The Illinois State Toll Highway Authority
2700 Ogden Avenue
Downers Grove, Illinois 60515-1703
630/ 241-6800
630/ 241-6100 Fax
630/ 241-6898 TTY
800/ TOLL-FYI Road Conditions
www.illinoistollway.com

ADDENDUM # 5
RFP 14-0081R
Voice Over Internet Protocol (VOIP) Telecom System, Support and Services
IPB Reference # 22037571
Proposal Opening Date: March 31, 2016

Please be advised of the following changes to the above-mentioned solicitation:

I. **Revision to Matrix 2 Responsive Elements Application Specifications; Unified Messaging**

The Illinois Tollway has deleted the following requirement listed in Unified Messaging in Matrix 2, Application Specifications and moved it to Matrix 3, Desirable Specifications; Unified Messaging. Matrix 2 and Matrix 3 have been revised and attached hereto.

Matrix 2
Unified Messaging

2	The Illinois Tollway is running Microsoft Exchange 2013 Enterprise Edition. Vendor agrees to provide UM integration with Microsoft Exchange. • Provide an overview of Vendor's UM solution. The overview should include, but not be limited to, features and user interfaces. • Provide the versions of Microsoft Exchange and Windows Server supported by Vendor's UM solution. • Provide details on the authentication required on the Microsoft Exchange servers to support UM.
	Offeror's Response:

II. **Pricing Section**

Section E.1.3 and Section E.1.5 has been deleted and replaced with the attached hereto.

III. **Questions and Answers**:

The following are questions received from Vendors and responses from the Illinois Tollway pursuant to the question and answer portion of the above-mentioned solicitation. The Illinois Tollway has provided its answers accordingly.

1. **Question**: Would the Illinois Tollway consider an alternate to the Cisco VoIP system that was named in the solicitation?

   Answer: Only Cisco based systems shall satisfy the requirements of this contract. This is not intended to limit or restrict competition, but is needed in order to ensure compatibility and proper functionality with existing software and equipment. The Tollway intends to standardize on a Cisco based system. The Illinois Tollway recently installed a 200 seat Cisco Contact Center Express VoIP system in a new Call Center with which this new system will be required to be compatible. The Tollway's entire network is based on Cisco equipment. The Tollway has technical staff knowledgeable in the operations and configuration of Cisco equipment.

2. **Question**: Does the Illinois Tollway have an incumbent vendor associated with this work? If so, please provide the vendor's name and contract #. Or, is this considered a brand new project for the Tollway?

   Answer: This is a brand new project for the Illinois Tollway. The Illinois Tollway intends to procure a centrally-managed, multi-site Voice over Internet Protocol (VoIP) Cisco-based system with fully-redundant call processing, voicemail servers, software, equipment including digital and IP phone sets and headsets, technical support, training, and professional services.

3. **Question**: Is there an established budget for this project? If so, can the funding details be provided?

   Answer: Budgetary information for any proposals or bids cannot be disclosed until an award or final selection is made, per FOIA statute 105 ILCS 140/7 (h).

4. **Question**: Please provide a listing of all the locations of the number of users listed at 1500 and total number of phones listed at 2000 (page 63 of RFP solicitation).

   Answer: Please see Exhibit 1 attached hereto.

5. **Question**: If the solution provided is not Cisco-based but is compatible with the recently installed VoIP system for the new Call Center and provides proper functionality with existing software and equipment, can this system be proposed for this RFP? Or will our firm be disqualified?

   Answer: Only a Cisco solution will be considered.

6. **Question**: How does the Tollway plan to dispose of the current inventory of devices that are being replaced by the new devices in the RFP?

   Answer: Currently, the Tollway has not made plans for decommissioned or retired devices. Although this is not part of the solicitation requirements, Offerors can propose any solutions for electronics recycling/disposal.

7. **Question**: Would the Tollway require the respondents to provide their current Cisco certifications to ensure the respondents are qualified by Cisco to deliver on their proposal? If yes, which certifications will the Tollway require?

   Answer: Yes, Offerors must provide their current Cisco certifications with their proposal. Offerors should also provide any certifications that are relevant to the solicitation.

8. **Question**: Would it be a benefit to the Tollway to have the respondents certified by the Tollway's current telephony provider along with being certified by Cisco to ensure a smoother transition from one system to the new system?

   Answer: Offerors should propose recommendations or certifications that will benefit the proposed solution.

