To: All Vendors Bidding on The College of New Jersey
Upgraded Campus Telephone and Voicemail System

From: Roselle Horodeski
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Date: September 20, 2013

ADDENDUM NO. 1

REFERENCE: The College of New Jersey
Upgraded Campus Telephone and Voicemail System
AB140004

Date of Original Bidding Documents: September 9, 2013

INTENT: This Addendum forms a part of the Contract Documents and modifies the original Bidding Documents and Prior Addenda, if any, as identified above.

CONTRACTOR QUESTIONS:

Question 1: Can you tell me if you are looking at other manufacturers for the new phone system bid? I know you are currently on a Siemens system and I wasn’t sure if you would like to receive a bid for the Avaya phone system.
Response: The bid is not intended to be specific to any particular vendor. There are specific operational and technical requirements that must be met.

Question 2: Would TCNJ be willing to utilize its fiber WAN for VOIP telephones to all buildings and utilize analog where required or appropriate?
Response: No.

Question 3: Are you currently utilizing ACD? If not, do you have an application in mind? If yes, how many agents are there?
Response: ACD is not currently used in the traditional sense. It has been explored in the past. Possible Applications would be call distribution for IT Help Desk and/or Student Financial Services (Financial Aid) busy-time operations (e.g. bills due or aid application deadlines).

Question 4: Do cable records exist and if not or are limited, would The College consider providing them to us?
Response: The College has limited cabling records available, of undetermined quality. These will be provided to the awarded vendor.

Question 5: Can the data base be printed out or provided in a txt file from the existing PBX’s?
Response: Configuration data can be captured from the PBX and Voicemail systems. It is the responsibility of the awarded vendor to extract this information. Please review Sections 3 and 19.
Question 6: We are of the understanding that we will be re-using all analog sets. Is this correct?
Response: Yes.

Question 7: Is there only one security area that will require the 911 Administration, ie.) one physical location on campus?
Response: There is currently only one location. However, Section 10 describes the requirement for a remote, redundant location. This is not existing currently.

Question 8: Is there any overhead paging on the campus that is accessed through the PBX?
Response: No.

Question 9: Do you have marked blueprints showing existing digital phones that can be used for S P T & Desi? (Set, Place, Test)
Response: No.

Question 10: Do you have a site plan showing cable distribution to all buildings?
Response: There is not a schematic plan, however there is a breakdown of cable count IDs per building. This information would be supplied to the awarded vendor.

Question 11: Given the amount of work to be done and your RFP timeline, including the sixty (60) days after October 7th to award, is the cut over date of Winter Break (December/January 2013/2014) realistic?
Response: Please see the Addendum for clarification on the schedule expectations.

Question 12: What type of training do you want for the system technicians? We offer system administration training on site but if you're looking for technical training that would be an off-site week long training. Can you be more specific in your requirements please?
Response: The bid was written presuming there is a differentiation between training for Users, System Administrators, and System Technicians, and our support staff are organized in that fashion. Briefly:
Current System Administrators are responsible for configuration of the PBX to provision the various types of desk sets, their features, line appearances, etc. Included in this role is configuration or troubleshooting of central system functions like trunk status. Voicemail system configuration (profile creation or modification, password change, etc.) is part of this role.
Current System Technicians are responsible for placement of desk sets, troubleshooting in the field, installation or relocation of cross-connects, and in some cases hardware replacement or addition with the PBX unit. Presuming that newer platforms rely more on traditional computer/server operating systems, and that newer platforms are less monolithic, training for the Administrator or Technician roles would include working in those systems to complete those functions as well as the new functions that support the new applications.

Question 13: What is your current PSAP PS/ALI system? You have a request for E911 as an option with or independent of existing system.
Response: The current system is two parts, separate and independent.
First piece, serving the majority of campus, is a ROLM desk phone with CTI interface and application that serves to log calls and display the caller's location as defined in and reported...
by the PBX. The CTI application enables the operator to connect with and if necessary
conference in emergency services.
Second piece, connected to the PSTN and formerly serving payphones, likely now serving
cell phones or off-premise callers transferred to the campus PSAP, is part of Verizon's
network, manufactured by KML Technology. The College is responsible for support and
upgrade of this system; besides circuit and local loop maintenance, Verizon does not service
this system.
To summarize, the scope of work is to replace the existing first piece. Then there is interest
in integrating both the proposed new system and the existing PSTN system as an option for
a single operator console.

Question 14: 4.2.e request visual and auditory features to alert end-users. Would distinctive ringing and
flashing comply?
Response: 4.2.e is a general statement with regard to indication to users the status of some function.
For example, traditionally an incoming call is indicated by ringing. But it can also be
indicated with a flashing light on the associated line appearance button. Depending on the
configuration of the system/deskset, the visual indicator of an incoming call may or may not
be accompanied by an audible signal, as in the case of multiple line appearances on sets in
an office suite.
However, 4.2.e is not intended to be restricted to incoming calls. For example, older systems
may have a visual indicator that voicemail is waiting. And a broken dial tone might be an
audible indicator that voicemail is waiting. Presumably newer systems have newer and/or
different functions, and 4.2.e is looking to explore visual and audible indicators for those
functions.

