



DATE: May 5, 2021

Joliet Junior College
1215 Houbolt Road
Joliet, IL 60431

TO: Prospective Respondents
SUBJECT: Addendum No. 1
PROJECT NAME: Cloud Based Unified Communications as a Service
JJC PROJECT NO.: R20017

This Addendum forms a part of the Bidding and Contract Documents and modifies the original bidding document as posted on the JJC website. Acknowledge receipt of this addendum as specified at the end of this addendum. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

Questions Received:

1. Is your current phone system in VOIP, let me know.
yes
2. Section F - License Requirements, please provide full definition of Full licenses, limited licenses, agent licenses
Full – Standard user, requires incoming/outgoing calls, all features
Limited – hallway/classroom phones, require limited features, no voicemail
Agent - these are users who answer calls in a call queue
3. Section G indicates vendor must provide the required phone devices (at a minimum). Does this mean JJC will accept proposals for ONLY Polycom phones or can we propose equivalent or better phones?
The Polycom phones listed MUST be quoted. Additional substitute phones can be quoted.
4. Appendix A - please define Call Vectors, BCM skills & BCM measured VDN's
These are terms used by our current phone system. Call vectors are rules and instructions for call handling, BCM = Business Communications Manager is a browser-based management platform that delivers unified communications capabilities, voice processing, and business telephony applications. VDN's are vector directory numbers. They are extensions that point to call vectors.
5. Appendix A - Under station types in use today: Please define virtual. Will JJC keep 167 analog phones in service? If so, please identify which facility and quantity analog phones need to be retained Will JJC retain 71 Code Blue Analog Emergency Phones? If so, please identify quantity and location of Code Blue phones
Virtual extensions are extensions that don't tie directly to a user's phone and are used for various phone functions. JJC will be retaining all Code Blue emergency phones.

Location of analog Emergency Phones: 4 – Weitendorf, 5 – City Center, 10 – Romeoville, 52 - Main Campus

6. is there an internet connection into each facility? please provide bandwidth available into each facility.
Yes

Main Campus (Primary Internet link) – 1.75 gb

City Center – 1 gb

Romeoville – 1 gb

Frankfort – 100 mb

Morris - 100 mb

Weitendorf - 100 mb

7. Appendix A -indicates 1450 voicemail boxes. how many (if any) of those are voicemail only (not associated with a physical phone?)

Roughly 450 are not associated with a physical phone

8. In reference to section D Technical Specifications and Architecture, you note a requirement for integration with Teams. Are you open to using Teams as your UC solution with a Cloud Contact Center integrated with Teams? Does your existing Teams environment have the appropriate licensing to perform UC functionality (E3, audio conferencing, phone system)?

Microsoft Teams is our primary collaboration tool. Please define how your solution integrates with Microsoft Teams.

We are open to any hosted solution as a UC solution provided it can meet all of the requirements in the “key features” in appendix B and have everything be native to a single management interface requiring no additional licenses or 3rd party software/interfaces/integrations.

JJC does have E3 and audio conferencing but does not have phone system licensing.

9. Is the 10 years’ experience requirement a hard rule?

yes

10. If a bidder does not have all of the features stated under “Key Features”, will the solution be considered non-viable?

All key features should be supported, included, and native to the single manufacturer solution using a single management interface (without additional integration to 3rd party vendor/manufacturer applications or tools) otherwise the proposed solution will be considered non-viable.

11. What is the use-case for the High Volume/Group SMS? Is this specifically for emergency notification or something else?

High volume SMS/MMS will be utilized primarily for contacting current and prospective students for non-emergency purposes. We utilize a separate solution for Emergency Notifications which is independent from our existing phone system. While this may be used in times of an emergency, it will not be it’s primary function.

