Procurement and Contracting Services

Request for Proposals for Hosted IP Telephony Solution

ADDENDUM #1

Please mark all proposal submission Envelopes with the following information

Sealed RFP # L162101
Due on 11/20/20 no later than 2:00 PM, MST
The purpose of this addendum is to extend the due date of the RFP, and to answer all of the submitted questions.

The **due date of the RFP will now be Friday, November 20, 2020**, no later than 2:00 PM MST.

Questions and Answers:

- When will the RFP be awarded? It can take a couple of weeks after the close of the RFP. We don't have a date in place yet.

- When would the University of Arizona transition to the new solution? The transition would be done in phases – either department by department, or building by building. It will take at least 12-18 months. As outlined in our requirements: The ability to store/warehouse unused UArizona phone numbers not being currently used. If there is an additional cost for this service, please provide it in pricing details. (see 5.5, Pricing). After the 12-18-month transition period, UArizona will LNP any of its remaining phone numbers to the vendor's platform to retain ownership.

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The vendor shall provide in the RFP response a project plan describing in detail the method for migrating existing UA services and setting up new service, transition plans, installation, testing etc. Specify responsible employees and sub-contractors who will interact with the University of Arizona staff. UArizona will be taking a phased approach to our transition, over several months (building by building, or department by department). The selected vendor should be prepared for a 12- to 18-month engagement for the migration of telecom services from the university’s incumbent carrier

- Are you able to share any expectations as to when the university would actually like to begin the implementation of this service following vendor selection? **December or January.**

- To prepare a robust response and ensure we are meeting all criteria within the RFP, our team is requesting an extension on both the Technical Questions/Inquiries due date & RRP due date. Our formal ask is for:
  a. Technical Questions/Inquiries to be due by Wednesday, November 4th, 2020 no later than 2pm MST.
  b. The RFP to be due by Tuesday, December 1st, 2020 no later than 2pm MST. The RFP is now due on Friday, November 20, 2020, no later than 2PM MST.

- **Scope of Work, Specifications, Technical Requirements (Section 5)** – **Must be able to provide telephone number service to a minimum of 3,500 endpoints and be scalable up to as many as 20,000 endpoints.**

To assist in preparing for our initial investments in this project, could you please:
  a. Provide a list of exact addresses were these endpoints will be installed? Refer to [https://pdc.arizona.edu/building/](https://pdc.arizona.edu/building/)
  b. Confirm that endpoint means number of telephone handsets? Or could you please provide a definition of “endpoints”? An endpoint can be telephone, fax, alarm, elevator line, softphone, etc.
c. Provide a map of the campus(es) and include any LAN wiring that could be used by the vendor?
   Refer to https://pdc.arizona.edu/building/- no LAN wiring maps are not readily available. Vendor will partner with in house network and engineering staff for delivery of services as needed. The project does not include any new needs for LAN wiring.

- **Scope of Work, Specifications, Technical Requirements (Section 5)** – Complete local number portability (LNP) support. Please detail how vendor will assist UArizona in migrating thousands of telephone numbers to vendor’s platform.
  a. Could you please specify the NPA NXX of the telephone numbers that will need to be ported onto vendor’s platform?
     It includes but is not limited to 520-621, 520-626, 602-827 – these are UA’s key phone number where we “own” the entire (or nearly the entire) exchange. We have other #s (such as 520-695), but these typically service lines for things like blue lights, elevators, 911 location mapping with Cisco, etc.

- **Scope of Work, Specifications, Technical Requirements (Section 5)** – The ability to store/warehouse unused UArizona phone numbers not being currently used. If there is an additional cost for this service, please provide it in pricing details. (see 5.5, Pricing). After the 12-18-month transition period, UArizona will LNP any of its remaining phone numbers to the vendors platform to retain ownership.
  a. Could you please specify how many telephone numbers will need to be housed on a temporary basis?
  b. Will the ability to store/warehouse unused UArizona telephone numbers not currently being used be needed past the 12-18-month period?
     See above. UArizona has long identified and branded itself behind its 621-626- & 827-phone numbers. Our goal is to always own these numbers and not to release them back to any other LEC. For Example, if our need is for only for 5,000 phone numbers active among campus users beyond 2021, we’ll still need to store the remaining 25,000 phone numbers, with the new vendor. We will own these numbers indefinitely.

- UoAZ has a large number of analog devices to support. Would those lines come through an IDF where there would be power and space to support a rack-mounted Adtran gateway that could support up to 24 analog extensions?
  Yes on the rack space. For main campus (Tucson), it is expected that any analog lines would route from our central office. Satellite campuses would only need a few analog lines to enable elevators, blue lights, or other hotline call boxes. Vendor solutions should note distance limitations of hardware, especially for our central campus/central office site.

- What functionality would the Salesforce, ServiceNow and Twilio 3rd-party integrations be expected to provide?
  Twilio & Salesforce can be integrated with other telecarriers (e.g. Amazon Connect) for call center/CRM/CSM functionality. ServiceNow for things like re-billing of International Calls – or possibly customizations to automate Moves/Adds/Changes.
  If vendor’s service integrates – tell us how.

- If you have existing Paging systems to integrate with, please provide the make and model numbers.
  This is not a common service on our campus, and purchased and maintained by departments, and not our central IT department. It is presently only supported via analog or IP telephone line support.
What is the University of Arizona’s existing internet bandwidth?
Main campus has a 100gb ISP connection. Many of our satellite campuses and offices currently use VoIP service today, so we know ISP bandwidth is sufficient for voice IP solutions.

Does the University of Arizona have sufficient internet bandwidth to support voice traffic?
Yes

Does the University of Arizona have a VOIP ready network?
Yes. 30-35% of our voice traffic is VoIP today.

Can the University of Arizona provide a topology of your network?
Can the University of Arizona provide details of the current LAN / WAN network?
This can be provided upon vendor award. If there is a specific question, please let UITS know.

Does the University of Arizona have network switches for VoIP traffic?
We Cisco routers and switches. Most buildings are VoIP enabled today. Any network work will be done in-house. See above, 30-35% of buildings already on VoIP.

How many handset will be needed for the Hosted VOIP Solution?
At least 500 – as many as 3000. But softphones will be heavily marketed.

Will the University of Arizona need a reception console?
We currently have about 10 phones that use either have a ISDN or VoIP sidecar with extra call appearances. If your solution supports reception consoles (virtually or via hardware), please provide details.

How many handset will be needed per site or locations?
Not yet known. Expected at least 500 phones today, and as many as 3000. Best guess would be 8-10 phones per building. Exceptions could be locations like AZ Health Science Center (a teaching and research hospital).

How many conference phone will be needed per site or locations?
Best guess – 1 to 2. At least 20, with potential up to 100.

Will overhead paging be needed at each site or locations?
This is not a common service on our campus, and purchased and maintained by departments, and not our central IT department. It is presently only supported via analog or IP telephone line support.

Can the University of Arizona provide address for each location that will be utilizing our Hosted PBX?
Campus maps, addresses, buildings – can be found online at: https://pdc.arizona.edu/default.aspx

Will every user be needing voicemail?
Telephone service people-users will need voicemail. Many analog devices will not need voicemail (alarm circuits, elevators, blue lights, etc).

Will every user needed softphone?
Every people-user should have an option for a softphone or hardware telephone. We prefer users to adopt a softphone, as we want to move away from hardware purchasing and maintenance.
- How many agent will need live call monitor (Call Recording)?
  - How many location will need Call recording?

  **Call Recording Answers:**
  This is a new feature request. It is not a service we offer/support today, but it is one we want in our next platform. So we do not yet know how many will want this feature.

- How many Auto Attended will be needed? Does the University of Arizona need multiple languages?
  - Spanish is likely to be the only additional language we would like supported, that said, we have 1000s of international students.
  - We have approximately 200 auto attendants in place today.

- Will all user need soft seat for access on cell and desktop?
  - Desktop softphone is preferred end user tool, it should be available to every live user. Smartphone is a feature preference.

- What type of software or equipment will be integrated with the VOIP Phone System?
  - This is a vague question. Vendor should provide details around any possible system integrations and should inform UArizona what hardware is compatible with their services.

- How many agents will need ACD?
  - Up to 100. Most of contact centers have already moved to a cloud platform. As of this RFP and vendor contract, we do plan to continue with contact center users in our current cloud contact center platform.

- How many Faxes will be needed at each site or locations? (Inbound / out bound per location)
  - Approximately 400 faxes in use at UArizona today. Faxing is a preferred feature to be supported. If vendor solution supports fax (or eFax), please share details.

- How many DID does the University of Arizona have per site / locations?
  - 30,000 DIDs will need to be supported (3 full NPA-NXX ranges). Many of the DIDs will simply be “stored” by the vendor, as we desire to not release them back to the incumbent carrier. 520-621, 520-626, and 520-827. And up to 1000 additional DIDs at satellite offices and campuses. And up to 100 toll free numbers.

- Can the University of Arizona provide a list of all DID per site / location?
  - Can the University of Arizona list all phone numbers per site/ locations?
  - Yes, but only upon vendor award.