Question 15: 4.2.f. Compliance with ADA requirements. You are asking for large-print displays and dial
pads. This specifies for all digital and IP handsets. If not please specify how many ADA
would be sufficient.
Response: Please see Addendum I for revision. It is unknown how many ADA devices would be
required. The ADA functionality must be available in the product line. Presumably some
ADA features (e.g. audible or visual signals, audio interfaces) are typically intrinsic to most
or all devices in the product line, whereas dial pads might be a specific product.

Question 16: Do you want each feature listed explained in detail or just a statement stating we understand
and comply?
Response: The quality and completeness of the bidder’s response is an evaluation factor. The College
is interested in learning more about the product offerings that are being put forward.

Question 17: VOIP assessment to simulate an off-campus user. There are no requirements in the proposal
for VPN users and usually this is difficult to assess.
Response: Please review the bid document for the VoIP readiness assessment requirements.

Question 18: Are you looking for real time monitoring of VOIP traffic with jitter and packet loss?
Bandwidth management between location and Intra locations?
Response: Please review the bid document. Sections 4.8 and 4.9 may offer more particulars.

Question 19: Are the existing Extreme POE switches enough to handle the additional 60 IP phones or
would you like us to supply Avaya switches for the IP phones?
Response: The bid was not written with familiarity of the requirements of the 60 IP phones. It was also not written with knowledge of the capabilities nor the requirements of any specific potential vendor. Therefore, this question cannot be answered. The intent of the 60 IP phones is to develop a test bed for this technology.

Question 20: 4.9 Optional QOS management of all seven layers of the OSI model. Why are you asking for this when VOIP uses only 2 or 3 layers? I understand this is an option but would like clarification on why this was requested please.
Response: The intent is that although QoS functions on the lower levels, the user experience can be impacted by problems on the other levels. In order to effectively troubleshoot a user complaint, we are looking for a tool or tools to help identify problems that contribute to "performance" or "call quality".

Question 21: 5.1.c. Do the phones have to be adjustable-tilt models?
Response: Please refer to Addendum I for revision of Section 5.1.

Question 22: 5.1.p ADA-compliant options for visual, auditory and physical assistive technologies. What type of visual are you requiring?
Response: The College is committed to providing accessible technologies and services where practical for our community members that require these. Provide information about available ADA-compliant features, and the models which provide those.

Question 23: 5.5 Context-Sensitive Help features. Can this be on the desk top (softphone) or is this requirement for the desk phone?
Response: Please review the bid document. Sections 5.5 and 6 may offer more particulars.

Question 24: Also you are asking that softphone capabilities have key modules added to the softphone?
Response: We are interested in these as an optional offering. We do not know what might be available.

Question 25: 17.3 ACD management tool please? Are you looking for reporting of ACD groups? Call center functionality for ACD agents? Real-time reporting and monitoring of agents? How many ACD agents are requested please?
Response: We do not currently have an ACD system in place, but anticipate an interest in the application with the introduction of a new system. Possible locations for ACD might be the IT Help Desk, or perhaps the office of Student Financial Assistance.

Question 26: Is there a requirement for ACD or just auto attendant trees?
Response: Both.

Question 27: Connect the caller to an optional IVR based on selection of caller? Usually the IVR is the front end and connect the caller to a person, can you please elaborate?
Response: It is likely that what we understand to be IVR, ACD or call processing applications are not the same things that specific vendors refer to them as.

Question 28: 8.14 CTI options. Are you requesting a screen pop? These are options? The CTI must support desktop dialing and customized toolbars? Do you have a CRM solution in place today you want to interface with?
Response: There is no CRM solution to interface with. Please review the bid document for CTI.
Question 29: Fax integration to the desktop via outlook. Do you need to have the ability to fax out of your mailbox?
Response: Outlook is not a supported platform, nor is it listed in the bid. The College does not currently have a centralized fax solution in place and as part of this bid is exploring the application as an option with the phone system.

Question 30: What is the user application that you are trying to accommodate in the following sections? Examples? 5.1.k TAPI support via USB for PC call control, on models with USB connectivity.
Response: Please review the bid document. Section 8.14 may offer additional particulars.

Question 31: 5.3.c IP telephone options should provide LDAP interface, web browsing, touchscreen, PUSH and JAVA support.
Response: The bid is open-ended in this respect. LDAP is used for authentication. Web, touch screen and JAVA are often employed together to separately for application interfaces. PUSH might be used for device updates.

Question 32: What are you defining as user-installable modules?
Response: The College is not defining these. The bid response will describe available options. One example might be an auxiliary keypad offering more line appearances.

Question 33: How many desk sets require wall mounting. The RFP says current wall mounted desk sets plus 10%.
Response: Please see Question 43.

Question 34: Do single line digital phones require speaker phone capabilities?
Response: Please review the bid document. Section 5.1 may have more specifics.