12. Does the High Volume/Group SMS originate from a single number or can it be from multiple numbers?
Multiple teams will have access to this feature and each team will need it's own number. If one team sends out a large group of messages it is expected they will all come from one number.
13. What is the expected volume for "High Volume/Group" SMS?
The previous year's usage was roughly 30,000 but we expect this to increase as Covid restrictions are gradually lifted.
14. What is the reasoning behind requiring US-based support? Does follow-the-sun suffice for when support is needed outside of US business hours?
For security purposes we do not want our traffic or information leaving the US. Joliet Junior College is staffed 24/7/365 and support should not diminish because of time or day.
15. Please define the difference(s) between Full Licenses and Limited Licenses.
Full – Standard user, requires incoming, outgoing calls, all features
Limited – hallway/classroom phones, require limited features, no voicemail
16. With regards to the request for integration with Canvas LMS, please confirm the desired features and use case scenarios.
Specific use case scenarios are unknown at present time as this is for future implementation. Please indicate if your solution integrates with Canvas and what features that integration provides. This will be used primarily by faculty and students.
17. Please clarify intercom and paging needs, including integration requirements to existing system(s). With existing systems, can you please provide make and model, etc.?
There is currently no integration between the phone system and the intercom system. If proposed solution has paging and intercom capabilities, please note that for future implementation consideration.
18. How many toll-free numbers does JJC utilize today and what is the average monthly usage?
JJC currently has one toll free number. Usage varies. During the beginning of the semester it can reach 900 minutes per month. The rest of the semester usage is estimated at 250 minutes per month.
19. Our Intent to Bid was submitted on 4/27, however, we have not received the "Current Environment" specifications. When can we get these?
Please forward your original email message with the date and time stamp to purchasing@jjc.edu for assistance in this matter.
20. Can you please explain more information about the current ticketing system and compatibility.
If your proposed solution has integration with any ticketing systems, please denote which ones. This is for possible future implementation.
21. Appendix A Current Environment- 1. Pg. 1-2: There are 49 agents (50 requested per the proposal doc) listed as well as some associated vectors, skills and queues. What organizational groups would be considered contact center users? Do these users handle only phone calls through the contact center or do they also respond to emails/chats/SMS?

Most of the groups are primarily student facing departments. Currently they respond to emails sparingly but do not respond to chat/sms.

22. Appendix A Current Environment- 2.Pg. 2: Will the analog phones be retained or replaced? If replaced will they be replaced with analog?

Our goal is to eliminate all analog except for the 71 Code Blue emergency phones that require it.

23. Pg. 10; VI) D) h) What users will leverage and are there specific use cases that you foresee for the Canvas LMS Integration?

Users targeted for use will be students and faculty. Specific use cases would be based on integration options. Please explain integration features.

24. Pg. 10; VI) F) Is phone service for the 50 agent licenses included in one the other categories (Full, Limited) and this is just considered an CC add-on needed for those individuals? Is this your maximum concurrent count of CC agents?

The agents are included in full licenses. 50 is the current max concurrent but average is 35 at one time. They are listed separately because some vendors may charge separately for agent licenses or management tools as add-ons.

25. SMS Messaging • Please describe the SMS service required? • Is this for the main school lines? • Are you looking for specific functionality for this application? • Will SMS messages be delivered to a Queue group?

We would like all full license users to be able to make and receive phone calls, receive faxes, and send and receive SMS messages with one JJC phone number. Outside callers shouldn't have to use more than one phone number to reach someone at JJC, regardless of how they prefer to contact them.

26. DS1 Circuit packs • What are these used for? • How are they currently connected and presented? • Are they separate from the phone system? H.323/ISDN trunks for CodeBlue • what are these trunks? • Are they to be connected to the voice service or remain standalone? • Are they presented as IP/H.323 or ISDN/H.323? • How are they terminated? 911 ISDN trunks • what are these trunks? Are They CAMA Trunks? • Are they ISDN CAS or CCS? • Are they to be connected to the voice service? General Questions • Polycom phones are listed in the RFP – do they have to be Polycom phones or are equivalents acceptable? Are you attempting to reuse current telephones? • What Teams integration is expected? • What Canvas Integration is desired? • Are we providing new Code Blue/Emergency Phones or connecting to existing ones? Are these indoor/outdoor? If they are existing, what models are they - are they Analog/IP/digital? • What 3rd Party analytics are required? • Ticket Managing System, Can you provide more description of the requirement.

- **None of the existing Telco connections will be used in new primary hosted solution. If telco is required for disaster recovery or outage backup, please propose as optional requirements.**
- **The existing Code Blue emergency phones will have to integrate with proposed phone solution.**
- **All listed Polycom phones MUST be quoted as requested but additional phones may be quoted as replacements.**
- **No current telephones will be reused with the exception of the existing Code Blue emergency phones.**
- **Please provide what Teams integration your solution can provide.**

- **JJC will use existing Code Blue emergency phones. No additional emergency phones are required for this proposal.**
- **Emergency phones are indoors and outdoors.**
- **Code Blue emergency phones are IP5000s and IA3100's.**
- **Please list what analytics are native to the system – examples would be for call quality, usage, queue management, etc. JJC does not wish to utilize any 3rd party software or add-ons to manage new phone system.**
- **Does the phone solution proposed integrate with any existing help desk software platforms and if so, which ones?**

