as Yes, No and other simple words or pre-determined phrases and also accept touch tone responses in the prompt (i.e. "Please say or press 1")."

    1. Automatic Speech Recognition (ASR) is licensed by the number of concurrent ports in use for this functionality. How many licenses should the vendor propose for this optional component?

    2. What languages should be supported initially?

Answer 9:

    1. This is optional. Please propose the standard number of licenses for an agency this size. We have a total of 7 "call center" employees.

    2. English/Spanish

Question 10: The RFP States: "The system should be fully integrated with the core telephony system, call center software, and the SQL based SAHA Client Management system and be able to incorporate report details from each to produce cradle to grave reports."
-Please articulate the type of SQL integration required and what the result should be, please be specific in the response so that the vendor can identify the level of effort required:

Answer 10: This is an optional requirement. Please provide any experience you have with this type of integration in your response so we can consider at a later time. We would like to integrate with our SQL based client management system to obtain some data to the system to provide interactive response.

Question 11: Call Recording / Quality Monitoring

    1. Please identify average call duration of IP Sets that need to be recorded:

    2. Please identify the retention period of recordings:

Answer 11:

    1. 20 minutes

    2. 90 days

Question 12: For all IVR/Call Center applications, are there any call flow diagrams available to depict the desired functionality of each application? If so, please provide. If not, please identify each application that will be required and a brief description of the required functionality of that application:
Example:
Total of 2 IVR/Call Center applications:

- *Section 8 landlords IVR/Call Center application: IVR application that presents callers with 3 options and routes the call to the appropriate*

> *skilled agent to handle that type of call. No SQL integration or screen pops required.*
>
> - *SAHA Employees IVR/Call Center application: IVR application that presents callers with 5 options, one of which will be a series of notifications employees should be aware of that will change monthly (need an easy way to update these notifications), the other 4 options will route the call to the appropriate skilled agent to handle that type of call. SQL integration will be required based on caller input of their employee number and an authentication PIN that resides in the SQL database. Once authenticated, information can be played to the caller for payroll history, health plan benefits and the latest HR information available.*

Answer 12: As the RFP states, we may not opt in to an IVR solution. We would like to review the submissions for the different types of options available for IVR to consider with the award or as a future part of this project. This was stated in the RFP under IVR. The examples listed here are good examples of what we might be able to include in the overall solution.

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Question 13: The RFP States: "Contractor shall submit a creative responsive system that is easy to access by the hearing impaired and is ADA compliant."

Is SAHA looking to identify if the solution is ADA compliant only, or should the vendor propose specific equipment/solutions to support a certain number of hearing impaired individuals? If the latter, please specify the number of hearing impaired employee's the vendor should account for and the type of solution SAHA is looking for the vendor to provide:

Answer 13: This requirement is for the individuals who are contacting our agency. The requirement is for the vendor to propose solutions to adhere to ADA guidelines.

Question 14: The RFP states: "Contractor should demonstrate the experience and ability to build greetings, announcements, menu routing that can be easily translated to English and Spanish."

Will SAHA provide voice talent to record these types of prompts or should the vendor propose a solution? If SAHA is looking for the vendor to propose a solution, will software generated prompts via Text-to-Speech (TTS) be acceptable?

Answer 14: If specific voice talent is part of the vendor's proposed solution and recommendation we will consider but it is not a minimum requirement. TTS is acceptable and if part of the proposed solution it will be considered but is not a minimum requirement.

Question 15: Does SAHA require local voice failover (to include 911 dialing) for individual sites should the WAN circuit go down? If so, please identify the following for each location requiring this functionality:

Answer 15: This functionality is not required.

Question 16: Please provide a total site breakdown of the number of Voice users per location (this information is required to identify bandwidth requirements per location):

Answer 16: See Attachment A

Question 17: Please identify the functionality requirements for each type of IP Phone:

Answer 17: *Standard Staff:*

Yes-- Minimum 2 Line phone with LCD designation, no paper designated strips allowed.

Yes --Full-duplex 2-way speakerphone

Yes-- Gigabit Ethernet support with built in switch to support attached PC

*Standard staff will be using the Google Integrated softphone plugin/extension with Bluetooth handset.

High resolution monochrome graphical display

- *Executive and Senior Management:*

No-- Minimum 4 Line phone with LCD designation, no paper designated strips allowed. Only 2 lines needed for Exec and Senior Mgmt

Yes --Full-duplex 2-way speakerphone

Yes-- Gigabit Ethernet support with built in switch to support attached PC

No --High resolution color graphical display – no color display necessary

No --Capable of interacting with XML applications and content

Yes-- Native Bluetooth integration for wireless headsets or hearing-impaired hearing aids

- *Receptionist/Administrative Assistance Staff:*

Yes-- Minimum 5 Line phone with LCD designation, no paper designated strips allowed.

