

<p><b>Elizabeth City State University</b></p> <p>1704 Weeksville Road</p> <p>Elizabeth City, North Carolina 27909</p>	<b>ADDENDUM # 1</b>
	<b>Request for Proposal 57-617</b> <b>Telecommunication Services</b> <b>Q&amp;A Addendum</b>
	Commodity: 811617 – Telecommunication Services
	Using Agency Name: Elizabeth City State University
	Date: August 21, 2024
<p>The following are answers for the written questions that were submitted on or before the deadline of  <b>12:00PM on August 16, 2024.</b></p>	

A signed copy of this addendum must be returned with your bid package. Failure to submit a signed copy of this addendum will result in rejection of your bid.

\_\_\_\_\_  
Company\_\_\_\_\_  
Signature\_\_\_\_\_  
Date

1. Q.	<p><b>RFP Section 5.2, Page Numbers 14 and 15</b></p> <p>Please provide additional information on the following topics:</p> <ul style="list-style-type: none"> <li>• Current Carriers and contract renewal dates. If you can provide copies of current bills (removing costs) this may also assist in insuring that any replacement takes all requirements into consideration.</li> <li>• Current voice communications system(s) with brand and model number(s)</li> <li>• Current Internet bandwidth with listed locations and listing of any direct connectivity types between building locations.</li> <li>• Current network environment including brand and type of firewall, switching, Wi-Fi, V-lan setup and any current SD Wan/MPLS or other public connectivity by locations with listing of edge appliances.</li> <li>• Current virtual environment including brand, type, # of hosts and clusters</li> <li>• Total number of separate locations for E911</li> <li>• External paging requirements with number of separate amplifiers and zones</li> <li>• Mass Notification requirements noting options for SMS, all call paging and desktop notifications</li> <li>• Total number and type of handsets/user breakdowns with any requirements (line appearances/Bluetooth, cordless handsets/headsets, side car, etc) for new handsets, # of Wi-Fi handsets required, and common area phones vs other types</li> <li>• Total number and type of conference units</li> <li>• Current Microsoft Teams licensing with required level of Teams utilization/integration and number of users requiring integration</li> <li>• Locations of wireless POTS lines with number and type of devices per location</li> <li>• Number of current/required fax numbers by location noting number of encrypted/secure faxing requirements and any connectivity to physical fax machines versus e-fax delivery</li> <li>• Required remote teleworking users</li> <li>• Required PC and/or mobile softphone users</li> <li>• Any current contact center utilization or future requirements with agent and queue groups, numbers by departments, and any multimedia or IVR requirements</li> <li>• Current or required hunt groups and ring groups by department</li> <li>• Call Recording current setup and requirements, listing departments and number of users for either on demand or enterprise recording. Please also note trunk or stations side recording requirements</li> <li>• Current and required redundancy and local site survivability by department</li> </ul>
A.	<p><i>Current Carrier is NWN. Contract will be month to month starting 30 September. No bills will be provided.</i></p> <p><i>Cisco system with models 76 and 88 series</i></p> <p><i>Current bandwidth the 10Gb and two 10Gb fiber connection between buildings. 1704 Weeksville Rd Elizabeth City, NC 27909</i></p>