- Can the University of Arizona provide a list of 800-900 analog emergency devices? (call boxes, elevators, alarms, etc.)
  - Yes, but only upon vendor award.
  - Lists can be provided upon vendor award as part of the transition projects.

- Are all the 800-900 DID/POT at the same location? If not, can the University of Arizona provide list per location?
  - Are all POT lines at one location or are they at multiple locations? Can the University of Arizona provide a listing?
  - Not at same location – scattered across campuses.
  - Lists can be provided upon vendor award as part of the transition projects.

- Can the University of Arizona explain the need of 3,500 endpoints up to 20,000 endpoint telephone numbers?
The year 2020 has seen a radical downturn in telephony usage. Many and many more staff and faculty are using web conferencing, IM, and cellular phones for telephone usage. Our research could see us with as little as 3500 UArizona telephony users in the future. UArizona still “owns” over 40,000 phone numbers. Three full ranges (NPA-NXX) have been in use for many decades. Our desire is maintain all of these phone #s in “storage” as we do not want to release these phone numbers back to the ILEC, or to the public. They are part of the UArizona brand and identity. This is why it is important to illustrate if there are any storage or hosting fees for a stored phone number ported to the new vendor.

- Can the University of Arizona provide a topology drawing?
  Yes, but only upon vendor award.

- Can the University of Arizona provide a list of addresses or building numbers/names and the quantity of phones per location?
  Sites and Addresses can be found online: [https://pdc.arizona.edu/default.aspx](https://pdc.arizona.edu/default.aspx)
  Phone #s/Names/Locations can be provided, but not until vendor award.

- Please confirm the correct Proposal Submission Due Date is November 12, 2020. There are conflicting dates within the RFP.
  The RFP is now due on Friday, November 20, 2020, no later than 2PM.

- In the event that the University seeks information under RFP §3.7.5, Offeror, as a privately-held company, respectfully requests that the University enter into a mutual nondisclosure agreement prior to production of financial or business-sensitive information. Alternatively, would the University prefer Offeror produce such information in accordance with RFP §3.6.3 and/or §3.7.14?
  You can mark the information you want held as confidential as such.

- Offeror is a privately-held company and respectfully requests, in the event of an audit, that the auditor(s) enter into a mutual nondisclosure agreement prior to accessing Offeror’s financial or business-sensitive information.
  If the auditing agency is the University of Arizona a NDA can be considered, however, this will need to be negotiated with the auditing agency if the audit is performed by the State or Federal agency.

- Page 17 §4.20, Act of God, please clarify that this provision excuses failure to perform other than the University’s obligation to pay in accordance with the terms of the contract.
  This clause provides relief should the supplier be unable to perform or the University be unable to accept the services. Payment obligations will be evaluated based on the nature of the event causing the failure to perform/accept services.

- Page 17 §4.20, Act of God, please clarify that this provision, particularly the final sentence, does not cancel the Contract.
  This clause is intended to provide relief should the supplier be unable to perform or the University be unable to accept the services. See Section 4.41 for termination provisions.

- Has funding been appropriated and made available for this Agreement? If so, for how many years? If not, when does the University anticipate that funding will be appropriated and made available?
  This information will not be released as part of RFP Q&A.

- Page 23 § 4.34, Performance/Payment Bonds, please confirm whether any bonds are required for this contract.
  Bonds are not required.
- Page 21 § 4.22, Administrative (Legal) Remedies, the link is broken. Please provide an updated link.
https://www.azregents.edu/board-committees/policy-manual

- What is Univ of Arizona`s current phone system?
Lucent/Avaya/AT&T 5ESS Lucent switching system – serves 60% of campus.
Cisco UCM - serves 40% of campus.
Cisco Unity Voicemail serves 100% of campus.

- What kind of headsets do you have? Make/model?
  Analog – BYOD – 45%
  ISDN digital multi-line phones off the 5ESS – Tone Commander of Avaya sets, 15%
  Cisco VoIP sets – 40%

- Do you require our Company to complete an “Intent to Bid” form or any other documents prior to submitting our response for you to consider our proposal: Also can you email the addendums to the RFP along with other communications?
  No, an Intent to Bid is not required. The Addendum will be posted on our website:
https://pacs.arizona.edu/rfp-bid_opportunities

- Due Date: Can you confirm the due date and the delivery method? RFP Title Page says sealed RFP on Nov 12th, Section 3.3 says Nov 12th, Section 3.6 says Uploaded to University Secure Box on Nov 10th, this same section also says no later than Nov 12th. The RFP is now due on Friday, November 20, 2020, no later than 2PM

  UAPD is a true PSAP.

- What is the current mass/emergency notification platform in place today, how is it utilized and managed?
  We utilize SMS, email, and digital signage. Full details only available upon vendor award. This is a feature preference. If vendor offers this service, please provide details in proposal.

- Is the current overhead paging IP/SIP based, 70v or other? What is the manufacturer and model of current amplifiers, existing overhead paging speakers, and other components of the overhead system(s). Is multi-zone paging in place and can you provide additional details for this if so?
  Current paging systems are not managed by central IT (UITS) and are purchased and maintained by individual colleges and departments. In most cases, UITS is only providing analog telephone service (POTS) to paging platforms.

- Relative to the 800-900 analog stations on campus, how are those grouped and distributed today? (Common IDFs, MDF, etc.) Do all the analog devices wire back to a single common location? If not, please detail the number of consolidation locations and the number of analogs cabled back to each location? Please do the same for the off-campus locations.
  70% of devices are served directly wired to our central office. We expect a gateway solution to convert vendor’s IP service to analog, and route from our central office.
  30% are provided via a BET or IDF gateway device to change our Cisco VOIP signaling to analog to power fax machines, ringdown phones, elevators, blue lights, etc. ATAs are more typical in off-main-campus (Tucson Main Campus) locations.

- Please provide detail of all existing video room endpoint hardware indicated in Section 5.0 Video systems are not managed by central IT (UITS) and are purchased and maintained by individual colleges and departments. In most cases, UITS is only providing analog, ISDN, or
SIP service to video platforms. UArizona will work closely with awarded vendor for each unique video hardware integration.

- What are the requirements for Video Meetings or Webinars re: number of single meeting participants or features?
Video and Webinars are a desirable preferred feature. They are not a firm requirement. If vendor’s solution has this functionality, please share the details with UArizona.

- Please provide details around the current Video Conferencing and Collaboration service/platform.
UArizona currently uses Zoom as an enterprise tool for video conferencing, webinars, teaching, etc.

- Has the University adopted a messaging platform? Please provide details.
SMS is a desirable preferred feature. They are not a firm requirement. If vendor’s solution has this functionality, please share the details with UArizona. UITS does not currently provide SMS with its current telecom platforms.

- Does the University currently use an SSO IDP and/or Multi-factor Authentication today? Please provide details –
Yes, Shibboleth, and University NetID+ systems. More details at: https://it.arizona.edu/sp/systems-integration-and-architecture

- Please provide language requirements for the multiple language support request in Section 5.0
Spanish is likely to be the only additional language we would like supported, that said, we have 1000s of international students. We currently do not have the service, but it is something we desire with the next telecom platform. If your solution offers this feature, please provide details.

- Does the University currently utilize 802.1x for its hardware endpoints?
Yes, we do… Vendor should provide details on how their hardware will register to our networks (or how compatible hardware will load or register/auto-register to the network).

- Will the University have QoS for voice enabled on the Data Network infrastructure and provide all the PoE requirements for all IP devices?
QoS, yes. 40% of our campus is already using VoIP phone service. We also have robust bandwidth as most of our campuses and satellite campuses where VoIP is already supported today.
PoE – Most of our campus is Cat5e+ with PoE switching. In cases where a telephone is required (instead of a softphone), there will need to be a telephone model that will accept a power adapter (“power brick”).

- Are there currently any TTY, Vision, or other impairment communications tools in place today? Please provide detail.
Current systems/devices of this sort are typically not purchased or managed by central IT (UITS) and are purchased and maintained by individual colleges and departments. In most cases, UITS is only providing analog telephone service (POTS) or SIP-based service to these devices. UArizona provides best-effort to support any disabled users. Vendor shall provide details if and how they can meet common disability needs.

- What 3rd Party Integrations does the University currently use and/or is considering i.e. Are the Examples provided in use? Are there others?
In regards to telecommunications, currently, only SalesForce with Amazon Connect, and SalesForce with Mowgli (for SMS).
And Calero Pinnacle (TEM) with Kuali (Financial system) (for billing support). Integrations are a desirable feature of a next-gen platform for UArizona. If your solution has integrations, please describe them in your proposal.

- Does the University require separate Operator Attendant Consoles? Potentially, yes. Up to 10 many-call-appearance devices are in use today with UCCM or via ISDN multi-line telephones. If your solution includes attendant consoles (virtual or hardware), please provide details.

- Please provide a complete network topology, inclusive or WAN, LAN, WiFi and Internet connectivity per location. This can be made available upon vendor award.

- Does University of Arizona wish to re-use any of the existing environment if possible? If so, please describe the existing environment. We appreciate the ability of allowing our existing hardware work on a new platform, though it is not a requirement. Currently we have about:
  - Analog – BYOD – 40%
  - ISDN digital multi-line phones off the 5ESS – Tone Commander of Avaya sets, 20%
  - Cisco VoIP sets – 40%

- Is moving away from physical phones to softphones and mobile part of the investment strategy? Very much, yes.

