



**Request for Proposal  
VoIP TELEPHONY MIGRATION  
Addendum No. 2**

DATE: July 2, 2009

Please acknowledge receipt of this addendum by emailing to [purchasing@jic.edu](mailto:purchasing@jic.edu)  
Include your name, title and company name in your acknowledgement email. Failure to do so could result in disqualification of your bid.

1) *How many of each type of set(s) per site? (analog, digital, IP) – Need an approximate number*

**Digital: 0**

**VoIP:**

**Main Campus: 700**

**City Center: 120**

**North Campus: 35**

**Morris: 8**

**Weitendorf: 8**

**Analog: Only existing devices (fax, modems)**

2) *How many voice mail users/ports? How many UM users? How many fax users/ports? – Need an approximate number*

**VM Users: All VoIP handsets will require VM. See #1 for approximate number.**

**UM Users: All users with VM will require VM to email functionality at a minimum. Other features will be decided based on those identified and recommended in the RFP.**

**Faxes and modems per campus:**

**City Center 22 Faxes 12 Modems 01 Emergency phone**  
**Main Campus 36 Faxes 14 Modems 60 Emergency phones**  
**North Campus 01 Fax 03 Modems 01 Emergency phones**

3) *Please describe the various scenarios for the coverage and override functions described. (pages 11 and 12) – Are we looking for their options?*

**Primary interest is ability to direct call based on activity of the station, time of day, day of week, holidays. Scenarios on page 12 accurately describe possible situations.**

4) *What is the total number of extensions, IP phone types required, T1/PRI, analog ports, common CO ports, etc.? – Need an approximate number*

**Total number of extensions and IP phones:**

**Main Campus: 700**

**City Center: 120**

**North Campus: 35**

**Morris: 8**

**Weitendorf: 8**

**4 PRI's (1 at North, 2 at Main, 1 at City Center)**

5) *The contact center section lists the equipped and wired for capacities and the requirements for each but there is no data associated to them. - ?*

**See table in question 6. Six percent annual growth projected.**

6) *Do we fill out the table or where do we get the info from (page 32)?*

Configuration Details

Requirements	Equipped Capacity	Wired for Capacity
Agents	<b>5</b>	
Agent Logins	<b>28</b>	
Splits/Skills	<b>5</b>	
Announcements	<b>6 minimum</b>	
Supervisor Voice Terminals	<b>2</b>	
Supervisor CRTs	<b>2</b>	
Voice Response Unit (VRU) Ports	<b>0</b>	
Anticipated Busy Hour Calls	<b>742 across 5 skill groups</b>	
Average Length of Call	<b>2:19</b>	

- 7) *The item below is listed in our RFP. Should this have been deleted?*

*ACD Groups for Modems, Voice Response Ports*

*Can ACD groups be defined for modems, voice response ports, recorders, and other non-human members that provide automatic login and availability and ACD-type statistics for the group? Will all members of the group be automatically logged in and available after a system restart?*

**The item should not have been deleted. ACD groups for non-human members are not a requirement for the system JJC will implement.**

- 8) *Is the winning bidder and any subcontractors required to pay prevailing wages?*

**Yes.**

- 9) *Are vendors allowed to submit multiple bids ie a primary and an alternate?*

**Vendors are allowed to submit multiple bids only in the case they are bidding more than one manufacturer. For example, a vendor is allowed to submit a single bid for Mitel and a single bid for 3Com. If a vendor submits multiple bids, they must also include their rationale for proposing more than one hardware manufacturer and an explanation of the differences between the proposed manufacturers.**

- 10) *Please provide more detail on what you are looking for on Page 37 Monitoring the customer experience*

**The supervisor must be able to monitor the call from end to end through transfers.**

- 11) *There were several items listed in the RFP as must haves, or wants, and I would like to know if you will accept bids in the event the bid doesn't comply with the following items.*

*Page 15*

*The ISDN-PRI interface must support the following features: Non-Facility Associated Signaling (NFAS) also cannot support D-Channel Backup.*

*Page 15*

*Call Routing: screen 28 Digits in LCR the RFP asks for 28 digit screening, most systems allow for 22 digits, twice the amount of digits we dial in the US, and plenty of available digits for country code, etc.*

*Page 25*

*Fax Messaging: Header information must indicate a fax message and number of pages.*

*Page 34*

*Access to Real time ACD statistics on the voice terminal*

*Page 36*

*Agent Personalized Greeting option*

*Page 37*

*Automatic call processing after disconnect from agent  
 Can callers be instructed to remain on the line after talking to agent and be automatically connected to other service options or applications such as an IVR application, customer satisfaction survey application, etc without requiring the agent to manually transfer the caller to the application?*

See “Clarification and Interpretation of RFP”, page 3.

12) I have attached our phone count, and wanted to confirm this is what we are to bid to.

Location:	Stations IP:	Stations Analog:	Trunks		VoiceMail/Fax Connections:	ACD Agents:	ACD Supervisors:	Attendent Consoles:
			PRI/T-1 Spans:	Trunks Analog:				
Main								
Campus	700	120	2	0	24	11	2	1
City Center	120	35	1	0	0	0	0	1
North								
Campus	35	4	1	0	0	0	0	0
Grundy								
County	8	0	0	0	0	0	0	0
Weitendorf	8	0	0	0	0	0	0	0
<b>Total:</b>	<b>871</b>	<b>159</b>	<b>4</b>	<b>0</b>	<b>24</b>	<b>11</b>	<b>2</b>	<b>2</b>

Yes.

Additional information regarding this bid can be found at: [www.jjc.edu/info/purchasing](http://www.jjc.edu/info/purchasing)

Issued by:

Judy Mitchell  
 Director of Business & Auxiliary Services  
 Joliet Junior College

Phone: 815.280.6640  
 Fax: 815.280.6631