



**ADDENDUM NO. 3**

**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

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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.

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1. **REPLACE** Attachment L Cost Work Sheet - addendum #2 revision with Attachment L Cost Work Sheet - addendum #3 revision. Attached

The following items have been updated on the attached Addendum #3 Cost Work Sheet:

<b>Option 5 System Management and User Help Desk: MRC</b> to provide System Management and User Help Desk
Monthly Help Desk Request
Up to <b>00</b> Changes
Monthly Help Desk Request
Up to <b>00</b> Calls

<b>Option 5 System Management and User Help Desk: MRC</b> to provide System Management and User Help Desk
Monthly Help Desk Request
Up to <b>100</b> Changes
Monthly Help Desk Request
Up to <b>100</b> Calls

\*A revised Cost Work Sheet in MS Excel format is available upon request. Contact [ted\\_ludicke@hcpss.org](mailto:ted_ludicke@hcpss.org).

**ATTACHMENT L Cost Work Sheet**  
*addendum #3 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**

<b>Non-Recurring One Time Cost</b>	<b>NRC</b>				
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				
<b>Total NRC</b>	<b>\$0.00</b>				
<b>Monthly Recurring Cost Including all Fees and Surcharges</b>	<b>MRC Year 1</b>	<b>MRC Year 2</b>	<b>MRC Year 3</b>	<b>MRC Year 4</b>	<b>MRC Year 5</b>
(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
<b>Total MRC</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Total Annual Cost</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Total Five Year Cost</b>	<b>\$0.00</b>				

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

<b>Non-Recurring Cost</b>	<b>NRC</b>				
Professional Services Labor	\$0.00				
<b>Total NRC</b>	<b>\$0.00</b>				
<b>Monthly Recurring Cost Including all Fees and Surcharges</b>	<b>MRC Year 1</b>	<b>MRC Year 2</b>	<b>MRC Year 3</b>	<b>MRC Year 4</b>	<b>MRC Year 5</b>
(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
<b>Total MRC</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Total Annual Cost</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Total Five Year Cost</b>	<b>\$0.00</b>				

**ATTACHMENT L Cost Work Sheet**  
*addendum #3 revision*  
**UCaaS Cloud-Based Telephone Solution**  
**RFP NO. 012.20.B5**

<b>UCaaS Solution Cost with No Upfront Professional Service Labor Cost and Rented Phone</b>					
<b>Monthly Recurring Cost Including all Fees and Surcharges</b>	<b>MRC Year 1</b>	<b>MRC Year 2</b>	<b>MRC Year 3</b>	<b>MRC Year 4</b>	<b>MRC Year 5</b>
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
<b>Total Monthly Recurring Cost</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total Annual Cost</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total Five Year Cost</b>	<b>\$0.00</b>				
<b>Optional Service</b>					
<b>Option 1 Unified Communication Feature:</b> Provide MRC to add Unified Communications features for the following user profiles.	<b>MRC Year 1</b>	<b>MRC Year 2</b>	<b>MRC Year 3</b>	<b>MRC Year 4</b>	<b>MRC Year 5</b>
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
<b>Option 2 Mobile/Softphone:</b> Provide MRC to add Mobile/Softphone features for the following user profiles	<b>MRC Year 1</b>	<b>MRC Year 2</b>	<b>MRC Year 3</b>	<b>MRC Year 4</b>	<b>MRC Year 5</b>
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
<b>Option 3 Add IVM to Basic User Profile:</b> Provide MRC to add Integrated Voice Messaging to Basic User Profile	<b>MRC Year 1</b>	<b>MRC Year 2</b>	<b>MRC Year 3</b>	<b>MRC Year 4</b>	<b>MRC Year 5</b>
Basic User Profile	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Option 4 Voice to Text:</b> Provide MRC to add Voice to Text feature to Integrated Voice Messaging for the following user profiles	<b>MRC Year 1</b>	<b>MRC Year 2</b>	<b>MRC Year 3</b>	<b>MRC Year 4</b>	<b>MRC Year 5</b>
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
<b>Option 5 System Management and User Help Desk:</b> MRC to provide System Management and User Help Desk	<b>MRC Year 1</b>	<b>MRC Year 2</b>	<b>MRC Year 3</b>	<b>MRC Year 4</b>	<b>MRC Year 5</b>
<b>Monthly Help Desk Request</b>					
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 100 Changes	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Monthly Help Desk Request</b>					
Up to 50 Calls	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Up to 100 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
<b>Option 6 Extended Warranty for Telephones:</b> Provide ARC to extend warrant coverage of the telephones for and additional year	<b>ARC Year 1</b>	<b>ARC Year 2</b>	<b>ARC Year 3</b>	<b>ARC Year 4</b>	<b>ARC Year 5</b>
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 #3 revision*  
**UCaaS Cloud-Based Telephone Solution**  
**RFP NO. 012.20.B5**

**Add and Delete Schedule**

Part Number & Description	Pre-sale	Pre-Cut	Post-Cut
<b>Purchased Non-Recurring Cost</b>	<b>NRC</b>	<b>NRC</b>	<b>NRC</b>
(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
<b>Monthly Recurring Cost/Credit to add or subtract service from contract</b>	<b>MRC</b>	<b>MRC</b>	<b>MRC</b>
(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**