- Please describe the “complex call flows” required.
  - Time of day routing, multi prompts, multilevel auto attendants. Dial-by name. Voice response along with touch tone. We left this requirement open-ended to allow vendors to describe the call flows possible with their own platform.

- What format files can the University’s financial system ingest? Typically, .csv. or .gl or .dat

- Is the University’s current dial plan segmented by building or department? No. Though we are a multi-city, multi-area code organization.

- Current Number of Digits for Extension Dial Plan? 7 or 10.

- Does the University have any contact center requirements? Or is the University going to use a 3rd party system to support the call center? UArizona already has a contact center cloud vendor. Any ACD features will be used lightly for small scale teams (no more than 5 members).

- IVR was requested – is it used simply for Auto Attendant or call routing or are there any self-service applications desired? We use Time of day routing, multi prompts, multilevel auto attendants. Dial-by name. Voice response along with touch tone. We left this requirement open-ended to allow vendors to describe the call flows possible with their own platform.

- Is the call recording requirement simply ad-hoc call recording, or contact center call recording? Ad hoc. (It will not need live monitoring by a 3rd user).
- Please explain the pricing request – how does the University reconcile “pay per usage” with domestic long distance should they NOT incur additional usage charges.

Many hosted solutions UArizona has already priced-out do not charge domestic long distance. For international calls though, we need to be able to re-bill campus departments. Also, we require to be able to use some form of bill code or access code, to allow both blocking (turn on/turn off) of international calls, or to re-bill to particular cost center. Many times, researchers need to account for international long distance calling costs, so their must be a function to allow us access to that data, preferably in a table that’s able to be queried, sorted, etc.

For general “pay per usage” – this should be licensing plan that can co-exist with a unlimited usage license level. This low use rate would be used by users that only need access to a telephone phone line (to PSTN) a few times a week/month/year.

E.g. * $4.50 unlimited usage (with free domestic long distance).

* $1.00 pay per usage rate, plus $.01 per minute of metered usage. (No additional charges for domestic LD calling).

- Please provide the total number of locations, Identifying name of locations, and the total phone count breakdown and phone type per location.

Quantities of phones per location will only be made available to vendor upon reward. As we migrate to the new platform, we are likely to see a major drop in the number of phone users (the year of 2020 has changed traditional telephone significantly for UArizona).

To see buildings and address – refer to the website: https://pdc.arizona.edu/default.aspx

- Can the University of Arizona provide a timeline for deployment for the first 3,500? When do you expect to ramp up to 20,000?

3500 over the first year. Whereas we require a scalable solution that can accommodate as many of 20,000 users, a truer number will likely be less than 10,000. It’s anticipated once we gather momentum, we’ll port over remaining users and phone numbers in year 2 of the transition project.

- Can you provide a list of current phone hardware inventory used with your current phone system?

Analog – BYOD – 40%
ISDN digital multi-line phones off the 5ESS – Tone Commander of Avaya sets, 20%
Cisco VoIP sets – 40% (Devices compatible with Cisco CUCM (mostly 79xx, 78XX, 88XX)

Lucent/Avaya/AT&T 5ESS Lucent switching system – serves 60% of campus.
Cisco UCCM - serves 40% of campus.
Cisco Unity Voicemail serves 100% of campus.

- Section 4.34 - Performance and / or Payment Bond: Does the bond apply to this type of service and project? Can you explain with more detail on how you intend to calculate the performance or payment bond on usage services such as the Hosted IP Telephony Solution, or is the bond intended only for the physical deployment of phones and gateways. Please provide some direction. Bond not required.

- Do you require Single Sign On (SSO) with two-factor authentication? Please note that Single Sign On is not the same as LDAP and Active Directory Authentication.

We desire SSO using our UA NetID/NetID+. We currently use Shibboleth. You can learn more about our IAM tools here: https://it.arizona.edu/sp/systems-integration-and-architecture

- Do you require SRST?

If your solution is Cisco-based, than SRST (Survivable Remote Site Telephony) might be required. It the vendor’s solution requires, please provide specifics.
- Do you need SDWAN from ConvergeOne or are you bringing your own SDWAN for Multi-Tenant cloud connectivity?  
SDWAN is not a vendor requirement.

- Do you have international locations?  
Not as of 2020, though we do have international employees, researchers, and students. If your product can operate outside USA, please provide some details.

- Do you use Virtual Desktops (VDI) in your environment?  
VDI is out of scope for this RFP. We do frequently use VPN. Some users will use remote desktop applications (typically Windows, but again, this is not part of a telecom scope).

- Do you require end to end encryption including secure SIP and Secure RTP?  
Security requirements are in the technical requirements. If vendor’s service provides unique security measures, please provide details in proposal.

- Are you under contract with a carrier for voice service or circuits? If yes, please provide details on contract status, number and type of circuits or SIP sessions.  
Yes. We currently have PRIs from our incumbent telecarrier, feeding into our 5ESS. More details can be provided as needed to awarded vendor.

- If yes to the above, please specify any early termination fees.  
We do have voice service and support contracts. Information about those can be made available to awarded vendor.

- Who is your current telco providers(s)?  
Primarily, CenturyLink for PRIs and DIDs – though we do business IP/ISP and cloud services with other vendors.

- Will ConvergeOne provide SIP service or will you provide SIP service?  
If vendor’s solution requires trunking (SIP, PRI, etc) – please provide those requirements in your proposal. UArizona prefers a solution that is fully hosted, with only minimal onsite services, primarily to deliver analog services to specific devices such as elevators, blue light call boxes, lobby call boxes, etc.

- If we are porting numbers, please provide a total count of numbers to be ported including any numbers that need to be "parked" for future usage.  
28,000 - 32,000 total local and toll free numbers will be ported (for use, or to be “parked”).

- Do you have international locations that require services on the proposed multi-tenant platform? If yes, please provide details.  
No.

- C1CX WAN Inter-Connect:  
**Question:** Will you be extending your WAN (MPLS or SDWAN) into the C1CX cloud? If yes, please provide details.  
This was not being considered. Vendor can provide more details in their proposal.

- Will you be using Mobile Remote Access for C1CX cloud connectivity? If yes, please provide number of physical and soft phones that need this service.  
This was not being considered. Vendor can provide more details in their proposal.

- Will you be using VPN for C1CX cloud connectivity? If yes, please provide number of VPN’s needed and current bandwidth at your location(s).
This was not being considered. Vendor can provide more details in their proposal.

- If you will be using VPN(s) for C1CX WAN inter-connect, please specify your firewall manufacturer and model. Will you be provisioning your firewall for the VPN or will ConvergeOne be provisioning the firewall? This was not being considered. Vendor can provide more details in their proposal.

- Do you need MPLS from ConvergeOne for C1CX inter-connectivity? This was not being considered. Vendor can provide more details in their proposal.

- Please indicate the quantity of common devices such as break room phones, conference room phones, reception area phones, etc. **Please note, VM is not available on this license type**
  UArizona appreciates a reduced licensing level/cost for common area devices. This information is not readily available. Best guess is about 100-150 such devices. Reminder, UArizona does operate a research/teaching hospital. There are also many non-traditional workspaces such as labs, garages, classrooms. Part of the reasons for doing a migration over 18 months so we can pinpoint each department’s particular requirements around telephony, especially given our post-pandemic workplace.

- Please indicate the quantity of users that will need a physical phone with no soft-phone. Best guess is 500-650. (Best guess is 1000-1300 phones total)

- Please indicate the quantity of users that will need a physical phone and one or more soft-phones. Best guess is 500-650. (Best guess is 1000-1300 phones total)

- Do you have PoE switches for phones? It is expected we will need an external power supply for about 5-10% of our telephones on campus. Best guess, 50-130. Some of our buildings date back to the early 1900s… some of our wiring is almost as old (even if the network hardware is current).

- Please provide quantity of Public Space Licenses needed. Best guess is 100-150.

- Please provide quantity of Essential licenses needed. Please define essential licenses.

- Please provide quantity of Mobility licenses needed. Please define mobility licenses.

- Please provide quantity of Telepresence licenses needed. **Telepresence licenses do not include Rich Media licenses for B2B video conferencing, these need to be purchased separate from the Telepresence subscription license**
  Please better define telepresence licenses. If these are the type of licenses that would allow access to the PSTN and have a UA phone # associated with them, then at least 3000 will be needed. Scalable up to 10,000.

- Do you require LDAP integration into AD? **Only single Domain integration is supported**
  We currently do SSO with Shibboleth and dual authentication using UArizona NetID and NetID+. https://it.arizona.edu/sp/systems-integration-and-architecture
  It is preferred that users access things such as voicemail or softphones via their UA NetID.
- C1CX is a multi-tenant cloud service with logical separation between tenants at the application level. Do you have any security or regulatory requirements that would prohibit you from utilizing multi-tenant services? This was not being considered. Vendor can provide more details in their proposal.