		<p><i>Network and firewall Information will be given after contract award</i></p> <p><i>Virtual environment Information will be given after contract award</i></p> <p><i>Total number on E911 Currently the city handles the e911 the campus is working on PSAP</i></p> <p><i>No paging requirements</i></p> <p><i>Mass notification is not required</i></p> <p><i>Total number of handsets</i></p> <p><i>DID Allocation:**</i></p> <ul style="list-style-type: none"> <li>- <i>Allocation of DIDs as follows:</i></li> <li>- <i>600 DIDs integrated with Teams.</i></li> <li>- <i>100 DIDs for Common Areas.</i></li> <li>- <i>101 DIDs for Wireless POTS in accordance with NC state laws.</i></li> </ul> <p><i>No conference units</i></p> <p><i>A5</i></p> <p><i>Will need 101 wireless POTS Line</i></p> <p><i>We are looking for E-faxing. 2 company numbers</i></p> <p><i>Remote workers will use Teams call integration.</i></p> <p><i>600 DID with Teams softphones.</i></p> <p><i>No current contact center but will need to setup IVR on some lines</i></p> <p><i>Yes, ring group required</i></p> <p><i>Call recording is required on some DID. Would like to have up to a 1 year of backup with option to download and place in cold storage.</i></p> <p><i>We have 2 active SDWAN connection for voice only</i></p>
2.	Q.	<p><b>Page 14 Item 5.2 E-911 Services</b></p> <p>Can you provide the credentials for any PSAP assigned to the campus police office?</p> <p>911 calls MUST be routed to a PSAP listed on the FCC registry. The one shown on that registry shows "Orphaned in 2007 ---- Do Not Use."</p> <p>The NC 911 Board has no listening for ECSU campus.</p> <p>I have reached out to Kylie Felton on six occasions with no response. She is the 911 Coordinator for Elizabeth City, Pasquotank and Camden.</p> <p>Is there a plan to certify a new PSAP?</p>
	A.	<p><i>The plan is to recertify but for now call are routed to Elizabeth City 911</i></p>
3.	Q.	<p>How many instruments will be required to cover all employees' and client's endpoints?</p>

	A.	<p><i>DID Allocation:**</i></p> <ul style="list-style-type: none"> <li>- <i>Allocation of DIDs as follows:</i></li> <li>- <i>600 DIDs integrated with Teams.</i></li> <li>- <i>100 DIDs for Common Areas.</i></li> <li>- <i>101 DIDs for Wireless POTS in accordance with NC state laws.</i></li> </ul>
4.	Q.	Do you have a project increase of endpoints for the next 36 months?
	A.	<i>The increase will be minimal.</i>
5.	Q.	Please confirm that the expectation is for support of university provided endpoints (phones, panic phones, ATA, etc.) and that the response is not expected to include any such hardware.
	A.	<i>ECSU IT will be first line support. Any backend issues should be handled by the provider. The response is expected to include hardware.</i>
6.	Q.	Are there any residential housing facilities endpoints included?
	A.	<i>No, only common phones.</i>
7.	Q.	How many physical addresses will need to be interconnected to the UC system? Please provide all addresses.
	A.	<i>1 site, 1704 Weeksville Rd Elizabeth City, NC.</i>
8.	Q.	Is there currently an addressing schema for all served endpoint locations using a civic addressing format?

	A.	No
9.	Q.	What is your average monthly long-distance minutes of use?
	A.	<i>Unknown we currently don't pay for long distance minutes, so it not tracked.</i>
10.	Q.	Is there a need for wireless POTS lines beyond static locations like elevators and fire alarm systems?
	A.	No
11.	Q.	The State of North Carolina NC 911 Board is actively working with localities to upgrade the 911 system to IP based technologies. Does the Elizabeth City State University Campus Police have any special interoperability requirements to exchange 911 call and information amongst public safety entities beyond the campus?
	A.	<i>This information is unknown. More information may be provided after contact award.</i>
12.	Q.	Elizabeth City State University does not appear to operate a PSAP for the campus police according to the state NC 911 Board records. Is this correct? If so, is it the expectation that 911 calls are routed to the Pasquotank/Camden E911 PSAP and notification is made to the campus police in accordance with 47 CFR 9 Subpart F, § 9.16 (b)? See attached CFR section on conveyance e-mail. If this is not the desired approach, please clarify the intention for 911 call delivery from UC stations.
	A.	<i>The plan is to recertify but for now call are routed to Elizabeth City 911.</i>
13.	Q.	While calls originating from Elizabeth City State University UC calling devices shall be delivered to the Campus Police what are the expectations of the University for wireless 911 calls originating from personal devices?

