



ADDENDUM NO. 2

September 13, 2019

RE: RFP 012.19.B5, Unified Communication as a Service (UCaaS) Cloud-Based Telephone Solution

FROM: Purchasing Office
Howard County Public Schools
10910 Clarksville Pike
Ellicott City, MD 21042
(410) 313-5644

TO: PROSPECTIVE BIDDERS

This addendum modifies the Original Bidding Documents as noted below. Acknowledge receipt of this Addendum in your Proposal. Failure to do so may subject the Bidder to disqualification.

1. **INSERT** Network Diagram - addendum #2. Attached
2. **REPLACE** Attachment L Cost Work Sheet with Attachment L Cost Work Sheet - addendum #2 revision. Attached
*A Cost Work Sheet in MS Excel format is available upon request. Contact ted_ludicke@hcpss.org.
3. **INSERT** Questions and Answers – September 13, 2019

	Questions	Answers
1	Will HCPSS be providing a storage location to house equipment (i.e., phones) prior to installation?	Yes.
2	Will HCPSS be providing an area that phones can be provisioned prior to installation?	Yes.
3	Who will be authorized to call our help desk for support from HCPSS? Anyone from the district or would it be limited to HCPSS help desk?	For the base proposal only authorized IT help desk and managers would be allowed to contact the contractor's help desk. For option #5 the contractor would take help desk calls from all users on the system.
4	What are the exact applications for SMS and MMS?	Please refer to Attachment H 1.04 for an overview of how SMS/MMS if available would be utilized.
5	How does 911 work currently and what are the exceptions moving forward on how e911 will function?	Address information is associated with the existing Centrex telephone numbers. Please refer to section 3.12 E-911 for a description of what is expected to be provided with the new solution.
6	How many queues and agents are there per location?	Central Office (2) ACD Groups as follows: Help Desk (12) Agents and Payroll (4) Agents Old Cedar Lane (1) Group with (5) Agents
7	What is the expectation of G suite integration?	Ideally the integration would allow a user to access the voice services directly from their

	Questions	Answers
		G-suite desktop for placing and receiving calls.
8	Does every HCPSS location have fiber to the building(s)?	Yes.
9	Is there ample fiber(s) to engineer, create and setup a separate, voice network for all locations?	No.
10	Is part of the RFP response from vendors expected to include PSTN connectivity and/or carrier services as part of the response?	The Host provider will provide all local and long-distance services and dedicated network connections to the primary and backup data centers as specified in the RFP. HCPSS will be responsible for contracting with a PSTN provider for the provisioning and delivery of the Plain Old Telephone Lines needed to support the survivable gateways connections at each location.
11	Please provide the vendor(s) contact information for the company(s) that currently maintain your PBX environment including the Nortel and Mitel systems	Not relevant to a response to this RFP.
12	2.02 - Project Manager – To clarify, the expectation from HCPSS is for a dedicated project manager on site at HCPSS Telecommunications department for the duration of the project. Please clarify time expectation: <ul style="list-style-type: none"> • 8:30-5 pm M-F? • January – September 2020? 	Yes.
13	Will all sites be served with separate voice and data wiring or will there need to be convergence at any of the locations?	No. Voice and data will utilize the same CAT 5e or better cabling infrastructure.
14	7.01 – We will need addresses associated to each phone number/number group to confirm portability.	The expectation is that the vendor can determine the rate centers based on the numbers published in the RFP.
15	How many phones if any will need to be wall mounted?	Less than 5%
16	What is the expected completion date (target date) for completion of Phase 1?	End of March 2020.
17	Are we able to submit our form of MSA for negotiation and signing?	Yes.
18	Please provide overview of the existing phone system architecture.	Refer to Section IV 1.04.
19	Please provide specific CRM integrations to be aware of and details.	No CRM integration is required.
20	Describe requirements to have other channels of collaboration and support of your customers like voice, SMS, Web Chat, Email, Video?	Refer to Section IV 1.04.G.
21	What, if any, audio, video or web solutions are in place today?	Refer to Section IV 1.04.
22	What specific process/technology challenges are causing pain?	Lack of continuity across the existing voice platforms
23	Please provide make and model of desired conference phones.	Provide phones that most closely match capabilities as outlined in Section IV.3.08.A.2 User Profile and Telephone Table.
24	Please provide details on overhead paging. Masergy can integrate and provide new speakers, horns, etc.	Refer to Section IV 1.04.B.
25	What is Howard County's preference on expenditures? CAPEX or OPEX on hardware?	Provide pricing as requested on the Cost Work Sheet
26	Please provide a list of locations with addresses and user counts.	See Section IV.5 Dedicated Circuit and PSTN Services for Circuit delivery addresses. See Section IV.6 Telephone System Configuration Table for Counts.
27	What level of redundancy is required? What does redundancy look like to HCPSS?	Refer to Section IV 3.01.