- Please provide your email platform and version for Voicemail to Email notification.
  Cisco Unity – vers 12.5
  Microsoft Office 365
  Preference is given to a vendor that can provide a voicemail-email that is fully-integrated (delete the email, and it deletes the voicemail).

- Do you require audio only recording for knowledge workers? If yes, please specify how many concurrent sessions are required.
  Audio recordings are not a current feature we offer campus, therefore it is hard to forecast. Ad hoc recording is a preferred feature of the new platform. Vendors should disclose audio recording capabilities.

- Do you require phone to phone paging, integration with an overhead paging system or IP speakers? If yes, please provide details on quantities, number of zones, number of IP speakers, number of IP phones as well as specifics regarding integration with existing paging system.
  Current paging systems are not managed by central IT (UITS) and are purchased and maintained by individual colleges and departments. In most cases, UITS is only providing analog telephone service (POTS) to paging platforms. UITS will work closely with vendor to provide best efforts to support campus's paging needs. Currently, our 5ESS enables ISDN phones to have group intercom (via telephone speakerphone), or phone to phone intercom. These sort of features are a bit 1980s, and rarely used today.

- Please provide details on quantity of users using the voicemail transcription service.
  VM transcriptions is a preferred service. If it is a feature vendor supports, it is desirable that it is available to every voicemail user. Best Guess would be 2000 users.

- Please provide details on quantity of users using the call detail recording/call accounting services.
  UITS rebills current long distance usage. UITS financial personal and telco staff will need access to any call records and accounting information around international long distance calling (it is assumed that domestic LD will be free of charge per RFP requirements). Up to 40 users is best guess that will need access to records. UArizona already has a cloud contact center platform, so departmental and call center managers will not need access to records, but records should be accessible by administrative and financial IT staff.

- Do you require Attendant Consoles? If yes, please provide quantities.
  Still in service on campus is 10-20 multi-line phones with sidecars – (ISDN or VoIP) being used as reception consoles. Vendors should provide details on how they can meet this need.

- Do you require auto-attendant? If yes, please specify Single-Level or Multi-Level. Please indicate the quantity of Single-Level and Multi-Level Auto Attendants required.
  Yes.
  Best Guess: 100 single level, 100 multi-level.

- Do you have existing AV systems that require integrations with the proposed solution? If yes, please provide details.
Video conferencing hardware is purchased and maintained by individual departments, and not a central IT offering on our campus. UITS will partner with new vendor to provide best efforts in supporting video hardware per each department’s unique requirements.

- Do you have existing Cisco or Microsoft Teams collaboration instances that require integration? If yes, please provide details. We have Cisco systems and we do use MS Teams. If your platform integrates, please provide details within your proposal.

- The RFP mentions 800-900 analog line requirements, do you have more details regarding the density, distribution, and distances that these analog devices will need to be provisioned? For our main campus (Tucson), it is expected that any analog lines would route from our central office. Satellite campuses would only need a few analog lines to enable elevators, blue lights, or other hotline call boxes. Vendor solutions should note distance limitations of hardware, especially for our central campus/central office site.

- Do you currently have or require any other third party integrations with the C1CX unified communications? If yes, please provide details as to the purpose, manufacturer or cloud provider as well as (if existing) current network connectivity to third party. This was not being considered. Vendor can provide more details in their proposal. We would like to be able to integrate with popular enterprise platforms such as ServiceNow, Salesforce, etc…

- What quantity of fixed endpoints need E911 service? Aside from ring down phones, all phones/softphones need E911. At least 3500. Potential up to 10,000.

- What quantity of mobile clients need E911 service? Mobile versions of service (for smartphones) is a preference. As it’s not a feature readily available on campus today, we do not know the numbers for this. If your service has mobile applications, please share that information in your vendor proposal.

- How many ELIN’s are required for E911 service? Will you be porting numbers that can be used for ELIN’s or will new DID’s need to be ordered for this service? We were not planning to provide ELINs for E911 service with a hosted telecarrier. If your solution requires this, please provide full details, including any costs for hosting ELINs.

- How many physical locations (buildings and floors) will require ELIN’s? We were not planning to provide ELINs for E911 service. If your solution requires this, please provide full details, including any costs for hosting ELINs.

- Is there a need for a true contact center? If so, what services are needed, such as voice, web chat, html, email, etc. Level of capacity and IVR requirements? ASR and TTS? No. UArizona already has a contact center platform.

- What type of wireless deployment do you have and are there future plans to change? Please provide details around manufacturer and type of deployment. Cisco – wide area coverage on most campuses. 10,000+ APs.

- Do you currently have or require any other third party integrations with on-premises applications or hardware as well as any cloud-based services that need to be considered within C1CX? If yes, please provide details as to the purpose, manufacturer or cloud provider as well as (if existing) current network connectivity to third party. Additionally, please include the business purpose of the third party integration.
Vendor can provide more details in their proposal. We would like to be able to integrate with popular enterprise platforms such as ServiceNow, Salesforce, etc…

- Will you accept exceptions to the contract, including commercially reasonable limitation of liability and limited warranty?
  If you need any exceptions, please provide details in your proposal.

- Would you consider extending the due date in order to provide a full contract?
  The RFP is now due on Friday, November 20, 2020, no later than 2PM

- Are you providing quantities needed for the bid?
  If by quantities, do you mean line count? Expected at least 3500 lines, but require a solution scalable up to 20,000 lines.

- When will you release answers to the questions being submitted today?
  This question is on page 14 of 22 pages of questions. It is 10/29/2020 at 0830 – UA will post all answers and questions as soon as possible. Likely by 11/02/2020.

- Will UArizona accept a partial bid from a vendor i.e. not providing service to all locations?
  Will UArizona be awarding multiple vendors?
  UArizona desires a single vendor to provide hosted telco services.

- 4.21.2.4 Encryption: Can UArizona provide more details around what specifically would be considered confidential and require encryption?
  Calls crossing over to public Internet or PSTN, we will want encryption on voice traffic for both on-campus and remote users.

- Is UArizona considering services/providers that use IPV for some locations and if so, is any encryption required when service is provided Over The Top (Internet)?
  This was not being considered. Vendor can provide more details in their proposal.

- 4.22 Administrative (Legal) Remedies: Section 4.22 indicates that the Arizona Board of Regents has promulgated Administrative (Legal) Remedies which must be exhausted before the filing of any legal action. Can UArizona please provide the bidders with a copy of the “Administrative (Legal) Remedies” for review?
  Arizona Board Of Regents Policy Number: 3-809
  https://public.azregents.edu/Policy%20Manual/3-809-Legal%20Remedies.pdf

- Is there a requirement for the winning bidder to serve all existing locations? Does this include out-of-State locations? And if so, can we obtain the NPA/NXX listing of the telephone numbers out-of-State?
  UArizona only has a couple of out-of-state locations. In those locations, we use the local incumbent telecarrier to provide office telco services. Local area codes and exchanges will be provided to awarded vendor.

- In order to accurately determine availability of porting phone numbers, equipment cost estimates, and costs to be competitive on our response, an exact number of endpoints and specific addresses is a requirement. Is UArizona able to accommodate more details than a building lookup reference on the University’s website?
  2020 has changed telecom for UArizona forever. As part of this transition, we are expecting a major downtick of telephone usage on campus. At present, UArizona has approximately 200 buildings. We anticipate between 3500-10,000 telephone users. Many users might be ok with just an extension-type of service, whereas others will need a full phone # capable of accepting and placing calls to the PSTN. This is best information we can provide. The
migration process will have the vendor and Telco Project Managers working with each department to transition, and to determine their future telecom needs. Vendors are free to consider a scaled pricing structure in their costs model and offering discounts at higher quantities.

- A previous response to our company’s question was that “an endpoint can be a telephone, fax, alarm, elevator line, softphone, etc.” Can UArizona break out the number of telephones, fax, alarm, elevator lines, softphones, etc. and provide addresses where these “endpoints” would be installed? Addresses will be provided to awarded vendors. At this time, we do know we have a need for Approximately 900 analog lines to enable telco to elevators, alarms, blue lights, hotline/lobby phone, etc. We anticipate an additional 2500 users requiring a telephone or softphone. Solutions need to be scalable for up to 10000 users.

- Complete local number portability (LNP) support. Please detail how vendor will assist UArizona in migrating thousands of telephone numbers to vendor’s platform. Question: How many telephone numbers need to be ported/migrated at the time of conversion? This will not be a onetime LNP, but an ongoing process, with 1-2 bundles of non-sequential numbers be porting week to week over/up to 18-months. As we need to continue ownership of our unique phone number ranges, UArizona will need to port and store unused/vacant numbers. At least 28,000 phone numbers will need to be ported by the end of the migration projects, and as many as 32,000.

- The ability to store/warehouse unused UArizona phone numbers not being currently used. If there is an additional cost for this service, please provide it in pricing details. (see 5.5, Pricing). After the 12-18-month transition period, UArizona will LNP any of its remaining phone numbers to the vendor’s platform to retain ownership. Question: Will UArizona need additional new telephone numbers? No. A rare exception might occur though, E.g. UArizona opens up a campus or recruitment office in another state, and vendor is unable to provide service using an existing UArizona state-of-Arizona phone number to that location.