9. **Question**: Please provide a list of existing Public Switched Telephone Network (PSTN) connectivity at each location (i.e. Plain Old Telephone Service (POTS), Primary Rate Interface (PRI), and Session Initiation Protocol (SIP)).

   Answer: A detailed list will be provided to the successful respondent. For reference, each remote site has one (1) to two (2) POTS lines, and two (2) facilities have multiple PRI circuits (four (4) and six (6) respectively).

10. **Question**: As the Illinois Tollway has recently updated their switching, is an updated list of Power over Ethernet (PoE) switches and locations available? Also, please provide model number of switches as not all switches can offer full power over all switch ports. There are many types of 3750 switches (28 different models), please provide exact model information.

    Answer: The Illinois Tollway will be upgrading to a Cisco 3850 48-port POE switch (WS-C3850-48P-E) running Enterprise iOS at the remote manned facilities.

11. **Question**: Regarding Wait Time Announcements, a feature of a Contact Center, what context is the Illinois Tollway looking to enable this feature?

    Answer: The Wait-Time announcements would be used in instances such as customer informational or for re-directs to Public Safety Answering Point (PSAP) or other areas/departments within the Illinois Tollway.

12. **Question**: Does the Illinois Tollway have an eFax solution today or does one need to be proposed?

    Answer: The Illinois Tollway has a RightFax Enterprise Server 10.6 solution in place today.

13. **Question**: Although the number of buildings is listed, within a building there can and should be multiple zones for E911. Can the Illinois Tollway provide how many zones will be required by building location?

    Answer: The number of zones varies by location. Details will be provided to the successful awarded Vendor.

14. **Question**: How many Auto Attendants will be required? Will it be one menu deep? If multiple sub-menus, please identify number of sub-menus per auto attendant.

    Answer: The Illinois Tollway is presently reviewing the current setup. Initial analysis could leverage consolidation. For the purpose of this solicitation, consider twelve (12) Auto Attendants, with as many as three (3) menus deep.

15. **Question**: Regarding Scripted Queue Messages, a feature of a Contact Center, what context is the Illinois Tollway looking to enable this feature?

    Answer: The context will be determined based upon availability of the feature in the final solution. The Offeror should include their recommendations in their proposal submittal.

16. **Question**: Please identify the number of reports that will be required and details of each report.

    Answer: The number of reports required and details of each report are dependent on the options available. Offerors should list the available reports and options available, and may provide sample reports with their proposal.

17. **Question**: The Tollway has as many as sixteen (16) analog lines that extend to that particular facility (at each plaza location, there are approximately seven (7) analog phones that share a single analog line). Does each of the seven (7) analog phones have their own cable run and just share an extension?

    Answer: The available wiring will vary from facility to facility. In case of remote plazas, the phones share an extension.

18. **Question**: The Illinois Tollway just did a network/switch refresh. Is the Illinois Tollway willing to consider replacing or adding Power over Ethernet (PoE) switches to locations that require them or would they prefer power bricks? If applicable, please provide the model information of existing PoE switches to provide capacity

on those switches.

Answer: The Illinois Tollway is still in the process of upgrading network switches. A power brick will be required where PoE is not available at this time.

19.   **Question**: Would Illinois Tollway consider an Attendant Console for the switchboard users? If not, how many lines will need to be supported by the switchboard phones?

Answer: The Illinois Tollway will consider either an attendant console or other options for the switchboard areas.

20.   **Question**: Unified Messaging can be interpreted in two ways, the first is that a Cisco Voicemail Server (Unity Connection) is configured with user permissions to view user's mailboxes within Exchange and the other is that no Cisco Voicemail server is configured; instead the Cisco environment is directly configured with Microsoft Exchange and uses Exchange as the voicemail system. Please identify which configuration you are referring to.

Answer: The solicitation should include a voicemail solution that does not rely on the existing Microsoft (MS) Exchange environment. Integration options should be proposed.

21.   **Question**: If Microsoft will be used as a voicemail system, a Session Border Controller (SBC) will be required. Does the Illinois Tollway have an existing SBC that is being leveraged?

Answer: The Illinois Tollway currently does not have a Session Border Controller (SBC).

22.   **Question**: Please identify the types of overhead paging systems (model number and manufacturer) and include specific location for each.

Answer: The Illinois Tollway uses Rauland 2524, Bogen Telephone Access ModuleTamb, and Bogen Zone Paging Module ZPM3.

