



UNIVERSITY OF SOUTH CAROLINA

AMENDMENT NO.2 TO SOLICITATION

TO: ALL VENDORS

FROM: Michelle Robinson, CPPB, Procurement Manager

SUBJECT: SOLICITATION NUMBER: USC-RFP-2875-MR
Provide Voice Mail Server for USC Aiken Campus

DATE: October 21, 2015

This Amendment No.2 modifies the Request for Proposal only in the manner and to the extent as stated herein.

VENDOR QUESTIONS/ANSWERS

BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT NO.2 IN THE SPACE PROVIDED BELOW AND RETURN IT WITH THEIR BID RESPONSE. FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.

Authorized Signature

Name of Offeror

Date

QUESTIONS RECEIVED FROM VENDOR A

QUESTION 1: Is this system for administration only?

ANSWER: No, this will be our production voicemail system for all of the Aiken campus faculty and staff.

QUESTION 2: What types and quantity of trunks are coming into the CM6?

ANSWER: We have 23 incoming lines on a PRI. We have 48 SIP trunks going to our voicemail today. We do not anticipate any growth.

QUESTION 3: 12 Ports would normally be considered far too few for a system providing Voice Mail for 500 extensions especially since the ports are also doing Automated Attendant duty. Your staff had, prior to going out to RFP, said that they get flooded with calls at particular times during the year. How many simultaneous calls could the Automated Attendant be expected to answer?

ANSWER: See answer to question above. We do not know how many simultaneous calls the automated attendant will be expected to answer.

QUESTION 4: How many extensions will the Automated Attendant transfer calls to?

ANSWER: 500

QUESTION 5: Is 500 voice mailboxes a minimum limit that you are requesting for possible use?

ANSWER: Yes that is the minimum, but growth will be slow.

QUESTION 6: How many mailboxes need to be programmed for actual use on day one?

ANSWER: Approximately 500

QUESTION 7: Is there any chance that the system being requested could be asked to supply Automated Attendant, Voice Mail, Unified Messaging, FAX and/or Teleconferencing to the whole campus now or in the future?

ANSWER: Providing voicemail to all the Faculty and Staff on the USC Aiken Campus is exactly what we are asking for.

QUESTIONS RECEIVED FROM VENDOR B

QUESTION 1: - Is there flexibility on the implementation date?

ANSWER: No, there is no flexibility with the implementation date; however the contractor may start the implementation plan at the beginning of the contract.

QUESTION 2: - What is the existing VM/IVR/Conferencing system?

ANSWER: Our existing VM/IVR is the Avaya Modular Messaging 5.2 (build 9.2.405.8011) system. We are licensed for 500 mailboxes and are using close to that capacity. We have an Avaya CM6 as our PBX. We do not have an existing conferencing system; however using the conference button on some phones can conference in about six other people.

QUESTION 3: - What is the current software release on the CM6?

ANSWER: This is proprietary information and will be given to the awarded contractor

QUESTION 4: – What is the maximum number of concurrent ports required for conferencing?

ANSWER: We foresee that four might be sufficient.

QUESTION 5: - Is there an Avaya Session Manager in place now running SIP?

1. If so, what is the current software release?

ANSWER: We are doing SIP trunking. This is proprietary information and will be given to the awarded contractor