	A.	<i>The plan is to recertify but for now call are routed to Elizabeth City 911.</i>
14.	Q.	<b>Section 5.2 SPECIFICATIONS</b> <ul style="list-style-type: none"> <li>• E-Faxing- Please further define the intent/purpose of using personal numbers with efax</li> <li>• IP Handsets- Is the ask if we can provide a solution that includes IP handsets that are Ethernet and/or Wi-Fi capable as part of the solution?</li> <li>• Network Configuration- Do you require true SD WAN configuration or would a fully diverse dual active/active network connection with failover suffice the requirement? What is the required minimum bandwidth? What location(s) would the network be delivered to? Would this network be dedicated for UC traffic?</li> <li>• DID Allocation- Regarding the total seat/user count, can we assume that you are expecting pricing for 700 UCaaS seats/users with this RFP (600 users without phones that will use Teams integration for all inbound and outbound calling plus 100 common area seats with telephones) and 101 Wireless POTS lines without telephones? If not, please clarify the total number of UCaaS seats/users and total number of phones required.</li> </ul>
	A.	<i>E-faxing does not need to be personal numbers but needs to be routed to the correct person.</i> <i>IP handsets will be Ethernet. We currently we have one wi-fi capable phone.</i> <i>Yes, a fully diverse dual active/active connection with failover. The Minimum bandwidth 50 to 100Mbps.</i> <i>Yes, this would be the backup to the current ISP and would only be used for UC traffic.</i>
15.	Q.	<b>Section 5.3 TASKS/DELIVERABLES</b> Provision of panic phone lines for emergency use- Can you provide a standard use case for this scenario?
	A.	<i>The Chancellor has an emergency line that requires a call to Campus police. The phone should auto dial and pickup on speaker automatically in the Campus police office.</i>
16.	Q.	<b>General</b> How many total sites? Can you provide site(s) address?
	A.	<i>1 site, 1704 Weeksville rd. Elizabeth City, NC.</i>
17.	Q.	<b>5.3, page 15</b> Can you please explain further the use of the panic lines?
	A.	<i>The Chancellor has an emergency that requires a call to Campus police. The phone should auto dial and pickup on speaker automatically in the Campus police office.</i>

18.	Q.	<b>5.3, page 15</b> Can the panic lines be IP based lines or do they need to be wireless POTS lines?
	A.	<i>They can be IP based.</i>
19.	Q.	<b>5.2, page 14</b> Will there be new IP Handsets for this solution?
	A.	Yes
20.	Q.	<b>5.2, page 14</b> How many IP Handsets will be used for this solution?
	A.	<i>DID Allocation: **</i> <i>- Allocation of DIDs as follows:</i> <i>- 600 DIDs integrated with Teams.</i> <i>- 100 DIDs for Common Areas.</i> <i>- 101 DIDs for Wireless POTS in accordance with NC state laws.</i>
21.	Q.	<b>5.2, page 14</b> Is there a breakdown of the type of IP Handsets (i.e. Executive phones, lobby phones, etc)?
	A.	<i>Information will be provided after contact award.</i>
22.	Q.	<b>5.2, page 15</b> Are there more detailed requirements on the 2 circuits needed and will they be used only for load balancing?
	A.	<i>A fully diverse dual active/active connection with failover. The Minimum bandwidth 50 to 100Mbps. This would be the backup to the current ISP and would only be used for UC traffic.</i>
23.	Q.	<b>5.3, page 15</b> Will there need to be ongoing onsite support?

