AMENDMENT 5

INVITATION FOR BID
UOG IFB No. B25-08

Date Issued: <u>March 17, 2025</u>

<u>**"UOG UNIFIED COMMUNICATION VOIP"**</u>

This is to notify all prospective offerors of the following amendment set forth below:

1.1 **DEADLINE FOR WRITTEN QUESTIONS/CLARIFICATONS should read as follows:** "*The last day for UOG to accept WRITTEN QUESTIONS and/or CLARIFICATIONS is on Monday, March 24, 2025. Please adjust accordingly if the deadline is extended*".

1.2 **DEADLINE FOR SUBMISSION of Bid Packages should read as follows:** "*Monday, April 07, 2025, ON or BEFORE 2:00 P.M. Chamoru Standard Time, via link provided for electronic submission to Bid Share folder provided by UOG Procurement Office. One (1) original hard copy along with original bid security must be mailed/dropped off to Procurement Office before bid submission deadline*".

1.3 Item 10.4: **DURATION OF AWARD** *- "The duration of the award will be a total of 5 years with maintenance and support".*

1.4 **Question & Answer Sheet 1 set forth as attached**

1.5 **Question & Answer Sheet 2 set forth as attached**

1.6 **Question & Answer Sheet 3 set forth as attached**

1.7 **Question & Answer Sheet 4 set forth as attached**

1.8 **Question & Answer Sheet 5 set forth as attached**

1.9 **Question & Answer Sheet 6 set forth as attached**

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The University of Guam is a U.S. Land Grant Institution accredited by the Western Association of Schools and Colleges Senior College and University Commission and is an equal opportunity provider and employer.

All other terms and conditions remain the same.

Damian Guerrero
Interim Procurement Manager

Please acknowledge receipt and return by email to uog.bids@triton.uog.edu:

Name of company: _____

_____
Print Name/Signature/Date

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QUESTION & ANSWER SHEET NO.1

March 17, 2025

In response to the written "Questions" and/or 'Request for Clarifications' UOG received as of March 06, 2025 @ 11:35 am from vendor: **DIMENSION SYSTEMS, INC.**

Question 1: General Scope & Implementation

Is there an existing network infrastructure assessment or a network topology document available to evaluate compatibility and requirements?

Answer: **UOG doesn't have a network topology document to share, but most if not all buildings have a basic configuration of 1G/10G single-mode fiber connections to its buildings from the UOG data center. Below is a general diagram.**
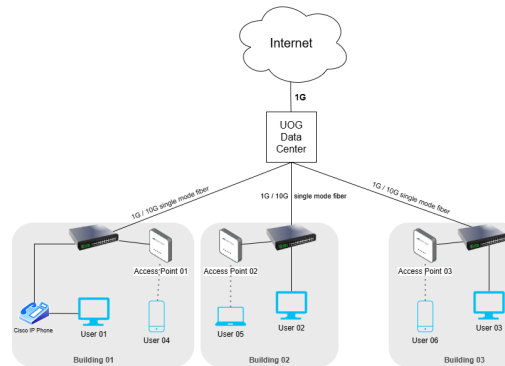
Question 2: System Requirements & Scalability

Item 1.2 – The bid specifies a minimum of 400 concurrent calls. Can UOG confirm whether this figure includes internal extension-to-extension calls, or is it strictly external calls?

Answer: **UOG: Yes, it includes internal extension-to-extension calls and external calls**

Item 1.6 – Call recording is listed as a required feature. Can UOG confirm the retention period for recorded calls? This information is essential for determining the appropriate system specifications for call recording storage.

Answer: **UOG: Minimum 30 days or more, 90 days preferred**

Item 1.11 – The bid requires the vendor to submit a system diagram with a complete narrative explaining the proposed solution. Is this required at the time of bid submission, or will it only be required after the contract is awarded?

Answer: **UOG: Required at the time of submission.**

Item 1.12 – Can UOG provide specific details on the existing trunk lines, including the type (e.g., PRI, POTS, SIP) and the exact number of active lines? This information is essential to ensure that the proposed system is fully compatible with UOG's current trunk line infrastructure and can support the required capacity.

