

September 1, 2020

**Clarification I: Question and Answer**

**Ref: Bid #221-02 –** **Voice, Call Center and Video Conferencing Solution**

Grand Valley State University has received the following questions in regards to our request for proposal(s) for a Voice, Call Center and Video Conferencing Solution . Please reference questions and answers listed below.

**Zoom Meeting Questions, August 20, 2020 3-5pm EST**

1. Are there any network capacity concerns?
   1. Bill – there is not network capacity concerns, lots of capacity.
2. Tom Payne – just received RFP yesterday and does not have his technical team on the call because it was short notice. He can ask questions regarding licensing but will submit technical questions via email.
3. Nicholas – Does the University have a preference towards a cloud model or are they looking for on prem solution? Is there a preference
   1. Sue - I think we are entertaining both but I think we prefer a cloud solution
4. Nicholas – are there any contractual concerns around existing trunking – like PRI’s or per contract for SIP trunking?
   1. Bill – I think we have a 1-year agreement
   2. Sue –maybe more clarification on that question? We are going to have to arrange for SIP trunking
   3. Nicholas Clarification – A hosted model will often times include the PSTN element or the dial tone element and I want to make sure that hosted offering doesn’t conflict with any existing contractual obligation should we bring that option.
   4. Sue – no it should not
5. Nicholas – one thing we didn’t see in the RFP is preferred term. Is the university interested in seeing 36- or 60-month option?
   1. I would like to say I would like to see both if that is possible. There might be advantages to seeing both
6. Jim Pixley – I saw reference with an integration with O365 and MS Teams. Are you looking for hybrid solution between the two? Does it need to be a Team sort of offer or that and there is some call center in there – Would you welcome a hybrid proposal?
   1. Sue – and when you say hybrid can you explain that a little more? Like not meeting the full needs of the RFP – so maybe the voice side and not the other?
   2. Jim P – no, really more of a hybrid, in terms of, because MS Teams has the opportunity to bring your PBX, that is one of the things that Telnet does as well via SIP trunking but we also have a call center solution which supports the desk phones. So, I guess I would envision a hybrid type solution depending on what you are using MS Teams for today.
   3. Sue – we are just getting started with Teams as a collaboration tool we don’t know if that is a viable voice solution that’s why this RFP is out there to see what options we have but to obviously let people know what we do have and what we are trying to integrate with so for sure Teams would be a collaboration piece, beyond that we are not sure.
   4. Jim P – Ok, it is not something that is fully embedded into the organization it is something that you are still vetting (betting?). You are looking for some desktop collaboration in the solution?
   5. Sue –We would be planning on using Teams internally as a desktop collaboration tool but we don’t know if that will be the voice solution or video conferencing solution.
   6. Jim P – Gotcha, and I do understand that there is an additional license for video conferencing via Teams.
7. Jim Pixley - A little different direction of a question – I saw the integration with Skype for Business and the call center product. Telnet has a similar call center product. So, I guess are you looking to supplant or integrate with the existing call center or would you welcome really both options depending on what came to the table?
   1. Sue – we are looking for a total replacement for our voice and call center solutions today.
8. Matt Osaka – the question is back to Teams – is the university already entered into a contract with Teams as your collaboration tool?
   1. Sue – we have that as part of our MS agreement and is part of our strategic plan going forward
   2. Matt – do you know how many users that encompasses approximately?
   3. Bill – I think there are 3300 users that have A5 licenses currently
9. Josh – what features or functionality is the current solution lacking today that is seen as a requirement for the new solution?
   1. Sue – I will refer you to the RFP and all the requirements that we had listed on the worksheets. I would venture to say that most of them are what we are looking for. To get at what we don’t have today would not be part of this conversation.
10. Josh – a new solution proposed – tech refresh could also be required to allow compatible solution or data replication is this currently assumed by you guys – as part of the response?
    1. Bill – from the network layer I think we can handle it from the network infrastructure is capable. From a client we are all Win 10 and current Mac iOS. So, I don’t think that the work stations need a refresh. Anything else you had in mind?
    2. Josh - Nothing specific. The engineers were curious if that would be something that would be part of the response.
11. Josh – all of your agents located locally or remotely dispersed?
    1. Bill – it is an on prem solution right now but a lot of agents are remote working from home right now. Typically, it on premise but with remote workforce.
12. Matt Shaffer – Is there a contact center CRM integration desired sales force or anything like that already in place?
    1. Sue – there is not
    2. Matt – is there plans to do so in the near future or is that just an open recommendation?
    3. Sue – Open recommendation
    4. Matt – perfect
13. Jennifer Dunlap – I wanted to clarify for the quote – do we need this to be for 100 or 145 agents?
    1. Sue – what are you referring to with that number? I am sorry Jennifer
    2. Jennifer – it is for the contact center, the number of people that are actually going to be in the contact center. I guess we saw a reference to 100 and 145 just so that our pricing would be correct.
    3. Sue – so this is strictly on the call center section?
    4. Jennifer – Correct
    5. Sue – we stated/listed that we had 100 concurrent users and 145 agents that are capable of running the software. So, depending on your licensing model, I would think you would have to let us know how that worked for your solution.
14. Jennifer Dunlap – will Teams replace all your 2500 or so users or should the solution provide for these users?
    1. Sue – could you please clarify the question? I am not sure I understand the question.
    2. Jennifer – Sure, for the enterprise is Teams going to replace, I know you said you weren’t certain if you were going to have Teams for voice, but if we were going to propose that would it be the 2500 plus users?
    3. Sue – correct. Bill would there be anymore to add to that?
