



**BID # SYS25-05**

**ADDENDUM NUMBER 03**  
**REQUEST FOR PROPOSALS FOR:**  
**Unified Communications System**  
**5/12/2025**

**TO: ALL CONTRACT BIDDERS OF RECORD**

This Addendum forms a part of the Contract Documents and modifies the Request for Proposals dated April 15, 2025, with amendments and additions noted below. This Addendum consists of a total of two (2) pages.

**BIDDER'S QUESTIONS**

**QUESTION #1:** As per the above numbers, do you need 70 + 78 + 8 = 156 total phones? 8 lines have analog connections (Cat 3 wiring) as per above, so does this mean 148 are already wired with Cat 5 or 6?

**ANSWER #1:** Wiring and analog connections will be determined during the technical assessments. Analog connections could be emergency phones, fax machines, or older services.

**QUESTION #2:** Do you plan to procure via any particular contract vehicle(s) such as a state contract and if so, which one?

**ANSWER #2:** RFP is open to all

**QUESTION #3:** Much of the technical assessment can be performed remotely. Please describe your expectations for the physical, onsite portion of the technical assessment in terms of time and buildings/rooms surveyed.

**ANSWER #3:** Analysis of building infrastructure, wiring, setup, and configuration where any telephony solution exists or needs to be present. Depending on location, expect 4-8 hours.

**QUESTION #4:** Do you know if there are any blue light emergency phones on the campuses that need to be considered in the solution?

**ANSWER #4:** Yes

**QUESTION #5:** Is this RFP the price for phones and then the design build?

**ANSWER #5:** The RFP should include the cost of all aspects of the proposed solution using Exhibit A details, as well as the technical assessments.

**QUESTION #6:** Can you define the expected level of network readiness assessment expected?

**ANSWER #6:** Details of the technical assessment are on page 6 and 7 of the RFP

**QUESTION #7:** What location is the data center?

**ANSWER #7:** Each location has at least one data center. CCSNH also has 2 offsite data centers that all colleges have access to.

**QUESTION #8:** Are there locations that have VM environments we can leverage?

**ANSWER #8:** Yes

**QUESTION #9:** Are all common area phones wall mounted? If not, how many?

**ANSWER #9:** Differs by college. Technical assessment needed to determine. Please present costs for both scenarios.



**QUESTION #10:** Referring to 11.1.23, what features beyond dialpad are you looking for?

**ANSWER #10:** The ability to dial outside of CCSNH is the main feature request. Please present all features that the proposed solution could provide.

**QUESTION #11:** For the purpose of the initial pricing exercise, is there a percentage of executive vs standard handsets to include with each location?

**ANSWER #11:** Through this process, we're looking to replace hard phones with softphones as much as possible. Please present costs for all types in response.

**QUESTION #12:** For the survivable branch gateway, would this be used to failover from hosted to analog if ISP services were down, or are you assuming the system is on premise and would need multiple SIP trunks or PRIs for survivability? Is this a requirement if the system is hosted or can the solution build failover through additional internet lines?

**ANSWER #12:** Survivable branch gateways would be used to continue telephony services during a disruption in the local data network (if one used in the proposed solution). The actual need for this configuration would be determined during the technical assessment process.

**QUESTION #13:** Do all of your analog lines, at a location, terminate back to the same server closet or are they spread out? Purpose of question is to see if a multiport ATA could be used or if they would need to be separated.

**ANSWER #13:** Differs by college. Technical assessment needed to determine

**QUESTION #14:** Can you provide a list of paging makes and models? So that we can determine if a Trunk, station, or port will be needed?

**ANSWER #14:** Technical assessment needed to determine. Please present cost for any scenario.

**QUESTION #15:** Will CCSNH be managing the Microsoft environment, or will it be required for the new partner for this RFP to manage it?

**ANSWER #15:** CCSNH will manage Microsoft environment.

**Acknowledge receipt of this Addendum with the Proposal Form.  
Failure to do so may disqualify the Bidder.**

NOTE: IN THE EVENT THAT YOUR BID HAS BEEN SENT TO THIS OFFICE PRIOR TO RECEIVING THIS ADDENDUM, RETURN THE ADDENDUM WITHIN THE SPECIFIED TIME WITH ANY CHANGES YOU MAY WISH TO MAKE AND MARK ON THE REMITTANCE ENVELOPE BID INVITATION NUMBER AND OPENING DATE. RETURNED ADDENDA WILL SUPERSEDE PREVIOUSLY SUBMITTED BID.

Bidder \_\_\_\_\_

By \_\_\_\_\_ Date \_\_\_\_\_  
(This Document Must Be Signed)

Name \_\_\_\_\_  
(Please Print or Type Name)