Question 35: Wired analog ports as listed in existing, plus 10%; an additional 10% equipped. Wired digital ports as listed in existing, plus 20%; an additional 20% equipped. Explain what is meant here? Our understanding of equipped ports is active ports including hardware and software. Our understanding of wired for is that the space for the hardware is reserved in the cabinet and that the appropriate software licensing is provided for these, but not the physical station board.
Response: See also these elements revised in Addendum I. The following, taken from the question above, was the intent: "Equipped" ports are active ports including hardware and software. "Wired" or "wired for" is reserved space for the hardware in the cabinet, and appropriate software licensing is provided or these, but not the physical station board.

Question 36: Please explain how time of day routing will be used.
Response: One possible scenario is calls routing to a different termination or handling point "after hours".

Question 37: Support Caller ID (name and number) for both incoming calls and outbound calls, including station-to-station calls.
   a. Do single line digital sets need to support both name and number for incoming calls from the PSTN simultaneously, or is name or number for incoming calls ok?
Response: The feature requirement for CallerID phones is described in Section 3.6. It is not clear how name-only would be helpful.

Question 38: Can a non-touch screen IP phone be proposed as an more cost effective option?
Response: Please review the bid document. Section 5.3 may have more specifics.

Question 39: 5.4.b 7,000-meter loop distance - Is there a location(s) on campus that requires a 7,000 meter distance (roughly 4.5 miles)?
Response: We have utilized this hardware capability in the past to extend services over CO-owned cable (LADA circuits). It has also been our experience that of the existing, available hardware to cover analog lines, this hardware has proven to be more reliable than the other option(s).

Question 40: 5.6 User-installable Modules
The proposed telephones should accommodate user-installable telephone modules. Briefly describe capabilities available through the user installable modules. Include the tools and technical support required to add functionality to the telephone. Could you please provide some examples of the user-installable modules that are discussed in Section 5.6?
Response: Please see Question 32.

Question 41: 21.3 Phonemail
* 1255 Phonemail profiles - If possible, could you please provide the total number of Phonemail channels (ports) in use?
Response: Please refer to modified sections in Addendum I.

Question 42: 7.4.m.6 Transfer call into an ACD queue based on the selection of the caller. If a call is transferred by the IVR or Auto-Attendant into an ACD queue, should we conclude that ACD agents will be needed as part of the configuration?
Response: Please see other questions and answers regarding ACD.

Question 43: 22.1.l Wall mounts for existing wall-mounted desk sets, plus 10%. How many digital sets are currently wall mounted?
Response: An actual number is not available. We estimate less than 100. We know they exist and they will have to be addressed. The additional wall mounts are for stock.

Question 44: 22.1.a Wired analog ports as listed in existing, plus 10%; an additional 10% equipped. 22.1.b Wired digital ports as listed in existing, plus 20%; an additional 20% equipped. In these two sections should we conclude that if there are currently 100 analog users (for example) we will be designing 110 users as the equipped amount and 121 users as the wired amount?
Response: Yes. Please see also Question 35.

Question 45: The State of NJ Department of Treasury requires potential bidders, bidding State work to be qualified by the Department of the Treasury Division of Property Management (DPMC) and Construction when completing work in excess of $20,000.00. Do potential bidders need to be licensed through DPMC in trades CO48 Communications Systems?
Response: TCNJ is not requesting DPMC qualifications for this bid.
Question 46: Is a bid bond required?
Response: No.

Question 47: During the walk through it was stated that the single line phones in the residences (approximately 3000) are being discarded and are not being replaced as part of this project. Who is responsible for removing all the single line phones from the residences and who is responsible for disposing of the single line phones in the residences?
Response: Please refer to Addendum 1 for a revision to 3.25.

Question 48: On page 26 of 31, section 21.1 the bid calls for 1574 unique extensions. Are these unique extensions to be used in conjunction with the 1123 digital sets or are these unique extensions in addition to the 1123 digital sets?
Response: The unique extensions are to be used in conjunction with the total number of digital sets. There are more sets than extensions, which means that some extensions have multiple primary physical appearances.

Question 49: On page 27 of 31, section 22.1.a, the bid states that wired analog ports as listed in existing, plus 10%; an additional 10% equipped. Can you clarify this? The bid list 460 analog devices for Node 1, if you add 10% then our bid should include 506 analog ports. If we add 10% more, we need to be equipped for 557 analog ports. Does equipped mean ports available in the system and licenses in the system?
Response: Please see Question 35.

Question 50: Same question above for page 27 of 31, section 22.1.b.
Response: Please see Question 35.

Question 51: On page 27 of 31, section 22.1.e the bid states digital desk sets comparable to the existing, models selected in coordination with TCNJ. Can you provide the part numbers of the existing digital sets so that we can propose comparable phones?
Response: Please see Addendum 1 for this breakdown information.

Question 52: On page 27 of 31, section 22.1.l the bid states that wall mounts are required? How many?
Response: Please see Question 43.

Question 53: Page 28 of 31, section 22.2.j, the bid states that replace the existing surge suppression for that equipment which does not meet the system requirements for transient level suppression and suppression response time. Please provide the manufacturer of the existing surge suppression and the model number.
Response: Section 22.2.j refers to surge suppression as employed for BET equipment. That information is not available. There is a variety of surge suppression employed across campus. Please see also Section 16.