- Call Routing extension to extension. Question: Is UArizona asking for abbreviated dialing for all locations? Or between individual call groups? Or is it limited to certain campuses, buildings or areas? UArizona would like to see a no-cost or low-cost extension service. Users can call other users in the platform. Though these users could not call out to the PSTN. Dialing could be 5, 7, 10, or full 11-digit dialing – or extension-to-extension can be done by a directory style service. This type of calling would be for any UArizona staff or faculty that wants it, and would not be limited to a department or building or a single campus. We do not expect unique dial plans for smaller groups/department/buildings.

- Call Routing to include the ability to deliver auto attendant/IVR/call flows. Question: What is UArizona’s definition of IVR? Do you have any examples of a specific routing feature, functionality that can be provided? Interactive voice response (IVR) – Modern auto-attendants/menu-trees allow users to use touch tone, or to do voice commands, “Press or say 1.” Vendors should provide details on their ability to delivery any such IVR/menu services.

- Could more details be provided on call flow and call handling requirements? Using Cisco Unity Voicemail, UArizona presently has many multi-level call flows. As we migrate these users/services to Vendor’s platform, requirements and even diagrams will be provided. Routing can include menu trees, IVRs, Time of Day routing, open/closed hours, etc.
Vendor needs to provide inbound toll-free service and have the ability adopt/LNP UArizona’s existing toll-free numbers. **Question:** How many toll-free numbers are anticipated to be new and migrated in total? As UArizona migrates each department, all existing services and future service needs will be evaluated. Best guess will be that between 50-100 toll free numbers will need to be migrated to vendor’s platform.

Inbound call routing should also be able to complete complex call flows to include line queueing and time of day routing. **Question:** How does UArizona accomplish this today on your current phone system(s)? Via auto attendants, pilot number hunts, etc.? Can UArizona provide more details on what complex call flows are required? UCCX via CCM, MLHGs via CCM, and ISDN MLHG via Lucent 5ESS. Any auto attendants are typically enabled using Cisco Unity voicemail. Note – Most contact centers/call centers in operation at UArizona are already in a cloud contact center platform. Those will be staying there. UArizona will have several auto attendants on vendor’s platform, but will have only minimal needs around ACD or hunting.

**Question:** How does UArizona accomplish this today on your current phone system(s)? Via auto attendants, pilot number hunts, etc.? Can UArizona provide more details on what complex call flows are required?

UArizona manages approximately 800-900 analog devices that provide emergency services (call boxes, elevators, alarms, etc.). Vendor’s solution must be able to deliver analog (POTS) service via our existing infrastructure. Please provide full details on how vendor will deliver or enable UArizona to deliver analog telephone service where needed – Vendor should document all details regarding required hardware (Gateways, ATAs, etc.) and to what extent the Vendor will support UArizona in setting up any required hardware. **Question:** How is UArizona propagating your analog lines today? From one central location where all equipment is stored? Or is equipment deployed in each building? Can UArizona provide any maps/diagrams or more details on the locations of analog devices, number of analog lines needed per building, etc.? In VoIP environments, we use ATAs. ATAs are either rack-mounted bank-devices in BET/IDF, or they can be single/dual-line devices residing with the physical hardware appliance itself. About 15-20% of are of this type. The rest are fed from the 5ESS Switch that resides in our central office (main campus).

**Question:** What percent of UArizona’s toll-free numbers will need to support complex call flows? Approximately: 20% (10-20 numbers).

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Full suite of voicemail features to include:

- Voicemail accessible by telephone or softphone client
- Voicemail transcription
- Voicemail notification to email (With audio file attachments)
- Scalable mailbox capacity (up to 120 minutes of audio). If there are costs around large mailbox capacity, please provide them in section 5.5).

**Question:** How many mailboxes will need up to 120 minutes of audio? Will all mailboxes require this amount of storage? Is the 120 minutes a total per mailbox or per message?

Likely, only a handful of mailboxes would require such capacity. On average, most mailboxes today on Cisco Unity voicemail store up to 15 minutes of Audio.

**Question:** How many mailboxes will need up to 120 minutes of audio? Will all mailboxes require this amount of storage? Is the 120 minutes a total per mailbox or per message?

**Question:** Are there specific requirements to use an ATA to provide the analog service? Can UArizona provide any maps/diagrams or more details on the locations of analog devices, number of analog devices needed per building, etc.? Estimate of 80-135 ATA or smaller-scale gateway (2-24 port) devices will be needed. At this time, UARizona does not have exact details and device locations. Best effort will be to
provide analog dial tone via a gateway located in our central office (main campus). But for satellite campuses, we will need smaller gateways or ATA devices.

- UArizona needs a robust 911 solution to be built into the vendor’s solution. Our own local 911 contact center (main campus) and off-campus sites (served by local PSAPs) must receive an automated 911 location. Best efforts to deliver a dispatchable location must be made (in conjunction with Ray Baum’s Act). IP based softphones and telephones need to give location via switch port, or access point location. (Ports are or will be mapped by UArizona). Teleworkers using vendor’s softphone client off-campus should also be able to input a manual address. Bids must include detailed plans on how 911 calls and locations will be managed. 911 must be in compliance with Ray Baum’s Act and Kari’s Law. Question: Please provide details about the current 911 configuration including any third-party vendors, and the local 911 contact center (main campus). Local 911 contact center is UAPD, a true PSAP, or local PSAPs for sites not on the main Tucson campus. UArizona uses Intrado to access 911 national database to access/manage (not a true integration). UArizona takes all 911 requirements extremely seriously, and vendor should be ready to work closely with telecom staff to assure a safe and accurate 911 solution.

- How many minutes of domestic long distance per month are anticipated, in total or per line? This information is not readily available. And current stats are radically off from previous years’ usage with so many employees teleworking and not using campus dial tone. Best estimate is 100k to 200k minutes per month. If more recent data is acquired, this answer will be updated.

- Will winning bidder be the PIC and LPIC? Does UArizona need the ability to LPIC with another provider/carrier? Vendor will be the PIC and LPIC.

- Call Recording: please provide details in vendor’s response – include where/how data files are stored and what format they take (.mp3, .wav, etc.). Questions:
  - Is call recording required for all phone numbers, locations, out-of-State, off-campus, residential location numbers?
  - How many users will need Call Recording?
  - How long do recordings need to be archived?
  - Is UArizona looking for a Network solution?
  - What solution is UArizona currently using for call recording?
  - Does UArizona have any compliance requirements in regard to call recording?

UArizona does not currently provide this feature to Campus. Therefore, our requirements will be developed alongside the awarded vendor. It is also difficult to determine how many users will want/need this feature. We are seeking ad hoc call recording. We do not require third person live call monitoring (call center training type).

- Solution should have a vigorous billing reporting (usage, international calling, features used, toll free, etc) and dashboards available to UArizona system administrators. Billing data needs to be exportable and digestible by UArizona financial systems. Question: Can UArizona provide an example of a billing report as required? UITS rebills current long-distance usage. UITS financial personal and telco staff will need access to any call records and accounting information around international long-distance calling (it is assumed that domestic LD will be free of charge per RFP requirements). Sample data files will be provided to rewarded vendor. File types are typically .csv. or .gl, or .dat. If your platform can integrate with a TEM or TMIS, please make us aware of it. UITS currently uses Calero’s Pinnacle for TEM.
- It is preferred that the vendor’s solution provides complimentary professional services around training (user and admins), knowledge transfer, migration of services to the Vendor, LNP coordination and project management. If Vendor’s solution includes professional services, please detail what is included (built-in), and what may be available for additional costs. **Question:** Is UArizona okay with a “train the trainer” solution for training on the solution? i.e. Vendor will train IT Staff or Department heads that would then train their departments. Yes.

- Emergency Alert System – If Vendor’s platform can do mass messaging for emergency messages, provide those details in the RFP response. **Question:** Can UArizona please provide what addresses/endpoints would need the mass messaging capability? Endpoints would be limited to telephones and softphones. We are not seeking an integration into devices/services, though if the vendor can provide that, please share details in their proposal.

- Support for overhead paging. **Question:** Our solution would allow for an analog line over an ATA to be connected to the paging system. Would this be acceptable? In most cases, yes – as that is the solution we usually provide. That or a SIP line

- Multiple languages supported. **Question:** Can UArizona please provide what languages need to be supported? Preferably, Spanish. Though we do have international employees, researchers, and students. Vendor should share which languages they support.

- Does UArizona want to self-direct the activities below, or coordinate these through providers personnel?  
  - View inventory of available numbers to include reporting of phone services by location, department number, or other sortable key fields. Does UArizona have a report they could provide as an example?  
    We want to be able to see a dataset (table) of data with column headers for building # or address, phone number, user assigned, accounting code, etc. Examples from current platforms can be shared to awarded vendor.

- The ability to blacklist or block repetitive spam or phishing calls. **Question:** UArizona can help to manage this, but the vendor’s platform needs to provide us options. Detail your solution in your proposal.

- Tools for troubleshooting and monitoring to include checks for jitter, packet loss, dropped calls, and/or latency.  
  As above, we can help manage this, but the vendor’s platform needs to provide us options. Detail your solution in your proposal.

