MC MONTGOMERY COLLEGE

ADDENDUM #2

Issued: September 13, 2021

ADDENDUM FOR THE PURPOSE OF:

- To provide the attached questions & answers

All other specifications, terms and conditions remain unchanged.

Patrick Johnson, MBA
Director of Procurement

Please **sign** below to acknowledge receipt of this Addendum and return with the proposal. Failure to return this Acknowledgement of Addendum may deem a proposal nonresponsive.

<u>**NOTE:**</u> All proposals MUST BE RECEIVED <u>**electronically**</u> by 3:00pm Eastern Daylight Time on <u>**September 21, 2021.**</u>

Electronic proposal and addendum or addenda shall be sent to the following email address prior to the submittal deadline date and time at vendor.proposals@montgomerycollege.edu. **No responses will be accepted after this date and time.**

_____   _____
Company Name   Authorized Signature

_____   _____
Date   Printed/Typed Signature

QUESTIONS AND ANSWERS BY CATEGORY

CATEGORY – MISC.
Question: Would the College be open to accepting alternatives to Cisco?
MC Response: No, not at this time.

Question: Would MC consider a Webex Calling platform that does not use Cisco PSTN?
MC Response: No.

Question: We specialize in deploying 3cx platforms which comes with 3cx building video conference and mobile application. We can adopt all your existing VoIP Phones.
MC Response: The College is not interested in this platform at this time.

Question 4: Can we reference terms under: Montgomery College's Infrastructure Products, Software and Services Contract #E521-017 and add Cisco to the Telecomm Category instead of creating another contract?
MC Response: No, that contract is not intended to cover this project.

CATEGORY - CIRCUITS
Question: Are the existing dedicated circuits data circuits with internet?
MC Response: The College currently uses three 100 Mbps dedicated circuits in Germantown, Rockville and Takoma Park for voice traffic. Offeror must provide suitable replacement non-internet circuits as outlined in the RFP.

Question: Which location has dedicated circuit and what is the bandwidth per circuit?
MC Response: See above.

Question: Is it possible to use existing dedicated circuits for the new deployment?
MC Response: No, these are Montgomery County circuits that we would not consider as Tier I.

Question: If not, do you need dedicated redundant circuits at each location?
MC Response: We would not need redundant circuits at each location; however, we would want redundancy through BGP configuration.

Question: Can you provide the list of college approved tier-one telecommunications service providers?
MC Response: Based on the Garner Magic Quadrant for network services and their strengths in the North American market, the following providers will be considered Tier 1 for Montgomery College:

- **AT&T**
- **Lumen**
- **Verizon**
- **BT**
- **NTT**

<div align="center">**QUESTIONS AND ANSWERS BY CATEGORY-continued**</div>

CATEGORY - NETWORKING

Question: What WAN routers are available for connections to WebEx edge connect?
MC Response: Vendors may be expected to install routers according to how many circuits are needed. Further discussion will be needed during the design phase.

Question: Are available WAN routers BGP and DOT1Q capable and have 1/10G ports available?
MC Response: Yes, they are 802.1Q capable and will be BGP enabled and will have 1/10G ports.

Question: Are there college owned public IP address block that can be used for WebEx connection?
MC Response: Yes.

Question: What are WAN connections between three locations (Rockville, Germantown, and Takoma?)
MC Response: 3Gbps layer II NLAN network connects the three main campuses.

Question: Does college have presence already in an Equinix ECX (Equinix Cloud Exchange) facility?
MC Response: No.

Question: What bandwidth on private lines?
MC Response: 100MBps.

CATEGORY – WEBEX CALLING

Question: Does Cisco or a Cisco partner manage the existing Cisco BroadCloud/BroadWorks platforms?
MC Response: Cisco BroadCloud is hosted by Cisco and supported by our current vendor.
If a Cisco partner – please provide details regarding the existing contract(s). **N/A**

Question: Is the College looking to have the WebEx Calling hosted system managed by Proposer?
MC Response: No, the system should be managed by Cisco.

Question: The RFP states "Cisco Systems will be running a Proof of Concept for the College." What is the anticipated period of time for this Proof of Concept (POC)?
MC Response: We expect the POC to run through December 2021.

Question: Will the PC include both WebEx Calling and WebEx Contact Center?
MC Response: Yes.

Question: How many users are included in this POC?
MC Response: Ten.

Question: How many business units are included in this POC?
MC Response: POC is limited to the Infrastructure team at this time.

QUESTIONS AND ANSWERS BY CATEGORY-continued

Question: What features and functionalities are included in this POC?
MC Response: We expect to be able to test the full suite of the Cisco WebEx calling features during the POC.

Question: Does Montgomery College expect the POC to move into full production for the users/business unit(s) included in the POC?
MC Response: Yes.

Question: Cisco WebEx Contact Center requires the POC to be deployed within a Golden Tenant – what Golden Tenant is the POC going to be deployed in?
MC Response: This POC is not being run by a partner utilizing Gold Tenant but is being run directly by the Cisco CCEP team.

Question: Can Montgomery College provide details on the number of cases, types of cases, and average length of resolution for the existing Cisco BroadCloud/BroadWorks platform?
MC Response: This information is not readily available.

Question: For international long distance, please provide anticipated minutes of use (MOU) by country.
MC Response: Usage is relatively low - approximately 250 minutes per month total international calling.

Question: For 411/Directory Assistance, please provide anticipated minutes of use (MOU).
MC Response: Minimal use at this time, less than 10 times per month and approximately 30 minutes of use.

Question: Is it the College's intent for E911 solutions on a mobile phone to be provided by the Cellular/Mobile Carrier or through the Cisco WebEx mobile application?
MC Response: The College does not plan to enable e911 using the Cisco WebEx mobile application but will be utilizing RedSky.