    4. Bill – we have those licenses we don’t have a commit to go through Teams for voice and Sue I don’t think we are locked into a commitment to have Teams for collaboration either. It is not an assumption. I think that is what you are looking for.
15. Jennifer Dunlap – are you looking for voice, emails, SMS and chat from day one or are you looking for them to be phased in with multiple phases?
    1. Sue - I don’t think we had a preconceived requirement for that. I think you could lay it out in stages. If you do a total cutover that would be great. If it is in stages that would be fine.
16. Jennifer Dunlap – What kind of video conferencing devices are in use now?
    1. Sue – Skype, Teams, Zoom, BB collaborate
    2. Bill – Surface Hubs and older Cisco gear too
17. Jennifer Dunlap – Are you going to be sharing the recording from this meeting?
    1. Sue – I have to talk with the purchasing department about that. If they allow it then yes, we can. Update on this: we can only share the Q&A via a document.
18. Chris – he is from Jennifer’s team – in reference to the hardware for video conferencing – you want that all replaced is that correct?
    1. Bill – The Surface Hubs are still current and we would like to know if your solution works with them or not but I don’t think we are tied to them. There are only two of them.
19. Rich – Question on the gear you have. You seem to have a large Cisco footprint. Would you be looking to reuse some of that investment as well as I think you have some SBC’s from Sonos. Would that be taken into our account in our proposal if we would be reusing some of that gear.
    1. Bill – I think the Sonos boxes are new enough. I think the Cisco gateways will probably need refreshing or replacing just because of their age. But not to say they wouldn’t be viable for a few years but not a lot. They are beginning to age.
    2. Rick – and the devices/handsets themselves?
    3. Bill – I think we are open to reusing anything we can.
    4. Rick – you don’t really have a good breakout in the RFP. You have how many cisco devices vs. siemens devices vs. skype devices and how many analog devices are in there. Is there a breakdown that you have broken further down like needs siemens? Or are you looking to do more with a soft phone environment? Or are you looking to stay with hard phones as a replacement to those with siemens handsets – or any handset for that matter?
    5. Sue – I think we need an option for some of the faculty/staff that may need it for certain reasons. If we could reuse anything we had that would be great. There will be areas that will have to have some type of device. I can’t define how many that would be right now until we get into this further. That is certainly something we want to have an option with.
20. Steven – with regards to MS Teams – do you know what plan you are under? The E3, the E5, do you know?
    1. Bill – it is the A5 which is equivalent to the E5
21. Steven – in regards to the contact center – are we doing any database dip or 3rd party integrations?
    1. Bill - Not currently but there is definitely value there. I mean that would be a consideration.
22. Steven – are we doing any outbound calling from the contact center or is it inbound only?
    1. Bill – I think it is all inbound currently. We do have other areas that could make use of outbound calling as well.
    2. Sue – I am not quite sure on that Bill. I am thinking of our Financial Aid or Admissions Office that may have to place outgoing calls. I don’t know if that happens within the call center or outside of that.
    3. Bill – I think those are just direct outbound call and are not placed within the call center. I am thinking of our Alumni/Development area that places outbound calls though a different system. That could be an add in at some point.
23. Steven – with regards to connectivity are you guys currently SIP and PRI?
    1. Bill – Yes, primarily SIP and some PRI that are used for fax and credit cards. I think the proposal leaves that open on how you would address that.
24. Steven – would we need to worry about any contracts already in place today with providers
    1. Sue – yes, we will have to deal with some of those going forward as those contracts have been made at different times so we will have to take a look at that.
    2. Bill – I don’t think you will have to worry about them Sue won’t we have to worry about those contracts?
    3. Sue – yes, we wouldn’t be able to just switch everything over at once based on current contracts.
25. Gordon – is this a funded initiative and has a budget been established?
    1. Sue – great question. The funding will have to be requested. The project is known to the university that this is something that we need to have move forward on. Depending on the solutions and the timeframe that will yet to be determined how fast it moves. So, I can’t say that it is totally funded because number one I don’t know what the total cost is to go ask for that funding. The need is known.
26. Gordon – is there any consideration to simply expanding the existing Cisco solution to replace the Siemens?
    1. Sue - Again I think we are open to any solutions, any creativity that is out there based on where we are at. And if it meets the criteria that was laid out in the RFP.
27. Gordon – What quantity of analog phones are in the bid? Is there a particular model that we should reference in the bid purposes? Are we to assume you are going to use your existing analog wiring?
    1. Bill – I am going to look to Doug to answer this one. I assume our analog phones are still usable and the wiring is intact but Doug anything you would like to say? I think we can assume that the existing analog phones can be used and the cabling is in place.
    2. Doug – basically our analogs are on copper cabling and some are on the old PBX and some are on Cisco VG’s like 320’s and what not and some are on ATA’s. I am guessing that solution would probably stay intact. The Siemens would probably have to switch over to Cisco or some other VG type device but we would be able to use our current analog wiring.
28. Chat question submitted by Nicky Flower– Does your collaboration tool require integration with your LMS?
    1. Sue – I would say it doesn’t require it but if it is an option we would like to know about it
29. Josh – in the cloud hosted model would IT admin staff still want to administer the solution or is it a desire to outsource the management of that?
    1. Sue – I believe that we currently have staff that could do that if the solution is that as it is an option. I would suggest that you include that in RFP but make it separate cost item because if we chose to do it inhouse I don’t want that to conflict with overall RFP.
30. Josh – Could you share the list of current devices and endpoints with us?
    1. Sue – Doug we should be able to do that right?