	Questions	Answers
28	Please describe the fax solution?	HCPSS plans to reuse existing analog fax machines.
29	Please confirm “due” date or any extensions?	The bid schedule has not changed as of the date of this addendum.
30	Are you looking to re-use your existing HP switches? If not, what sizes are required per location?	Yes. The existing HP PoE network equipment will be used to support the new telephone system.
31	Is there a need for session border controllers?	Yes.
32	I noticed SMS text messaging as part of the unified communication solution. Can we exclude this from our bid and include a statement these services can be added as we roll this into our solution during/after implementation?	Refer to Section I paragraph 6 Exceptions to RFP.
33	Bids are to be submitted electronically in PDF format on a USB Flash Drive with the RFP name and number identified clearly on the sealed packet or envelope. Just to clarify – we are expected to US Mail/FedEx a physical USB with the response in PDF format to the provided address?	Correct.
34	If a UCaaS solution can integrate into on-premise security as well as mass notification services for active shooter and inclement weather type scenarios, would that be something the HCPSS would want to know about?	This would be acceptable as an option with optional pricing, however, you must clearly address this as an option on Attachment K.
35	1.02.A: What is the Drop-Dead-Date of Verizon Centrex Support ending?	Phase 1 will need to be completed by the end of March 2020.
36	1.03.D: Would a solution that is not necessarily prescribed as Site-Survivability as noted via Survivable Gateways up for consideration? Example: An inherently more stable/reliable/resilient solution built on SD-WAN that does not follow the traditional Site-Survivability solutions exactly as described.	Yes. However, you must clearly address this as an exception on Attachment K Exceptions and Clarifications including cost of proposed SD WAN service and provide a detail overview of the solution on Attachment H Technical Overview.
37	How many concurrent calls must each site-survivability solution support?	All survivable gateways are to be equipped with two FXO ports to support two concurrent external inbound and outbound calls when in survivable mode.
38	How often do sites go down and require the use of Site-Survivability today?	The existing standalone TDM/Centrex systems are not connected to the HCPSS data network so this not an issue.
39	What are the Site-Survivability Target Outbound TN's? E911, HCPSS Offices, Local Fire and Police, Etc...?	Yes.
40	1.03.F: Can you please expand upon the use of “Integration with HCPSS's E-Mail platform” with more detail or perhaps a fully encompassing use-case?	Refer to Section IV 3.03 Integrated Voice Messaging.
41	1.03.I: Will the target phones in any particular grouping of 32 phones be addressed within the same Network subnet/VLAN/Switch Element?	Please identify any limitations to this feature on Attachment K Exceptions and Clarifications.
42	1.03.N: Who is expected to provide UPS's supporting all Network Elements (CPE/Routers/Firewalls/Gateways/Switches/etc.)? How are Power Budgets or maintenance/testing expected to be managed on these devices and by whom?	HCPSS is responsible for all UPS systems.
43	1.04.A: What are the current variation of call-flows on a system-by-system basis? Are these systems utilized as PBX's or as Key-Systems...or a mix?	Mix
45	Will there be an edict to mirror current configurations 1:1, or are slightly different call-flows acceptable? (Mirroring of Key-system functionality)	Refer to Section IV 3.02.
46	1.04.C: What are the port-densities, models, PoE standards, and power budgets of the Network Elements?	All switches are 48 port Aruba. Most are 3500 and some are 2930M.