Question: Will Montgomery College allow an Offeror to submit a proposal to deliver PSTN Services by use of a Local Gateway that is inclusive of PSTN access that is already built into their WebEx Calling solution?
MC Response: We will only consider Cisco PSTN.

Question: To comply with the desired requirements, does the College consider each Cloud Connected PSTN (CCP) as a tier-one, end-to-end, telecommunications service provider and/or a third-party service provider?
MC Response: Please refer to the list of College approved tier-one providers referenced in Section I.

Question: If the Offeror is subject to using various Cloud Connected Program (CCP) providers through the WebEx calling platform, has the College contemplated how the Offeror will assure compliance with all requirements of the contract from the authorized, pre-integrated CCP Providers?
MC Response: We will consider Cisco PSTN.

Question: Will Montgomery College allow an Offeror to submit a proposal to deliver PSTN Services by use of a Local Gateway that is inclusive of PSTN access that is already built into their WebEx Calling solution?
MC Response: We will consider Cisco PSTN.

<div align="center">**QUESTIONS AND ANSWERS BY CATEGORY-continued**</div>

Question: To comply with the desired requirements, does the College consider each Cloud Connected PSTN (CCP) as a tier-one, end-to-end, telecommunications service provider and/or a third-party service provider?
MC Response: We require providers to be pre-authorized to sell Cisco WebEx Calling, WebEx Contact Center and PSTN.

Question: If the Offeror is subject to using various Cloud Connected Program (CCP) providers through the WebEx calling platform, has the College contemplated how the Offeror will assure compliance with all requirements of the contract from the authorized, pre-integrated CCP Providers?
MC Response: We will consider Cisco PSTN.

CATEGORY - CJP/CALL CENTERS
Question: Is the college using an Attendant Console software with the BroadSoft system?
MC Response: The College uses CJP for call center applications.

Question: Please elaborate on the function of each Contact Center business unit included at Montgomery College and how it serves the business?
MC Response:
- **Primary student facing contact center supporting admissions, registration, Financial Aid, etc.**
- **IT Service Desk**
- **Public Safety**
- **Performing Arts and Cultural Arts box office**
- **Workforce Development and Continuing Education**

Question: Are Contact Center agents/supervisors working remotely or in a Montgomery College facility?
MC Response: **Agents work both remotely and on campus.**

Question: Are they using physical phones or softphone?
MC Response: Both, MS Teams is used for softphone access.

Question: What business applications are integrated with the Cisco CJP Platform today?
MC Response: None.

Question: Conversely what applications are critical that maybe aren't tied?
MC Response: None.

Question: Is the Dubber Call Recording for WebEx Calling Users or WebEx Contact Center Users?
MC Response: Both.

Question: Is there any requirement for screen recording, quality management, and/or quality evaluation scorecards for the contact center users?
MC Response: Utilizing these functions is currently not on our roadmap.

QUESTIONS AND ANSWERS BY CATEGORY-continued

Question: Can Montgomery College provide any documentation for the existing Cisco CJP configurations, call flows, and/or workflow diagrams for the contact center business units?
MC Response: This documentation will be provided to the awardee as part of the planning process.

Question: What professional services are being requested by Montgomery College for WebEx Calling and WebEx Contact Center? Cisco requires an Advanced Technology Partner (ATP) that deploys WebEx Contact Center to provide Level 1 and Level 2 support. The RFP states" Partners' RFP submissions must furnish how they will provide service and support for hosted voice services provided to the College".
MC Response: We expect the Offeror to articulate how end-to-end support will be provided between the awardee and Cisco for the College's services.

Question: Does Montgomery College use any of the existing functionality with the existing CJP platform or anticipate using the following features/functionality within the Cisco WebEx Contact Center platform? If so, please provide details of your requirements.
MC Response:
- Disposition codes (wrap-up codes) - **Yes.**
- Callback from queue- **Not currently used.**
- Screen-pop and/or Computer Telephony Integration (CTI) - **Not currently used.**
- Supervisor call monitoring, coaching, and barge-in - **Yes.**
- Music on hold while in queue - **Yes.**
- Email channel - **Not currently used.**
- Text / SMS and social media channel - **Not currently used.**
- Web Chat - **Not currently used.**
- Self-service Interactive Voice Response (IVR) - **Not currently used.**
  - DTMF IVR
  - speech enabled IVR
- Automated Out-bound campaigns - **Not currently used.**
- WebEx Experience Management (WebEx XM) - **Not currently used.**

CATEGORY - CUTOVER
Question: In what timeframe does Montgomery College expect to start and finish this project?
MC Response: The entire project is expected to be completed before June 30, 2022. The College will partner with the awardee to finalize the project schedule.

Question: Will the College staff place the new phones at the designated location or does the Proposer need to provide this service as part of the implementation?
MC Response: The College would optionally consider the offer and will be part of the project planning discussion.

QUESTIONS AND ANSWERS BY CATEGORY-continued

Question: Can you please provide an approx. count of number of physical building locations at the campus?
MC Response: The College has approximately sixty buildings across seven locations.

Question: Will all the buildings be cutover to the new solution at the same time?
MC Response: The cutover of the locations will depend on the final project planning with Cisco and the awardee.

CATEGORY - HARDWARE
Question: Analog Gateways are not included in Price Proposal Template. How many analog gateways are needed?
MC Response: The analog gateways are included in the price proposal template – we will require 28 AudioCode24 Analog Gateways (p/n MP124/24S/AC/SIP).

Question: How many analog devices will need to be supported by the College?
MC Response: Twenty-eight analog devices will be managed by the College – vendor support is not required.

Question: Should the Proposer include services to configure all the proposed analog gateways?
MC Response: Not required.

**************************** End of Questions & Answers *****************************