27. Do you include State of IL certified Veteran-Owned in your BEP vendor classification? 2. The RFP states that it is Manufacturer Only RFP with an option for one Bid Partner. Can you clarify how you are applying that in a UCaaS where the manufacturer's system is in the provider's data center? 3. Can you expand on the capabilities you are looking for in AD integration, ticketing system integration and single sign-on? 4. The RFP asks for the network requirements/topology for failover and survivability. Are you looking for a separate network for the UCaaS? An SBC at each site? 5. What is the current network and bandwidth between sites and to the internet? If it is under contract, when does it expire? 6. Do existing Avaya 2500 Analog phone operate on Cat3 cabling? 7. Is there any additional cabling or wireless capability required? 8. Is HIPPA telephony requirement for fax and fax to email? 9. Can you provide additional information on modem requirement? 10. Can you provide additional information on virtual stations? 11. Can we get additional description and detail for Full Licenses vs Limited Licenses? 12. With all users to have Fax, SMS, MMS Capabilities, can you give an example of a user with these capabilities? 13. Are you asking for Fax, SMS, MMS, to be on same phone number? 14. Can you provide additional information on modem requirement? 15. Can you provide additional information on virtual stations? 16. Is HIPPA telephony requirement for fax and fax to email? 17. Can you provide further detail for MS Team Integration requirement - Video Collaboration, Chat, Etc.? 18. What integration on the phones are you looking for on the UCaaS for Canvas LMS? Canvas does integrate with Teams. 19. Do the Code Blue stations operate as extensions from the current Avaya PBX? Do they need to operate during a power failure? Do they dial 911 or campus security? 20. What functionality does the Red Sky 911 system provide? Does JJC use Red Sky because their current Avaya could not provide the required building designations to the PSAP? Can we provide the required info so that the Red Sky is no longer needed?

1. **While the Veteran-owned business certification will not count toward our 20% BEP goal with the state of Illinois, Joliet Junior College includes Veteran-owned businesses as part of this initiative. If you are a certified veteran business owner, please be sure to include that information within your proposal.**
2. **It's based on solution manufacturer, not location of solution.**
3. **SSO / AD integration will be used for client and portal logins, initial setup and configuration, user updates and changes, etc. Ticketing system integration is a future need. If your proposed solution integrated with any help desk ticketing software, please list which ones.**
4. **Please propose options for failover in the event of a system affecting outage**
5. **Main Campus (Primary Internet link) – 1.75 gb**
City Center – 1 gb
Romeoville – 1 gb
Frankfort – 100 mb
Morris - 100 mb
Weitendorf - 100 mb

There are no plans to change or replace our internet/WAN provider. This is not part of the RFP.

6. *Yes*
7. *Possibly for the Analog Code Blue emergency phones, based on vendor proposal/solution*
8. *HIPAA - Yes.*
9. *It's doubtful any modems will be utilized in new solution.*
10. *Virtual extensions are extensions that don't tie directly to a user's phone and can be used for various phone functions.*
11. *Full – Standard user, requires incoming, outgoing calls, all features
Limited – hallway/classroom phones, require limited features, no voicemail*
12. *Every "full" license user in the system needs to have the ability to send and receive SMS/MMS as well as receive faxes on their primary phone number.*
13. *Yes*
14. *Same as #9*
15. *Same as #10*
16. *Same as #8*
17. *Does proposed solution integrate with Teams? If so, what integration features are available/possible?*
18. *Does proposed solution integrate with Canvas? If so, what integration features are available/possible?*
19. *Yes.
Usage during a power outage would be preferable.
Emergency phones direct dial our Campus Police extension*
20. *RedSky 911 handles all e911 functionality for our existing phone system
Redsky 911 was chosen due to features and cost
Redsky e911 should not be used in proposed solution*

28. How is the Codeblue Toolvox appliance integrated into the JJC Avaya platform? Is the interconnection via PRI or SIP? How many voice paths are there between systems? 2. How many unique ACD groups/queues does JJC require for its 50 agents? 3. How many ACD groups require skills-based routing for the call distribution algorithm? 4. Is JJC using Taske to monitor all ACD groups? Is Taske used for monitoring outside of call center scenarios? 5. How many supervisor roles are required to support the 50 agents and what are key features needed for supervisors, i.e. barge, whisper, call recording. 6. Are there custom integrations of Rightfax into any JJC software application? 7. There is a station type in Appendix A described as "virtual". Can JJC provide more detail on the station type. Are these desktop or mobile voice applications?