Question 54: Page 23 of 31 section 18.4 Installation and Support, the bid document states that bidder support staff should remain onsite throughout the installation, the integration, the deployment, and for post deployment support for a duration of three months. Please confirm that TCNJ wants 3 months of onsite support included in the bid price.
Response: Confirmed.

Question 55: 11.3.b - Can you clarify the requirement for texting for 911?
Response: Please review the bid document. Section 10.3.b may offer more particulars.

Question 56: Is the college requesting a campus dispatch solution?
Response: Please see Section 10. The system is anticipated to be at the Campus Police dispatch desk.

Question 57: Is the campus police/dispatch connected to the State 911 Network?
Response: Yes. Please see also Questions 13 and 66.

Question 58: 4.2a.41 Offhook intercept – Please describe what is required.
Response: The option to configure a destination extension to connect a station to after a timeout interval where the station handset is taken off-hook. If no destination is configured, the system will send a "re-order" tone to the station, and then eventually take the line temporarily out of service.

Question 59: Would it be possible to get the RFP in Microsoft Word file format to facilitate the creations of a response? A Word version would enable us to more easily respond to each section/requirement in context as is the typical format.
Response: The RFP will be available in Microsoft Word. Vendors who wish a copy may email horodesk@tcnj.edu.

Question 60: Would it be possible to schedule another site visit to more closely inspect existing cabling and equipment rooms? Given the requirement to re-use as much cabling as possible and fit equipment into existing spaces, a thorough understanding of these items would enable us to provide the most well designed and aggressively priced proposal to the College.
Response: No.

Question 61: Does the College have a data network topology they could share?
Response: A network topology diagram will be shared with the awarded vendor.

Question 62: Is the campus a Layer 3 routed environment, or Layer 2?
Response: Layer 3.

Question 63: The RFP states that the solution needs to fit in existing Green Hall and Cromwell Hall data centers. Include required space for temporary and permanent locations, as well as cross-connect field and other feature connections. Assuming that the College prefers to have both old and new in place for a time – is there room? Who provides the actual racks?
Response: Please review the bid documents; old and new is presumed to be running in parallel for some time. All appurtenances required for installation are the responsibility of the awarded vendor.

Question 64: The College states that vendors should provide UPS-protected backup power, with transfer switch and connection to existing generator circuit at main system equipment locations. Do you anticipate vendors providing electrical work or prefer in-house resources? Should vendor provide UPS devices?
Response: Please see Addendum I for modifications to this requirement. Estimated power requirements in terms of volts, amps, VA, circuits, phases, receptacle types shall be provided for the complete system, organized by system component and location.
Question 65: What is the College’s email platform?
Response: Please review the bid documents. Section 8 may have more specifics. Please also see Addendum I for revised 8.2.f.
Zimbra 7 is The College’s main email platform.

Question 66: The RFP asks for vendors to provide solutions and pricing for on-campus E911, and optionally, for integration with (or independent replacement of) existing campus PSAP PS/ALI system. The College has asked for a premise-based PS/ALI E-911 system for on-campus use, with a console to be located at the Campus Police dispatch desk. What is the College using for E911 today? Do you have a preferred solution or vendor?
Response: Please see also the response to a similar question elsewhere. The existing vendor is KML Technology. Model is unknown. At this time there is no preferred solution.

Question 67: CALEA – Lawful intercept, typically only applies to Service Providers not Enterprise. What portion of CALEA is the College looking to be in compliance with? Do you have something I use today? Is there a specific scenario that requires a solution?
Response: The College does not believe it has complete safe harbor from CALEA requirements. It is not clear what requirements might apply, and in what ways those requirements might change or become applicable with the replacement of the existing telephone system. There is no specific scenario to refer to, other than compliance with lawful requests.

Question 68: TAPI via USB – Section 5.1k states “TAPI support via USB for PC call control, on models with USB connectivity.” Yet 4.10d states “Administrative desktops are standardized on Windows 7; End-user desktops are either Windows 7 or MacOS.” This is a bit of a conundrum as USB support indicates 1st party TAPI support, however, Microsoft has chosen not to allow 1st party TAPI support on Windows 7. Is the College open to third-party (i.e. Server CTI) TAPI support without the need for USB?
Response: The College is open to this as an option.

Question 69: Section 18.4 describes “Provide for support staff to remain on-site throughout the installation, the integration, the deployment, and for post-deployment support for a duration of three months.” Does the College want that support staff to be dedicated to the College for a period of 3 months? Will the College provide physical space for that person to reside and do other work if not dedicated to the College?
Response: It is anticipated that the support staff would be dedicated to The College for that period, for the purposes of providing support, training, etc. through the installation, programming, cutover, and the post-cutover period. The College anticipates there will be issues, as there would for any system installation of this size, and anticipates fast resolution to issues will be necessary.

Question 70: Who is the cabling contractor?
Response: This is the responsibility of the awarded bidder. Be advised that The College has standardized on KRONE/ADC/TE product for copper terminations, and Corning for fiber cable and terminations. Any work in this regard is expected to comply with and be covered by the extended warranty programs (covering materials, labor and performance) offered by these two manufacturers.
Question 71: The College has asked for 7,000 meter loop distances on analog; the cable gauge is a determining factor. Does the College have a cable topology they could share which includes gauge, identifies bridging or half tap points?
Response: This level of detail is not available with respect to gauge changes. The plant was upgraded or replaced in 1993 for the existing system; any bridges or half-taps were removed and are not supported in the existing system. Please see also Question 39.

