



**RFP 21-010
RFP 21-010 MS TEAMS VOIP TESTING & IMPLEMENTATION II
ADDENDUM 1**

This addendum answers all questions received before the Q&A deadline.

What are the details of COG's existing internet connectivity?

COG has a 1Gbps primary Internet connection and a 100Mbps backup connection.

What are COG's peak bandwidth utilization rates during in-office and remote work?

COG currently uses approximately 35% of the primary bandwidth on average, and less than 10% of the backup bandwidth.

What are the details of COG's existing network topology?

COG has a CISCO layered network architecture with access, distribution, and core layers.

Does COG's network infrastructure support QoS? If currently implemented, what are the configuration details?

COG's network supports QoS, but it is not currently implemented.

How are COG workstations connected to the internet?

COG workstations are connected to the internet via ethernet port, office Wi-Fi, or a home internet connection.

Are dedicated network jacks available for Teams phones while in the COG office?

COG has separate and dedicated jacks for phone and network in each office and conference room.

What is the estimated timeframe for an award decision?

The award decision is estimated to be within thirty (30) days of proposal deadline date.

To clarify the timeframe to begin the project, from the point the winning vendor is notified of the award, how long does the vendor have to begin the work? Does the 2-month timeframe for the pilot include the time between notification of the award and the project commencement, or does the 2-month period to deliver the pilot begin after the agreed upon start date between COG and the vendor?

The two month timeframe to deliver the project begins after award and upon an agreed-upon start date between COG and the vendor.

Is there a business driver or other circumstance dictating the 2-month timeframe for the pilot?

The urgent need for COG staff to access adequate phone resources while teleworking due to Covid-19 is a primary factor in the establishing the 2-month timeframe for the pilot. COG may likely make a decision to do a full staff deployment of the Teams phone before the 2-months timeframe.

If an exception is an optional recommendation that the proposer suggests based on our experience, but is offered to COG to accept or reject, will it reduce the proposer's score or otherwise negatively impact their evaluation?

Optional recommendations will be fully and equally considered and not impact the proposer's score or evaluation. Note that any alternative suggested must still retain a Teams phone approach.

Which currently Microsoft 365 Subscriptions does COG own in Office 365 Portal?

COG has an E3 non-profit subscription.

How many of each Polycom CCX 500/600 would be required for purchase i.e., 2 + 2 = 4?

For the pilot, four phones will be purchased. COG has not determined how many will be necessary for full staff deployment. We are also open to alternative Teams compatible phone recommendations.

Are the Users are synced from Active Directory or it's a Cloud-Only setup?

Users are synced from Active Directory.

How many wired/wireless headsets we are looking to buy?

None at this time, but the proposers should provide recommendations on compatible wireless headsets.

How many total phones we are looking to buy if required more than 4 after the pilot phase?

COG has not made that determination at this time. Currently there are about 150 VOIP phones, but COG expects to need far less for Teams rollout. More phones may be gradually acquired as staff return to the office.

Please clarify whether the Proof of insurance, in the form of an ACORD Form 25, is to be provided by the successful proposer in case of Intent to award? Or should this requirement be fulfilled while submitting the proposal, and how?

An ACORD 25 demonstrating that the proposer carries sufficient insurance meeting the requirements of the specification is sufficient at this time.