	Questions	Answers
47	Are/Will these Network Elements be backed-up by UPS's and supplemental Emergency Power sources (Generator)?	Only the primary and backup data centers and the main equipment room of each building are currently equipped with UPS systems.
48	3.02.A15: Are these end-points expected to be Traditional Analog devices or IP Endpoints, or either?	Either. However, other than fax machines, HPCSS does not anticipate the use of analog end points.
49	3.02.A19: On a per-call basis? By the end-user? Only by an Admin? Is the TN (to be displayed outbound) owned by HCPSS?	No. By Admin. Owned by HCPSS.
50	3.02.B4: Can you please provide brief descriptions of the various use-cases?	<ul style="list-style-type: none"> • Ability to point multiple incoming numbers to a single ACD group and provide separate name display for each. • Ability to reroute DID a number based on incoming digits to a centralized auto attendant, hunt group or another telephone.
51	3.03.BA: What is meant by unified/integrated messaging?	Provides integration with the District's email platform to allow synchronization of voice message status between the voice mail platform and the email platform.
52	3.04.A: How many End-Users/Endpoints would be part of Hot-Desking environment requirements?	Potentially all Admin Profile& Phone users.
53	3.09.A: The system allows for multiple audio-files to be uploaded to the Media Servers. Is this a requirement to support a "Live" media-source instead?	No, The solution as you describe meets expectations.
54	3.09.B: Can you please supply details of the various use-cases?	After hours call to schools' front desk rings through PA system to allow the Principal to answer from any phone
55	Attachment H: Technical Overview. 1.02.E911.A.4 : ELIN automatic update upon moving from one jack to another. What situation would predicate a large distance or building-to-building move that would require an ELIN update to the associated TN assignment?	This solution is not predicated to just moving between buildings. For example, a large High School may have 10 or more ELIN/ERL locations that phones could move between.
56	Is there a current Full Network Diagram WAN/LAN diagram that can be shared for review?	Please see attached Network Diagram
57	Is there a methodology or diagram against a methodology against what is expected to look like a new WAN/LAN diagram post-VoIP deployment? ...Or are you looking for best practices recommendations in accordance with the RFP response?	We are looking for a high-level diagram of proposed solution network.
58	Who wrote the RFP? (If allowable to share)	Not relevant to response to this RFP.
59	Were specific hosted platforms being used or targeted for use in the writing of this RFP? If so, can you share those manufacturers/providers? (If allowable to share)	No specific platforms were utilized.
60	Section 1.03 G: Please explain G Suite and MS Teams integration requirements and the Voice features and functionality that is required by the proposed platform.	Refer to Section IV 3.06.
61	Section 1.03 J: Please provide the number of concurrent / simultaneous Audio conferencing bridge ports required. Are these Audio bridges for Audio only on the Proposed telephony platform? Google?	HCPSS does not require an audio conference bridge currently. The expectation is that the solution will support this capability if required in the future.
62	What is the expectation of removal? Uninstall and leave on site? Or removal and disposal?	Removal and disposal