Question 72: If we were unable to attend the pre-bid conference/on-site inspection on 9/13/13, is it possible for interested bidders to schedule a site survey of the current and/or new location of PBX/Voice mail system?
Response: No.

Question 73: Will new PBX/Voice mail system be installed in the same room where the current PBX/Voice Mail is located?
Response: Please review the bid document. It is anticipated this will be the case.

Question 74: Will the College of New Jersey provide LAN access to the location where the new phone system will be installed?
Response: LAN access is available in the Green and Cromwell locations.

Question 75: Does College of New Jersey prefer to upgrade the current Siemens platform to support the new requirements or are looking for complete replacement of the PBX/Voice Mail platform?
Response: Please review the bid document. The existing system will be completely replaced.

Question 76: Can we get the dimensions of both PBX rooms where we are to install the PBXs?
Response: Green Hall data center: 22x76
Cromwell Hall data center: 48x15
PBX cabinets occupy 12x4
PhoneMail shelves occupy 6x4
All measurements are approximated, units in Feet.

Question 77: Will the college be closed for Break during the system cut over?
Response: Please review the bid document. Section 19 may offer additional particulars. The College administrative offices are closed for a small number of State or Federal holidays. The offices are closed for winter break, Tuesday, December 24, 2013 through Wednesday, January 1, 2014.

Question 78: Can we get an MS Word copy of this RFP so we can answer the questions?
Response: Please see Question 60.

Question 79: Is there a specific format you would like to see the response in?
Response: Yes. Please review the bid document.

Question 80: 2.6) CALEA applies to Carriers and Service Providers. Please clarify TCNJ’s need for this request?
Response: Please see Question 67.
Question 81: 3.23) Please provide us details on your PSAP PS/ALI system, such as make and model, etc.
Response: Please see Questions 13 and 66.

Question 82: 4.5.b) Please clarify. How many analog endpoints are currently terminated on your E911 system?
Response: Section 4.5.b does not refer to the E-911 system, but maintaining service to the attached analog stations used for emergency communications, e.g. elevator phones, callbox phones, blue-light phones.

Question 83: 4.6) Would you like the campus-wide assessment for VoIP readiness as an option?
Response: No. Please review the bid scope of work. This is a requirement.

Question 84: 4.6.a) Please see attached Network Readiness Questionnaire that needs to be filled out to price the assessment.
Response:
Company: [The College of New Jersey]
How many locations does your company have? Corporate Buildings [39]
What type of WAN equipment is deployed in your network? [CSU/DSU]
What WAN protocols are supported in your network? [NONE? Point-to-point T1]
What type of internetworking equipment is deployed in your network? (per location)
  Manufacturer/Models: [Extreme Networks, various models]
  Quantity: [Approximately 400]
What routed protocols are supported in your network? [IP]
What routing protocols are supported in your network? [OSPF, and static routes]
How many IDF/MDF’s in your network that will be assessed? [38]
How many VLAN’s/segments are configured in your network that will be assessed? [43]
How many WAN’s are configured in your network that will be assessed and type (i.e T-1, DS-3 etc.) [1]
How many trunks, gig-channels or ether-channels to be assessed [UNKNOWN TERMINOLOGY]
Please select applications (if any) for base lining [VOICE]
Computing Infrastructure:
# Workstations: [APPROXIMATELY 2800, OWNED BY TCNJ – NOT INCLUDING PERSONAL FACULTY/STAFF/STUDENT DEVICES]
# Servers: [APPROXIMATELY 450]
LAN Protocol: [10/100/1000/10000 Ethernet]
Network Operating System(s): [Windows] [Linux]
Media Type:
  [Voice Grade (Cat-3)]
  [Data Grade (Cat-5, 5E, 6)]
  [Fiber Optics (Multimode Fiber, Single-mode Fiber)]
  [Wireless]
Microsoft Domain Types:
  [Active Directory] Quantity: [1]
E-mail Systems:
  [Other:] [Zimbra 7]
Additional Information/Comments:
Please also provide LAN/WAN/MAN diagram
Question 85: 4.6.a) We need clarification on “through the internet to simulate an off-campus user? “ Are you referring to VPN user or do you have a remote office that is connected to the main office over the Public Internet (i.e. site to site VPN). We need more details around this.
Response: It is not clear that this would be a VPN user, but if that were the case or required, then yes, a VPN user. It is not a satellite office.

Question 86: What is the location of off-site location?
Response: Approximately ¼ mile down the road from The College; it is a remote office.

Question 87: 4.6.b) Our standard network/ipt assessment will capture a full weeks worth of traffic and can be gathered for a 24 hour daily period (i.e. 24X5). This is how we normally quote it, however if additional assessments are needed outside that period, we will need this clarified to understand what additional assessment periods are needed.
Response: The intent of the VoIP Readiness Assessment and Report is to ensure our infrastructure is ready for the vendor's VoIP system, or identify those elements that need to be addressed.

