COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. 901845

### for

**Voice Modernization Initiative Services**

**Networking/Bidders Conferences Held on October 17, 2019**

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| **This County of Alameda, General Services Agency (GSA), RFP Questions & Answers (Q&A) has been electronically issued to potential bidders via e-mail. E-mail addresses used are those in the County’s Small Local Emerging Business (SLEB) Vendor Database or from other sources. If you have registered or are certified as a SLEB, please ensure that the complete and accurate e-mail address is noted and kept updated in the SLEB Vendor Database. This RFP Q&A will also be posted on the GSA Contracting Opportunities website located at** [**http://acgov.org/gsa\_app/gsa/purchasing/bid\_content/contractopportunities.jsp**](http://acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp) |

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1. Can the County please clarify the reason for two different Request for Proposal’s, RFP No. 901844 – Voice Modernization Initiative Hardware and RFP No. 901845 – Voice Modernization Initiative Services?
   1. **One RFP is focused on endpoint hardware and one is focused on backend hardware and services.**
2. What might cause the County to extend the bid response due date past November 21, 2019?
   1. **A change in specifications or requirements might be one of the reasons why the County will extend the bid response due date. Any change to the bid response due date would be communicated to Bidders through an Addendum.**
3. Can a Bidder propose a response that includes offshore (non-U.S.) resources?
   1. **No. Resources need to be in the U.S.**
4. Will Alameda County (AC) CareConnect be integrated with Microsoft Teams?
   1. **This will need to be assessed during the planning phase with the Contractor.**
5. Will any of the contract terms and conditions be mandatory flow downs to subcontractors? If so, which terms?
   1. **The County will only be contracting with the prime Bidder and not with the subcontractors. The contract terms and conditions shall apply to the prime Bidder.**
6. Once a Bidder is selected, will the County consider contracting with the Bidder via an existing master agreement with that Bidder?
   1. **No.** **The County intends to award a two-year contract (with option to renew) to the bidder(s) selected as the most responsible bidder(s) whose response conforms to the RFP and meets the County’s requirements.**
7. Can the County provide a detailed listing of each site location that will be involved for this RFP? Will the County provide a list of all locations in scope for this project?
   1. **The County will provide a list of all locations to the Contractor.**
8. Can the County provide a breakdown of different sites and number of locations and users at each site, the description of current telephony and voice services such as analog paging being displaced and if there is any survivability requirements for each site?
   1. **There are around 80 sites and 10,000 users. The assessment and analysis of the breakdown of specific needs by location is part of the scope of this RFP.**
9. Can the County provide the network connectivity information for each site?
   1. **Details on network connectivity will be provided as part of the project development to the Contractor.**
10. Is the County currently or planning to use of virtual desktop infrastructure (VDI) for large groups of users?
    1. **No.**
11. To what degree does the County expect existing voice infrastructure to be reused?
    1. **The solution will be new apart from integration to the Avaya system and Microsoft Skype for Business infrastructure. It is expected that public switched telephone network (PSTN) circuits connected to the core Avaya system will be used initially, however, the County is open to review of this based on the Bidder’s input to the design.**
12. Does the County expect that existing phone numbers will be ported to Microsoft Teams?
    1. **Yes.**
13. How many users require audio/web conferencing?
    1. **This is to be determined with the Contractor during the planning stage. Licenses are not included in the scope of the RFP.**
14. How many users are required to have mobility feature (extend the call to cell phone)?
    1. **This is to be determined with the Contractor during the planning stage.**
15. How many attendant consoles are required? Is there a specific receptionist device needed? How many?
    1. **Attendant consoles (or sidecars) are not part of the scope for this RFP.**
16. Can the County provide a holistic network diagram, if available, including the sites with voice users? What type of connectivity will be used by the phones to connect to the cloud and the bandwidth?
    1. **This will be provided to the Contractor.**
17. Will the County configure the local area network (LAN)/wide area network (WAN) devices for, virtual LAN (VLAN), routing, Quality of Service (QoS) etc.?
    1. **Yes.**
18. Is the County currently under a Microsoft Office 365 Contract for Enterprise E5 (G5) licenses?
    1. **Microsoft Office 365 licensing is not part of the scope of this RFP.**
19. Is the County responsible for providing Microsoft United Communications (UC) licenses or will this be provided by the Contractor from RFP No. 901844 – Voice Modernization Initiative Hardware? Is it the responsibility of the Bidder responding to RFP No. 901844 – Voice Modernization Initiative Hardware to specify the number of E5 (G5) licenses needed for the project?
    1. **The County will provide all necessary Microsoft licenses.**
20. Does the County need gateways for survivability at each site or some of the sites? Can the County elaborate on all survivability requirements?
    1. **Gateway (Internet) survivability at each site is not in the scope of this RFP. The network hub (data center) has diverse paths and diverse Internet carriers (circuits). However, the Contractor will be responsible for helping the County design Session Boarder Controller (SBC) survivability. All Teams (Skype) users are hosted in the Microsoft Office 365 cloud.**
21. What is the model of the Avaya Internet Protocol (IP) phones currently used in some of the County sites?
    1. **This is not part of the scope for this RFP.**
22. Will any phones need to be wall mounted? If so, can this number be broken down by site?
    1. **Yes. The number will be determined during discovery with the Contractor.**
23. Are any phones going to be part of a paging system?
    1. **There are currently independent paging systems and the Avaya phone-paging feature. Ideally, the Avaya phone-paging feature would be replaced with the new solution.**
24. There is no mention of conference room systems or the use of this in the services. Will there be conference room systems? If so how many?
    1. **No. Fully integrated conference room systems (solutions) will not be part of this RFP. Small and medium conference rooms are in scope of this RFP.**
25. Will the County require large style live events using voice or the Microsoft Teams room systems? If so, in what capacity?
    1. **Training events (and Adoption) are included in the scope of this RFP. Ideally, these will be a combination of live, recorded, and web-based training options for each department. These will be coordinated with the program manager and project team during planning and presented to departments during deployment.**
26. Will the County allow the successful Bidder to leverage the existing Avaya personnel/Contractors?
    1. **County resources will be selected and assigned to the project team to work with Contractor resources during the project.**
27. Does the County have specifications for mobile devices – IOS, Android?
    1. **Bidders solutions should be applicable to both IOS and Android mobile devices.**
28. Can the County clarify the type of long-term support over the duration of the implementation? How concise would the vendor support set-up have to be?
    1. **This will be determined during the planning and the transition from implementation (project teams) to the operational teams.**
29. Page 5 of the RFP, Section A (INTENT) states:

*The County intends to award a two-year contract (with option to renew) to the bidder(s) selected as the most responsible bidder(s) whose response conforms to the RFP and meets the County’s requirements****.***

Can the County elaborate on what is driving the two-year timeline? Is it budgetary, organizational ability to absorb change?

* 1. **The County felt two years would be a reasonable timeline. The specific timeline will be defined during the planning phase of the project with the Contractor.**

1. Page 5 of the RFP, Section B (SCOPE) states:

*County employees will need to understand how to use Teams features and feel comfortable with the replacement of their Avaya voice solution. User adoption, success tracking, and quantitative analysis will need to be used to confirm success from a user perspective. Formal project management methodology should be used to track the project, key performance indicators, risk, timelines, and all pertinent project deliverables in alignment with project management best practices.*

The RFP refers to the Contractor creating, monitoring, and reporting “user adoption” and “user success” metrics. Can the County provide further details about what is expected?

* 1. **It is expected that these would be pre-defined forms of qualitative and quantitative analysis, ideally, based on previous voice deployments the Contractor has completed.**

1. As for deploying the solution, does the County want to roll this out per site or do more of a big bang deployment?
   1. **This will be analyzed at the planning stage with the Contractor.**
2. Can the County give Bidders a list of sites that will be migrated in each year assuming that all the sites will be migrated in years one and two?
   1. **This will be analyzed at the planning stage with the Contractor.**
3. Page 5 of the RFP, Section B (SCOPE) states:

*Alameda County will replace their current Avaya phone system with Microsoft Teams and Teams voice capabilities. This professional services engagement will need to include all aspects of the migration including but not limited to implementation of desk phones, headsets, applications, end user training, and staffing to support the Countywide project for approximately 10,000 employees. It is expected that an assessment of the existing Skype and Avaya voice environment, determination of required infrastructure, and recommendation of the optimal configuration of all related components. It is also expected that implementation of the required infrastructure be completed.*

Will the Contractor be expected to deploy Microsoft Teams even though they may not have voice enablement at the existing Avaya sites?