- Define how the vendor manages spam and robo calls. **Question:** Is there a specific solution UArizona is looking for? Ability to identify and block unwanted calls? What is your definition of a spam call?  
  A spam caller is just that – unwanted calls, sometimes phishing, often times unwanted solicitations. Some are downright attacks of a DNS nature. E.g. We had a past issue many thousands of calls coming to many UArizona phone numbers at random, and when answered, calls played a recording (non-English).  
  Note: Calls that are harassing or threatening need be traceable and call records reportable to local authorities. *57 or similar call trace feature.

- 3.5.13 indicates pen and ink or typewriter. Is Adobe acceptable for forms within the RFP? Yes, Adobe is acceptable.
- 3.6 states proposal is due November 10th, but elsewhere within the RFP and on the website the deadline is November 12th. Can you please confirm the due date? RFP language should be updated soon – new due date is Nov 20.

- 4.21.2.3 indicates scanning and penetration testing to occur prior to effective date of the agreement. Is the scanning and penetration testing to be performed on the OEM cloud environment? Adding to this that 4.21.2.3 starts, “Prior to the Effective Date of this Agreement, and at regular intervals of no less than annually, and whenever a change is made which may impact the confidentiality, integrity, or availability of University Data, and in accordance with industry standards and best practices, Vendor will, at its expense, perform scans for unauthorized applications, services, code and system vulnerabilities on the networks and systems used to perform services related to this Agreement.”

Yes, this is a little ambiguous. How do you conduct a scan for UA Data when we are not yet on your platform? In this case, examples of your scanning and information security practices will suffice, with scans of actual UA data performed at least annually or after major changes.

- 5.0 What languages are important to be supported? Preferably, Spanish. Though we do have international employees, researchers, and students. Vendor should share which languages they support.

- 5.0 What overhead paging system would need to be supported? What protocols does the overhead paging system use? Current paging systems are not managed by central IT (UITS) and are purchased and maintained by individual colleges and departments. In most cases, UITS is only providing analog telephone service (POTS) or basic SIP interface to paging platforms. UITS will work closely with vendor to provide best efforts to support campus’s paging needs.

- Is there a requirement for contact center agents/support? Yes, in the form of Hunting and small-scale call distribution. The bulk of UArizona’s contact and call centers are already on an independent cloud contact center platform, and will not be affected by this RFP.

- 5.0 indicates off-campus locations. How many off-campus locations will require support? Preferably, all of them. RFP vendor will not need to cover any infrastructure nor ISP connections. We have robust data connections in some form to all UArizona off-campus sites. In many cases, hosted IP softphone service will do for small off-campus locations.

- Is there an expectation to have integration with a current calling system? No. We hope to retire our legacy systems in 2 years.

- Could you send a complete list (or ranges) of the 10 digit phone numbers (DID’s) to be ported? There might be some additional smaller blocks of numbers in outlying offices on a small scale, but the bulk will be 520-621, 520-626, and 602-827. UArizona “owns” each 10,000-number block.

- Is the University planning to use its existing bandwidth for its Hosted Voice solution as well? Yes. UITS regularly monitors each building’s bandwidth requirements and take actions needed to increase (if needed) bandwidth for good IP telecommunications.

- We recommend keeping analog lines (POTS) as they are now. Would the University consider keeping the (POTS) lines as they exist now and with the current carrier? No.
- Is the University requesting us, the vendor, to quote and provide the IP Telephony hardware? If so, are there any specific models that are being requested? No. We have contracts with distributors of most technology. We do need to know hardware types/brands/models for compatibility.

- Could the University elaborate on this statement from page 27 of the RFP "•Solution should have a vigorous billing reporting (usage, international calling, features used, toll free, etc) and dashboards available to UArizona system administrators. Billing data needs to be exportable and digestible by UArizona financial systems."

UIITS passes on billing for international calling to departments. Our billing team needs full access to any financial data exportable or viewable in the new platform. “Joe Smith at 520-62X-XXXX called Munich, Germany (011-49-89-XXXXXX) on July 1, 2020 – 14 minute call)"

We are hoping for granular data that can be viewed by exports to .dat, .gl, .csv, or .xls files. Awarded vendor will be provided examples of current billing data from incumbent, and instructed in how we import/export that data into our financial systems.

- How is fax handled today at the University?

Via analog (POTS) telephone service from a Lucent 5ESS switch, or via an ATA off of CUCM.

- How many channels (for example, PRI's) does the District have in use today?

We are a university (not district). This information can be provided to rewarded vendor. It’s not a simple answer as we are a distributed campus. Approximately 15k employees, and 10k on campus students in dorms. (Over 40k students total). We have robust channel quantities is what we can share today.

- Could you provide an evaluation matrix for this procurement?

Please see the evaluation criteria listed in Section 3.9.8 of the RFP document.

- Does the University wish to re-use any of the existing environment, if possible? If so, please describe the existing environment and what may be re-used.

We have 5k-7k Cisco brand telephones. If your solution supports any Cisco series telephones, please let us know.

We do hope to still use massive cable plant and hardware/facilities of our central office. Most solutions we already reviewed would have us using gateway devices in our central office to deliver analog dial tone. We want to continue to do so from our CO.

It is expected that any analog or ISDN telephone on campus would become obsolete, though we hope to highly encourage that our users adopt a softphone.

- Do all the analog devices wire back to a single common location? If not, please detail the number of consolidation locations and the number of analogs cabled back to each location. Please do the same for the off-campus locations.

Main campus: Yes, to our own central office (CO) where our Lucent 5ESS is located.

Satellite campus sites and certain VoIP-enabled locations – we use ATAs (either banks in an IDF or BET, or single/dual line devices at hardware itself (example: fax machine in a fully-VoIP building).

- Please describe the “complex call flows” required.

Multi-tier auto attendants, ACD, IVRs, time of day routing, open/closed/vacation hours. Our project management teams will work closely with UArizona departments and awarded vendor on migration solutions which will require unique or complex call flows.

- What format files can the University’s financial system ingest?

Typically, .dat, .csv or .gl is the preferred format.
Is the University’s current dial plan segmented by building or department?
Neither. We do full seven digit dialing on-campus. We use 10-digit dialing (or 1+10-digits) to reach campus sites in different area codes.

Who is the University’s current carrier (or carriers)?
Incumbent (CenturyLink)

Does the University have any contact center requirements?
Only minor call distribution and hunting only. UArizona has a 3rd party cloud contact center provider where most of our on-campus call and contact centers do business.

IVR was requested – is it used simply for call routing or are there any self-service applications desired?
Namely, call routing. If you offer other IVR or AI options, please detail those in your proposals.

Does the University have interest in a FedRAMP certified solution?
We have not considered this. Please provide details in your proposal.

Is the call recording requirement simply ad-hoc call recording or contact center call recording?
Ad-hoc… and without any need for call-center-like barge-in or listen-in features.

What is the University's average monthly volume of US local inbound calling? (in minutes)
What is the University's average monthly volume of US local outbound calling? (in minutes)
What is the University's average monthly volume of US toll free inbound calling? (in minutes)

2020 forever changed telecom at UArizona. Averages today are much smaller than preCOVID. We have an estimate of 3.6 million minutes of combined inbound and outbound minutes from a moderate preCOVID month. Since telecommuting is the new-normal, we do anticipate a major drop in usage post-COVID telephone usage.

How many US local numbers (DIDs) does the University currently have?
Approximately 50,000. But we will only need to LNP 30,000-31,000 numbers total.

How many US Toll Free numbers does the University currently have?
We anticipate the vendor having to carry 100-200 toll free lines. As we review each departments telecom needs in our migration-to-new-vendor project management, we are likely going to see a reduction in the need/use of toll free service as each department scrutinizes it's post-2020 telephone needs.

What international calling destinations does the University call to? If possible, please provide monthly volume (in minutes) per destination.
We are an R1 institution. We need to be able to call everywhere. Best estimate on international calling is about $1,000-$2,000 spent a month (pre-COVID). Our staff, faculty, and researchers requirements change constantly. There is no way to compute averages at this time. The wide availability of web-conferencing has/will likely also decrease international calling.

Does the University require SIP media and signaling to be encrypted? (i.e. SRTP)
We do not do this today, BUT most of our users are onsite. If moving to a cloud vendor, we much prefer these sort of security enhancements for any voice & data traffic.

Please provide a sample use case for SMS texting and outreach campaigns. Please include the number of text messages and frequency.
Ad hoc texting is our desire. Single user to single endpoint – 10-digit phone #s. If you platforms includes mass marketing or other mass SMS or 5-digit SMS options, please provide details in vendor proposal.

- Will the SMS/notification uses include health services and COVID related communication? Unknown at this time (it is not a current feature available provided UArizona Central IT).

- For notification solutions, will uses include emergency notifications (active shooter, weather, etc) and/or student/family outreach (admissions office, sports events, etc.)? More the emergency format – active shooter, earthquake, etc. Please provide what options your solutions would allow UArizona.

- Will the awardee need to sign a Business Associated Agreement (BAA)? No.

- Will voicemail transcription be required for all users or a subset of users? If a subset, please provide the user count. Preference is all users. Count? At least 2000 users, scalable to 10000 users.