    2. Doug – I will have to get you a list Sue that is more current but it shouldn’t take that long to get it to you.
    3. Sue – we will send it out to everyone that we sent the RFP to so that everybody has the same information.
31. Jason – how many total minutes of usage are on your current trunks? Do you guys know that information?
    1. Sue – we do but I don’t have that information in front of me. That can be something else that we send out to the group. And are you looking at the total usage of minutes no matter, are you looking at the breakdown incoming, outgoing, international?
    2. Jason – Yes, yes that would be great.
    3. Bill – now we won’t have internal system calls if that makes sense.
    4. Jason – yes, not internal calls. I want to know inbound outbound going out on the trunks.
    5. Sue – we will send that out to the group also.
32. Doug Coran – will you put out an addendum with all the Q & A from the questions due by Wednesday and the recording?
    1. Sue – yes, we will. We will send those out to everybody also
33. Joe Wood – I have a question about your current handling on 911. Do you have on site campus Police or is it going to a local PSAP?
    1. Bill – it goes to the local PSAP and they are dispatched through the county.
34. Joe Wood – is e911 supported down to the room and suite or do they just dispatch to the main building locations?
    1. Bill – currently we go down to the room and suite. I am not sure if we have determined if going to that level is a requirement or not. Sue, do you remember how it was written in the RFP?
    2. Sue – at the top of my head no. I would have to go back and look at the verbiage.
    3. Joe – that is ok
    4. Bill – we have to be complaint with the State of Michigan laws going forward. I think that is the key thing that we are meeting the State requirements.
    5. Joe – we have you covered on that.
35. Joe Wood - What about the dynamic location of folks moving around. Do you have anything like that currently?
    1. Rob – currently is built into Skype for Business we use their list database and it updates to a PDM from West. So, as you move about your 911 information updates in real time.
    2. Joe – great I appreciate that info.
    3. Doug – that is just for Skype for Business. For Siemens and Cisco we have SPOK and that is down to the building and room but those are changes that we have to keep up to date, they do not happen automatically.
36. Gordon – regarding installation is the bidder to include labor in the response? And is the bidder responsible for replacing the phones? How comprehensive is the bid to be?
    1. Sue – are referring to replacing the phones on campus?
    2. Gordon – Some clients have the staff to replace the phones so there is no need to include the labor costs for that because that is certainly a task that needs to be covered. Do you intend to have your internal staff do the labor?
    3. Sue – we have internal staff that can do it.
37. Gordon – User training session or train the trainer can be used
    1. Sue - There are certain users we will have to address differently based on academic year, what is going on. So, we would prefer to have that training made available to us internally and then we would push it out accordingly.
    2. Gordon – we could provide videos for training
38. Name not identifiable on recording – in regards to your contact center. Do you record any calls?
    1. Sue – we do record calls at the call centers
    2. Person – do you store those recordings for a certain amount of time for future reference?
    3. Rob - the call centers store them for 185 days and they automatically drop off. We can turn it off at will so that we are not recording credit card info or HIPPA -they shut off the recording
    4. Person – do they activate the recording manually as well?
    5. Rob – for 6 out of the 8 call centers it is automatic and can be disabled during a call
    6. Person – do you prefer it to be automatic with the ability to disable or if there is some way for it disable when a credit card is being given automatically be sufficient? That the system would do that automatically for you.
    7. Rob – I suppose that is possible
    8. Public Safety also records 5 or 6 lines but that is on Cicso
39. Josh or Joshua? – does your current operator console route calls into the call center today? Does the operator drop callers into the IBR tree or help navigate it for the customer?
    1. Rob – right now it is done by the department
    2. Sue –It is manual process they are not linked at all
40. Matt Osaski - question for you regarding credit card processing. Is the university open to an IBR solution? So that if an agent is talking to someone that needs to make a credit card payment that agent would do a series of keystrokes that sends them off to an IBR which confidentially gets that credit card info and responds back to the agent and informs them if the card was approved or declined.
    1. Sue – I think we are open to everything Matt
41. Gordon – regarding the service agreement – the length and nature of coverage looking for 24/7 coverage or 8/5 coverage? What contract length are you looking for?
    1. Sue – I would prefer a 24/7 as far as access, the way we operate I think that is needed. Contract length I would say at the minimum a 36 , if there are advantages of going longer those might be considered. I am also looking at a contract that will allow us to as we implement the solution and as we go down that road as there are challenges that there might be opportunities to change that contract.
    2. Gordon – ideally 36 but if longer to include an opt out clause
    3. Sue – yep, that would be great
42. Gordon –is there any interest in screen recording for training purposes or compliance?
    1. Sue – obviously it is not in the RFP and I have not been asked that of the university constituents that helped put this together. I will ask my team if they have been asked that or know of anybody that would need that for training purposes.
    2. Gordon – this would be specifically for the contract center agents. Just as it would record the audio of people calling in, in addition to recording the audio you can record what is being taken place on the screen so that if there is need for compliance or maybe training and you can go back and see what the agent was doing. It is just another way of validating the information that was exchanged.
    3. Sue – I guess Gordon I would say if that is an extra cost you may want to include separately for consideration as that is not one of our requirements right now
43. Gordon – in reference to the contact center. Have you considered an omni channel approach for the contact center? Where the agents are able to interact with the folks that are contacting you in a variety of ways and pivot to one version or another. In other words, starts in MMS or SMS, which escalates to a phone call or a social media interaction all from the same console. Is there any expanded need for that or is pretty straight forward contact center?