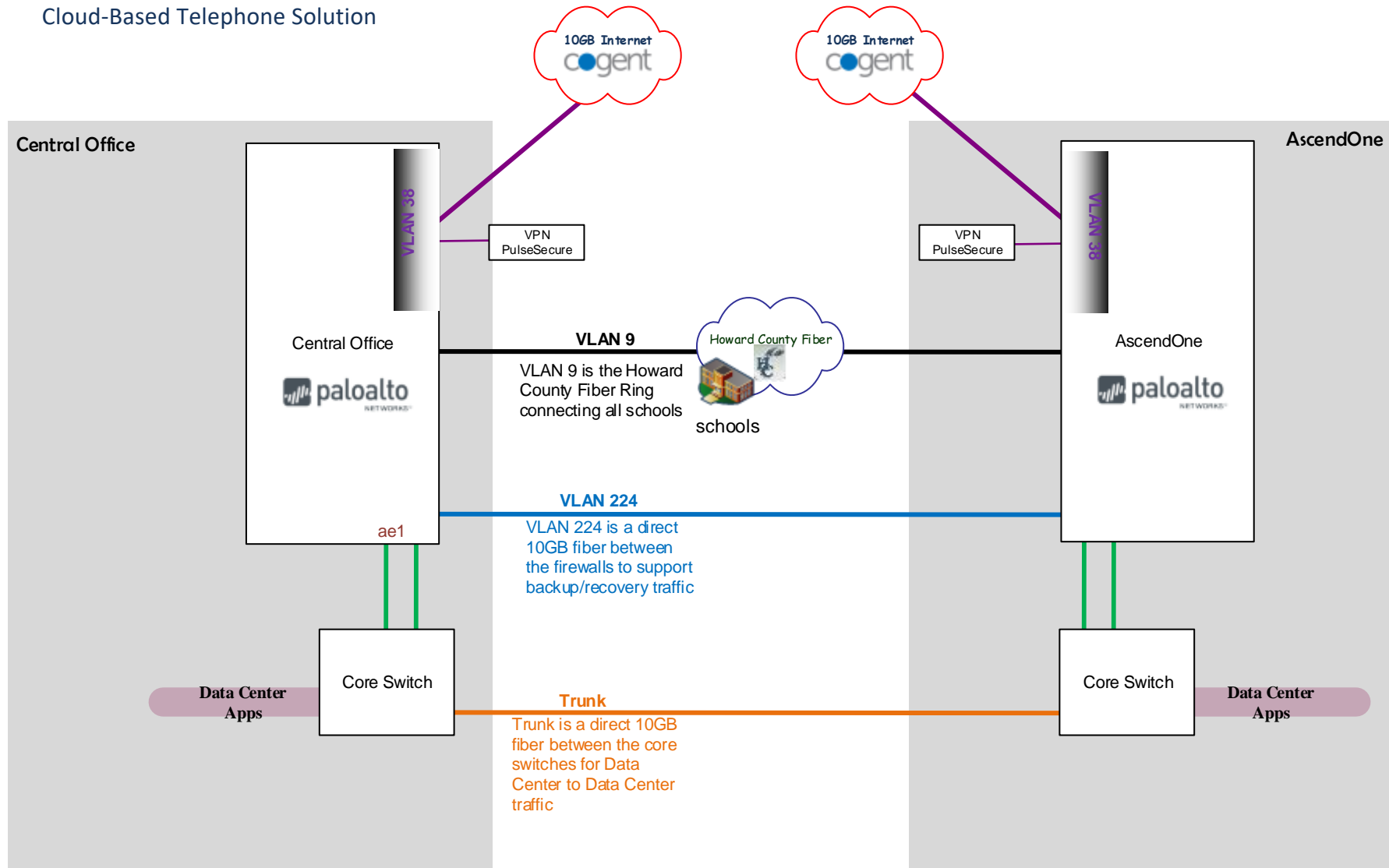
	Questions	Answers
63	Section III, Special Terms and Conditions, Sub Section 24.4, p 13, HCPSS may request SOC 2 Type 2 reports at any time. These reports can be very demanding depending upon the number and type of controls. Will HCPSS please provide a list of the controls it would require the successful Offeror to describe and evaluate in this report?	HCPSS has the right to request but <i>not require</i> a Contractor to provide SOC 2 Type 2 reports dependent on the particular services provided.
64	Section III, Special Terms and Conditions, Sub Section 25.2, p 13, The RFQ states that work may only be performed on weekdays and weeknights, but not holidays or weekends. Frequently we work on weekends and holidays to complete time-sensitive activities that are disruptive and require a longer duration than a few hours. Considering the need to complete Phase 1 work as quickly as possible, would HCPSS accommodate work on weekends and holidays?	Exceptions for weekend work is possible if deemed necessary by HCPSS.
65	Section IV, Scope of Work, Sub Section 1.02, A. Phase 1, p 15, Accurate project cost estimates are dependent upon two critical inputs: schedule and resources. These inputs become even more critical when the project's final product is a managed service contract that assigns penalties and liquidated damages when critical time frames and service levels are not met. Absent these inputs, contractors are forced to increase their prices to account for the risk of non-performance. Understandably, HCPSS may not have or be able to obtain a firm date for Verizon's cutoff of its Centrex service. Nevertheless, if HCPSS does not provide a desired Phase 1 completion date, the offers it receives will not be equivalently scoped, scheduled, or priced. As a result, the Purchasing Office's intent to determine which proposal offers the most advantageous price and service to HCPSS may be severely undermined. We recommend that HCPSS provide an estimated completion date for Phase 1.	End of March 2020.
66	Section IV, Scope of Work, Sub Section 2.24, C. Acceptance, p 26, Will HCPSS please clarify whether it will provide acceptance on a site-by-site basis, by phase, or after the entire project is complete?	By Phase
67	Section IV, Scope of Work, Sub Section 2.26, Service Level Agreement Guarantee, P 26, The current Service Level Agreement expectations are significant and may drive costs higher than necessary. Would HCPSS consider revising its uptime guarantees to the following levels: 1. Core Voice 99.99% 2. Unified Messaging 99.9% 3. Unified Communications 99.9% 4. Contact Center 99.9%?	Utilize Attachment K Exceptions and Clarifications to provide clarification for any potential cost savings for related SLA uptime guarantees.
68	P16 – 1.04 C & D: WAN and Data Centers: Confirm the distribution topology is to be from the Cloud to the 2 datacenters then across local private fiber-WAN to all other sites? Not direct Internet to each site?	Correct.
69	Confirm addresses for the two MPLS drops: 1. HCPSS Office Primary Data Center: 10910 Clarksville Pike, Ellicott City, MD 20142 first floor 2. Backup Data Center: 8930 Stanford Blvd, Columbia, MD 21045 first floor	Correct.
70	Table 6.01 1. Confirm COT to be available at all sites as preferred back up and local 911 routes	Correct. HCPSS will be responsible for contracting with a PSTN provider for the provisioning and delivery the Plain Old Telephone Lines needed to support the