- Please confirm "802.x Authentication" should be written as "802.1x Authentication" Confirmed. 802.1x.

- Will the University extend the proposal due date to Nov 19, 2020? The RFP is now due on Friday, November 20, 2020, no later than 2PM

- The ability to store/warehouse unused UArizona phone numbers not being currently used. If there is an additional cost for this service, please provide it in pricing details. Question: Is it the expectation that the selected Vendor not only store/warehouse the unused UArizona phone numbers but manage the distribution requests of those numbers? Or is it expected that UArizona with manage the distribution requests as part of the normal Move, Add, Change and Delete (MACD) process? UArizona prefers to intake requests for and manage their own moves, adds, changes, disconnects. See section on system administration.

- Inbound call routing should also be able to complete complex call flows to include line-queueing and time of day routing. Question: Can you please provide additional detail on the queueing requirements? Is the queueing requirement agentless? If not, how many agents are in use today? If agents are involved today can you please include the number of existing call flows today? UArizona has a cloud contact center platform already in place. We do not need contact center or call center environments. We are looking more for multi-tier menu trees, some light ACD or hunting. More complex arrangements will be managed by Telco Project Managers and they will work closely to copy/mimic existing call flows in place today, where needed. In most cases, we have call flows diagrammed.

- UArizona manages approximately 800-900 analog devices that provide emergency services (call boxes, elevators, alarms, etc). Vendor’s solution must be able to deliver analog (POTS) service via our existing infrastructure. Question: Is there any additional information on the existing infrastructure? Meaning is the analog centrally located with existing RJ-21 Amphenol connectors? UArizona does have a central office and a substantial frame. The analog gateway devices would be best suited in our central office, using our existing frame (and cable plant) for distribution across campus. Remote locations can use ATA devices. More details will be provided to awarded vendor.
- Solution should have a vigorous billing reporting (usage, international calling, features used, toll free, etc) and dashboards available to UArizona system administrators. Billing data needs to be exportable and digestible by UArizona financial systems. **Question:** Can you please provide additional details on the UArizona financial systems (Product/Vendor) or the supported methods/file types used for importing? (e.g. CSV, Excel, etc)

Calero Pinnacle is our TEM. Our UAccess Financial System is Kuali. File format .dat, .csv or .gl formats should be workable.

E.g. We import a .dat file from our long-distance carrier into our TEM. We then export that data (to invoice campus users) to a .gl record that is then imported into finance system to automagically pass on toll billing to campus departments.

- The vendor shall provide in the RFP response a project plan describing in detail the method for migrating existing UA services and setting up new service, transition plans, installation, testing etc. Specify responsible employees and sub-contractors who will interact with the University of Arizona staff. UArizona will be taking a phased approach to our transition, over several months (building by building, or department by department). The selected vendor should be prepared for a 12- to 18-month engagement for the migration of telecom services from the university’s incumbent carrier. **Question:** For the 12 to 18-month engagement, is the for the initial 3500 endpoints or for the full estimated amount of 20,000 endpoints?

We want a voice solution that is scalable to 20k users. But with the massive downtick in telephone usage in 2020, the number of end-users will likely be under 10,000. We do anticipate to get to at least the 3500-number in the first 9-12 months.

- Vendor should describe their abilities to support 802.X Authentication for hardware endpoints. **Question:** Is it the intent to support 802.X Authentication as part of this deployment? Meaning, is the existing network infrastructure configured for 802.X Authentication today or does UArizona want 802.X Authentication implemented as part of this deployment? If so, please provide additional details on the existing network infrastructure.

- Support of video endpoint hardware. If vendor’s solution provides video broadcasting/conferencing support to physical hardware, please provide details in RFP response. **Question:** Can you provide a list of existing video endpoint hardware?

Video hardware is not purchased or maintained by UArizona central IT. At this time, UITS typically only provides POTS, ISDN, or SIP (or regular wired or wireless Ethernet) connections to hardware. UITS Telco Project Managers will work closely with rewarded vendor to provide the right solution for each video hardware system on campus that needs a unique voice connection.

- 3rd-party integrations such as Salesforce, ServiceNow, Twilio, etc. **Question:** Will/should professional services be included to support these integrations? If so, can you provide a full list of applications to be integrated?

We are quite interested to know if vendor solutions include integrations with, and namely, Salesforce and ServiceNow. Both of these platforms are (or will be) in use at UArizona. We are primarily interested to learn if you vendor platforms integrates with these, or other common enterprise platforms. Please provide details, if yes, in your proposals.

- Will the University consider a proposal that would utilize the rates, terms and conditions of an existing State procurement vehicle or will the University only consider proposals that establish a new contract and include the Terms and Conditions identified in Section 4 of the RFP?

Please be sure to detail any Arizona university or State office you are currently doing business with. Proposals still need to be unique to UArizona’s telco RFP. Responses should not refer UArizona staff to existing RFP, but they can outline/details information from another RFP vendor was awarded.
- Will the University consider exceptions to the Agreement Terms and Conditions that may be negotiated as part of Pre-Award Negotiations?
   Yes.

- Is the University of Arizona willing to entertain the terms and conditions from the State of Arizona Contract as part of this response?
  Yes, we will consider existing awarded RFPs. Please be sure that your proposal is unique to our RFP and our requirements.

- Can we use the existing internet for connectivity?
  Yes.

- Do you want the provider to include transport?
  No.

- Will the University of Arizona entertain leveraging the Terms and Conditions of the existing State of Arizona contract?
  Yes, we will consider existing awarded RFPs and/or contracts. Please be sure that your proposal is unique to UArizona’s RFP and UArizona’s requirements.

- 4.21.2.1 – Who is responsible for management of access database and access controls, does this incorporate all vendor and EITS users? Do we need to provide security services? Access controls for University Information Resources are the responsibility of Information Resource Owners. The minimum University information security controls are defined in the Identity and Access Management Policy: https://policy.arizona.edu/information-technology/identity-and-access-management-policy. Access controls recommended for non-University owned systems are detailed in provisions 1.1, 1.2, 1.3, 2.1, and 2.1.1 of the Transfer of University Data to Third-Party Systems Guideline: https://confluence.arizona.edu/display/UAIS/ISO-1500-G1+Transfer+of+University+Data+to+Third-Party+Systems+Guideline.

- 4.21.2.3 – Pen test is a TBC managed service offering, is there requirements on internal, independent, or external offering for this service? Can we explore extended security functionality, are we responsible for network, access control, certificate management, etc? Vulnerability Management requirements for University Information Resources are detailed in the Vulnerability and Patch Management Policy: https://policy.arizona.edu/information-technology/vulnerability-and-patch-management-policy. Transfer of vulnerability management risk and visibility into vendor vulnerability management practices are detailed in provisions 2.1.2, 2.1.3, 5.0, 5.1, 5.2, and 5.3 of the Transfer of University Data to Third-Party Systems Guideline: https://confluence.arizona.edu/display/UAIS/ISO-1500-G1+Transfer+of+University+Data+to+Third-Party+Systems+Guideline.

- Section 4.21.2.4 Discusses encryption requirements. As it requires that the transmission of information must meet encryption protocols it could then be construed that conversations conducted over the service would qualify as transmitted information. So therefore is it a requirement that all voice and call traffic be encrypted?

  Encryption requirements for University Information Resources are the responsibility of Information Resource Owners. The minimum encryption requirements are detailed in the Encryption Standard: https://confluence.arizona.edu/display/UAIS/ISO-1000-S1+Encryption+Standard. Encryption controls recommended for non-University owned systems are detailed in in provision 2.1.4 of the Transfer of University Data to Third-Party Systems Guideline: https://confluence.arizona.edu/display/UAIS/ISO-1500-G1+Transfer+of+University+Data+to+Third-Party+Systems+Guideline.
In Section 5 a feature request under call routing mentions IVR and call flows. Could you provide more detail of the IVR and call flow requirements? Do we need additional IVR services? WebRTC? External IVR required? Database integration? Namely, we just need call routing (“Press or Say 1 to reach the accounting department”). If you offer other IVR or AI options, please detail those in your proposals.

In Section 5 there is the request that the voice mail provide transcription capabilities. Is this a hard requirement and is it to be assumed that that transcribed message is delivered to the user email along with the voice recording file. We desire voicemail transcription. It is highly requested voice feature from the DRC. Transcription can arrive via email, or within a softphone or web portal.

5.0 – e911 by network port, location tag, and IP mentioned – do we assume the responsibility to design, integrate, and maintain network devices for this integration? All onsite hardware will be managed by UITS staff. Data port and their affiliated jack information can be provided to vendor for e911. UITS will work closely with new vendor to build a robust 911 system.

Will we assume responsibility for onsite emergency / 911 center integration with the PSAP, technologies for the connectivity? 911 center functionality? Integration to current 911 center applications and services? Radio telephone integration?
No. UAPD is the existing main campus PSAP. Functional and accurate E911 data needs to be received by the UAPD PSAP, or other (off-campus) local PSAP. But establishing the PSAP center is out of scope for this RFP. No on radio integration.