* 1. **All users will be Microsoft Teams users.**

1. Is deployment of Microsoft Teams client (desktop and mobile) in-scope for this engagement?
   1. **Yes. Details of deployment will be defined at the planning stage with the Contractor.**
2. Can the County clarify the requirement of a carrier versus an integrator of the service? Can the County clarify if they are going with a carrier hosted type model or an on-premise type setup?
   1. **The County defines a carrier as a circuit vendor such as AT&T who provides PSTN and network circuits. Integrator is defined as the vendor who will assist with this program. The setup type will be analyzed at the planning stage with the Contractor.**
3. Will the SBC be in the cloud or does the County require a controlled SBC for additional controls within the County or for on-premise direct routing scenario?
   1. **The County is expecting collaboration with the Contractor during the design phase on the best solution for the County.**
4. In regards to a scenario for Avaya and five digit dialing as the County transitions users over, is the County open to the carrier creating a custom dial plan to help with the migration?
   1. **Yes.**
5. How many sites need assessment to check connectivity to Microsoft?
   1. **The County has estimated 80 sites. Connectivity to Microsoft is via the County’s Internet gateways.**
6. Can an agent be installed on a system at each site to collect Teams simulation traffic stats to Microsoft?
   1. **Yes.**
7. Microsoft Teams SuperTAP is an invite only program that uses certified providers for Microsoft Teams voice. Is the County requiring Teams voice providers to be in the Microsoft SuperTAP Teams program or endorsed from Microsoft directly to provide Teams voice?
   1. **Microsoft SuperTAP would be a benefit but is not a requirement of this RFP.**
8. Are proxies in use?
   1. **No.**
9. Can the County please clarify if there is a preferred vendor/manufacture of desk phones?
   1. **This is not part of the scope of this RFP.**
10. Regarding Skype for Business (SfB), can the County please clarify what will be the Contractor responsibility on the configuration of the Avaya and Skype? Is this referring to the integration during the user migration?
    1. **This refers to the integration of all three solutions during design. The scope includes the Contractor providing Avaya and Skype experts to assist with necessary configuration and troubleshooting during the implementation.**
11. What is the brand of the phones currently used with Skype Private Branch Exchange (PBX)? Please provide model and number of phones associated with the Skype PBX.
    1. **The County has 200 central information technology (IT) users that are using Skype voice (Phone System for GCC).**
12. Can the County please list the sites currently served by Skype and the sites currently served by Avaya?
    1. **All sites have Skype deployed without voice enablement (Phone System for GCC). Central IT has Skype voice (Phone System for GCC) deployed primarily at one location. A few employees have Skype voice deployed outside of the central IT location.**
13. Will the scope of this RFP include proper implementation and configuration of the Microsoft Teams environment, Avaya environment, and Skype environment?
    1. **Yes, regarding Teams. Yes, regarding configuration changes necessary in the Avaya and Skype environment to support Teams deployment.**
14. Will Skype be decommissioned as a part of this implementation?
    1. **Yes. It is the County’s understanding that it is a requirement to have Microsoft Teams in native mode for voice services to be implemented.**
15. How many on-premises SfB users are active? How many are currently enabled and active on SfB Online?
    1. **The SfB environment is hybrid. The user accounts reside in the Microsoft cloud. SfB is available to all users; however, the Microsoft Admin Center is reporting 1,726 active SfB users out of 10,311.**
16. Can the County please provide details of servers and/or roles of on-premise SfB server infrastructure?
    1. **There are currently three front-end servers and two edge servers. These were implemented in 2018.**
17. Is the desired end state to migrate all SfB on-premises users to Microsoft Teams?
    1. **Yes.**
18. Will Microsoft Teams be enabled in a single tenant only?
    1. **Yes.**
19. Is there a requirement for Microsoft Teams voice coexisting with the current Avaya infrastructure?
    1. **Yes. Contact centers will not be in scope in this RFP and will need to remain active with Avaya phones.**
20. For Microsoft Teams Meetings is the County looking to obtain dial-in conferencing capability as well as full Peer-to-Peer and multiparty A/V Conferencing?
    1. **This is under review as there is a possibility of moving to G5. The County is currently on G3 with 237 audio conferencing licenses.**
21. Are sites accessing Microsoft Office 365 services today?
    1. **Yes. Please refer to page 6 of the RFP, Section C (BACKGROUND):**