Answer: **UOG: SIP trunks = 35, PRI = 2, Phone lines = 767**

Item 2.6 – The specified Wi-Fi handset coverage range of 100-150 meters appears more in line with DECT handset capabilities rather than standard Wi-Fi handsets, which rely on UOG's existing Wi-Fi network coverage. Can UOG confirm whether Wi-Fi handsets are specifically required, or if DECT handsets would be a more suitable alternative based on the range requirement?

Answer: **UOG: UOG is looking at WIFI handsets**

Item 5.9 – Can UOG specify the current Single Sign-On (SSO) system in use?

Answer: **UOG: NO SSO currently in use. UOG is looking for basic SSO technologies such as SAML 2.0**

Item 8 – A detailed implementation plan is required. Can UOG confirm whether this must be submitted with the bid, or will it only be required from the awarded vendor?

Answer: **UOG: Required at the time of submission**

Item 9.4 – How many training sessions per year will be required throughout the contract duration?

Answer: **UOG:**
- **Minimum of 1 training session for users per year**
- **Minimum of 2 training sessions for System Administration per year**

Item 10 – What is the expected SLA response time for local vendor support?

Answer: **UOG:**
- **Vendor shall provide be able to provide "General support (system is up / communication is operational)" – Monday to Friday, 8AM – 5PM, except holidays.**

- **Vendor shall provide be able to provide "Critical down/communication System is not operational" – Within 4 hours of outage**

- **Vendor shall provide a helpdesk via online portal or email**

Item 10.3.4 – The bid references physical line troubleshooting. Can UOG clarify whether this refers to:
- The patch cable between the phone and the network jack, or
- The network cable between the network jack and the switch?

Answer: **UOG: The patch cable between the phone and the network jack.**

Follow-up on Item 10.3.4 – During the pre-bid conference, it was mentioned that the Unified Communication VOIP system will operate on UOG's existing network. Will the vendor be responsible for troubleshooting and resolving network-related issues, or will UOG handle network-related concerns separately?

Answer: **UOG will handle network-related concerns.**

Item 11 – Will system documentation requirements need to be submitted with the bid, or will they only be required after the contract is awarded?

Answer: **UOG: After system implementation.**

Item 12 – What are the specific coexistence requirements for integration with the existing Cisco and Avaya systems?

Answer: **UOG is not aware of any ways to integrate. As much as possible, UOG is looking to integrate with existing systems on-prem.**

Question 3: Pricing

> Under Exhibit B, there is a miscellaneous section that states (optional cost – not part of the IFB). Can UOG confirm whether pricing is required for the three items listed under this section?

Answer: **UOG: Pricing is NOT required for miscellaneous.**

If pricing is required, can UOG provide additional details, such as a floor plan of the current network infrastructure, to facilitate an accurate cost estimate?

Answer: **UOG does not have any additional details to share. UOG included the installation run in the event additional cabling is needed and vendors are able to provide.**

QUESTION & ANSWER SHEET NO.2
March 17, 2025

In response to the written "Questions" and/or 'Request for Clarifications' UOG received as of March 06, 2025 @ 12:59 pm from vendor: **CALPAC**

Question 1: Exhibit A, Section 9.1 states, "Vendor will provide Face-to-Face training for end-users." Is remote training acceptable or is the requirement for in-person training?

Answer: **UOG: Remote is acceptable as long as the training sessions are conducted using the same hardware and software purchased by UOG. Face-to-Face is the preferred method.**

Question 2: Exhibit A, Section 10 " states in part, "The solution will be supported locally and direct with the manufacturer." Please describe the expectation for the manufacturer to have a "local" presence.

Answer: **UOG expects the solution to have local support for UOG to be able to call on should the need arise – such as a critical system down situation. Additionally, UOG would like to be a recognized customer with the company of the solution should UOG choose to contact the manufacturer directly.**

Question 3: Exhibit A, Section 10.3.1 states, "Vendor will move/add/edit/delete users as requested by UOG." Please confirm it is UOG's preference for all MACD changes to be performed by the vendor as part of managed services rather than self-service by UOG telephony admins.