	Questions	Answers
		survivable gateways connections at each location.
	2. Can these also be used for fax?	No.
71	P36 - 2. User Profile and Telephone Table: 1. Will HCPSS consider IP Phones with designation strips on basic phones vs self- labeling?	No.
	2. How many phones of each type will be wall mounted?	Less than 5%
	3. What is the number of Required or Optional add-on modules, will this be on an updated price table?	The Quantity of add on modules will be determined during data base gathering. Yes, an updated cost work sheet has been posted with this addendum.
	4. Are basic phones for classrooms?	Most basic phones will be used in classrooms however they will also be used for other areas such as breakrooms, cafeterias, etc.
72	Will HCPSS Provide floor plans with phone locations during installation?	Refer to Section IV. 2.13.D and 2.13.E.
73	Will HCPSS provide a secure storage room for phones and equipment for staging until placed?	Yes.
74	Can we get the addresses of all sites in order to verify portability and serviceability for the sites?	The expectation is that the vendor can determine the rate centers based on the numbers published in the RFP.
75	Can you provide with the average Local and LD Usage minutes for basic phones?	Currently local calling information is not broken out by usage and the basic phones do not have access to long distance.
76	3.07 A .15 Name and Phone number of bonding company. You request a name and phone number of a bonding agent, but I don't see any specific bond requirements. Can you please advise?	Bonding company is not applicable to this RFP.
77	What other systems outside of Google G suite for Education and Microsoft will providers be expected to support and provide UC integration access to?	None
78	How is HCPSS utilizing Contact Center solutions ,provide details or expectations for integration as part of UCaaS?	HCPSS has very basic ACD call routing functionality as outlined in Section IV 3.02.C.
79	Are there any current secure connections to single and or multiple cloud providers , if so which ones and at what bandwidth?	No.
80	Please outline HCPSS purchasing criteria or weighted evaluation criteria .	Responsible offers and the specific content of these offers will be evaluated and scored higher when considered in the best interest of the school system.
81	With respect to securing IP Voice traffic what measures does HCPSS have in place to thwart telephone denial of service attacks ?	Network security systems and configurations will be reviewed with the awarded contractor.
82	Will there be a down select process as part of the evaluations and if so what would be the expectations of selected vendors, will top respondents have an opportunity to present their solutions to HCPSS decision makers?	See Section VI. Evaluation Process.
83	As part of the UCaaS system set up will HCPSS, integrate the use of APIs to migrate sites , and tools to load user configurations ?	HCPSS is unable to respond due to a lack of clarity in question.
84	How important is full solution integration , to include fiber network transport , innovations in wireless 5G deployment and global reach to your decision for next generation UCaaS fulfillment and implementation?	The RFP addresses HCPSS solution expectations and specification requirements.