***The County currently uses Microsoft Office 365 of which Microsoft Teams is a component.***

1. What Office 365/Microsoft 365 licenses does the County have? What Azure Active Directory (AD) Stock Keeping Unit (SKU) does the County have?
   1. **Please see Q44/A44 and Q53/A53.**
2. Does the County anticipate using any of the non-voice related features of Microsoft Teams ("collaboration features")?
   1. **Yes. All Teams features are expected to be available to users.**
3. Are Microsoft Office 365 Groups deployed and in use currently?  If so, how are they being used?  Should these be migrated/upgraded to Microsoft Teams?
   1. **Yes. Additional details will be determined with the Contractor.**
4. Describe the County’s Microsoft Office 365 presence (Exchange, SharePoint, OneDrive, etc.) and the County’s mechanism for synchronizing users to the cloud.
   1. **The County uses Active Directory Federation Services (ADFS) and Azure AD Connect for synchronizing users to the cloud.**
5. Is there an existing implementation of SharePoint (on-premises of online)?
   1. **Yes. There are both on-premises and online implementations of SharePoint.**
6. Will there be any migration of existing documents to Microsoft Teams?  If so, from what source and how much content?
   1. **No.**
7. Will there need to be any planning, implementation, or adoption around services including Planner, Stream, Power BI, Flow, or PowerApps?
   1. **This is not part of the scope of this RFP.**
8. What tools or applications would require integration with Microsoft Teams?  In what capacity?
   1. **This will be determined with the Contractor during the planning phase.**
9. What types of customizations (integrations, bots, connectors, etc.) are required?
   1. **This will be determined with the Contractor during the planning phase.**
10. Does the County currently have (or plan to have) OneDrive for Business rolled-out?  This is required for file sharing over Microsoft Teams chat and group messages/meetings.
    1. **Yes. OneDrive is available to all employees in the County, usage varies.**
11. Does the County currently have (or plan to have) Exchange Online (or hybrid) rolled-out?  This is required for storage of Microsoft Teams conversations.  Exchange Online is required for searching/hold of conversation data.
    1. **Yes, this is currently in place.**
12. Page 7 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 1 states:

*Contractor shall have expert level resources with related experience, and they should be certified at the highest level to design and implement the proposed solution.*

Can a single individual fulfill more than one required expertise?

* 1. **Yes.**

1. Page 7 of the RFP, Section C (BACKGROUND) states:

*An initial phase was completed and all ITD users were successfully converted to Microsoft voice in late 2018.*

Can the County please provide clarification on this statement?

* 1. **Please see Q44/A44.**

1. What cloud authentication mechanism does the County use, Active Directory Federation Services (ADFS), Azure Active Directory Connect (AADC), etc.?
   1. **The County is using ADFS and AADC.**
2. Page 8 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 4.a states:

*Alameda County’s large Avaya infrastructure with complex call routing, disparate DID blocks, Hybrid Skype environment, five-digit dialing, AVST voice mail, E911, Avaya Analog, Digital, and VoIP systems shall be addressed during the design and planning phase of the migration by the Contractor.*

Can the County provide a listing of all analog devices other than faxes by location for this RFP?

* 1. **This will be determined with the Contractor during the discovery phase.**

1. Can the County describe the County’s current phone/voice infrastructure including any PBX (make and model), Public Switched Telephone Network (PSTN)/ Session Initiation Protocol (SIP) connections in detail, including any architecture diagrams and documents? This should also include details on the current VoIP refresh project that was started.
   1. **This will be provided and determined with the Contractor during the discovery phase.**
2. What is the expectation around a managed voice service? Is the County still looking for someone to provide an active service voice platform after implementation and migration?
   1. **No, but the transition and training to the in-house staff is part of the scope of this RFP.**
3. Once a user is migrated from AVST to Microsoft Teams, is there any expectation to provide access to the user’s old AVST mailbox?
   1. **This is to be determined with the Contractor during the planning phase; however, the current thought is that there will be a finite date that users (per migration group) will have to retrieve AVST voice mail.**
4. Page 8 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 4.c states:

*Contractor shall perform a Network essentials readiness evaluation to ensure estimated bandwidth and network capacity is sufficient to support business functional requirements for Teams.*

Does the County have existing network management and monitoring tools that the vendors can utilize to collect bandwidth and routing information for all sites?

* 1. **The Contractor is expected to provide and utilize their own assessment tools.**

1. Are the vendor examples provided by the County in the RFP, vendors that are approved by the County?
   1. **No. They are examples of products that may meet the Counties requirements.**
2. Page 8 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 4.f states:

*Contractor shall review, recommend, and implement key options such as coexistence modes, island mode, no overlap, collaboration mode, meetings first, and or collaboration with meetings outlining why the selected solution aligns best with the Counties requirements.*

What are the County requirements for these meetings?