23.   **Question**: Multicast is required for paging over the Internet Protocol (IP) Phones; will multicast be allowed on the Illinois Tollway's network? Will it be allowed across the Wide Area Network (WAN)?

Answer: The Illinois Tollway will allow multicast where applicable and/or is available.

24. **Question**: Of the one hundred (100) extensions that need call recording, what is the average talk time per day? Will these extensions require 100% call recording? Will the recordings be automatic or manually enabled and disabled by the user? How much retention time is required for the recordings? Will all sites requiring recording be connected via Multiprotocol Label Switching (MPLS)?

    Answer: For the purposes of the solicitation, the Illinois Tollway will use the guideline of one hundred (100) users. These users should have the ability to manually enable call recording for the purposes of transcription or other recording options.

25. **Question**: Please define instances of users being put into a queue.

    Answer: An example would be a Help Desk queue or I-PASS technical question queue which is currently not handled by our Call Center.

26. **Question**: What kind of Robocall - agent outbound or Interactive Voice Response (IVR)?
    a. Agent Outbound - agent must accept call prior to the outbound call being made.
    b. IVR - first call is made to the client and the client is connected to the IVR, then an agent is connected.

    Answer: For the purposes of the solicitation, an Agent Outbound option to deliver pre-recorded messages is desired.

27. **Question**: The pre-bid meeting had discussed the need for contact center functionality, however, no information was available in the RFP regarding the below, even in the instance of an overflow we need to know how the overflow needs to be handled. For example, would callers need to be sent to a hunt group from the UIC Call Center, or would a set number of skilled agents need to field calls from the Call Center.

    Answer: Callers would be sent to a hunt group from the UIC Contact Center. The Illinois Tollway would be open to consider other options proposed by Offerors; please submit your ideas with your bid response.

28. **Question**: Please provide the following information in scoping out a new contact center if required for this environment:
    a. Number of concurrent Agents
    b. Number of concurrent Supervisors
    c. Number of queues
        i. Please provide a call flow for each queue.
    d. Number of skills
    e. Type of queues such as voice, e-mail, and web chat
    f. Will outbound preview dialer be required?

g. Will database dips be required?

h. Will screen pops be required?

i. Will remote agent functionality be required?

j. Will agents require a hard phone and/or soft phone to provide service from a remote location in the event of a disaster or emergency?

k. Will wallboards be required?

l. Will SAP integration be required?

m. Will the agent desktops be similar to the existing Call Center, i.e. SAP desktop?

n. Will speech recognition be required for the IVR?

    i.   If so, will it only be used to identify if a caller states a number 0-9 or will more advanced recognition be required?

o. Will custom reports be required?

Answer: See each response below for each sub-question:

a.   The number of as many as twelve (12) concurrent agents should be utilized.

b.   The number of as many as four (4) supervisors should be utilized.

c.   At this time, two (2) queues would be desired, with the ability to add more.

    i.   The call flow for each queue has not been determined.

d.   The number of skills has not been determined.

e.   Only voice queue at this time.

f.   Outbound preview dialer is not required.

g.   Database dips are not required.

h.   Screen pops are not required.

i.   Remote agent functionality is not required.

j.   Whether or not agent will require a hard phone and/or soft phone to provide service from a remote location, has not been determined. The Illinois Tollway would be open to discuss other options.

k.   Wallboards will not be required at this time.

l.   SAP integration is not required.

m.   The desktop will be similar to the existing Call Center.

n.   Speech recognition is not required for the IVR.

    i.   Not applicable to the functionality of identifying if a caller states number 0-9 or more advanced recognition.

o.   Custom reports will be determined based on the solutions presented.

29. **Question**: As there is a system already in place at the UIC location, can the RFP bid extend functionality of that system? Multiple subscribers can be added to the existing Cisco Unified Communications Manager (CUCM), this will allow the Illinois Tollway to add agents directly to the existing CCX for overflow purposes as well as provide Robocall functionality. Extending the existing system will provide all the functionality required in the RFP without having to stand up a separate stand-alone system. This will increase redundancy as well as there will be a third location (UIC) that will host CUCM in the event of a disaster.

Answer: Expansion of the existing UIC system can be proposed, so long as the requirements of the solicitation are met.

30. **Question**: How many End Users will be included in training efforts?

Answer: A final number will be determined with the awarded Vendor. For reference, several sessions to "train the trainer" should include between sixty (60) to seventy-five (75) users.

