

May 10, 2019

ADDENDUM #1

RFP No. 19-063 RR, VoIP Telephone Systems

Questions and Response

Question: Is APS replacing the entire phone system in place or adding additional equipment to current setup? Is the District open to other vendors?

Response: Yes, we are keeping our existing system, and the RFP is open to other vendors.

Question: how many hours did the contractor bill for each year over the past three years for the following?

- a. Telephone Implementation Technician
- b. Avaya Software Specialist
- c. Telephone Design Specialist
- d. Project Manager

Response: We had Labor only work done – about 80 hours a year, we also had several system/project installs that were done through CMP/FD&C through quotes from our vendor, using the entire list below support people. Total hours is equal to plus or minus 300 hours.

Question: What is the total fixed fee reimbursement amount APS paid the contractor each year for the past three years?

Response: Not Applicable

Question: What is the list of locally held spare parts required to meet the two-hour response time for catastrophic outages? (P. 15, paragraph 4)

Response: Equivalent servers, power supplies Hard drives for our Communication manger , System Manger and Session Manager servers, G450s and components, MM711, MM716, MM710, along with the capability to rebuild or restore a server with software and Licensing. **(As long as you have, what it takes the following to be replaced and or repaired)**



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Raquel Reedy
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Data Center

Media Gateway (G450)

6ea MM710AP ds1

1ea MM711AP analog

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6ea MM710AP ds1

1ea MM711ap analog

S8500 DL360G7 Server A for CM

S8500 DL360G7 Server B for CM

Active

S8500 DL360G7 System Mgr

S8500 DL360G7 Session Mgr

Maint Server Power Edge R320

ESNA Mgr Virtual Server

CMS Virtual Server

ESNA Admin Virtual Server

Presence Management Server – DL R630

City Center

Media Gateway (G450)

3ea MM710ap ds1

3ea MM716 analog

Media Gateway (G450)

3ea MM716 analog

S8500 ESS DL360G7

Session Mgr DL360G7

ESNA Power EDGE R420

COLO Location

Media Gateway 157 (G450)

6ea MM710AP ds1

Media Gateway 158 (G450)

6ea MM710AP ds1

S8500 ESS DL360G7

ESNA Power Edge R730

Session Mgr DL360PG 8

Question: Are there any additional response times required for Maintenance or Moves, Adds and Changes, besides the two hour response time for catastrophic outages?

Response: Within an acceptable time to schedule for both parties, normally one week to two weeks.



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ACKNOWLEDGE ADDENDUM WITH SUBMITTED PROPOSAL:

Addenda not signed and returned may consider the RFP non-responsive and may be rejected.

COMPANY/FIRM NAME

SIGNATURE

Date