* 1. **The County is looking to the Contractor to have technical expertise to assist with making key configuration decisions regarding implementation of Microsoft Teams voice. Some of these decisions may impact other aspects of Teams and are critical to proper planning for a Countywide deployment.**

1. Page 8 of the RFP, Section E (SPECIFIC REQUIREMENTS) Item 4.h states:

*Contractor shall review and implement direct routing and session boarder controllers outlining why the selected design aligns best with the Counties requirements.*

The RFP requires a direct routing setup that will need certified SBC’s for the implementation.  Will there be a period of coexistence when the Avaya system will need to be integrated with the Microsoft Teams system?

* 1. **Yes, this will be throughout the project as contact centers will need to continue to run on the Avaya system. The idea is to migrate all end users with the exception of contact center users and reduce the Avaya system to its minimal footprint to support the contact centers and their endpoints.**

1. What is the complex dialing and call routing currently? Bidders need this information so that Bidders can provide time for developing call routing plans.
   1. **This will be determined by the Contractor during the discovery phase.**
2. Is the desired end state for IM, presence, calls (both VOIP and TDM/Dial-tone), meetings, document collaboration, etc. will be in Microsoft Teams?
   1. **The County is expecting collaboration with the Contractor during the design phase on the best solution for the County.**
3. Page 9 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 4.j states:

*Contractor shall identify what items shall be needed to be changed such as network, administration portal items, call routing, Avaya, Skype, and PSTN.*

Are there any legacy PSTN devices that needs to be considered such as fax and/or modems?

* 1. **Yes.**

1. Page 9 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 4.l states:

*Contractor shall identify potential impacts to contact centers, IVR’s, VRU’s, vectors, and determine best solution for these prior to migration. The actual migration of these are not included in the scope of this RFP.*

What is the expected migration timeline for this RFP?

* 1. **Two years. The specific timeline will be defined during the planning phase of the project with the Contractor.**

1. Page 9 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 4.n states:

*Contractor shall develop E911 plan and integration.*

E-911 and Dynamic E-911 versus integration with the County’s 911 center, is there a specific 911 center that the County would like the Contractor to integrate with the County’s users? Are there any requirements, regulatory or otherwise, around the county's phone systems (i.e. E-911)?

* 1. **The County’s 911 centers are separate from the RFP; however, integration and a solution for E-911 would be required. The County is open to the Contractor creating the best solution for E-911 and Dynamic E-911; however, there are limitations with solutions within Microsoft’s Government Cloud Center (GCC).**

1. Page 9 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 4.p. states:

*Contractor shall recommend potential solutions for request tracking, expense tracking, and inventory.*

Can the County please clarify this requirement?

* 1. **The County would like the Contractor to give recommendations for solutions that could address these requirements.**

1. Page 10 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 5.e.(2)(c)i., states:

*Contractor shall work with the County Program Manager to schedule and perform all actions within the project.*

1. *Complete Migration Tasks including, but not limited to:*

*(c) Communications*

*i. Departmental meetings*

Can the County please clarify what is expected from these meetings? Are these meetings on a Roadshow format?

* 1. **The specific formats will be determined during planning phase, however, items such as communications templates, availability of Contractor’s project team members and experts during departmental meetings for discovery and implementation are required.**

1. Page 10 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 5.e.(2)(d)i. states:
2. *Complete Migration Tasks including, but not limited to:*

*(d) Training*

*i. On site formal class room*

Can the County please clarify how many employees and for how many locations? For in person training, how many sites and sessions per site are required?

* 1. **This will be determined during the planning phase with the Contractor. Contractor should forecast sufficient resources to provide onsite training for departments.**

1. Page 13 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 5.n(1) states:

*Contractor shall provide training for in house staff to allow the transition of management of the solution to operational teams.*

1. *Training shall include an operational mapping to County IT teams including “non-supported IT departments”.*

Can the County please clarify how many departments, supported and not supported? How many locations? How many employees in each location? Can the County add more description to the term “non-supported IT departments”?