Answer: **UOG is not looking for a managed service. UOG is seeking for an intuitive solution to be able to manage its users. However, UOG would like the vendor to assist during mass "MACD" implementations. This would be initial implementation, migrations, mass changes of DID, etc.**

Question 4: UOG requires schematic diagrams and other technological information that would be considered proprietary and trade secrets. How should vendors mark this information within the response to ensure it is a valid request for nondisclosure, per Attachment B, "Special General Provisions", Section 8.

Answer: **UOG: Please have the proprietary and trade secrets in a sealed separate folder inside the packet, marked CONFIDENTIAL.**

Question 5: Exhibit A, Section 1.13.3 states, "SLA and call-back stats." Please define/provide context for "call back stats" in regarding SLA under this larger section of "Reporting".

Answer: **UOG is looking for a system that has reporting capabilities such as call logs. One of UOG's goal is to be able to use reporting data to improve customer service and for any emergency situations that require tracking such as bomb threats.**

Question 6: Please provide additional details on how you're connecting to the PSTN today? What type of gateway/session border controller infrastructure is in place today, and what carrier are you using to provide those services?

Answer: **UOG currently uses a Cisco Unified Border Element (CUBE) router model number CISCO 2921. Company providing the service is GTA.**

Question 7: Is the expectation that the new UCaaS provider will provide native PSTN services or can UOG's current carrier be utilized for SIP (Bring Your Own Carrier)?

Answer: **UOG: Bring your Own Carrier**

Question 8: Please provide a diagram or describe how internet connectivity is being delivered across the campus today?

Answer: **UOG doesn't have a network topology document to share, but most if not all buildings have a basic configuration of 1G/10G single-mode fiber connections to its buildings from the UOG data center. Below is a general diagram.**
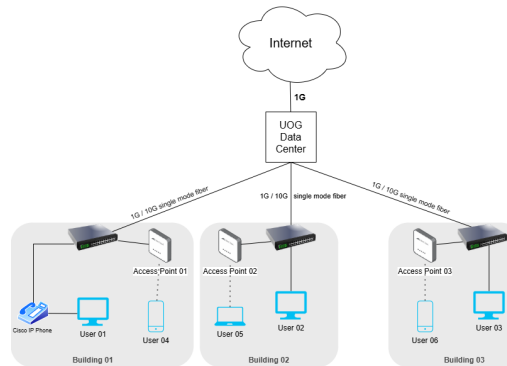
Question 9: Exhibit A, Section 1.1 identifies a minimum of 1200 Users/Extensions. Please clarify the following:

9.1: How many users will require inbound/outbound dialing to/from external users outside the University?

Answer: **UOG: All users – 1200**

9.2: How many users will require internal calling extensions only with 911?

Answer: **UOG: UOG doesn't quite understand the question. However, UOG would require all phones to be able to call 911.**

9.3 How many common area (break room, hallway, lobby, etc.) licenses will be needed?

Answer: **UOG: Common area phones is NOT a requirement of this IFB. No licenses needed**.

Question 10: Can you provide the quantity and model of the current Cisco PSTN gateway and any modules installed? Example: (2) Cisco ISR 4331. If it is a Cisco router, a "show version and show inventory" will provide the info we will need.