Question 88: 4.6.c) This appears you are now requesting some sort of network management tool i.e. Solarwinds, Cisco Works to build out your layer 2 sub network. Is this what you really want? We will need you to provide diagrams of your existing Layer 2/3 network for us to provide the network assessment pricing as identified by the attached PDF. We can certainly provide bandwidth utilization & data rates, however the measured latency will only be provided for IPT traffic. We can also provide latency for Video traffic but we need to understand what kind of video traffic will be transported over their network so we can emulate this type of traffic with our tool.
Response: Please see revised Section 4.6.c in Addendum I. Layer 2 should read Layer 3.

Question 89: 4.6.d) We need TCNJ to provide examples in regards to the type of format they are requesting for the final deliverables. We already use a standard report template for all of our assessments. However if you are requesting a specific format, we need to understand what that is so it can be in our proposal.
Response: No examples are available. The intent of 4.6.d is that the raw test data and software capable of reading/manipulating it would be provided, in addition to a complete report containing the information and its assessment.

Question 90: 4.6.f) Our assessment will include analysis of the network as well as identify any issues. We can provide recommendations on hardware/software for Cisco product as we are a Gold Cisco partner but we are not experts with Extreme Network products.
Response: The College's switching platform is Extreme Networks, currently from the core to the edge. The assessment report must provide information directly applicable to the system elements in place and proposed, without requiring The College to otherwise infer resolution requirements.

Question 91: 4.6.g.) We can provide a list of the tools used during the survey; however we are not a re-seller of this equipment. TCNJ will need to purchase directly from the manufacturer if required. Again the tools that will be used are Network Instrument Observer, Netiq software and ixia software.
The intent is to receive at the end the installation, the testing and diagnostic tools used in assessing/certifying the campus network in general and the VoIP installation in particular. The bid response shall include the purchase price for hardware, software and licenses appropriate for this bid scope of work at The College. If the vendor is not a reseller of this hardware/software, then the vendor shall include in their response working with an authorized reseller on behalf of The College to procure the necessary elements.

Question 92: 5.4.a) If we meet 5.4.b, then is a 24 volt talk battery acceptable for 5.4.a?
Response: Section 5.4 describes parameters of existing hardware that has been shown to work and perform consistently across the environment.

Question 93: 8.2.b) Please explain in detail what you expect for TDD support?
Response: TDD Support has been recommended as a “Best Practice” with regard to Accessibility. Voicemail systems are capable of TDD support in receiving and composing messages.

Question 94: 8.11) What languages are you specifically looking for?
Response: Please respond as requested.

Question 95: 8.14) Are you referring to “click to call” in the industry?
Response: Please see also Question 28. Please respond as requested.

Question 96: 9.1.a) Please clarify what you mean by “randomly route calls to multiple extensions”?
Response: From a pool of possible extensions assigned to a “hunt group”, randomly choose an extension to receive the call. This functional variation is in contrast to hunting through an ordered list for next available extension, or hunting through a list by least-recently-used extension.

Question 97: 17.3) How many ACD supervisors will you have? What kind of reports are you looking for with respect to a call center?
Response: Please see also responses to other questions on ACD. The College does not currently have a running ACD application. Presumably there would be one supervisor per ACD agent group, per functional unit using ACD (e.g. one supervisor for Help Desk, one supervisor (different person) for Student Financial Services) Please describe the system capabilities as requested.

Question 98: 19.1.d) Please describe how TCNJ will provide assistance, if any, in the extraction of the existing database.
Response: The College will arrange local access to the systems. It is expected that the selected bidder will have accessible resources for completing this and similar work.

Question 99: 21) At each node, how many digital and analog ports are there?
Response: Please review the bid. Section 21 may include additional particulars. There is additional breakout data in Section 21; the added detail on digital set types does not add up to the total listed because a simple description (i.e. without model number) of the set type will introduce duplicates into the breakout count.

Question 100: 21.1)/21.2/22.1) At each node you state 2 PRIs via SIP and 1 PRI via CO which equates to 6 PRIs. In 22.1.c), you state 4 PRIs, of which 2 are currently installed and 2 PRIs to be added at time of installation. Can you please elaborate?
Response: It is intended that the PRIs via SIP will be dropped and replaced by two standard PRIs, one per location.

Question 101: 21.1)/21.2) What does Fax-equipped (101) and (221) mean?
Response: These are counts of DID that are serviced via standard PRI as opposed to PRI via SIP. Fax over SIP is not supported in the existing environment.

Question 102: 21.3) Currently, how many ports does the current voice mail system (PhoneMail) have?
Response: Please see Question 41.

Question 103: 22.1.q.1) Please provide more detail on email system. What brand/version is the “SMTP/IMAP” email system? Hosted or on premise? What email clients do users access with?
Response: Please review the bid document. Section 8.3 may have additional particulars. The College uses Zimbra 7, installed on-premise. Users of Zimbra 7 may use the web-based interface, or an IMAP client (e.g. Thunderbird). However with respect to Section 8.3 it is not the intent to use this system for message store and access.