	A.	<i>No</i>
24.	Q.	<b>4.1, page 12</b> What is the university's budget range for this project?
	A.	<i>\$180,000 – \$200,000 annually</i>
25.	Q.	<b>5.2, page 15</b> Who is the incumbent, and will there be a transition phase in the project to port the current DIDs?
	A.	<i>NWN and yes.</i>
26.	Q.	<b>5.2, page 15</b> What are the bandwidth requirements of the 2 circuits?
	A.	<i>50 to 100Mbps</i>
27.	Q.	<b>5.2, page 14</b> Is there a certain IP handset needed or are you open to any vendor IP handset meeting the requirements?
	A.	<i>Open to any vendor IP handset</i>
28.	Q.	<b>3.4, page 10</b> Are there any specific compliance requirements (e.g. FERPA, HIPAA) that need to be addressed?
	A.	<i>No</i>

29.	Q.	<b>5.3, page 15</b> What level of integration with existing systems (beyond Microsoft Office 365) is required?
	A.	<i>This will be a new system. No integration is required for the new system. Only the port of DID.</i>
30.	Q.	<b>5.2, page 14</b> What are the university's disaster recovery and business continuity requirements?
	A.	<i>A fully diverse dual active/active connection with failover. The Minimum bandwidth 50 to 100Mbps. This would be the backup to the current ISP and would only be used for UC traffic.</i>
31.	Q.	<b>5.2, page 15</b> What is the university's current network infrastructure? Will any upgrades be needed to support the new system?
	A.	<i>No upgrades will be needed. Current network infrastructure will be shared after contract award.</i>
32.	Q.	<b>5.2, page 15</b> How does the university want to handle call routing for departments vs. individual extensions?
	A.	<i>Call groups or IVR.</i>
33.	Q.	<b>5.2, page 15</b> What are the specific requirements for E911 services and integration with campus police?
	A.	<i>The plan is to recertify but for now call are routed to Elizabeth City 911.</i>
34.	Q.	<b>5.2, page 15</b> Does the university have any unique use cases or specialized communication needs for certain departments?



	A.	No
35.	Q.	<b>5.2, page 14</b> How many total users/extensions does the university need to support?
	A.	<i>DID Allocation: **</i> <i>- Allocation of DIDs as follows:</i> <i>- 600 DIDs integrated with Teams.</i> <i>- 100 DIDs for Common Areas.</i> <i>- 101 DIDs for Wireless POTS in accordance with NC state laws.</i>
36.	Q.	<b>Section 1.0 – Purpose and Background; page 6.</b> <ul style="list-style-type: none"> <li>What are ECSU's primary goals for implementing Unified Communications (UC)?</li> <li>How do you envision UC improving communication and collaboration on campus?</li> </ul>
	A.	<i>Elizabeth City State University is seeking proposals for the implantation of a comprehensive Unified Communication (UC) system with specific Voice over Internet Protocol (VoIP) integrations and functionalities. The chosen vendor will be responsible for providing a robust UC solution that integrates with Microsoft Office 365, supports directory services integration with on-premises Active Directory (AD) or Microsoft O365 Azure, and meets the specified requirements outlined below. We are committed to implementing an enhanced, reliable and efficient communication system to meet the needs of our employees and clients.</i>
37.	Q.	<b>Section 1.0 – Purpose and Background; page 6.</b> <ul style="list-style-type: none"> <li>Who will be the primary users of the UC system (e.g., faculty, staff, students, visitors ...)?</li> <li>What specific features or functionalities are most important to ECSU's users (e.g., faculty, staff, students, visitors ...)?</li> </ul>
	A.	<i>IT will be the administrators and faculty, and staff will be the primary users.</i>  <i>Integration with Microsoft Teams</i>
38.	Q.	<b>Section 3.1 - Method of Award &amp; Section 3.4 Evaluation Criteria; pages 10-13.</b> <ul style="list-style-type: none"> <li>What is the budget allocated for the UC implementation and when are the funds available?</li> <li>What is the desired timeline for deployment and full implementation?</li> <li>Are there any preferred vendors or solutions already in consideration (e.g., incumbent(s))?</li> </ul>
	A.	<i>\$180,000 – \$200,000 annually</i>  <i>Desired timeline is before the end of the year 2024.</i>  <i>No</i>
39.	Q.	<b>Section 5.2 – Specifications; page 17.</b> <ul style="list-style-type: none"> <li>Is this a complete list of the communication tools and systems currently used by ECSU?</li> <li>Do you have any current or future Contact Center needs for integration of email, text messages, call queuing, advanced call routing, IVR, etc.?</li> <li>Are you interested in AI integrations with UC, contact center, ...?</li> <li>Does ECSU plan to add more communication tools and/or systems that will integrate with ECSU's UC Phone System before this project is implemented?</li> <li>What plans are in place for future upgrades or expansions during this project's 3-year Contract Term (Section 1.1 Contract Term page 4) and 3-5 years after that (e.g., planned student, faculty, facility expansion)?</li> </ul>