In Section 5 for users of the softphone devices that are using them remotely there is a requirement that the user be able to manually input their address for 911 purposes. Please detail your desire on how this will operate. Are you requiring that every time they use the application that it forces them to input their location and then this is transmitted to the PSAP?
This requirement is mostly for teleworkers. If they are connected to a network off-campus, we request that softphone-only users have the ability to provide a physical address in the platform so that e911 data will be broadcasted to their local PSAP.

Are all softphones assumed to be “on-net”? Will devices running softphone be connected via VPN tunnel? Will softphones be remote with only public internet connectivity and no tunnel to UofA network?
No.
Softphones will not always be on-net.
VPN requirements differ from user and application standpoints.
We prefer a solution where VPN is not required for softphone use.

Do considerations for call trace (*57 like functionality) need to be immediate to the end user, or can they be via portal or command center like access?
Call trace records need only be accessible by administrators. Currently, when users have a need to activate *57 call trace, they are also instructed to directly call UAPD. UAPD then contacts our central office telco administrators to the poll the data, which is only typically shared with UAPD (not the users).
- Call Recording Requirements, is this a manual call recording operation or are you asking that all calls be recorded to a centralized call logging system. Can you detail the number of simultaneous Extensions that will need to be recorded? How long will you want to retain the recordings?
  Seeking ad hoc recording (yes, manual). Not call-center-record-every-call type of call recording. As we do not have this feature today, it is challenging to anticipate how many users will want to use it.

- What level of access is required to call recordings and archived call recordings? Length / duration for cold storage?
  As we do not have this feature today, it is challenging to anticipate how many users will want to use it. Vendor should provide information on their capabilities.

- In the scope of work, you require the support of analog lines. Will these lines be only for inbound and outbound calling or are some connected to modems and or faxes? Are these analog devices cabled to a main distribution frame? Or distributed throughout the campus?
  We expect the gateway hardware to exist at our main central office (main campus) and be distributed via our frame and existing cable plant. Any satellite campuses will need smaller scale gateway devices (1-24 port). Today, we use a combination of single/dual line devices at the hardware (e.g. Fax machine in an all-voip off campus location) – or we use an ATA bank located in an IDF or BET.
  Analog service needs to function with modems. Alarms, irrigation, etc. Or they could be ring-down lines (blue lights, elevators, garage, or lobby call boxes).
  Fax… We understand that not all cloud service providers, and not all gateways can provide fax T.38 and/or T.30 protocol. If you need to present a separate fax solution, or suggest alternatives in your proposal, please do so.

- For a baseline with the RFP can you give details on users (extensions) needed, total number of users that will need mailboxes, and then total number of guest mailboxes?
  Number of call center agents, supervisors, any wall boards? How many overhead paging areas are there? Are the 800 to 900 included in the 3500 users?
  800-900 analog lines required.
  At least 2000-2500 users. But we require a solution scalable up to at least 10,000.
  Paging systems – less than 15.
  No call center services required.

- In support for your 911 tracking, what manufacture edge switches are deployed at the University.
  Cisco.

- What the existing telephony solution that is in service at UArizona? This information would be necessary to formulate a transition plan and determine interoperability options.
  Manufacturer/Model and Release.
  Lucent 5ESS – 60% of services.
  CUCM – 40% of services.

- Please clarify the definition of the following requirement under Additional Services for meaning of term “complimentary”, the terms here are very broad and include significant cost factors.
  This was pretty detailed in the RFP: “It is preferred that the vendor’s solution provides complimentary professional services around training (user and admins), knowledge transfer, migration of services to the Vendor, LNP coordination and project management. If Vendor’s solution includes professional services, please detail what is included (built-in), and what may be available for additional costs.”
  The goal is to reduce typical project management risks around the transition to UArizona and
its users.

Dual factor support for Softphone clients / supported?
Yes. Learn more about UArizona dual auth and our preferred sign-on processes at: https://it.arizona.edu/sp/systems-integration-and-architecture

Where do all your Analog lines terminate. In a single phone room? Multiple places?
Endpoints are scattered across campus. Blue Lights, call boxes (garages and lobbies), irrigation controls, elevators, alarms in buildings. UArizona has an existing frame and cable plant in its Central Office and it is expected that gateways would reside there and use existing distribution.
In VoIP environments, we use ATAs. ATAs are either rack-mounted bank-devices in BET/IDF, or they can be single/dual-line devices residing with the physical hardware appliance itself. About 15-20% of are of this type.

- What billing/finance system would you like our billing system to integrate with?
  Calero Pinnacle (TEM) and Kuali (UA finance systems). Typically, .csv. or .gl or .dat

- When you talk about mass SMS, do you mean 5 or 10 endpoints....or hundreds/thousands of mass SMS texts?
  Single or few endpoints. Not mass marketing. Nor 5-digit SMS.

- Do the call recording features need to be provided for all users or for just a certain tier of users?
- Is the call recording on demand or always on?
- Does the recording need to be transcribed and if so does it need to be transcribed for all users?
- How long do the recordings need to be retained?
- Does UArizona have an estimate of current call recording minutes?
  Call Recording Answers:
  This is a new feature request. It is not a service we offer/support today, but it is one we want in our next platform. We do not yet know how many will want this feature.
  We can add that we are seeking ad hoc recording, and not call center type of recording of every call.
  Vendors should share their capabilities around call recording in their proposals.

- Does UArizona have an estimate of how many analog ports will still be in service (Main Campus / Remote Campuses) after the migration?
  800-900.

- Section 3.6 - Proposal stated submission no later than Nov 10th and Nov 12th? Please clarify submission date?
  New guidance as of 10/29: New submission date is November 20th, no later than 2pm AZ Mountain Time.

- Can the University provide a Network Diagram including all Network Hardware, Routers, Firewall, Switch, including make/model/version?
  No. This is private information. The awarded vendor will have access to most of this sort of information though.

- Section 5.0 - Analog requirement - Will the univ provide a campus map(s) with analog devices pinpointed?
  Analog services can be delivered via a gateway from our own central office. We have a substantial frame and cable plant infrastructure.
In VoIP environments, we use ATAs. ATAs are either rack-mounted bank-devices in BET/IDF, or they can be single/dual-line devices residing with the physical hardware appliance itself. About 15-20% of are of this type.

- Section 5.0 - Is the main campus 911 contact center in scope? Which Contact Center software is in use by this group today?
  Local 911 contact center is UAPD, a true PSAP, or local PSAPs for sites not on the main Tucson campus. UArizona uses Intrado to access 911 national database to access/manage (not a true integration). UArizona takes all 911 requirements extremely seriously, and vendor should be ready to work closely with telecom staff to assure a safe and accurate 911 solution.

- Section 5.0 - What is the univ current phone system and handsets make/model?
  5ESS Switch:
  - Analog – BYOD – 45%
  - ISDN digital multi-line phones off the 5ESS – Tone Commander of Avaya sets, 15%
  - CUCM
  - Cisco VoIP sets – 40%

- Section 5.0 - What is the univ overhead paging system make/model locations?
  This is not a common service on our campus, and purchased and maintained by departments, and not our central IT department. It is presently only supported via analog or IP telephone line support.

- Section 5.0 - What is the univ email platform? On prem or cloud based?
  Office 365 (cloud).

- What is the U of A using for IT Service ticketing?
  Today, it is Cherwell for incident management. For Telco MACD, it is Calero Pinnacle (TMIS) UArizona also uses Salesforce and ServiceNow in other areas.

- Will the UofA consider the use of Enterprise Groups to expand the user count beyond 5000 with an upward limit of 20,000 users? (group of related tenants, one single bill and managed as one)
  We will only expand to that quantity given lower enough recurring costs. Please price service competitively, and include low-usage, or extension-only cost modeling.

- Are these features an absolute must have? (meaning if not available, the solution will not be considered?)
  Technical requirements must be met. Preferences are features we desire, but not hard requirements.

- Direct -Dial / Hotline calling (ringdown phone)
  Must have.

- Call trace using *57
  Must have.

- Will the UofA consider an initial 3 year term with better pricing than a 2 year option?
  Yes. Please be detailed around any discounts and price competitively.

- Since there are no detailed requirements for different types of users and/or phone sets, do you want unit pricing for each option based on a total quantity of 3500?
UArizona will likely want to purchase their own telephone hardware, unless vendor pricing is discounted over AZ State contracted pricing. Softphones are more preferred over telephones (accept for common area phones. Pricing can be scaled (more users, more discounts) – and solutions should allow for up to 10,000 users.

- Will the U of A consider a deadline extension to provide more time to review the technical materials requested?
  Yes – new deadline is Nov 20 at 2pm.

- Around ADA compliance. We certainly have what our competition has in terms of reasonable accommodations around compliance. However, after looking at the 21 page VPAT (Voluntary Product Accessibility Template), I’m not sure we have everything mentioned in the US Access Board. What exactly are you looking for in terms of ADA Compliance around Hosted VoIP/Telephony? Please respond to the parts of the VPAT that do apply for your product. Also, please make sure to answer the questions in the accessibility section in the Scope of Work. For ADA Compliance, address how you provide access to your product for users with disabilities. Examples include, but are not limited to, deaf, blind and individuals with physical disabilities.

End of addendum, all else remains the same.