1. *Codeblue Toolvox is currently integrated via SIP with 4 voice paths.*
2. *We currently have 6 different call queues*
3. *All 6 call queues have skills based routing*
4. *Yes, no*
5. *10 call queue supervisors – key features needed are listed in requirements in Appendix B*
6. *Currently, yes. Rightfax is integrated with Outlook*
7. *Virtual extensions are extensions that don't tie directly to a user's phone and can be used for various phone functions.*

29. Are the Features list on Appendix B required? Can you please further define and elaborate on your needs for these features: Host and Attendee Control Call Takeover Call Whisper Host and Attendee Control Lock Meetings Presence and Availability Status to Whom? How Many? Queue Enhanced Routing Robust Search Features (group, messages, files, etc) Screen and Application Sharing Visual Voicemail Data Back-up and Recovery of what? Enterprise-Grade Security and encryption for all meetings and conversations. Specifically what kind of encryption? Ticketing System Integration/ Compatibility Role-based Access Controls for what features? Data Retention for what? How many call Queues? How many users of each call queue? How many remote management queues? Remote member Management for Queues Please describe the Code Blue Emergency phones. How many? What are the locations?

- **Yes, they are required.**
- **The first group of features in your question are utilized by call queue managers to monitor or take over a call from an agent. They are useful for training purposes.**
- **Presence and availability of users in the system with other users in the system**
- **Queue enhanced routing – how does proposed solution’s call queues handle calls in queue? Skills based, Next available, Least utilized, Predictive? Etc.?**
- **Search features – does PC/web-based/phone client have search functionality and if so, what can be searched? Call history? Specific words in voicemail? Etc.**
- **Does solution offer Screen and application sharing for PC/web/phone based client?**
- **Visual voicemail – a list of voice messages left and can be listened to selectively as opposed to FIFO.**
- **Backup and recovery of the entire phone system – config, settings, user settings, voice messages, text messages, faxes, etc.**
- **All traffic must be encrypted. Please note which encryption methods are used.**
- **If your proposed solution has integration with any ticketing systems, please denote which ones. This is for possible future implementation.**
- **Roles based access controls for management features for things like system administration, call queues, real-time call management, call reporting, etc.**
- **Data retention for call history, sms/mms messages, voice messages, faxes, etc.**
- **JJC currently has 6 call queues between 5 and 15 agents per queue. These numbers could change at time of implementation based on assessment of needs**
- **Total number of emergency phones and types listed in Appendix A.
Location of analog Emergency Phones: 4 – Weitendorf, 5 – City Center, 10 – Romeoville, 52 - Main Campus**

30. Device Requirements show 25 Polycom IP6000’s – These are end of life devices and are difficult to procure new, it says minimum so I would assume we could provide newer version like Trio8300?
The Polycom phones listed MUST be quoted. Additional substitute phones can be quoted.

31. They mention Switchboard a couple of times, do they have more details on what exactly the switchboard function is? (maybe other here know what that is, I don’t want to assume).
We have switchboard operators at various locations who answer calls coming into various primary campus telephone numbers and they connect those calls to the appropriate people or departments. This is not the same as call queues and call agents.

32. Under Integration Specification and Process (L Documents). They mention Code Blue/ Emergency Phone – what is this entail? Are we providing this or do they have these on campus and we need special integration? Again, others might know what this is but I don't know what exactly this would involve.
We currently have Code Blue emergency phones at multiple campuses, SIP and analog. Please provide a solution to integrate the existing (and future) emergency phones into your proposed solution.
33. SSO- Single Sign on – I assume this is in conjunction with their Active Directory integration so they can use their network login to access their UC Soft client and portal logins? What elements are they looking to have the SSO for?
Client and portal logins, initial setup and configuration, user updates and changes, etc.
34. They mention Switchboard a couple of times, do they have more details on what exactly the switchboard function is? (maybe other here know what that is, I don't want to assume).
Please see the response to question number 31.

End of Addendum #1



DATE: May 5, 2021

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Joliet, IL 60431

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JJC PROJECT NO.: R20017

Please acknowledge receipt of these addenda by including this page with your proposal. Include your company name, printed name, title, and signature in your acknowledgement below. Failure to do so could result in disqualification of your bid.

Issued by:

Janice Reodus
Director of Business & Auxiliary Services
Joliet Junior College
815.280.6643

I acknowledge receipt of Addendum #1.

Company Name

Printed Name

Title

Signature