Answer: **UOG:**
Cisco IOS Software, C2900 Software (C2900-UNIVERSALK9-M), Version 15.7(3)M2, RELEASE SOFTWARE (fc2)
Technical Support: http://www.cisco.com/techsupport
Copyright (c) 1986-2018 by Cisco Systems, Inc.
Compiled Wed 28-Mar-18 04:37 by prod_rel_team

ROM: System Bootstrap, Version 15.0(1r)M16, RELEASE SOFTWARE (fc1)

cube uptime is 5 weeks, 2 days, 17 hours, 34 minutes
System returned to ROM by power-on
System restarted at 17:07:09 Guam Sat Feb 1 2025
System image file is "flash:c2900-universalk9-mz.SPA.157-3.M2.bin"

Last reload type: Normal Reload
Last reload reason: power-on

This product contains cryptographic features and is subject to United
States and local country laws governing import, export, transfer and
use. Delivery of Cisco cryptographic products does not imply
third-party authority to import, export, distribute or use encryption.
Importers, exporters, distributors and users are responsible for
compliance with U.S. and local country laws. By using this product you
agree to comply with applicable laws and regulations. If you are unable
to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at:
http://www.cisco.com/wwl/export/crypto/tool/stqrg.html

If you require further assistance please contact us by sending email to
export@cisco.com.

Cisco CISCO2921/K9 (revision 1.0) with 2506752K/114688K bytes of memory.
Processor board ID FTX1701A164
3 Gigabit Ethernet interfaces
1 terminal line
DRAM configuration is 64 bits wide with parity enabled.
255K bytes of non-volatile configuration memory.
250880K bytes of ATA System CompactFlash 0 (Read/Write)
License Info:
License UDI:

Device# PID   SN
----
*1   CISCO2921/K9

Suite License Information for Module:'c2900'

Suite   Suite Current   Type   Suite Next reboot

FoundationSuiteK9   None   None   None
securityk9
datak9

AdvUCSuiteK9   None   None   None
uck9
cme-srst
cube

Technology Package License Information for Module:'c2900'

Technology   Technology-package   Technology-package
         Current   Type   Next reboot
----
ipbase   ipbasek9   Permanent   ipbasek9
security   None   None   None
uc   uck9   Permanent   uck9
data   datak9   Permanent   datak9

Configuration register is 0x2102

Question 11: Regarding section - 12.1 , *Implementation may be conducted in phases throughout the contract period. Vendor will be required to ensure that new VOIP and existing systems (Cisco call manager, Avaya phone system, GTA lines, and pots lines) will be able to co-exist and function together. Vendor will be knowledgeable and be able to assist in any configuration changes on the Cisco and Avaya systems as needed.* Can you please share further explanation on the current level of co-existence between Cisco and Avaya and the new proposed solution?

11.1: Are the Cisco and Avaya systems currently integrated?

Answer: **UOG: NO - There is NO integration**

11.2: If yes, how do they call between the two systems?   Example: Are you able to dial 4-digit extension and call between systems, or must they dial the full telephone numbers?

Answer: **UOG: There is NO integration. Users must dial the full telephone number.**

11.3: Are the voicemails integrated between systems? Example: Can you forward voice mail messages between Cisco Unity and Avaya Voicemail?

Answer: **UOG: NO - There is NO integration**

QUESTION & ANSWER SHEET NO.3

March 17, 2025

In response to the written "Questions" and/or 'Request for Clarifications' UOG received as of March 06, 2025 @ 15:01 pm from vendor: **PACIFIC DATA SYSTEMS**

Question 1: Please provide information regarding the location where the Main PBX VoIP Controller will be installed.

Answer: **UOG Data Center**

Question 2: Please provide a UOG a campus wide network diagram showing the building names, type and where the network switches, wireless access points, wireless routers, and battery backups are located as it applies for the delivery of services for the Unified VoIP solution.

Answer: **UOG: UOG doesn't have a network topology document to share, but most if not all buildings have a basic configuration of 1G/10G single-mode fiber connections to its buildings from the UOG data center. Below is a general diagram.**
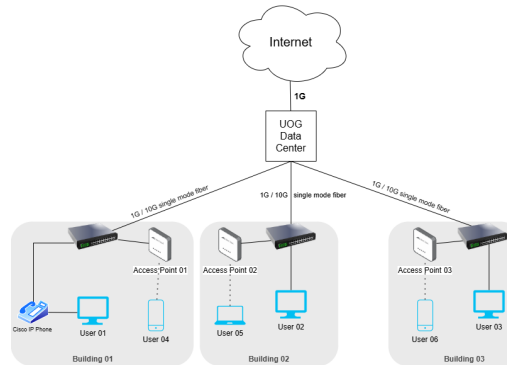

Question 3: Reference #2 above, please indicate where the current telecommunication services DMARC is and where the current phone system's main units are located?