* 1. **Please see Q8/A8. Non-supported departments may require additional technical training as they support their end users (and PC’s) instead of central IT.**

1. The RFP notes that migration and training costs are the Bidder’s responsibility. Can the County provide any additional details about the County’s expectations?
   1. **The County expects that the Contractor will have training resources available to sufficiently train supporting IT teams and end users during the migration. This would include associated training materials.**
2. Does the County currently have documentation on IT service management and how is that used/handled? Bidders are trying to determine how the County handles IT service management processes, such as incident, change, release, problem management. Is there documentation that the County can share with Bidders regarding how these processes flow together?
   1. **Yes, the County has documentation on specific areas of IT service management. This documentation will be provided to the Contractor during the discovery phase.**
3. Does the County have a portal for tenant management user configuration on boarding for Microsoft Teams tenant users?
   1. **This will be reviewed with the Contractor during the discovery phase.**
4. How does the County measure operational success today?
   1. **This will be reviewed with the Contractor during the discovery phase.**
5. What type of governance is currently in place? Does the County have tactical IT-level governance on aspects like group creation, or permissions?
   1. **The County is looking to the Contractor to assist with Teams governance.**
6. How big are operational teams within the County? How are those structured and assessed?
   1. **This will be reviewed with the Contractor during the discovery phase.**
7. Has the County identified any current challenges in IT service management?
   1. **This will be addressed and reviewed with the Contractor during the discovery phase.**
8. Page 13 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 5.t. states:

*Contractor shall make changes at times dictated by the County.*

How does the County currently handle incidents, changes, releases, communications, and problem management?

* 1. **This will be reviewed with the Contractor during the discovery phase.**

1. Page 15 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 8.c. states:

*Contractor shall provide adequate hours of certified training for Alameda County staff members that covers all aspects of support for the Teams environment.*

Can the County please clarity how many staff members and how many locations?

* 1. **Please see Q8/A8 and Q85/A85.**

1. Page 15 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 8.f. states:

*In addition to formal classroom training, Contractor shall provide on-site training of key concepts, which are specific to the proposed solution.*

Does this mean that the training should not be only on functionalities, but also on concepts? Would there be additional training sessions or could these conceptual training be included in the technical training track?

* 1. **Yes. The conceptual training can be included in the technical training track.**

1. Page 15 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 9.a states:

*Contractor shall conduct adoption-planning activities to determine user personas and communication strategy.*

Is this anticipated to be a discussion type analysis (where the County provides the personas/information) or is a full persona assessment required?

* 1. **Analysis of how end users will be using Teams voice is required from the Contractor.**

1. Page 15 of the RFP, Section E (SPECIFIC REQUIREMENTS), Item 9.(c) states:

*Contractor shall have dedicated adoption resources to assist with all aspects of Teams adoption within the County. Examples include but are not limited to;*

*(1) Targeted communications and launch*

*(2) Targeted training*

*(3) Engagement events*

*(4) Adoption portal and self help*

*(5) County Teams web portal with training and adoption*

*(6) Newsletters, Posters, Digital signage*

*(7) Communication strategy*

*(8) Social governance*

*(a) Program Champions*

*(9) Service enablement strategy*

For engagement events, are Bidders expected to include a budget for the events, or just planning for the events and support on execution?

* 1. **Bidders are expected to budget for the events and provide training resources and personnel for the events.**

1. For the adoption portal and self-help and County Teams web portal with training and adoption, does the County want the Contractor to develop a portal, or merely provide the content that the County would upload to its (existing) portal?
   1. **The Contractor would need to provide content that the County would upload to its portal.**
2. For newsletters, posters, digital signage, are Bidders expected to include in the budget the printing of materials (posters)?
   1. **Printing is not a requirement, however, recommended content is. Bidder may include in the budget the printing of materials as an option. If a Bidder has the materials available (e.g. pre-printed posters or ability to print posters) it would be beneficial for the project.**
3. Page 28 of the RFP, Section N (AWARD), Item 3 states:

*Small and Emerging Locally Owned Business: The County is vitally interested in promoting the growth of small and emerging local businesses by means of increasing the participation of these businesses in the County’s purchase of goods and services.*

*As a result of the County’s commitment to advance the economic opportunities of these businesses, Bidders are encouraged to meet the County’s Small and Emerging Locally Owned Business requirements in order to be considered for the contract award. These requirements can be found online at:*

[***http://acgov.org/auditor/sleb/overview.htm***](http://acgov.org/auditor/sleb/overview.htm)

Can the County confirm if meeting the County’s Small and Emerging Locally Owned Business requirements is in fact just encouraged or required as part of this RFP? The SLEB statement is a bit unclear.