    1. Sue – I guess I would say the same thing about that. If those are options that you can provide that are not part of the RFP but are options that are value added and you want to include those separately for us to consider I would do so.
44. Nicky – Are you interested in leasing hardware as part of the service?
    1. Sue – Nicky I would say we are interested in many solutions. If it is a value add or if it makes more sense to do that for that type of contract vs out right purchasing. We are open to any solutions that are out there that would make our lives easier going forward and are more financially responsible and keeping the technology up to date moving forward. I would say we are open to that.
45. Chat question – will you provide a list of companies that have indicated they will be bidding this project?
    1. Valerie (purchasing)– Back tracking to the question about the recording. We will respond to the questions in writing and you will be able to find clarifications or addendums on the bid opportunities portion of the web page. Therefore, where you picked up your bid specifications is where you will see addendums or clarifications. These items will be available under bid number 221-02. The recording from this meeting will not be released but we will respond to the questions in writing.
    2. Valerie – second question – We will release bid information received if we are able to compile it in a format that can be posted. We will not release a list of bidders. When possible, we will post award information. However, if we are unable to do so a vendor can formally request freedom of information.
46. Chat question – can you provide the total number of existing SIP trunks to the public network?
    1. Bill – two SIP trunks that are going out on our private network currently
    2. Doug - and two PRI trunks
47. Joe- This is assuming cloud hosting solution for voice – survivability – you have a number of different buildings. Do you want private access to each and every one of those buildings with robust survivability or are going to go over your own network and utilize internet access?
    1. Bill – we have multiple 10 gigs from multiple locations with lots of bandwidth
    2. Person – back to survivability should you lose your network connection. Would you still want survivability from phone to phone in the building should you lose that connectivity back to the primary?
    3. Bill – I don’t think that would be our biggest concern within the building. We do have concerns about 911 requirements. Whether we have to address that with cable modem fail over in locations. I don’t think personally I would worry about inner building communication as much
    4. Sue – agreed
    5. Joe – sounds like you have robust network
48. Gordon – Your organization is considering both premise and cloud solutions – which criteria would you use to determine which way you will go? With those two offerings there is consideration of cost, performance, and survivability – all the topics that have been discussed. Have you considered the criteria that you will use to determine which route you will go?
    1. Sue – Gordon I can say our preference would be cloud in this scenario but we are not going to not review anything that would be an on prem solution to look at the reasons why. Based on our challenges with the pandemic and everything, we are looking for a solution that will allow for flexibility that we need to port/take your number wherever and whenever and all the services that come with that. It is going to be looking at the criteria that is on the spreadsheet and any value adds that you might have…and just reviewing what that might look like and then ending up with the vendor demos
49. Gordon – regarding the IP phones for knowledge workers and the user profiles as you are familiar with solutions today you are going to purchase or lease a bundle of some sort that has a range of features like cell phones and mailbox and collaboration of some sort. Have you given any thought to what sort of 1. The IP device those users will be assigned? 2. What type of features you want those user bundles to include?
    1. Sue – I believe that the requirements that we state are in the RFP if you have value add that you want to talk to us about please include that in your RFP but the requirements from the actual RFP are what we are looking for
50. Melissa Moore – if our solution isn’t the complete solution as far as we can definitely do something on the call center and recording side but maybe not so much on the equipment would you be open to a partial solution to you RFP?
    1. Sue – I think we are open to that but if there is a complete solution to make things easier that would be preferred.
    2. Melissa – we have the call center component but wasn’t sure if you were looking for the conferencing piece for collaboration within the university or if this was attached to the call center
    3. Sue - I would consider you could look at that separately if your solution provides a video conferencing solution that would add value to the voice and call center, great. If you do not have a video solution to go with the other two, that’s ok
51. Joe Wood – requesting clarity on the RFP when it says user breakdown for knowledge user devices when it gives you three basic platforms and it says 2500 VM users. Is that 2500, I would assume, but please confirm, it is 2500 of the three primary systems that you listed above that, correct?
    1. Doug – yeah, the VM users are unified messaging in exchange and they reside in all three phone systems
    2. Joe – so they are distributed amongst those three systems randomly?
    3. Doug – right
52. Jim Pixley – Piggyback on that question – you said the VM integrated directly with O365, as long as the VM solution can notify users via email is that sufficient? In other words, our VM solution will send an email with the VM attached to it right to that specific user to that line. So, if someone left you a VM Sue, you would get that VM right in your inbox. It is not a direct integration to Outlook, but it sends the email right to the inbox whether you are using Outlook, Gmail or whatever it happens to be.
    1. Bill – do you do a voice to text or anything? Or is it just strictly an attachment?
    2. Jim – it is strictly the attachment with the audio file itself. And if the user happens to have a desk device as well they can set it up so that it is never even stored on the desk phone but only always sent right to their email.
    3. Bill – I think that is acceptable, just the entertainment value of reading the text to speech we would miss (just kidding there)