	Questions	Answers
85	Will there be any machine to machine applications or AI supported under this implementations?	Not at present.
86	Is HCPSS open to proposals for an on premise solution that is fully managed by the vendor?	A cloud based solution is preferred.
87	Will the cabling and wall mounting be in place?	Yes.
89	2.20/page 23 vs. 3.03 /page 79: Do you want online training for end users or onsite training with day 2 support for each cutover?	Training is to be provided as a describe in Section IV 2.20.
90	Section VI.3.1/page 55: Will the final selection process include an opportunity for the top responses to present their solutions to the HCPSS decision makers?	Yes.
91	<p>The RFP states "Following evaluation of the Proposals, the Evaluation Committee will make an initial overall ranking of the Proposals and recommend to the Purchasing Office the award of the contract(s) to the Offeror whose Proposal(s) is (are) determined to be the most advantageous to HCPSS."</p> <p>With the understanding that the County is sensitive to how public funds are disbursed, can you clarify how the specific areas of submitted proposals will be evaluated? Specifically:</p> <ul style="list-style-type: none"> • What are the categories that each proposal will need to be judged against? • How important is each category or what is the weighting? • Is pricing a weighted factor? 	HCPSS retains the discretion to examine all factors to determine award. The goal is to contract with the Offeror that best meets the needs of HCPSS as set forth in the RFP.
92	Is there a current school-wide telephone directory that is used to contact all administrators and classrooms?	No.
93	Do the schools have any type of unique identifier that could be incorporated into the five-digit dialing requirement?	No.
94	Must the VoIP phones be connected to the HCPSS PoE switches or can these be provided by the winning vendor?	IP Phones shall be connected to HCPSS PoE switches.
95	In the document you reference "FXO for COT". Please define COT?	Central Office Trunk/Plain Old Telephone Line
96	Are 302.B and 302.C the same use case or totally different users?"	The ACD profile and phone user will have all the feature capabilities of the Basic and Admin user plus the ACD features.
97	How many users are in 302 C if different from 302 B?	Refer to Section IV 6.01.
98	Please provide the make and model of the existing Paging Systems. Would you consider new paging servers instead of using the existing paging systems?	Refer to Section IV 1.04.B. No.
99	Are your current fax machines also multi-purpose (e.g. Printer/Scanner/Fax machines). If so, do they support scan forwarding to email, and printing from email?	Mix of standalone fax and multipurpose machines. Yes, where equipped they do support scanning and printing.
100	Regarding local survivability, do you require local hardware to supply PSTN and extension-to-extension calling in the event of Internet failure? Would redundant internet connections be a sufficient level of redundancy without requiring a local gateway solution?	Yes, survivable gateways are required. Not enough information is provided regarding internet connections to provide a response. If this is your intent, you must clearly address this as an exception on Attachment K Exceptions and Clarifications including cost of proposed service and provide a detail overview of the solution on Attachment H Technical Overview.
101	<p>Knowing that many of the locations currently have PBXs with digital phones (and possibly using Cat3 cabling infrastructure), a couple of questions come to mind...</p> <p>Will HCPSS or the Contractor be responsible for evaluating the feasibility of deploying this solution over the existing infrastructure at each location?</p>	HCPSS's existing data network infrastructure including HP PoE switches and CAT 5e or better data network cable shall be used to support all IP telephones.
102	If it is determined that an upgrade to the infrastructure is required, then what will be the protocol for upgrading?	Not applicable.