* 1. **The County is encouraging Bidders to subcontract with a SLEB. If a Bidder is not a SLEB and cannot subcontract with a SLEB vendor, the Bidder should take an exception to the SLEB requirement.**

1. Page 13 of the Exhibit A – Bid Response Packet, the SMALL LOCAL EMERGING BUSINESS (SLEB) INFORMATION SHEET, can the County please confirm the online Elation Contract Compliance system is not applicable to Information Technology Procurements and or Services?
   1. **The online Elation Contract Compliance System is applicable to this RFP. The prime Bidder and their subcontractor(s) agree to register and use the Elation Contract Compliance System by signing the form on page 13 of the Exhibit A – Bid Response Packet. The Elation Contract Compliance System will be used to submit SLEB subcontractor participation including, but not limited to, subcontractor contract amounts, payments made, and confirmation of payments received.**
2. Page 14 of the Exhibit A – Bid Response Packet, REFERENCES, how do Bidders differentiate between current and former references?
   1. **A current reference is one where the Bidder is currently working with the reference on a project or providing services. A former reference is one where the Bidder no longer has a contractual obligation to and is no longer providing goods or services.**
3. In regards to the BID FORM and the implementation phase, are Bidders allowed to enter the entire cost of this phase into year one?
   1. **Yes.**
4. In regards to the BID FORM will Bidders be permitted to respond with pricing that is higher in year two than in year one?
   1. **Yes.**
5. Does the County prefer a fixed-price solution or a solution based on time and materials?
   1. **Please provide pricing as it is structured in the BID FORM. The bid response should also include a Budget Detail with a breakdown of the cost(s) listed in the BID FORM.**
6. Can the County please clarify line 11 in the BID FORM "Monitoring Altering Application Services"?
   1. **Please review page 14 of the RFP, Section () Item 7 which states:**
      1. ***Monitoring Alerting Application Requirements***
         1. ***Contractor shall recommend an end-to-end monitoring solution to provide rapid identification of communications and or functionality problems within the Teams environment. This should include visibility from end devices communicating and infrastructure in between to allow isolation of the issue.*** 
            1. ***Pre-deployment testing and baseline***
            2. ***Ongoing monitoring of call quality***
            3. ***Alerts in real-time***
            4. ***Traffic generation***
            5. ***Quickly identify Unified Communications quality issues***
            6. ***QoS optimization***
            7. ***Visibility into key voice quality metrics in cloud environments***
            8. ***Examples include Nectar for Microsoft Teams and Riverbed***
         2. ***Once selected and procured by the County, the Contractor shall implement the Unified Communications (UC) monitoring and alerting solution in parallel with the Teams deployment.***
7. Where should Bidders list the monthly PSTN cost in the BID FORM?
   1. **Monthly PSTN cost is not part of the scope of this RFP.**

### EXHIBIT B

VENDOR LIST

RFP No. 901845 Voice Modernization and Initiative Services

Below is the Vendor Bid List for this project consisting of vendors who have been issued a copy of this RFP. This Vendor Bid List is being provided for informational purposes to assist bidders in making contact with other businesses as needed to develop local small and emerging business subcontracting relationships to meet the requirements of the Small Local Emerging Business (SLEB) Program: <http://www.acgov.org/gsa/departments/purchasing/policy/slebpref.htm>.