**Vendor email Submitted Questions received by August 26, 2020**

1. Dean Tullis – can we bid 1 or 2 of the 3 solutions or are you looking at getting one vendor for all 3.
   1. Sue – Yes, you can bid on any of the 3 requested solutions
2. John Ricci - Any integrations required for Contact Center?
   1. Desired integrations to Cherwell Ticket system and Ellucian Banner for employee and student data.
3. John Ricci – Question 55 talks about attaching files to SMS. MMS support files/pictures ext. What is the use case with SMS/MMS?
   1. We are wondering if there is an ability to automatically intake multiple methods of contact center questions.Thus, if a call center question comes in via SMS, can it automatically be converted to a phone call in the queue or a ticket entered into the system.
4. John Ricci – Are you using a chatbot today?
   1. Yes, we are using Web Chat Gateway, it's a component of the Clarity Connect system.
5. Matt Sheaffer - Is GVSU looking for general ADA compliance or are there any special requirements the solution must meet?  This is in reference to row 22 on the Contact Center tab of the Excel spreadsheet.
   1. General ADA compliance must be met.
6. Matt Sheaffer - is GVSU looking for real-time transcription, or post-call transcription for analytics?  This is in reference to row 54 on the Contact Center tab of the Excel spreadsheet.
   1. Optional post-call transcription for analytics
7. Jamie Kress - For the Contact Center, how many supervisors do you require?
   1. We currently have 24. We would l like to know costs to also add additional supervisors when needed.
8. Jamie Kress - In regards to your Teams deployment, will GVSU be using this solution for Distance Learning and student communication, or just for internal telephony solution?
   1. Currently, there has not been a decision on how Teams will be used beyond a current pilot of Teams for collaboration as well as a pilot for Teams telephony.
9. Penny Musser - There are terms we would want to modify, and possibly add to the existing terms & conditions. Can we make redlines to the terms within the document, or provide exceptions before we sign a contract if awarded?
   1. The university reserves the right to accept or not accept your red line changes if your proposal is accepted.
10. Penny Musser - Can we request an extension until August 28th for the question end period?
    1. Sorry, August 26th was the deadline.
11. Penny Musser - What version of Exchange does GVSU currently have deployed?
    1. 2016
12. Wes Long – Will RFI questions from all participating vendors be answered and posted in one place/document?
    1. Yes,
13. Wes Long – Does GVSU currently have a production deployment of Microsoft O365? If so, please answer the following?
    1. Describe current licensing and quantities
       1. A5 license with 3371 licenses
    2. Has Azure Active Directory Connect been implemented?
       1. Yes
    3. Is ADFS or another 3rd Party Authentication Service deployed?
       1. No
    4. Please explain which O365 workloads are currently being used in production
       1. Teams
       2. One Drive
       3. Sharepoint
14. Wes Long – If proposed solution involves Microsoft O365 will vendor be required to provide costs estimates for additional licensing that may be required, or will GVSU procure their own O365 licensing?
    1. GVSU would procure our own O365 licenses
15. Wes Long – Is Exchange Online Hybrid Coexistence in place with production O365 tenant? If so, please provide description of any services and mailboxes that have been migrated to O365 Exchange Online
    1. Yes
    2. None at this time
16. Wes Long – Is Microsoft Teams currently being used in production? If so, please describe workloads being utilized (Chat, Group Collaboration/File Sharing, P2P Calling, Online Meetings, Audio Conferencing, Video Conferencing, Phone System)
    1. Teams is currently being used as a collaboration tool. It has not been decided if this will be the recommended collaboration tool or one of many.
17. Wes Long – What version of Lync/Skype for Business Server is currently deployed?
    1. Skype for Business 2015 CU-7
18. Wes Long – Is Skype for Business Server Hybrid Coexistence with production O365 tenant deployed? If so, are there any user accounts which have been migrated to – or are running in Skype for Business Online?
    1. This has not been deployed in production.
19. Wes Long – Please provide additional detail around the level of effort being requested for Voice & Video Conferencing solution adoption/training:
    1. Training for IT Staff / Help Desk
       1. Training for approximately ten staff members responsible for assisting customers
       2. Robust documentation and call center support
    2. ‘Train the trainer’
       1. Same as ‘a’ above
    3. End User Training - Campus Staff (Operator, Dept Admins, Etc.)
       1. GVSU will train and/or provide vendor supplied documentation to on campus users
    4. End User training – Students
       1. GVSU will train and/or provide vendor supplied documentation for students
    5. Onsite – Remote?
       1. Remote preferred
20. Wes Long – Please explain requirements around 24/7 Support
    1. If solution is hosted, are you looking for additional, on-going support beyond what is supplied by hosting provider once project has been completed?
       1. We would be looking for support that would cover our general hours of operation being7am – 10pm EST. We would like to know what the support costs would be to escalate during off hours if needed.
    2. Do you require Level 1 support?
       1. I cannot answer that without knowing what your definition of Level 1 support is.
    3. What are your requirements for Onsite support during deployment/cutover?