	A.	<p><i>No, there is not a complete list of tools.</i></p> <p><i>We currently do not have contact center and don't plan to have one at the moment.</i></p> <p><i>No, planned integration other than Microsoft 365.</i></p> <p><i>We may need to add additional DID but does not seem to be a larger number.</i></p>
40.	Q.	<p><b>Section 5.2 – Specifications; page 17.</b></p> <ul style="list-style-type: none"> <li>What security protocols and standards are required for the UC system, SD-WAN, call recording, voicemail to email...?</li> <li>Are there specific compliance requirements (e.g., PCI, ISO, NIST, HIPAA)?</li> </ul>
	A.	<p><i>For the SD-WAN A fully diverse dual active/active connection with failover. The Minimum bandwidth 50 to 100Mbps.</i></p> <p><i>This would be the backup to the current ISP and would only be used for UC traffic.</i></p> <p><i>Call recording up to a 1 year with option to download and move to cold storage. Voicemail to email is a must as well.</i></p> <p><i>The network will handle the compliance requirements</i></p>
41.	Q.	<p><b>Section 5.2 – Specifications; page 17 &amp; Section 5.3 Tasks / Deliverables; pages 17-18.</b></p> <ul style="list-style-type: none"> <li>Are there any existing integrations with the current phone system and other systems (e.g., Microsoft Teams, on-premise Active Directory (AD), Microsoft O365 Azure, customer relationships (CRM), ...)?</li> <li>Are there any compatibility concerns with current hardware or software?</li> <li>What is your current primary and backup data service provider and bandwidth for each building to support network, Wi-Fi, SD-WAN ...?</li> </ul>
	A.	<p><i>No, there are not any on the current system.</i></p> <p><i>Yes, most of the current hardware can't be moved to Webex mpp.</i></p> <p><i>NWN is the current backup and data service provider.</i></p>
42.	Q.	<p><b>Section 5.2 – Specifications; page 17 &amp; Section 5.3 Tasks / Deliverables; pages 17-18.</b></p> <ul style="list-style-type: none"> <li>What are the technical specifications and requirements for the UC system's compatibility with the current telecommunication systems?</li> <li>What is the CURRENT phone systems line configuration and monthly call and e-Faxing volume: <ul style="list-style-type: none"> <li>Number of PRI's, DID #'s and analog phone lines by building, department, location/address (on &amp; off campus), number of users, and number of call groups supported.</li> <li>Inbound &amp; Outbound call volume (monthly &amp;/or yearly) by building, department, location/address (on &amp; off campus), number of users, and number of call groups supported.</li> <li>Inbound &amp; Outbound e-Faxing volume (monthly &amp;/or yearly) by building, department, location/address (on &amp; off campus), and number of users.</li> <li>Does each building (on &amp; off campus) have a Telecommunication closet for phone system and network equipment, and Demarc access?</li> </ul> </li> </ul>
	A.	<p><i>This will be a new system where there are no requirements to integrate with the current system.</i></p> <p><i>We are looking for unlimited inbound and outbound calling.</i></p> <p><i>Yes, each building has a network closet.</i></p> <p><i>DID Allocation: **</i></p> <ul style="list-style-type: none"> <li><i>- Allocation of DIDs as follows:</i></li> <li><i>- 600 DIDs integrated with Teams.</i></li> <li><i>- 100 DIDs for Common Areas.</i></li> <li><i>- 101 DIDs for Wireless POTS in accordance with NC state laws</i></li> </ul>