31. **Question**: How many IT Personnel will participate in Technical Support Training?

Answer: As many as twelve (12) IT personnel will participate in Technical Support training.

32. **Question**: The six (6) month training resource required for support training efforts for six (6) months. Is there a requirement to be onsite every day (full-time) for six months? Or just available for six months?

Answer: The Illinois Tollway is not looking for the awarded Vendor to be onsite every day for six (6) months, but is looking for the awarded Vendor to be available when needed for six (6) months.

33. **Question**: How many contact center agents will participate in training effort?

Answer: It is estimated to have approximately twelve (12) to sixteen (16) agents.

34. **Question**: Does the Illinois Tollway plan to utilize its existing routers and switches, or will the awarded vendor need to provide them?

Answer: The awarded Vendor should be able to provide any required Voice Gateway, UCS servers or specialized Voice equipment, UCS Server components (memory, drives, blades) as those devices may not be available via the existing Master contract through Central Management Services (CMS). Router and switches are available currently under our current State Master contract through CMS.

35. **Question**: Please provide the solicitation document in Microsoft Word format?

Answer: The Tollway only provides solicitations to be downloaded in PDF format. Please respond to the solicitation by typing or handwriting the information.

36. **Question**: How can respondents obtain the exhibits mentioned in the RFP? Are there any other documents that need to be responded to?

Answer: The exhibits mentioned in the outline are in the RFP solicitation document, beginning on page 46. Exhibit 2 (Configuration Matrix) is a separate pdf document that needs to be downloaded. This can be found as a separate attachment both on the Illinois Procurement Bulletin and Illinois Tollway websites. For a listing of the other applicable documents that need to be responded to, please check the Offeror checklist and web links in the RFP solicitation.

37. **Question**: Can the Illinois Tollway provide a list of locations (including the address and telephone numbers) that have to be ported?

    Answer: A list of locations and phone numbers will be provided to the awarded Vendor. If a number needs to be ported to the new system, it will be provided.

38. **Question**: Does the awarded vendor have to meet both the Business Enterprise Program (BEP) and VET goal requirements?

    Answer: Yes, the Illinois Tollway will award this contract to a Vendor that meets these goals or makes good faith efforts to meet these goals.

39. **Question**: How many additional phones will be added?

    Answer: This will be determined after the initial deployment.

40. **Question**: How many locations are over 40,000 square feet?

    Answer: The Illinois Tollway has several sites over 40,000 square feet; however it does not correlate to the number of users at that facility. The main facility in Downers Grove has in excess of six hundred fifty (650) telephones, and has approximately 150,000 square feet. There are two other facilities that have not less than twenty-five (25) telephones per site that are over 40,000 square feet. Additionally, there is one facility that as 120 Avaya VoIP phones.

41. **Question**: Please provide the quantity of phones not requiring a Gigabit port.

    Answer: The number of 10/100 Mbps phones will be determined when a solution is selected. For reference, any Office Worker, Administrative, or Executive phone should have a Gigabit port, whereas Public space phones need not have a Gigabit port.

42. **Question**: How many future analog endpoints should the proposed solution include?

    Answer: On a going forward basis, any new installation will be VoIP where possible/applicable. All remote facilities shall have a POTS lines provided by the local telco.

43. **Question**: How many users need to have this feature as mentioned in MATRIX 2: Responsiveness Elements Application Specification Number 15?

    Answer: For the automatic callback/ring feature functionality, use seventy-five (75) users as the baseline with the option to add more.

44.   **Question**: How many video phones would be desired?

Answer: The number of video phones required will be determined upon selection of the solution. For reference purposes, use twenty (20) as an initial number.

45.   **Question**: Will the Illinois Tollway give credit to those Prime companies for this RFP response to those who are enrolled in the Mentor/Protégé program, if the protégé is new to this program?

Answer: The Illinois Tollway only has a formal mentor/protégé program associated with Professional Services Bulletin items for engineering related scopes of work. This does not apply to this RFP solicitation.

46.   **Question**: In the event that some networking wiring installations are needed in order to implement the VoIP solution, will this work be considered subject to prevailing wages? Can a union company perform those activities or any company as long as they are in compliance with prevailing wages?

Answer: Vendor is responsible for contacting Illinois Department of Labor (DOL) at 217-782-6206 or (http://www.illinois.gov/idol /index.html) to ensure an understanding of prevailing wage requirements and categories. The prevailing wages are revised by the Illinois Department of Labor (DOL) and are available on DOL's official website. Any union company is eligible to provide an Offer (or be a subcontractor to an Offer) as long as they are a responsive responsible Offeror.