       1. Vendor remote availability during deployment/cutover
21. Wes Long – Please provide more detailed requirements around the number, type, and location of current analog phones and telephony devices:
    1. Common Area/Lobby phones – please refer to additional addendum RFP-Device-type-list.xlsx
    2. Conference room phones – please refer to additional addendum RFP-Device-type-list.xlsx
    3. Overhead Paging – please refer to additional addendum RFP-Device-type-list.xlsx
    4. Elevator / Service phones – please refer to additional addendum RFP-Device-type-list.xlsx
    5. Other – please refer to additional addendum RFP-Device-type-list.xlsx
22. Wes Long – Please provide more details around the number and location of POTs lines and connected devices
    1. Please describe how you would manage 500 plus common area phones.
23. Wes Long – Does GVSU intend to keep their current PSTN provider (Windstream)?
    1. This is yet to be determined.
24. Wes Long – Will PRIs remain as a Gateway connection requirement, or can all telephony services from PSTN provider be accomplished over SIP Trunks?
    1. We would like to move to all SIP if FAX and CC lines can be successfully converted.
25. Wes Long – Does current Contact Center solution meet your requirement/needs? If not – please explain
    1. Functional, the application meets our needs. Reliability is a concern.
26. Chris Althanson – Please provide an overview of any current issues/pain points with the existing environment.
    1. Multiple phone systems
    2. Multiple vendor solutions
    3. Challenge with managing upgrades to multiple solutions based on requirement stack of existing infrastructure
    4. Two solutions are not enabled for remote capability
    5. Call center is out of date and difficult to upgrade
    6. Two solutions are not enabled for end user features like chat, screen sharing, presence, meetings, etc.
27. Chris Althanson – Is there a universal pricing template that GVSU will be providing, or should bidders create a document that best outlines the pricing structure of their proposed solutions?
    1. Bidders may submit format that best outlines their proposal.
28. Chris Althanson – Is it preferred, or a requirement, that the proposed solution be one that the vendor has previously deployed and currently supports? If so, Is there a requirement to have references for deployments similar in size and scope so as to be able to demonstrate the bidders ability to execute in an enterprise environment?
    1. It is required that the solution proposed would be one that is already in place and successfully working.
    2. It is preferred that the references are similar in size and scope to GVSU in order to demonstrate successful implementations.
29. Chris Althanson – Please provide an overview of the WAN and an overview of how all locations are connected, speed of the connectivity and the carrier(s) involved
    1. Internet connectivity is multiple 10 Gig circuits. Desktops are 1 Gig Ethernet. Sufficient infrastructure to support WAN.
30. Chris Althanson – Please provide an overview of how internet connectivity is provided to all locations, speed of the connectivity, the carrier(s) and associated speeds
    1. Carrier – Merit. Multiple 10 Gigs from both Allendale and Grand Rapids.
31. Chris Althanson – Can you provide LAN/WAN diagrams to provide any of the above detail?
    1. No.
32. Chris Althanson – Are the existing LAN switches “VoIP ready” (POE/QoS) and support 100 Mbps minimum?
    1. Most.
33. Chris Althanson – For a hosted solution, would the preferred method of delivery be redundant private circuits with QOS, Internet enhanced by SD-WAN or straight internet.
    1. Straight internet.
34. Chris Althanson – How many direct inward dialing numbers (DIDs) do you currently own?
    1. 10,000
35. Chris Althanson – How many toll-free numbers do you currently own?
    1. 12
36. Chris Althanson – How many minutes of domestic long-distance do you use per month (estimated/average)?
    1. Please refer to addendum Call Usage Report.pdf
37. Chris Althanson – How many minutes of international long-distance do you use per month (estimated/average)?
    1. Please refer to addendum Call Usage Report.pdf
38. Chris Althanson – What are the top countries that your users call?
    1. UK – largest volume
    2. Ireland
    3. Kenya
    4. Portugal
    5. Italy
    6. Ghana
    7. Germany
    8. France
39. Chris Althanson – How many minutes of inbound toll-free do you use per month (estimated/average)? Supposed to provide usage
    1. Please refer to addendum Call Usage Report.pdf
40. Chris Althanson – Please provide the VoIP phone count by location.
    1. Not relevant for RFP.
41. Chris Althanson – Please provide breakdown of phone models and quantities currently in use.
    1. Please refer to RFP-Device-type-list.xlsx
42. Chris Althanson – How many operator consoles are required per location?
    1. There are three in total and are located on the Allendale campus.
43. Chris Althanson – Please provide the analog port count required for analog phone/faxing by location.
    1. Please refer to RFP-Device-type-list.xlsx
44. Chris Althanson – Please provide an overview of the analog wiring distribution by location? If all analog is not centralized, please provide a breakdown of a count by closet within each location.
    1. Allendale campus is centralized into two mainframe locations.
    2. Eberhard center, Muskegon and Holland have their own wiring distribution.
45. Chris Althanson – How many users require a softphone on their desktop/laptop/mobile phone/tablet?
    1. All named users.
46. Chris Althanson – Please provide a list of any locations that require phone survivability functionality in the case you suffer a WAN outage. As an example, is it a requirement for phones to be able to reach campus security in the event of a WAN outage?