43.	Q.	<b>5.2 Integration with Office 365</b> Is the desire for MS Teams to be the primary interface/application for phone use?
	A.	<i>No, only for softphone.</i>
44.	Q.	<b>5.2 IP Handsets</b> Does the proposal need to include handsets? If so, will quantities and type be provided (wired vs WiFi)?
	A.	<i>Yes, handsets are needed. Wired is preferred.</i>  <i>DID Allocation: **</i> <i>- Allocation of DIDs as follows:</i> <i>- 600 DIDs integrated with Teams.</i> <i>- 100 DIDs for Common Areas.</i> <i>- 101 DIDs for Wireless POTS in accordance with NC state laws</i>
45.	Q.	<b>5.2 Network Configuration</b> <ul style="list-style-type: none"> <li>Is the intent to provide SD-WAN for voice traffic only? If so, will ECSU configure its routers to direct VoIP traffic to SD-WAN appliance?</li> <li>If SD-WAN is desired for traffic in addition to VoIP, could the bandwidth requirements be provided?</li> </ul>
	A.	<i>Yes, the intent is for Voice traffic only. The SD-Wan is for failover.</i>
46.	Q.	<b>5.2 Cloud Based Management Solution</b> If MS Teams is the primary desired interface, does the O365 MS Teams administrative console meet this requirement?
	A.	<i>No, MS Teams is not the primary desired interface.</i>
47.	Q.	<b>5.2 100 DIDs for Common Areas</b> Should the proposal include wired basic handsets for common areas? Are Cat 5e or better cable drops for these areas existing?
	A.	<i>Yes, and yes.</i>

48.	Q.	<b>5.2 Wireless POTS Lines</b> Would the existing campus copper infrastructure be utilized to deploy this solution from a central location to each bldg OR would individual 4G devices need to be installed at each bldg for that bldgs elevator(s)/FACP?
	A.	<i>Individual 4G devices will be needed.</i>
49.	Q.	<b>5.3 "Provision of panic phone lines for emergency use"</b> We assume this references parking lot/parking deck emergency phones. Can the model(s) of emergency phones in use be provided? Do these utilize SIP or will they require an ATA/conversion device?
	A.	<i>No- You are referring to the blue light's phones. This is not in scope for this project.</i>
50.	Q.	<b>Section 3.1 , Page 11 , Functional Approach</b> Microsoft Teams Integration: Please help to provide the count of existing licenses of Microsoft Teams deployment such as E1, E3, E5, Phone System Add-on etc.
	A.	<i>700 A5 licenses</i>
51.	Q.	<b>Section 3.1 , Page 11 , Functional Approach</b> Platform redundancy Please confirm if Supplier needs to consider site survivability solution? If yes, please provide site wise count of users to be considered for survivability
	A.	<i>Yes, and below are the DID counts</i>  <i>- 600 DIDs integrated with Teams.</i> <i>- 100 DIDs for Common Areas.</i>
52.	Q.	<b>Section 3.1 , Page 11 , Functional Approach</b> Ongoing customer service before, during, and after installation Please help to confirm if University will provide Local Hands and Feet Support (such as Rack and Stack, remote access, RMA Support) during Installation and after installation
	A.	<i>ECSU will provide local hand in conjunction with provider.</i>
53.	Q.	<b>Section 3.1 , Page 11 , Functional Approach</b> Ongoing customer service before, during, and after installation Please help to confirm if existing system is managed by University Internal IT Staff or any 3rd Party.