Question 104: 23.6) Please provide details on TCNJ’s requirements.
Response: Business Continuity and Disaster Recovery generally refer to continuing to operate systems under conditions where a portion of the system is lost (e.g. damaged, disabled, destroyed, by fire, building collapse, building inaccessibility). This would also include rebuilding the system configuration(s) onto a new system in the event of a “complete loss”

**CLARIFICATIONS/CHANGES/ADDITIONS TO SPECIFICATIONS:**

- To reiterate from the bid conference: This is a bid for a hybrid digital/IP PBX system. The intent is that existing sets at workstation locations are anticipated to be replaced with digital (non-IP) sets. VoIP capability is to be inherent in the system and a quantity of VoIP sets is to be provided and configured to serve as a test-bed for the future use of that technology.

- Be advised that it is not anticipated to install additional equipment within building communications equipment rooms outside of Green Hall and Cromwell Hall equipment spaces visited on the day of the pre-bid.

- Campus cabling plans will be supplied to the awarded vendor. Cabling information is available as follows:
  - Breakdown by building of multi-pair copper cable, with pair counts.
  - Schematic plan of campus fiber with fiber counts; information on dark strands is not immediately available.

- Regarding timeline: General objective is to begin system installation before or over Winter Break, or as soon as practicable. This means placing equipment and probably powering up. Configuration would take place from Winter Break through Summer. Analog security phones planned to be newly installed would be connected. Substantial completion of cutover would be completed by July 31.
- Telephone sets from the residence halls (with the exception of those which are required for administrative spaces in the residence halls) will be collected by The College and brought to a central storage location on site. The awarded vendor will collect the phones from the storage location and handle them per the requirements set forth in the bid scope of work and Addendum 1.

- Under Base Bid there are approximately 2,250 units that will be removed from campus under this bid scope of work. That number is the sum of phone sets from faculty/staff desktops as well as residence halls.

- The type and approximate quantity of phone sets by model follows. Be advised, in constructing the numbers in Section 21, the breakdown was listed in terms of generic description rather than specific model.

<table>
<thead>
<tr>
<th></th>
<th>Green Hall side:</th>
<th>Cromwell Hall side:</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>RP120</td>
<td>qty 781</td>
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<tr>
<td></td>
<td>RP240</td>
<td>qty 94</td>
</tr>
<tr>
<td></td>
<td>RP240B</td>
<td>qty 150</td>
</tr>
<tr>
<td></td>
<td>RP240E</td>
<td>qty 82</td>
</tr>
<tr>
<td></td>
<td>RP400</td>
<td>qty 15</td>
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<tr>
<td></td>
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<td></td>
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<td></td>
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<tr>
<td></td>
<td>RP612SLD</td>
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</tr>
<tr>
<td></td>
<td>RP612SLK</td>
<td>qty 1</td>
</tr>
</tbody>
</table>

- **An Add Alternate (Add Alternate 1) is requested as follows:**

Add to the number of installed desktop phone units approximately 750 units (RP-120 equivalent) into the Townhouses East, West and South residential complexes.

Provide also 750 additional voice-only voicemail boxes.

Each phone unit will have its own 4-digit extension (existing).

“Installation” shall be as described in the scope of work.

Provide the additional costs for materials, equipment, support, etc. as were requested under base bid.

- **An Add Alternate (Add Alternate 2) is requested as follows:**

Add to the number of configured analog ports within the PBX system as follows:

Green Hall side: 20
Cromwell Hall side: 160
An Add Alternate (Add Alternate 3) is requested as follows:

Add to the number of configured analog ports within the PBX system as follows:
Cromwell Hall side: 250

The following elements of the scope of work document are modified as shown (highlighted in italics and yellow).

**STRIKE bid scope section 3.10; see revised Section 14 below.**

3.25 Dispose or resell all equipment associated with legacy system (PBX unit, Voicemail systems, all digital desk sets, *any other replaced equipment as required by this bid scope of work*) with proceeds to reduce the project final cost or credit applied to the final cost of the new system. *If reselling, provide certified documentation demonstrating the sale of equipment.*

*For the purposes of this bid scope of work, “dispose” shall be understood by all to mean “recycle”, or alternately “properly dispose of as Universal Waste”. Universal Waste disposal requirements defined by EPA and NJDEP shall be followed. If disposing, provide a certificate of recycling demonstrating compliance with environmental agency requirements.*

4.2.f Compliance with ADA requirements for accessibility with regard to general device interface (e.g. audio and visual indicator options, *options for* large-print displays and dial pads) as well as audio interface (e.g. *interfaces for* connection of speaker and microphone audio to assistive listening or speaking devices) specifically in all digital and IP handsets.

4.6.c The Respondent will provide a detailed report by Building and *Layer 3* Subnetwork. The report will include available and measured bandwidth, measured data rates, measured latency, etc. Industry-standard baseline figures will be provided and the report information will list the available and acceptable margins between measured and industry-standard figures.

5.1 Digital and IP Desksets *should* support the following

5.2.d Desksets must include the installation of labeling reflecting correct extension, location, and button table configuration. *Deskset installation shall include replacement of existing line cord(s), as well as testing and confirmation of set operation, functions, and extension appearance.*

8.2.f Unified mailbox, supporting standard SMTP/IMAP email clients.
14. Power Requirements

The College of New Jersey will need the power, connection, and circuiting requirements for all equipment proposed by the bidder. Please note any special requirements, if any, for powering this equipment as well. Information shall be sufficient and detailed to enable installation of necessary components, and shall include voltage, amperage, VA, circuits, and receptacle type.