    1. None if cloud based. If on-prem, Muskegon, Traverse City, Detroit, Holland.
47. Chris Althanson – Is your call center centralized?
    1. There are currently four separate call centers on the Allendale campus.
48. Chris Althanson – What do you currently use your call center groups for?
    1. Helpdesk, Records, Financial Aid, Admission and Student Accounts.
49. Chris Althanson – How many distinct call flows are required for the call centers?
    1. 6
50. Chris Althanson – Can you please provide call flow documentation for your existing call centers?
    1. Not at this time.
51. Chris Althanson – Are there any IVR and/or self-service requirements?
    1. No, not currently.
52. Chris Althanson – How many dial-in numbers will be configured for the call center call flows (including any self-service IVRs)?
    1. 12
53. Chris Althanson – Is Call Analytics required for call recording?
    1. Yes
54. Chris Althanson – Are transcriptions required for call recording?
    1. Optional, post call.
55. Chris Althanson – Are there ASR and/or TTS requirements? If so, how many concurrent ports of each?
    1. Yes. Service should be on all ports.
56. Chris Althanson – Are there any wallboards in place? Is so, please describe the content provided.
    1. No.
57. Chris Althanson – The RFP stated that the call center consists of 145 total agents, 100 concurrent. Does the number of total agents include supervisors? If not, how many call center supervisors are there?
    1. Yes, 24
58. Chris Althanson – Please provide the manufacturer and model of video endpoints by location.
    1. Microsoft Surface Hub, qty=2
59. Chris Althanson – Can you please provide the number of faculty and staff that will require a personal Video Web conferencing room?
    1. All faculty and staff would require the videoconferencing solution. It is not known how many would need the webinar features.
60. Chris Althanson – Please provide the type of paging system(s) you have today by location.
    1. None.
61. Chris Althanson – Is paging currently zoned within each location?
    1. NA
62. Chris Althanson – Is it a preference or requirement for the ability to send text messages/alerts to phone displays?
    1. We are wondering if there is an ability to automatically intake multiple methods of contact center questions.Thus, if a call center question comes in via SMS, can it automatically be converted to a phone call in the queue or a ticket entered into the system.
63. Chris Althanson – Is it a preference or requirement for the ability to notify security via SMS/email/screen pop when someone dials 911 with who called 911 and the location of the caller?
    1. It is a requirement.
64. Chris Althanson – Are automatic location tracking updates for E911 a requirement or is manually updating all phone location moves via a portal acceptable? If acceptable, which would be preferred?
    1. Automatic location tracking is a requirement.
65. Chris Althanson – Do you currently use a mass notification application? If so, please provide the manufacturer and associated application(s) and version(s) by location.
    1. Rave Mobile
66. Chris Althanson – Does the mass notification application integrate to your existing phone system?
    1. No
67. Chris Althanson – Is there additional security functionality that you would desire?
    1. No
68. Chris Althanson – Who will be responsible for end user data collection / station data collection?
    1. GVSU staff
69. Chris Althanson – Who will be responsible for phone removal?
    1. GVSU staff
70. Chris Althanson – Who will be responsible for phone disposal?
    1. GVSU staff
71. Chris Althanson – Who will be responsible for any new Ethernet cabling for locations where VoIP phones are required but there is not currently Ethernet connectivity?
    1. GVSU staff
72. Chris Althanson – Who will be responsible for analog cross-connects from existing analog wall fields to on-premises gear required to provide analog functionality?
    1. GVSU staff
73. Chris Althanson – Who will be required to decommission/remove old analog cabling from analog wall fields?
    1. GVSU staff
74. Chris Althanson – Who will be responsible to physically rack/stack any on-premises gear?
    1. GVSU staff
75. Brad Ridenour – If the solution does not include Active directory integration for single sign on, but does allow for applications to “save passwords” for automatic login, will Grand Valley State University consider the solution?
    1. No, the solution will not be considered.
76. Brad Ridenour – Grand Valley State University prefers to work with a local firm in order to keep travel expenses to a minimum. If your firm is not local, please disclose your estimate for travel costs. The team from the awarded company may be expected to have multiple in-person meetings with the IT Department on both our Allendale and Grand Rapids Michigan campuses.
    1. Are these meetings to be pre-sales, or project managers or other staff? How many on-site meetings do you expect to require from each mentioned group?
       1. The meetings onsite may be necessary based on design needs. I would estimate two onsite meetings at most being 1 day each.
77. Brad Ridenour – How many trunks/call paths will be required solution wide? Or how many trunks are you currently equipped for, and is that sufficient for traffic?
    1. 200 for inbound/outbound.
78. Brad Ridenour – Will the university provide all PoE?
    1. yes
79. Brad Ridenour – Should the vendor assume that all required cabling is in place?
    1. Yes
80. Brad Ridenour – The usage breakdown per Knowledge User devices are:
    1. Cisco = 1,634
    2. Siemens = 2,108
    3. Skype = 1,137