Network Diagram (addendum #2)

Request for Proposal No. 012.20.B5 Unified Communication as a Service (UCaaS) Cloud-Based Telephone Solution



Link Speeds

10G 
1G 

* Confidential Information is protected under FERPA. Respondents to this RFP agree that they are obligated to protect Confidential Information in its possession or control in accordance with Federal and local Privacy Laws.

ATTACHMENT L Cost Work Sheet
addendum #2 revision
UCaaS Cloud-Based Telephone Solution
RFP NO. 012.20.B5

Company Name: _____

For all items requested in this section, the Respondent shall include, the cost to provide all hardware, software, equipment, shipping labor, and travel expense to provide, install, configure, and cutover or make operational a fully functioning turnkey system. The pricing will be based on the requirements provided in the RFP and this table.

MRC = Monthly Recurring Cost Including all Fees and Surcharges

ARC = Annual Recurring Cost Including Fees and Surcharges

NRC = Non-Recurring One Time Cost

UCaaS Solution Cost with Upfront Professional Services Labor Cost and Purchased Phones

Non-Recurring One Time Cost	NRC				
Professional Services Labor	\$0.00				
(7299) Basic Phone (including 1 year warranty)	\$0.00				
(2984) Admin Phone (including 1 year warranty)	\$0.00				
(21) ACD Phone (including 1 year warranty)	\$0.00				
(20) Conference Phone	\$0.00				
Total NRC	\$0.00				
Monthly Recurring Cost Including all Fees and Surcharges	MRC Year 1	MRC Year 2	MRC Year 3	MRC Year 4	MRC Year 5
(7299) Basic User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(2984) Admin User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(21) ACD User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(20) Conference Phone User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(100) Auto Attendants	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(10) Unified Communication Users	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(10) Mobile/Softphone Users	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(201) Fax FXS Hardware and Service	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(83) FXO for Paging Hardware and Service	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(164) FXO for COT Hardware and Service	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(2) Dedicated MPLS/Internet Circuits	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total MRC	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Annual Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Five Year Cost	\$0.00				

UCaaS Solution Cost with Upfront Professional Service Labor Cost and Rented Phones

Non-Recurring Cost	NRC					
Professional Services Labor	\$0.00					
Total NRC	\$0.00					
Monthly Recurring Cost Including all Fees and Surcharges	MRC Year 1	MRC Year 2	MRC Year 3	MRC Year 4	MRC Year 5	
(7299) Basic Phone	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
(2984) Admin Phone	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
(21) ACD Phone	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
(20) Conference Phone	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
(7299) Basic User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
(2984) Admin User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
(21) ACD User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
(20) Conference Phone User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
(100) Auto Attendants	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
(10) Unified Communication Users	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
(10) Mobile/Softphone Users	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
(201) Fax FXS Hardware and Service	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
(83) FXO for Paging Hardware and Service	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
(164) FXO for COT Hardware and Service	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
(2) Dedicated MPLS/Internet Circuits	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Total MRC	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Total Annual Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Total Five Year Cost	\$0.00					

ATTACHMENT L Cost Work Sheet
addendum #2 revision
UCaaS Cloud-Based Telephone Solution
RFP NO. 012.20.B5