Answer: **UOG Data Center**

Question 4: Can UOG provide a location diagram with information showing where each of the PoE phone headsets and Wi-Fi Handsets, which also indicate the desired handset for that location.

Answer: **UOG does NOT have a location diagram that it can share. Below is a general diagram**
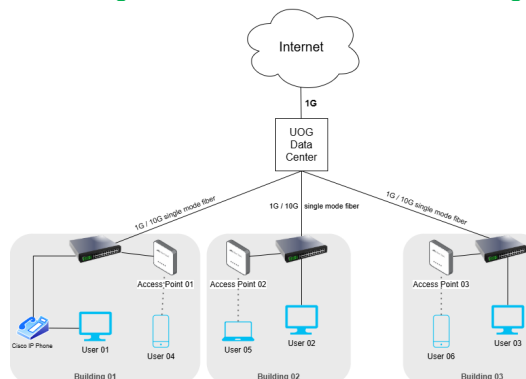
Question 5: Will the bidder be responsible for the network patch cables for the wired PoE headsets (From LAN drop receptacle to phone and any other connected device)?

Answer: **UOG: It is UOG's understanding that each handset comes standard with it's network patch cable. Yes – bidder is responsible for the network patch cable for wired PoE handsets.**

Question 6: Please confirm that UOG will be responsible for the network wireless access point(s) and or wireless router(s) needed to support the use for the Wi-Fi Handsets?

Answer: **UOG: YES – UOG will be responsible.**

Question 7: How will UOG arrange all required telecommunication voice services to be used by the VoIP phone system solution?

Answer: **UOG: As part of this IFB, found on page 32, "UOG is looking to deploy a turn-key" solution. UOG will work with the successful bidder where necessary. UOG requires the successful bidder to make necessary coordination with telecommunication voice services to ensure minimal to no disruption of services.**

Question 8: For Item 3.9 in the Scope of Work, please clarify "OAuth".

Answer: **UOG: OAuth is a protocol that enables secure access delegation, meaning users can authorize applications to access their data on other services without directly sharing their login credentials. UOG is looking for a solution that would support standard authentication methods that may include OAuth, SAML, OpenID, etc.**

Question 9: Confirm that this is a multi-term procurement.

Answer: **UOG: Yes – this is a Multi-term procurement**

Question 10: Please clarify what "System Handsets (Year 1)" means on Exhibit B?

Answer: **"Year 1" is in reference to phase 1 of this UC VOIP project. The handsets will be purchased in Year 1.**

Question 11: Is UOG expecting the bidder to also provide the telecommunication services needed for their Unified Communication VoIP solution?

Answer: **UOG: NO – UOG is NOT expecting the bidder to also provide the telecommunication services needed for their Unified Communication VoIP solution.**

Question 12: Please clarify what UOG is expecting regarding the requirement for the bidder to "Support legacy Analog trunks to provide backup communication in the event of natural disasters or long duration of power outages", (1) Is UOG requiring the bidder to provide these backup Analog phone services? (2) If so, must a bidder also be an authorized telecommunication provider and include its certificate in its bid package submission? (3) Can Exhibit B be revised to account for these Analog services that typically a One-Time Charge and Monthly Recurring Cost?

Answer: **UOG is looking for a solution that has emergency features in the event of VOIP outages.**
12.1) NO – bidder is not required to provide backup Analog services.
12.2) Not applicable
12.3) Not applicable

Question 13: Reference Exhibit A, page 37, 8.4, please clarify if the bidder needs to provide documentation regarding authorization to provide "ALL porting requirements – as needed". As a point of information, porting order and arrangements can only be performed by authorized telco carriers.

