Amendment /Addendum# 3

DATE: Thursday, May 29, 2008
TO: All Offerors of Record
FROM: Charlotte Gensler, Director for Purchasing

SUBJECT: Amendment #3 to P-270 “Voice System Upgrade Replacement”

This addendum becomes part of the Contract Documents. Acknowledge addendums on

A Second Mandatory pre-proposal meeting and site inspection will be held from 2-3 pm, local time at CNM’s Main Campus, at the Ted Martinez Conference Room, Bldg A, Room A122. All vendors are required to have attended at least one of the mandatory pre-proposal meetings and site inspections.

1. Item 39: Integration Account Administration & Provisioning: Specifically, what applications need to be integrated? Would it be just for the phone switch? Would it be phone switch plus voicemail?
   A: Item 39, Page 19, states “Explain how the proposed solution will provide directory integration and account provisioning including any limitations, administrative requirements, associated costs, and recommended approach to implementation.” Item 1.15, Page 11, defines CNM’s desired expectations for Integration Account Administration & Provisioning. This includes all proposed voice applications that require account administration and provisioning.

2. What number of PSTN trunks is the West side facility able to support?
   A: Item 1.12, Page 11, states: “The intent of the survivability solution is to provide basic and essential voice services in the event of a disaster or equipment failure at the primary location.” CNM is looking to the vendor community to propose solutions that will provide basic and essential voice services. At a minimum CNM considers basic and essential voice services to include the capability to place and receive inbound, outbound and internal calls, E-911 capabilities, Operator Services, a message board to post critical information, and the capability to administer these functions. Proposals should define any recommended or required provisioning in order for the proposed solution to be fully functional. CNM recognizes that a survivability solution may be limited in terms of capacity by budgetary constraints.

3. Item 44: Implementation of Speech Recognition. Please clarify in what environment/capacity CNM intends to use Speech Recognition?
   A: Item 1.19, Page 11, states: “Desired – Speech Recognition - CNM is actively considering implementation of speech recognition services as part of an interactive voice directory service and for integration with its existing call center Automatic Call Distribution (ACD) menu system. CNM is also evaluating the possible incorporation of speech recognition applications student recruitment, retention and market activities.”

4. Exhibit C: Existing Intuity Audix lists 9,000 voice mail accounts yet only approximately 2,400 phones sets as described in the voice configuration. What are the other mailboxes being used for?
A: CNM has approximately 3000 active voicemail accounts. In addition to the 2,400 phone sets these accounts are used as Auto Attendants and to provide part-time employees that share phone sets individual voice mailboxes.

5. **Exhibit C**: This diagram shows a Partner system at the Business Office and this location is referenced in Exhibit E as part of the current environment. Is this location to be included in this upgrade/migration or will it continue to operate off the current Partner system and need to be connected back to the main site as it is today?
   A: I believe this question refers to CNM’s Small Business Development Center (SBDC) located on Yale Blvd. SE. The SBDC is to be included as part of this upgrade/migration and requires the same functionality and capabilities for this location as would be available at all CNM locations. CNM is open to consider other connectivity options.

6. What times of the year is a slow period when many students and staff may be on vacation or spring break?
   A: CNM’s Academic Calendars can be found at:

   The Academic Calendars identify holidays and non-instructional days. Semester breaks, indicated on the calendars as the periods of non-instructional days between semesters, are periods of least campus activity. However, semester breaks also correspond with open registration periods when PSTN trunk utilization peaks. CNM provides instruction on a trimester basis (three semesters each year). The summer semester typically has 20% fewer students than the spring and fall semesters.

7. When would CNM select a final Vendor and what would the proposed start date be for this project?
   A: CNM anticipates vendor selection to be completed by the end of June 2008. CNM would like the project to begin as soon as a contract has been awarded.

8. What is CNM's vision on the duration of this project from start to finish?
   A: The duration of the project is dependent on the proposed solutions. In the event that the proposed solution is dependent upon cable plant upgrades a phased implementation of several years may be required. Given this situation CNM anticipates that the first phase would include core components and be completed within twelve months.

9. **Proposal Format**: The proposal instructions state the Total number of pages must not exceed 60 pages.

   Is this count exclusive of the Table of Contents and the Proposed Solution and just includes the Business Criteria, the Technical Requirements Criteria, Performance Requirements Criteria and the Support & Service Requirements Criteria?
   Reference the RFP instructions and Addendum #2, Q/A #3

10. **Proposal Format**: When including exhibits, samples, or attachments is the vendor allowed to submit this information in a separate binder?
   If not, in what manner does the CNM require submission of these items?

   Vendors are requested to follow the proposal format instructions the described in the rfp and updated per addendum #2 Q/A #3. There is an overall page limitation of 60 pages not including the table of contents.

11. I did not see the following question addresses in Amendment/Addendum #2:
   Are your current analog phones FSK-message waiting?

   We use LED and Audible message waiting together

   AT&T/Lucent/Avaya Partner, Legend or System 25, 75 or 85, you'll need a special message waiting light for single line sets, commonly referred to as an LED type. This is not simply an LED, but an IC and some other circuitry connected to an LED. On the AT&T Definity, you can program each station to use either NEON or LED type lights.