	A.	<i>It's managed by NWN. We would like to host by the Internal IT staff for this new project.</i>
54.	Q.	<b>Section 3.1 , Page 11 , Functional Approach</b> Ongoing customer service before, during, and after installation If existing system is managed by University Internal IT Staff, please confirm if the University intends to provide L1 support to the users after the installation is completed.
	A.	<i>Yes, L1 support by the University IT Staff.</i>
55.	Q.	<b>Section 3.1 , Page 11 , Functional Approach</b> Ongoing customer service before, during, and after installation Please provide details of existing IT Service Management (ITSM) tool in use by University. If supplier needs to integrate proposed solution with the existing ITSM tool.
	A.	<i>Not in scope.</i>
56.	Q.	<b>Section 3.1 , Page 11 , Functional Approach</b> Ongoing customer service before, during, and after installation Please help to provide count of tickets/Incidents and Service requests raised for existing system in last 6 months
	A.	<i>No, more than 30 in the last 6 months.</i>
57.	Q.	<b>Section 1.0 , Page 6 , PURPOSE AND BACKGROUND</b> Please help to provide details of existing system such as OEM Make and Model, Count of users to be considered for the proposal, existing inventory and deployment locations.
	A.	<i>Cisco 76 and 88 series.</i> <i>DID Allocation: **</i> <i>- Allocation of DIDs as follows:</i> <i>- 600 DIDs integrated with Teams.</i> <i>- 100 DIDs for Common Areas.</i> <i>- 101 DIDs for Wireless POTS in accordance with NC state laws</i>
58.	Q.	<b>Section 5.2 , Page 16 , Specifications</b> E-Faxing Please provide the details of existing E-Fax system and the count of E-Faxing users

	A.	<i>Do not exist today.</i>
60.	Q.	<b>Section 5.2 , Page 16 , Specifications</b> E-Faxing Please confirm if supplier needs to integrate and manage the existing E-Fax System with proposed solution
	A.	<i>Does not exist today.</i>
61.	Q.	<b>Section 5.2 , Page 16 , Specifications</b> Porting of Existing DIDs Please help with the details of Existing PRI/SIP Trunk/PSTN Connections in use along with the count of all DIDs to be ported.
	A.	<i>DID Allocation:**</i> <i>- Allocation of DIDs as follows:</i> <i>- 600 DIDs integrated with Teams.</i> <i>- 100 DIDs for Common Areas.</i> <i>- 101 DIDs for Wireless POTS in accordance with NC state laws</i>
62.	Q.	<b>Section 5.2 , Page 16 , Specifications</b> Porting of Existing DIDs Please help with the monthly average incoming and outgoing calls usage (in minutes) for all the DIDs
	A.	<i>We don't keep track of the monthly usage.</i>
63.	Q.	<b>Section 5.2 , Page 16 , Specifications</b> IP Handsets Please help to confirm the count of IP Handsets to be proposed.
	A.	<i>DID Allocation:**</i> <i>- Allocation of DIDs as follows:</i> <i>- 600 DIDs integrated with Teams.</i> <i>- 100 DIDs for Common Areas.</i> <i>- 101 DIDs for Wireless POTS in accordance with NC state laws</i>
64.	Q.	<b>Section 5.2 , Page 17 , Specifications</b> Network Configuration: Please help the number of sites/buildings along with detailed address that needs to be considered for SDWAN with 2 active-active circuits