Answer: **UOG: As part of this IFB, found on page 32, "UOG is looking to deploy a turn-key" solution. UOG will work with the successful bidder where necessary. UOG requires the successful bidder to make necessary coordination with telecommunication voice services to ensure minimal to no disruption of services.**

Question 14: Reference Exhibit A, page 38, 10.4, Duration, please clarify the actual term of the maintenance and support for the system and the 2 annual renewals. Exhibit B does not allow for the entry of the costs for any Annual Renewal periods.

Answer: **UOG: It can be found on page 40 on the last table – "Maintenance and support (year 2-year 5). UOG is requiring a support system for 5 years with NO renewals.**

QUESTION & ANSWER SHEET NO.4

March 17, 2025

In response to the written "Questions" and/or 'Request for Clarifications' UOG received as of March 12, 2025 @ 14:49 pm from vendor: **GTA**

Question 1: Please confirm whether this is an "All or None" bid

Answer: **UOG: "All or None"**

Question 2: As discussed in the Prebid conference, since the awarded vendor will be responsible for the future expansion of UOG's VoIP Unified Communications, can UOG update Pricing Exhibit B to include an additional line item for a fixed rate for future handsets purchases (Phase Two and Phase Three)?

Answer: **UOG: Bidders can utilize the section "Other required cost (list each item)" on page 41. Bidders should be specific with descriptions for each item listed to ensure clarity. Additional lines/rows/pages should be used if needed.**

Question 3: Please confirm the terms of services, as the IFB outlines multiple different terms: a. Exhibit A – Page 32 / Section 2.2: Handsets require a three-year manufacturer warranty. b. Exhibit A – Page 38 / Section 10.4: Maintenance and support require a five-year duration with two annual renewals. c. Exhibit B – Page 40: System handset indicates a one-year term.
a. Exhibit A – Page 32 / Section 2.2: Handsets require a three-year manufacturer warranty.

Answer: **UOG: This is in reference to the actual handsets purchased requires 3 years.**

b. Exhibit A – Page 38 / Section 10.4: Maintenance and support require a five-year duration.

Answer: **UOG: This is in reference to any of the "main system" to run the Unified communications – such as server hardware and software.**

c. Exhibit B – Page 40: System handset indicates a one-year term.

Answer: **UOG: Exhibit B – Page 40 "Year 1" is in reference to phase 1 of this UC VOIP project. The handsets will be purchased in Year 1.**

Question 4: Referencing Exhibit A, Page 33, Section 1.6: How many lines will require Call Recording/Monitoring, as this is a recurring cost? Since these services is a Monthly Recurring Cost (MRC), can UOG update Exhibit B, Pricing worksheet to include a monthly recurring cost for the call recording feature. If this is not required at the time of activation, can UOG update the pricing worksheet under miscellaneous charges for Call Recording as a Monthly Recurring Charge (MRC).

Answer: **UOG: Bidders can utilize the section "Other required cost (list each item)" on page 41. Bidders should be specific with descriptions for each item listed. Additional lines/rows/pages should be used if needed. Specify "monthly" or "MRC" for Monthly Recurring Cost.**

Question 5: Referencing Exhibit A, Page 33, Section 1.6: What is the required retention period for Call Recording/Monitoring records (1, 3, or 5 years)? This will affect the monthly recurring cost. If this is not required at the time of activation, can UOG update the pricing worksheet under miscellaneous charges for Call Recording as a Monthly Recurring Charge MRC.

Answer: **UOG: Minimum 30 days or more, 90 days preferred**

Question 6: As discussed in the pre-bid conference, please confirm that UOG does not require any technical write-ups or company capability documentation to be submitted as part of this IFB and Vendor can respond to the SOW or IFB acknowledging they agree to all the requirements?