47.   **Question**: Please provide a description of the Illinois Tollway's current Cisco environment including software release, number of agents, server architecture including type of server, call center agent licensing level (enhanced or premium). Please also provide a Cisco Letter of Agency (LOA) if possible.

Answer: The requested information will be provided to the awarded Vendor.

48.   **Question**: Where does the Illinois Tollway's current Cisco solution reside?

Answer: The Illinois Tollway's current Cisco solution is located at our Call Center in Chicago.

49.   **Question**: For the recording requirements mentioned in the RFP, is this feature just for agents or is it for general business users as well? How many users will need the ability to record?

Answer: The recording should be for as many as one hundred (100) general business users and agents.

50. **Question**: The RFP calls for the ability to overflow calls to non-agents. How many calls does the Illinois Tollway believe will need this feature at any given time?

   Answer: The number of calls to overflow is currently being determined. For reference, overflow calls will be directed to a bank of twelve (12) to sixteen (16) dedicated extensions.

51. **Question**: Should phone placement be included in the proposal response?

   Answer: Yes, phone placement should be included in the proposal.

52. **Question**: How many line appearances will need to be on switchboard or soft console?

   Answer: The number of appearances has to be determined for the new solution. The Illinois Tollway would welcome recommendations or best practices in use today.

53. **Question**: Please provide use cases for User, Administrative and Executive training (Matrix 2: Responsiveness Elements, Applications Specifications-Training-Requirement 1).

   Answer: Use cases will be developed as part of the implementation process.

54. **Question**: Please provide additional information on the specific nature of training required for Training User Group: Trainings (Matrix 2: Responsiveness Elements, Applications Specifications-Training-Requirement 1).

   Answer: Use cases will be developed as part of the implementation process.

55. **Question**: Please provide additional information on the specific nature of training required for User Group: Site Coordinators (Matrix 2: Responsiveness Elements, Applications Specifications-Training-Requirement 1).

   Answer: Use cases will be developed as part of the implementation process.

56. **Question**: Please explain the difference in training requirements for Systems Administrators and Support Technicians (Matrix 2: Responsiveness Elements, Applications Specifications-Training-Requirement 1).

   Answer: Systems Administrators manage the system. Support technicians will manage endpoint devices, power, wiring, etc.

57. **Question**: Please explain how the training described in Requirement 2 is different from the Systems Administrator and Support Technician training in Requirement 1 (Matrix 2: Responsiveness Elements, Applications Specifications-Training- Requirement 2).

    Answer: Support Technicians and Systems Administrators should be able to perform Moves, Adds and Changes.

58. **Question**: Please provide use cases or specific training requirements for the internal personnel required to become proficient with performing MACs and other call routing changes (Matrix 2: Responsiveness Elements, Applications Specifications -Training, Requirement 2).

    Answer: Use cases will be developed as part of the implementation process.

59. **Question**: What is the maximum period of training for Requirement 2 (Matrix 2: Responsiveness Elements, Applications Specifications-Training- Requirement 2)?

    Answer: Offerors should propose the period of training as part of their proposal.

60. **Question**: Do the hosted entities mentioned (i.e. Police, Traffic operations, and I-PASS) all utilize the legacy voice system?

    Answer: The hosted entities currently use/ rely upon the existing Avaya system.

61. **Question**: Please clarify the overflow needs for the I-PASS and customer service area and indicate how this will impact the new solution and existing Cisco Call Center application.

    Answer: Overflow or transferred calls from the UIC Call Center facility will go to an area of approximately sixteen (16) total stations which includes supervisors.

62. **Question**: Please provide specific details about the Cisco Contact center express deployment and design. Please include hardware in use, current software versions, current in use software features, licenses, etc.

    Answer: Details regarding the current Cisco telephony system in use will be provided to the successful respondent.

63. **Question**: For all of the analog stations at all sites, is the intent to replace all analog sets with VoIP during this phase?

    Answer: The intent is to replace existing phones with VoIP where possible/feasible.

64. **Question**: If the intent is to replace all analog sets with VoIP during this phase, is there a suitable and properly terminated network cable drop at each analog station location to be replaced?

   Answer: There is not an available network cable drop at all locations where an analog handset exists. The intent is to replace existing phones with VoIP where possible/feasible.