	A.	<i>1704 Weeksville Rd, Elizabeth City NC, 27909 We have about 40 buildings.</i>
65.	Q.	<b>Section 5.2 , Page 17 , Specifications</b> Network Configuration: Please confirm if supplier needs to provide 2 new active-active circuits at all the sites.
	A.	<i>Its only one site.</i>
66.	Q.	<b>Section 5.2 , Page 17 , Specifications</b> Network Configuration: Please confirm the bandwidth required for new circuits.
	A.	<i>50 to 100Mbps</i>
67.	Q.	<b>Section 5.2 , Page 17 , Specifications</b> Network Configuration: Please help to provide the details of existing connectivity provider along with the bandwidth details
	A.	<i>We have a 10Gb ISP. More details to be shared after contract award.</i>
68.	Q.	<b>Section 5.2 , Page 17 , Specifications</b> Network Configuration: Please share the existing LAN and WAN connectivity details.
	A.	<i>Will be shared after Contract Award.</i>
69.	Q.	<b>Section 5.2 , Page 17 , Specifications</b> Network Configuration: Please confirm if supplier can use existing LAN and Wireless connectivity at all the sites
	A.	<i>Yes</i>

70.	Q.	<b>Section 5.2 , Page 17 , Specifications</b> Call Recording: Please specify the duration to retain the call recording
	A.	<i>1 year with the option to download and move to cold storage.</i>
71.	Q.	<b>Section 5.2 , Page 17 , Specifications</b> Call Recording: Please confirm if University will provide the on-premise storage and cloud storage solution for call recording.
	A.	Yes
72.	Q.	<b>Section 5.3, Page 17 , Tasks/Deliverables</b> Installation and configuration of SDWAN Technology. Please provide the count of sites and address details for locations that need to consider for deploying SDWAN technology
	A.	<i>1 Site, 1704 Weeksville Rd., Elizabeth City NC, 27909.</i>
73.	Q.	<b>Section 5.3, Page 17, Tasks/Deliverables</b> Installation and configuration of SDWAN Technology. Please provide the application details that will use SDWAN Technology
	A.	<i>UC will be the only application as failover.</i>
74.	Q.	<b>Section 5.3, Page 17 , Tasks/Deliverables</b> Installation and configuration of SDWAN Technology. Please provide the application hosting location details
	A.	<i>1704 Weeksville Rd, Elizabeth City NC, 27909</i>
75.	Q.	<b>Section 5.3, Page 17 , Tasks/Deliverables</b> Installation and configuration of SDWAN Technology. Please help to share the detailed university connectivity diagram



	A.	<i>Will be shared after Contract Award.</i>
76.	Q.	<b>Section 5.3, Page 17 , Tasks/Deliverables</b> Installation and configuration of SDWAN Technology. Please help to confirm if SDWAN will be used only for VoIP solution or other applications as well.
	A.	<i>VoIP only</i>
77.	Q.	<b>Section 5.3, Page 17 , Tasks/Deliverables</b> Training Please help to confirm the count of users/trainer that needs to be considered for training and if vendor can propose train the trainer model
	A.	<i>Mostly IT personnel no more than 20. Then train the trainer from there.</i>
78.	Q.	How many users/profiles will you have?
	A.	<i>DID Allocation: **</i> <i>- Allocation of DIDs as follows:</i> <i>- 600 DIDs integrated with Teams.</i> <i>- 100 DIDs for Common Areas.</i> <i>- 101 DIDs for Wireless POTS in accordance with NC state laws.</i>
79.	Q.	What is your current solution?
	A.	<i>CISCO 3rd party hosted solution (not on Webex DI)</i>
80.	Q.	Are you looking at both cloud and premise based solutions
	A.	<i>It can be a mixture of both if the on premise is adding DR.</i>

81.	Q.	Can you provide more details on Provide a network configuration with 2 circuits and active/active technology (SD/WAN)
	A.	<i>The 2 circuit SD/Wan is for backup if the main ISP goes down. These circuits will be for Voice only if the main ISP goes down. 100mps should be more than enough for voice.</i>
82.	Q.	What are you currently using Call Groups for?
	A.	<i>To receive calls directed to a single number on multiple phones.</i>
83.	Q.	What MS Office license(s) level do they have?
	A.	<i>We have A5 licenses.</i>