Answer: **UOG: Bidders are required to follow UOG's local procurement rules and regulations. Technical information should be provided to UOG for review. UOG needs to know the exact the bidder's ability to perform the services and provide the solution, the actual solution being proposed, the components of the UC solution (hardware and software), the handsets being proposed, any required licenses, and any all pertinent information required to determine that the proposed solution meets UOG's minimum requirements. Additionally to the items mentioned, please carefully review page 33 – Item 1.11 for a system diagram and narrative.**

Question 7: Referencing Exhibit A, Page 33, Section 1.4: How many lines will require the softphone feature? This service is also a monthly recurring charge (MRC), if this is required, can UOG update Exhibit B pricing worksheet to include a MRC for this service with the quantity of required softphones needed. If this is not required at the time of activation, can UOG update the pricing worksheet under miscellaneous charges for smartphone features as a Monthly Recurring Charge MRC.

Answer: **UOG: All lines will require the softphone feature. Bidders can utilize the section "Other required cost (list each item)" on page 41. Bidders should be specific with descriptions for each item listed. Additional lines/rows/pages should be used if needed. Specify "monthly" or "MRC" for Monthly Recurring Cost.**

Question 8: Does UOG currently have a Session Border Controller (SBC)?

Answer: **UOG: YES**

Question 9: If vendor can provide a Hosted PBX VoIP solution that is a fully managed business phone system that supports voice calls, call management, mobile and remote access (softphone feature), system administration tools, and system handsets. Would UOG consider a hosted PBX solution deployed within the vendor's carrier-grade central offices (CO), leveraging a geographically redundant Metaswitch architecture, while still meeting all required security and performance specifications outlined in the SOW?

Answer: **UOG: NO**

Question 10: Given the security, cost savings, disaster recovery capabilities, and optimized network performance of a telecommunications provider's carrier-grade central office, would UOG consider an on-premises PBX solution hosted within the vendor's central offices while meeting all required specifications?

Answer: **UOG: UOG doesn't understand the question. However, based on the reading of the question, UOG will assume that the on-premises PBX solution proposed belongs to UOG. A PBX hosted solution within the vendor's central offices is not required in the IFB. Bidders can provide this option under the "Miscellaneous (Optional cost – not part of IFB)" section for pricing and optional consideration.**

Question 11: Would UOG consider bids from providers that meet all other technical and functional requirements but require a short implementation period to enable full Microsoft Teams integration? If so, could UOG provide the expected timeline for compliance, or would a phased implementation be acceptable?

Answer: **UOG does not understand the question. UOG is looking to have a system in place within 6 months to 1 year of purchase.**

Question 12: Please confirm if UOG's licensing is a native solution rather than a managed service. If so, would the interconnection simply involve linking UOG's Direct Routing SBC to the vendors Core SBC via a SIP Trunk?

Answer: **UOG does not understand the question. UOG would be replacing its current communications solution(s) that would have the ability to use current SIP trunks.**

Question 13: If UOG's licensing is not a managed solution, would the vendor be responsible for interconnecting Direct Routing SBC to Core SBCs via a SIP Trunk, as this is a standard service?

Answer: **UOG does not understand the question. UOG would be replacing its current communications solution(s) that would have the ability to use current SIP trunks. UOG is looking for a solution that is turn-key and includes the necessary implementation services to transition to a new Unified Communication VOIP solution.**

Question 14: Please confirm if UOG has an SBC for local Disaster Recovery (DR) handoff to a SIP Trunk for PSTN connectivity. If not, should vendors include this as part of their proposal?

Answer: **UOG does NOT have a SBC for local Disaster Recovery (DR).**

Question 15: If Vendor offers a product as a softphone feature. Would UOG accept the softphone product as a temporary solution, until the full implementation of Microsoft Teams integration is completed?

Answer: **UOG: Please refer to section 3 page 35. Please note that Microsoft Teams integration is an optional component to this IFB.**

Question 16: Please confirm that the service is based on UOG's O365 E3 and E5 licensing and that the vendor will not be responsible for hosting or managing any O365 licensing on UOG's behalf.

Answer: **UOG: Vendor is NOT responsible for hosting or managing any O365 licensing on UOG's behalf.**

Question 17: Referencing Page 32, Section 1.3.5 – Conference Bridge, we seek clarification on the following:

> 17.1: How many conference bridge services does UOG require across the campus?