65. **Question**: Is the intent to replace the existing Robocall system and right fax system?

   Answer: The replacement of the Robocall system is a desired option. For the Tollway's current RightFax Server, replacement, enhancement or upgrades should be proposed by the Offeror. The Illinois Tollway is running RightFax Enterprise version 10.6.

66. **Question**: If the existing Robocall system will be replaced, please provide current software versions in use and current hardware platforms and revisions in use.

   Answer: The replacement of the Robocall system is a desired option and not a requirement. Offerors should propose a solution for the desired option.

67. **Question**: Please provide a list of analog station requirements counts for each of the non-plaza sites.

   Answer: At a minimum, the current need for fax and outside POTS lines are for nineteen (19) non-plaza sites.

68. **Question**: What is the required analog device count needed after conversion to VoIP for Central Authority and backup Disaster Recovery (DR) site per site to support modem and fax devices?

   Answer: The Central Administration (Central Authority) building has at least thirty (30) analog resources that are required after VoIP conversion.

69. **Question**: Please provide a breakdown of the quantity for each type of phone device class, i.e. conference phones, office worker phones, executive phones, and public space phones.

   Answer: The following numbers are for guideline purposes (and are subject to change): twenty-one (21) conference phones, fifty (50) executive calls phones, one thousand two hundred fifty (1,250) office worker phones, and seventy-five (75) public space phones.

70. **Question**: How many lines must be supported on the operator/attendant phone sets?

Answer: The number of lines/appearances needs to be determined for the new solution. Offerors should make recommendations based on experience or best practices in use today.

71. **Question**: Does the Illinois Tollway utilize wireless headsets in the current system?

Answer: The Illinois Tollway does not currently utilize wireless headsets.

72. **Question**: If wireless headsets are in use with the current system, please provide the manufacturer and model (for re-use assessment)?

Answer: The Illinois Tollway does not currently utilize wireless headsets.

73. **Question**: How many Public Safety Answering Point (PSAP) areas does the Tollway cover across all sites?

Answer: The Illinois Tollway currently has one primary PSAP that covers all of the sites, with assistance from local PSAP where required.

74. **Question**: Do the existing Primary Rate Interfaces (PRIs) support 911 information?

Answer: The current PRIs support 911.

75. **Question**: Does the same Telco Carrier Central office serve both the primary and Disaster Recovery (DR) sites?

Answer: Two (2) different Central offices service the primary and DR facilities.

76. **Question**: Does the Tollway's current Telco carrier fully support Primary Rate Interface (PRI) trunk grouping across different central office switches?

Answer: No, the current Telco carrier does not fully support Primary Rate Interface (PRI) trunk grouping across different central office switches.

77. **Question**: Please provide Network diagrams showing connectivity of all sites, and include details showing LAN/WAN connection types and fiber interface types currently in use.

Answer: Detailed network diagrams will be provided to the successful awarded Vendor. For guidance, all sites are Cisco based networks connected at one Gigabyte per second (1 Gbps) or greater.

78.   **Question**: Please provide Network diagrams showing connectivity of core and distribution and access equipment for the large sites (insufficient information exists in the matrix and exhibits to identify what network equipment is in place at the larger non-toll plaza sites and to determine what equipment will need to be replaced to supply POE or replace end of life/support equipment critical to the VoIP system).

       Answer: Network diagrams will be provided to the successful awarded vendor.

79.   **Question**: There is no mention of UPS requirements in the RFP. Does the Tollway require UPS backup for all VoIP system critical components and network devices?

       Answer: The solution can utilize the current Building/Data Center UPS in place.

80.   **Question**: If UPS backup is required for all VoIP system critical components and network devices, please provide a required run time.

       Answer: Please see above response to question number 79.

81.   **Question**: Does the Tollway currently have UPS equipment serving each network switch location and server rack?

       Answer: The Illinois Tollway currently has UPS equipment serving networking switch equipment.

82.   **Question**: If the Tollway does currently have UPS equipment serving each network switch location and server rack, please provide a list of that equipment per site location including the model and specifications of each UPS unit and current expected runtime.

       Answer: UPS specifications will be provided to the successful awarded Vendor.