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| --- | --- | --- | --- | --- | --- | --- |
| **RFP No. 901845 Voice Modernization Initiative Services** | | | | | | |
| **Business Name** | **Name** | **Phone** | **Address** | **City** | **ST.** | **Email** |
| Accenture | Ana Luis Aldana | (415) 819-1234 | 415 Wilson Street | San Francisco | CA | [ana.l.aldana.sechell@accenture.com](mailto:ana.l.aldana.sechell@accenture.com) |
| Audio Codes | Rose Webster | (253) 219 9277 |  |  |  | [Rose.webster@audiocodes.com](mailto:Rose.webster@audiocodes.com) |
| Audio Codes | Bill Skinner | (732) 469-0880 | 200 Cottontail Lane | Somerset | NJ | bill.skinner@audiocodes.com |
| Avanade | Jarmo Paukkunen | (425) 455-2210 | 10105 SE 25th Street | Bellevue | WA | [Jarmo.j.paukkunen@avanade.com](mailto:Jarmo.j.paukkunen@avanade.com) |
| Cobalt IT | Harvey Wright | (650) 226-5050 | 116 E, 25th Avenue | San Mateo | CA | hwright@cobalt-it.com |
| Converge One | Adam Eisenberg | (818) 445-9142 | 7031 Knoll Center Parkway | Pleasanton | CA | [aeisenberg@convergeone.com](mailto:aeisenberg@convergeone.com) |
| Converge One | Debbie Martin | (651) 994-6800 | 10900 Nesbitt Avenue South | Bloominton | MN | dmartin@convergeone.com |
| Converge One | Jens Madsen | (661) 600-5332 | 21227 Alaminos Drive | Santa Clarita | CA | Jmadsen@convergeone.com |
| Dell Technology | Kathi Podwinski | (925) 408 3787 |  |  |  | [Kathi\_Podwinski@Dell.com](mailto:Kathi_Podwinski@Dell.com) |
| Dell Technology | Nicole Cooper | (512) 513-9105 |  |  |  | [Nicole\_Cooper@Dell.com](mailto:Nicole_Cooper@Dell.com) |
| Dell Technology | Vincent Galbreath | (925) 308-3444 | 5455 Great American Parkway | Santa Clara | CA | [Vincent\_Galbreath@Dell.Com](mailto:Vincent_Galbreath@Dell.Com) |
| Dell Technology | Steve Richards | (650) 787-6950 | 5455 Great American Parkway | Santa Clara | CA | [steven.richards@dell.com](mailto:steven.richards@dell.com) |
| Dimension Data | Amber Beatty | (925) 594 2315 |  |  |  | [amber.beatty@global.ntt](mailto:amber.beatty@global.ntt) |
| Insight | Carl Ebeling | (206) 387 3235 | 1900 MacArthur Blvd, Suite 1050 | Irvine | CA | [Carl.Ebeling@insight.com](mailto:Carl.Ebeling@insight.com) |
| Insight | Logan Malouf | (949) 242-7220 | 1900 MacArthur Blvd, Suite 1050 | Irvine | CA |  |
| Jabra | Shelly Moran | (844) 845 0002 |  |  |  | [smoran@jabra.com](mailto:smoran@jabra.com) |
| LanLogic | Dan Ferguson | (925) 273-2345 | 248 Rickenbacker Circle | Livermore | CA | dferguson@lanlogic.com |
| Microsoft Corporation | John Reinecke | (415) 972 6641 |  |  |  | [John.Reinecke@microsoft.com](mailto:John.Reinecke@microsoft.com) |
| Microsoft Corporation | William Cook | (480) 862-9171 | One Microsoft Way | Redmond | WA | wcook@microsoft.com |
| Microsoft Corporation | Arijit Saha | (408) 627-5334 | 555 California Street | San Francisco | CA | arijits@microsoft.com |
| NTT | Munthu Karra |  | 1004 Emory Drive | Claremont | CA | munthu.karra@global.ntt |
| NTT | Lourdes Orret | (951) 203-8049 | 1004 Emory Drive | Claremont | CA | lourdes.orret@global.ntt |
| NuWave Communications | Mark Bunnell | (702) 423-4372 | 8275 Eastern Avenue | Las Vegas | NV | mark@nuwave.com |
| Poly | Felipe Henao | (408) 824 0805 | 6001 America Center Drive | San Jose | CA | [felipe.henao@poly.com](mailto:felipe.henao@poly.com) |
| Poly | Brian Emery | (971) 344-3943 | 1542 Warwiick Avenue | Thousand Oaks | CA | [brian.emery@poly.com](mailto:brian.emery@poly.com) |
| Pro Telesis | Christie McClellan | (858) 218-2025 | 4686 Mission Gorge Place | San Diego | CA | cmcclellan@protelesis.com |
| SKC Communications | Sean Brown | (408) 348-7872 | 931 High Street | Santa Cruz | CA | sean.brown@skccom.com |
| SKC Communications | Michael Laurin | (818) 550-1116 | 8320 Hedge Lane Terrace | Shawnee | KS | michael.laurin@skccom.com |
| Slalom | Rick Koppin | (415) 517 3743 |  |  |  | [rickk@slalom.com](mailto:rickk@slalom.com) |
| Vitalyst | Seth Malize | (949) 416-1449 | One Bala Plaza, Suite 434 | Bala Cynwood | PA | seth.malize@vitalyst.com |
| Vox Network Solutions | Tonja Marcus | (925) 719-1314 | 2551 Pebble Beach Loop | Lafayette | CA | [tmarcus@voxns.com](mailto:tmarcus@voxns.com) |