Be advised, the proposed solution for the PBX and voicemail systems shall be provided (by others) a UPS backup system, automatic transfer switch, and battery capacity for four hours run-time, at the Green and Cromwell locations (presuming central system equipment is located here). The line side of the transfer switch shall be connected to a generator-backed circuit. The transfer switch shall provide for UPS bypass for servicing. An appropriate circuit distribution panel shall be provided as needed for extending circuits to the various equipment/racks.

The proposed solution for the E-911 PS/ALI system(s) shall be provided (by others) UPS backup power.

21.3 Phonemail

- 1255 Phonemail profiles
- 12 Call processing trees
- **44 Configured channels**

22.1.a Equipped analog ports as listed in existing, plus 10%; an additional 10% wired.

22.1.b Equipped digital ports as listed in existing, plus 20%; an additional 20% wired.

**REVISED COST SHEET:**

Replace the cost sheet in the original bid documents with the attached revised cost sheet

Attachments: Pre-Bid Sign-In Sheet

Revised Cost Sheet

END OF ADDENDUM NO. 1
### COST SHEET

Please review all the specifications on the previous page(s) and complete the following cost sheet in its entirety. Please read all the information carefully for the details. Any deviations from the specifications during this process, if in the opinion of the College, deters from the original specifications, may be grounds for disqualification of your proposal.

<table>
<thead>
<tr>
<th>Description</th>
<th>Ext. Price</th>
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<tbody>
<tr>
<td>Services subtotal</td>
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<tr>
<td>Equipment subtotal</td>
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</tr>
<tr>
<td>Annual Licensing</td>
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<tr>
<td>Credit for existing equipment</td>
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<tr>
<td>TOTAL</td>
<td></td>
</tr>
<tr>
<td>Optional services, equipment, etc. (as listed in specifications)</td>
<td></td>
</tr>
<tr>
<td>*please list separately; attached other sheets as necessary</td>
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<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>

### Pricing for Add Alternates - Please see complete description of Alternates in Clarifications/Additions/Changes to Specifications in Addendum 1

- **Add Alternate No. 1**: Add to the number of installed desktop phone units - See complete description in Addendum 1  
  
- **Add Alternate No. 2**: Add to the number of analog ports - See complete description in Addendum 1  
  
- **Add Alternate No. 3**: Add to the number of configured analog ports within the PBX System Cromwell Hall side - See complete description in Addendum 1  
  
All shipping and handling charges must be included in the total cost. The College is F.O.B. Destination and Tax Exempt.

The College reserves the right to require bidders to provide a detailed breakdown of all subtotal bid prices price upon request.

### Discount Payment Terms:


### Will pricing be extended to other NJ State Colleges and Universities?

( ) Yes  ( ) No

### Price quotes are firm through issuance of contract until the following date:


### Company Name:


### Bidders Signature:


## The College of New Jersey
### Sign-In Sheet

**Meeting:** Pre-bid/Site Visit  
**Project:** Phone & Voice Mail System Upgrade  
**Date:** September 13, 2013 @10:00  
**ASB203**

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Contact Person</th>
<th>Telephone #</th>
<th>Fax #</th>
<th>Email</th>
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<tbody>
<tr>
<td>ADVANCE 2000</td>
<td>Lars Mikkelsen</td>
<td>610-390-7211</td>
<td>716-631-0569</td>
<td><a href="mailto:l.mikkelsen@advance2000.com">l.mikkelsen@advance2000.com</a></td>
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<td>Alcatel-Lucent</td>
<td>Jonathan Dreher</td>
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<tr>
<td>Data Network Solutions</td>
<td>Frank Moschetti</td>
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<td><a href="mailto:f.moschetti@ducomm.com">f.moschetti@ducomm.com</a></td>
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<td>RPS Solutions Inc</td>
<td>Paul Donahue</td>
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<td>850-686-0889</td>
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<td>Alcatel-Lucent</td>
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<td><a href="mailto:christopher.finn@alcatel-lucent.com">christopher.finn@alcatel-lucent.com</a></td>
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<tr>
<td>Morse Communications</td>
<td>John Youngblood</td>
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<td>SEN!</td>
<td>Bill Stewart</td>
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<tr>
<td>NEC America</td>
<td>Kevin Larson</td>
<td>609-671-5927</td>
<td>609-671-5939</td>
<td><a href="mailto:k.larson@necam.com">k.larson@necam.com</a></td>
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<td>Michelle Koch</td>
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<tr>
<td>Altura Communications</td>
<td>Kathy Quarino</td>
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<td>801-256-3930</td>
<td><a href="mailto:k.quarino@alturacom.com">k.quarino@alturacom.com</a></td>
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<tr>
<td>IPC Technologies</td>
<td>Tim Brooks</td>
<td>609-707-0372</td>
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<tr>
<td>Dica Communications</td>
<td>Pete Wright</td>
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