What type of features do the users listed above require?

Refer to the RFP functional requirements

Can you provide a breakdown for these 4,879 users in this way?

How many need dial tone only (no voicemail or presence)? 1508

How many need voicemail to email? 3371

Do all voicemail users require voicemail transcription? No

How many need softphone or mobile softphone? 3371

Will all users require a desk phone device, or will some PC or mobile softphone users be softphone only users? Not all users will require a desk phone.

1. Brad Ridenour – Non-knowledge users/analog lines (e.g. conference phones, service phones, security phones, public phones, etc.) = 797
   1. Are all of these devices analog? No.
      1. If so, do you plan to keep all of these non-knowledge users as analog? No.
      2. If some will be IP based, please provide number of the 797 that will be IP? Conference phones should be IP based and common area phones could be either.
   2. If so, does all analog station cabling come back to a central location on each campus? In most cases, yes.
      1. If yes, then provide total number of analog stations needed BY CAMPUS.
         1. Siemens PBX analog = 546
         2. Cisco Call manager analog = 246

Or

* 1. Does analog station cabling come back to each building on the campus? (distributed)
     1. If yes, then provide total number of analog stations needed BY BUILDING.
  2. Are any of the 797 fax machines?
     1. If yes, please designate the number that are fax (by building or campus depending on how you answered the cabling question.)
        1. Approximately 200 or fax numbers.
  3. If no, how do you handle your faxes today?
     1. If fax server, does the fax server have dedicated trunking that does not go through any of your PBXs? No
     2. Or are they services by dedicated/POTS lines? No

1. Brad Ridenour – The current Call Center solution represents 100 concurrent users on Clarity Connect using the Skype for Business platform.  There are 7 different groups using the call center solution, 145 agents total capable of running the call center software.
   1. Should pricing reflect a voice only call center for these 7 groups?
      1. Yes, with a cost breakdown of what it would take to add additional users. Include discounts via volume or tiers.
   2. If you want multi-media (i.e. web chat, SMS & email), please provide how many concurrent agents would need 1 or more of these media types, and how many groups/queues for each media type would be needed.
      1. 100 concurrent users would use the media types
      2. Seven groups/queues
2. Brad Ridenour – GVSU has a need to provide recording of phone calls. Describe the process and where the audio files are stored. Be prepared to demonstrate solution.
   1. What users will require recording? All users? Only within the contact center?
      1. Call centers and Department of Public safety as well as dispatch for 911.
3. Brad Ridenour – Describe how your solution would integrate with Microsoft Teams. Be prepared to demonstrate solution.
   1. How many users will require integration with Microsoft Teams?
      1. 3371
4. Brad Ridenour – How many users do you anticipate will require calendar integration with Microsoft Office 365?
   1. 3371
5. Brad Ridenour – Importing of a directory file into the operator console is desired. Please explain your options and be prepared to demonstrate.
   1. Is a directory outside of what is provided by the PBX required? What directory / directory format do you wish to be able to import?
      1. CSV format
      2. Name/Department/phone#
6. Brad Ridenour – GVSU desires to integrate to other systems for real time directory data. Please describe your capabilities.
   1. What other systems /database formats do you wish to import? Please provide a use case if available.
      1. CSV
      2. Import employee data out of ERP system.
7. Brad Ridenour – GVSU has a need to communicate to its constituents via SMS communications. The need to send group SMS, in a class setting for instance, is desired. Please describe and be prepared to demonstrate solution.
   1. SMS is an optional value add for the RFP for GVSU
   2. How many accounts (senders) would be required?
      1. 3371
   3. How many “groups” of SMS receivers would be required?
      1. Minimum of 3
   4. How many outbound SMS’s (total receivers) would be required?
      1. 27,000
8. Brad Ridenour – GVSU has the need to make the sending SMS number is not discoverable. Please describe and be prepared to demonstrate solution.
   1. Please explain further. You mean you do not wish the SMS sender’s number to be able to be texted back?
      1. Correct
9. Brad Ridenour – What compliance standards does your platform adhere to?
   1. What compliance standards is the University required to adhere to?
      1. FERPA
      2. HIPAA
      3. ADA
      4. GDPR
10. Brad Ridenour – Does solution provide transcription.
    1. What are you looking for transcription of?
       1. Optional for voice to text, voicemail and also meetings.
11. Brad Ridenour – Does the platform provide the ability to see the customer journey through the Interactive Voice Response process?
    1. Please provide a use case or an example of what you are looking for?
       1. For call center customer service.
12. Brad Ridenour – Does solution have a minimum of 300 participants for audio and video participation. Please describe limitations of proposed solution.
    1. How many moderator accounts are needed?
       1. 34,000
    2. What is the number of participants required for each account?
       1. 300
13. Brad Ridenour – Does solution provide webinar capabilities. Please describe webinar features.
    1. Please clarify what you mean by the term webinar?
       1. Virtual meeting with large audiences or events. May be open to the public. Typically, the interaction is managed, not live interaction.
    2. Is this screen sharing, recording?
       1. Yes
    3. What functionality are you looking for please?
       1. Live meeting
       2. Large number of participants
       3. Meeting controls for host and co-host
       4. Panelist
       5. Attendees – have to be granted permission to participate
       6. Producer mode
       7. Registration
       8. Chat
       9. Raise hand
       10. Polling
14. Brad Ridenour – Windstream requires network connectivity with our UCaaS Solution.  Will you provide a list of all locations requiring phones, or will you identify a head end location that GVSU will be able to distribute signaling/class over your existing WAN architecture?
    1. Head end locations are Grand Rapids and Allendale
15. Brad Ridenour – Can you please provide a main hub/building address for each campus location?
    1. Grand Valley State University, 10860 North Campus Drive, Manitou Hall, Allendale, MI 49401
    2. Grand Valley State University, 301 West Fulton, Eberhard Center, Grand Rapids, MI 49504
16. Brad Ridenour – Are you open to a hosted solution vs. an on-premise solution?
    1. Yes
17. Brad Ridenour – Do you have a preferred pricing template we should use? If so, please provide.
    1. Bidders may submit format that best outlines their proposal.
18. Patrick Lyddy - Section 3.1.3 – Will Federal funds be used or requested for this contract?
    1. No.
19. Tammie Buehler – With regards to e911 and mobility, is it required that the solution provided account for mobile 911 support be within the calling product or can this be added via a third party?
    1. Either solution is acceptable.

Thank you for your participation,

Valerie Rhodes-Sorrelle, C.P.M.

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