Yes-- Capability of adding Line/Feature expansion module

Yes-- Full-duplex 2-way speakerphone

Yes-- Gigabit Ethernet support with built in switch to support attached PC

Yes-- High resolution monochrome graphical display

No-- Capable of interacting with XML applications and content

Yes-- Native Bluetooth integration for wireless headsets or hearing-impaired hearing aids

- *Conference Call usage*
  Yes-- Full-duplex 2-way speakerphone
  Yes-- High quality microphone with the ability to provide coverage for a 10ft.
    by 20ft. room
  Yes-- Ability to add additional microphones that wirelessly connect to base
    station
  Yes-- LCD designation, no paper designated strips allowed

Question 18: Please specify the contract term SAHA wishes to purchase for the UCaaS solution initially (12mo, 24mo, 36mo, etc.):
Answer 18: 24 months with the ability to review the testing plan to test solution for 90 days.

Question 19: How many customer support/service agents does SAHA have?
Answer 19: SAHA does have SSL wildcard certs that can be supplied depending on the solution but please keep in mind as per the RFP, we do not desire a solution with on premise servers or the like. The only on premise devices that will be considered for possible need of an SSL certificate will be for appliances or hardware needed for the end to end connectivity of the total solution. Without knowing the proposed solution it is difficult to determine what is needed for the SSL certificates.

Question 20: Quantities and Feature requirements. Please validate the vendors understanding of the quantities and feature requirements that should be proposed. Some of the quantities and features are unclear, in those instances, please provide the details of the missing information so that the vendor may propose an accurate solution as identified below:
Answer 20:

- Site count: 50
- Total IP Phone Count: 431
  - Standard Staff Phone Count: 373
  - Executive and Senior Management Count: 23
  - Receptionist/Administrative Assistance Staff Count: 26
  - Conference Phone Count: 9
    - Wireless Microphone Count: 2
- Total Number of PSTN Channels required (The PSTN service will be SIP delivered through the vendor Data Center, vendor understands that SAHA currently has 3 PRI lines that equates to 69 B channels, if 69 SIP channels will be sufficient, please specify that, if not, specify the total number of channels that should be proposed): This number is ok for these purposed but as the RFP states we will not PRI's on

premise. All SIP channels should be part of the hosted solution and these devices should reside in the cloud data center.

- Total number of Knowledge Worker employees (not the number of phones, but the actual number of employees that use a phone): 431
- Total number of unique Emergency Response Locations for E911 (a unique Emergency Response Location can be identified as an entire location or as specific as an office within a location for precision accuracy of where the 911 call came from): 51
- Total number of estimated pages per month for Faxing: Approx 8000 pages
- Total number of DID's dedicated to faxing: 84
- Total Number of IVR/Contact Center Applications: Optional Requirement Present standard.
- Total Number of Contact Center Agents + Supervisors: 7
- Total Number of Devices that needs Voice and Computer Screen Recording: Screen recording not required. Voice recording for 107 employees.
- Total Number of devices that require paging functionality (This can include IP Phones and Analog gateway interfaces that connect to existing paging systems): 27 to have the ability to page to their staff when needed. All headsets should have the ability to receive pages but not necessarily the functionality to page other staff.

Question 21: Can you provide a list of offices with presentation space capacities for training?
Answer 21: We have two rooms we can possible use as a training site for physical training at the Central office located at 818 S. Flores.
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Question 22: Given the amount of data requested in this list of questions, will SAHA be willing to extend the due date of the RFP? The vendor understands that some of this data might not be readily accessible and require some time for SAHA to gather.   Depending on when the answers to these questions are returned to the vendor, there will likely not be enough time to accurately design the solution before the current due date of March 21st. A large part of how the solution is designed is based on the answers to these questions. The vendor wishes to provide a cost effective, well thought out, accurate and feature-rich solution to SAHA.
Answer 22: SAHA has extended the deadline up to March 23, 2018 @ 2:00pm per Addendum #2.

By: _Shayne Everett-Endres_   Date: March 14, 2018
Shayne Everett-Endres, Purchasing Agent

Attachment A

Site Breakdown of Number of Voice Users per Location

Location	Phones/Users
Central Office	239
Alazan Apache Courts	13
Cassiano	10
Springview	7
Fair Ave.	7
Highview	3
William Sinkin	2
Matt Garcia	2
Victoria Plaza	7
Lewis Chatham	3
Parkview	5
Kenwood North	3
College Park	2
Lincoln Heights	8
Mirasol	6
Christ the King	1
Raymundo Rangel	1
Villa Veramendi	5
Westway	6
Jewitt Circle	3
George Cisneros	2
HB Gonzalez	2
Villa Tranchese	6
Marie McGuire	2
Villa Hermosa	3
Blanco	4

Mission	**4**
Riverside	**4**
Lila Cockrell	**2**
South San	**1**
TL Shaley	**3**
Cheryl West	**3**
WC White	**4**
Sun Park	**2**
Frank Hornsby	**2**
Tarrytowne	**4**
Madonna	**1**
Charles Andrews	**2**
Francis Furey	**2**
Pin Oak I	**2**
Pin Oak II	**1**
Cross Creek	**3**
Morris Beldon	**1**
LC Rutledge	**3**
Bella Claire	**2**
Castle Point	**4**
Dietrich	**1**
Homestead Apartments	**4**
La Providencia Apartments	**2**
Pecan Hill	**4**
Sunshine Plaza	**3**
Burning Tree	**2**
Encanta Villa	**2**
OP Schnabel	**3**
Convent Construction Services	**8**