

ADDENDUM

IFB # V-1268 – Avaya Telecommunication Upgrade

Addendum Number: 1

Date: April 15, 2014

To Prospective Bidders:

The purpose of this addendum is to answer questions, and make revisions in the above-referenced Invitation for Bids (IFB) wherein following answers to questions and revisions are hereby incorporated.

1. Revised Procurement Schedule

a. Bid due date extension:

IFB due date is extended from Thursday, April 17, 2014 2:00 P.M. EST to **Thursday, April 24, 2014, 02:00 P.M. EST**. Sealed bids must be received on or before the IFB due date by NICE Bus at 700 Commercial Avenue, Garden City, New York 11530. Bids will be publicly opened at 02:15 P.M. EST on same date and at same location.

2. Questions and Answers

Question 1: Regarding Requirement 1.1a: Will all existing gateways and station/trunk cards be left in place or is new equipment being requested? If new please provide the number/type of phones and trunk lines at each location?

Answer 1: It is responsibility of the Contractor to determine whether the existing equipment such as getaways and station/trunk cards can be reused or requires replacement. In either case, Contractor shall be responsible for the work, and Contractor has considered this requirement by submitting a Bid in response to this IFB.

Question 2: Regarding Requirement 1.2a: Please clarify day-1 requirements. Solutions can generally support CM or IP office, but not necessarily at the same time

Answer 2: Call Recording shall be compatible with all Avaya Platforms including IP Office, and Aura (not at the same time).

Question 3: Regarding Requirement 1.2e, sub-requirement iii : Please provide information on CRM package- type, version, database, contact we can speak with regarding integration

Answer 3: The requirement is for a similar functionality to a CRM and not necessarily a CRM.

Question 4: Regarding Requirement 1.3a: Please clarify day 1 requirements. Solutions can generally support CM or IP office, but not necessarily at the same time.

Answer 4: Call Recording shall be compatible with all Avaya Platforms including IP Office, and Aura (not at the same time).

Question 5: Regarding Requirement 1.3b: Please provide information on CRM package- type, version, database, contact we can speak with regarding integration

Answer 5: The requirement is for a similar functionality to a CRM and not necessarily a CRM.

Question 6: Regarding Requirement 1.4a, b: Please provide details (flowchart) on desired IVR features and functionality. Please provide the following information regarding “Trapeze” – Software Version, Database type and version, contact at vendor that we can speak with regarding integration.

Answer 6: IVR standard features and functionalities including reservation confirmation and cancelation with the ability for other future added functions are required. Trapeze is Version 13, SQL 2012.

Question 7: Does NICE have a virtual server environment that can be leveraged for some applications or is the solution to be 100% turn-key, with the vendor providing physical servers for adjunct applications like call accounting?

Answer 7: Yes we have a virtual environment that could be used for some of the applications; however any required storage should be supplied.

Question 8: After the Description Box, There is a Unit, QTY, Unit Price, Extended Price column/entry Box for each category. Is this all that you require/ a single entry? Or do you want an itemized breakdown?

Answer 8: Yes. A single entry in the form of total bid price is required. Itemized breakdown may be provided in addition to the IFB bid sheet.

Question 9: Will you take a bid from a silver Avaya partner?

Answer 9: Please review subject IFB technical requirements given in Section 6.

(End of Addendum No. 1)

NOTE: All other provisions and requirements as originally set forth, except as amended by previous addendum, remain in full force and are binding.

It is required that this Addendum must be acknowledged with your bid submittal. Failure to do so will indicate that you are not bidding to the updated information, and your bid may be deemed non-responsive and therefore disqualified.

Any questions related to this addendum should be addressed to the Procurement Official identified in the IFB document.