UCaaS Solution Cost with No Upfront Professional Service Labor Cost and Rented Phone					
Monthly Recurring Cost Including all Fees and Surcharges	MRC Year 1	MRC Year 2	MRC Year 3	MRC Year 4	MRC Year 5
Professional Services Labor	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(7299) Basic Phone	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(2984) Admin Phone	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(21) ACD Phone	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(20) Conference Phone	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(7299) Basic User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(2984) Admin User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(21) ACD User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(20) Conference Phone User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(100) Auto Attendants	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(10) Unified Communication Users	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(10) Mobile/Softphone Users	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(201) Fax FXS Hardware and Service	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(83) FXO for Paging Hardware and Service	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(164) FXO for COT Hardware and Service	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
(2) Dedicated MPLS/Internet Circuits	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Monthly Recurring Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Annual Cost	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Five Year Cost	\$0.00				
Optional Service					
Option 1 Unified Communication Feature: Provide MRC to add Unified Communications features for the following user profiles.	MRC Year 1	MRC Year 2	MRC Year 3	MRC Year 4	MRC Year 5
Basic User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Admin User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
ACD User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Option 2 Mobile/Softphone: Provide MRC to add Mobile/Softphone features for the following user profiles	MRC Year 1	MRC Year 2	MRC Year 3	MRC Year 4	MRC Year 5
Mobile/Softphone User with No Phone	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Basic User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Admin User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
ACD User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Option 3 Add IVM to Basic User Profile: Provide MRC to add Integrated Voice Messaging to Basic User Profile	MRC Year 1	MRC Year 2	MRC Year 3	MRC Year 4	MRC Year 5
Basic User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Option 4 Voice to Text: Provide MRC to add Voice to Text feature to Integrated Voice Messaging for the following user profiles	MRC Year 1	MRC Year 2	MRC Year 3	MRC Year 4	MRC Year 5
Mobile/Softphone User with No Phone	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Basic User Profile with IVM previously enabled	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Admin User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
ACD User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Option 5 System Management and User Help Desk: MRC to provide System Management and User Help Desk	MRC Year 1	MRC Year 2	MRC Year 3	MRC Year 4	MRC Year 5
Monthly Help Desk Request					
Up to 20 Changes	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Up to 50 Changes	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Up to 00 Changes	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Monthly Help Desk Request					
Up to 50 Calls	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Up to 00 Calls	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Up to 150 Calls	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Option 6 Extended Warranty for Telephones: Provide ARC to extend warrant coverage of the telephones for and additional year	ARC Year 1	ARC Year 2	ARC Year 3	ARC Year 4	ARC Year 5
All Basic Telephones	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
All Admin/ACD Telephones	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
All Conference Telephones	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

ATTACHMENT L Cost Work Sheet
addendum #2 revision
UCaaS Cloud-Based Telephone Solution
RFP NO. 012.20.B5

Add and Delete Schedule

Part Number & Description	Pre-sale	Pre-Cut	Post-Cut
Purchased Non-Recurring Cost	NRC	NRC	NRC
(1) Basic User Phone	\$0.00	\$0.00	\$0.00
(1) Admin User Phone	\$0.00	\$0.00	\$0.00
(1) ACD User Phone	\$0.00	\$0.00	\$0.00
(1) Conference Phone	\$0.00	\$0.00	\$0.00
(1) Add-On Module	\$0.00	\$0.00	\$0.00
Monthly Recurring Cost/Credit to add or subtract service from contract	MRC	MRC	MRC
(1) Rented Basic Phone	\$0.00	\$0.00	\$0.00
(1) Rented Admin Phone	\$0.00	\$0.00	\$0.00
(1) Rented ACD Phone	\$0.00	\$0.00	\$0.00
(1) Rented Conference Phone	\$0.00	\$0.00	\$0.00
(1) Rented Add-On Module	\$0.00	\$0.00	\$0.00
(1) Basic User Profile	\$0.00	\$0.00	\$0.00
(1) Admin User Profile	\$0.00	\$0.00	\$0.00
(1) ACD Profile	\$0.00	\$0.00	\$0.00
(1) Conference Phone Profile	\$0.00	\$0.00	\$0.00
(1) ACD Group	\$0.00	\$0.00	\$0.00
(1) Linear Hunt Group	\$0.00	\$0.00	\$0.00
(1) FXS/Fax ATA and Profile	\$0.00	\$0.00	\$0.00
(1) FXO Paging ATA and Service	\$0.00	\$0.00	\$0.00
(1) FXO COT ATA and Service	\$0.00	\$0.00	\$0.00

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END OF ADDENDUM