**BIDDER MUST ACKNOWLEDGE RECEIPT OF THIS
ADDENDUM IN SECTION C.2 – ILLINOIS TOLLWAY,
ACKNOWLEDGEMENT OF AMENDMENTS.**

**ALL REVISIONS INSCRIBED HEREIN WILL
BE INCORPORATED INTO THE RFP
SPECIFICATION PER ADDENDUM # 5.**

Exhibit 1-Locations of Users and Number of Phones

ADDENDUM # 5
RFP 14-0081R
Voice Over Internet Protocol (VOIP) Telecom System, Support and Services
IPB Reference # 22037571
Proposal Opening Date: March 31, 2016

_____

Exhibit 1-Locations of Users and Number of Phones

Location of Users	Number of Phones
Central Authority	650
Central Support	35
Central Warehouse	60
Lisle Engineering	120
Lincoln Oasis	2
O'Hare Oasis	2
Lake Forest Oasis	2
Belvidere Oasis	2
Call Center	240
M-1	26
M2	17
M-3	6
M-4	18
M-5	14
M-6	7
M-7	8
M-8	8
M-11	8
M-12	8
M-14	16
M-14A	2
Plaza 1	12
Plaza 5	8
Plaza 7	8
Plaza 9	12
Plaza 15	4
Plaza 17	8
Plaza 19	9
Plaza 21	9
Plaza 24	9
Plaza 26B	5
Plaza 29	9
Plaza 33	12
Plaza 35	41
Plaza 36	9
Plaza 39	9
Plaza 41	9
Plaza 51	8
Plaza 52	8
Plaza 61	8

_____

Plaza 66	12
Plaza 69	12
Plaza 73	11
Plaza 75	14
Plaza 75B	5
Plaza 89	9
Plaza 99	12

ADDENDUM # 5
RFP 14-0081R
Voice Over Internet Protocol (VOIP) Telecom System, Support and Services
IPB Reference # 22037571
Proposal Opening Date: March 31, 2016

_____

MATRIX 2: RESPONSIVE ELEMENTS APPLICATION SPECIFICATIONS

Matrix 2: Responsive Elements Application Specifications

Unified Messaging:

1	The UM solution should support multiple location system integration and delivery of messages to remote site users through an Outlook client and/or through an Exchange server. Describe your ability to meet this specification and provide details.
	Offeror's Response:
2	Vendor's proposed solutions are expected to be expandable up to at least 2000 voicemail boxes across sites. Provide details on your ability to meet this specification.
	Offeror's Response:
3	The Tollway requires the solution to provide voice mail service. • Describe your ability to provide voice mail service on a per line basis and the associated features and functionality. • Describe how users access their voicemail and perform other voicemail functions within the UM system. Describe your ability to provide email integrated and non-email integrated/traditional Voice Mail options.
	Offeror's Response:
4	The Tollway requires the capability to receive voicemail messages as an incoming email with a sound file attachment. In addition, speech-to-text email and SMS/email integration is desired. Provide details on your ability to meet this specification and the technical requirements.
	Offeror's Response:
5	The solution's configuration is to provide redundancy across the two main centers (Central Administration & Disaster Recovery site). Describe Vendor's proposed configuration.
	Offeror's Response:
6	The Tollway requires the capability to send and receive faxes through email. Describe your ability to meet this specification and provide details.
	Offeror's Response:
7	The Tollway requires that certain mailboxes be capable of delivery broadcast messages to all system users or select subsets of users. Describe your ability to meet this specification and provide details.

ADDENDUM # 5
RFP 14-0081R
Voice Over Internet Protocol (VOIP) Telecom System, Support and Services
IPB Reference # 22037571
Proposal Opening Date: March 31, 2016

_____

	Offeror's Response:

ADDENDUM # 5
RFP 14-0081R
Voice Over Internet Protocol (VOIP) Telecom System, Support and Services
IPB Reference # 22037571
Proposal Opening Date: March 31, 2016

_____

MATRIX 3: RESPONSIVE ELEMENTS DESIRABLE SPECIFICATIONS

ADDENDUM # 5
RFP 14-0081R
Voice Over Internet Protocol (VOIP) Telecom System, Support and Services
IPB Reference # 22037571
Proposal Opening Date: March 31, 2016

_____

Matrix 3: Responsive Elements Desirable Specifications
Unified Messaging

1	The Illinois Tollway is running Microsoft Exchange 2013 Enterprise Edition. Vendor desires the ability to provide UM integration with Microsoft Exchange. • Provide an overview of Vendor's UM solution. The overview should include, but not be limited to, features and user interfaces. • Provide the versions of Microsoft Exchange and Windows Server supported by Vendor's UM solution. • Provide details on the authentication required on the Microsoft Exchange servers to support UM.
	Offeror's Response:

ADDENDUM # 5
RFP 14-0081R
Voice Over Internet Protocol (VOIP) Telecom System, Support and Services
IPB Reference # 22037571
Proposal Opening Date: March 31, 2016

_____

E. PRICING

E.1 FORMAT OF PRICING:

E.1.1.   Offeror shall submit pricing in the format shown below, based on the terms and conditions set forth in Section 1 of this Request for Proposal. Offeror's price Offer shall serve as the basis for the compensation terms of the resulting contract. Failure to submit pricing as shown in this section may render Offeror's entire Offer Non-Responsive and ineligible for award. **Please submit pricing in a separate sealed envelope marked Packet #2.**

E.1.2.   For the initial six (6) year contract, pricing shall be submitted in the following format:

Description	Cost
Design, Turn-key Implementation and Training for Application Specification Requirements, including hardware, software, install, configuration, deployment and acceptance.	$
Support and Maintenance for Application Specification Requirements	$
Third Party licensing, if applicable (list cost for each Application)	$
Third Party licensing Support/Maintenance, if applicable (list cost for each application)	$
Six (6) Year Total Application Requirements	$

Note: Offeror must submit a separate cost breakdown of the lump sum costs listed above. Offeror shall also breakdown costs on an annual basis.

_____

Position Title *	Rate/Hour
Pre-sales VoIP designer	
Technical Analyst	
VoIP Network and VoIP Services Design Engineer	
Programmer/Software Developer	
Project Manager	
Sr. Project Manager	

*Reference Matrix 2 Application Specification Requirement Related Professional Services No. 1 for position description.

E.1.3. For the initial six (6) year contract, pricing for desirable requirements shall be submitted in the following format:

Description	Cost
Robocall requirement including implementation and training	$
Support and Maintenance for Robocall requirement	$
Call Recording requirements including implementation and training	$
Support and Maintenance of Call Recording requirements	$
Video Phone capability including implementation and training	$
Support and maintenance for video Phone capability	$
UM Integration with Microsoft Exchange	$
Support and maintenance for UM/ME integration capability	$

ADDENDUM # 5
RFP 14-0081R
Voice Over Internet Protocol (VOIP) Telecom System, Support and Services
IPB Reference # 22037571
Proposal Opening Date: March 31, 2016

_____

Six Year Total Desirable Requirements	$

Offeror must submit a separate cost breakdown of the lump sum costs listed above. Offeror shall also breakdown costs on an annual basis.

E.1.4   For the four (4) year renewal options, pricing shall be submitted in the following format:

Description	Cost
Application Specification renewal Support/Maintenance	$
Third Party Licensing renewal pricing, if applicable (list for each Application)	$
Third Party licensing Support/maintenance, if applicable (list for each application)	$
Total four (4) year Renewal Options	$

Offeror should also submit a separate cost breakdown for items that can be purchased to address replacement, expansion, repair, etc. The list should include, but not limited to, such items as Server RAM, headsets, consumables, expansion cards and professional services (cost/hour).

Position Title *	Rate/Hour
Pre-sales VoIP designer	
Technical Analyst	
VoIP Network and VoIP Services Design Engineer	
Programmer/Software Developer	
Project Manager	

ADDENDUM # 5
RFP 14-0081R
Voice Over Internet Protocol (VOIP) Telecom System, Support and Services
IPB Reference # 22037571
Proposal Opening Date: March 31, 2016

_____

Sr. Project Manager	

*Reference Matrix 2 Application Specification Requirement Related Professional Services No. 1 for position description.

Offeror must submit a separate cost breakdown of the lump sum costs listed above. Offeror shall also breakdown costs on an annual basis.

Offeror should also submit a separate cost breakdown for items that can be purchased to address replacement, expansion, repair, etc. The list should include, but not limited to, such items as Server RAM, headsets, consumables, expansion cards and professional services (cost/hour).

E.1.5   For the four (4) year renewal options, pricing for desirable requirements shall be submitted in the following format:

Description	Cost
Robocall requirement renewal Support/Maintenance	$
Call Recording requirements renewal Support/Maintenance	$
Support and maintenance for Video Phone capability	$
UM Integration with Microsoft Exchange support and maintenance	$

Offeror must submit a separate cost breakdown of the lump sum costs listed above.