Answer: **UOG: Conference bridges is a new functionality for UOG and does not have a current count of conference bridge services needed throughout the campus. At the moment, UOG should have a minimum of 1. Bidders should price out conference bridge on a per unit basis if the solution requires a cost per bridge.**

> 17.2: How many participants are expected per conference bridge?

Answer: **UOG: Conference bridges is a new functionality for UOG and does not have a current count of conference bridge services needed throughout the campus. At the moment, UOG should have a minimum of 3 users per conference bridge. Bidders should price out conference bridge users on a per user basis if the solution requires a cost per user.**

17.3: Conference bridges typically require a new Dial Number (DN) with a monthly recurring charge from a telecommunications provider. If a DN does not currently exist, will UOG request a DN from its current telephone service provider?

Answer: **UOG is looking for a solution that is turn-key which includes the necessary implementation services to transition to a new Unified Communication VOIP solution. Any new services will be coordinated by the successful bidder and UOG to provision as needed.**

Question 18: Please confirm that UOG's Unified Communication Solution includes only hardware and software services and does not intend to:

Answer: **UOG: UOG's Unified Communication Solution intent is for hardware, software services, implementation services, training, and annual basic maintenance and support of the proposed solution. The proposed solution should allow UOG to be able to "bring your own carrier".**

18.1: Activate new phone service lines on a monthly recurring charge.

Answer: **UOG is looking for a solution that is turn-key which includes the necessary implementation services to transition to a new Unified Communication VOIP solution. Any required new services will be coordinated with the successful bidder and UOG to provision as needed.**

18.2: Port existing phone numbers from its current provider to the awarded Unified Communication Solution provider as a monthly recurring charge.

Answer: **UOG: Please refer to section 8.4 on page 37. UOG is looking for a solution that is turn-key which includes the necessary implementation services to transition to a new Unified Communication VOIP solution. Any required new services will be coordinated with the successful bidder and UOG to provision as needed**.

18.3: Extend services beyond phone hardware and software to support UOG's unified communication needs.

Answer: **UOG: UOG would extend services to integrate MS Teams should funds be available.**

QUESTION & ANSWER SHEET NO.5

March 17, 2025

In response to the written "Questions" and/or 'Request for Clarifications' UOG received as of March 14, 2025 @ 11:17 am from vendor: **GTA**

Question 1: Can you confirm who the current provider of UOG's telephone system is? Additionally, please provide the most recent invoice detailing the costs associated with the maintenance of your phone system hardware and software.

Answer: **UOG: Current provider for UOG's telephone system is GTA.**

Question 2: Can you confirm that the requested services are specific to handsets only and that the vendor may utilize UOG's existing infrastructure including routers, switches, inside wiring (IW), and uninterruptible power supply (UPS)?

Answer: **UOG: The IFB is for a turn-key Unified VOIP solution which may include the PBX, Software, Licenses, handsets, training, and annual maintenance and support for the system. Vendors will utilize existing UOG infrastructure for the proposed solution.**

Question 3: Can you confirm the specific Cisco system that UOG currently has in place for its communication infrastructure?

Answer: **UOG: Cisco Unified Communications Manager Version 11.5.1.12900-21**

Question 4: Please advise when can we expect the responses to the RFIs?

Answer: **UOG: Today via Amendment 5.**

QUESTION & ANSWER SHEET NO.6

March 17, 2025

In response to the written "Questions" and/or 'Request for Clarifications' UOG received as of March 14, 2025 @ 2:39 pm from vendor: **CALPAC**

Question 1: Would it be possible to conduct a site survey early next week (Monday or Tuesday) to gain a better understanding before we prepare our quote?
***Answer:*UOG: No**

Question 2: Could you provide the site layout (drawings) along with the building plan detailing the layout and scope

***Answer:*UOG doesn't have a site layout (drawings) or document to share, but most if not all buildings have a basic configuration of 1G/10G single-mode fiber connections to its buildings from the UOG data center. Below is a general diagram.**