

## RFP-001-18-LS - Addendum #1

### Questions & Answers

1. Do you have valid support contracts with Cisco for existing Hardware and Software?
  - a. We have valid support contracts for all routers, switches, and most CUCM server related software and hardware. Please see the bottom of this document for a complete list of coverage.
2. What is the contract ID, if you have valid Support Contract?( This will help to build BOM for Upgrade SKU)
  - a. We can share this information once the proposal has been awarded.
3. What is Nuance Software version and do you have valid support contract with them?
  - a. 6.2 – Yes we have a valid support contract.
4. Would you be able to share Network Topology for existing Cisco UC setup?
  - a. Yes
5. How Agent login to UCCX using IPPA (IP Phone Agent or CAD)?
  - a. CAD
6. If Agent is using CAD do they have any custom application integration or screen pop
  - a. Not currently but we would like to have this functionality
7. Details for any 3rd party integration with UCCX/CAD (need to check compatibility with latest version of finesse).
  - a. There is no 3<sup>rd</sup> party integration currently. The contractor will need to integrate with New World IVR.
8. Software and hardware details used for compliance recording?
  - a. We current have Calabrio Quality Management 9.1.0.57 running on a virtual server
9. Are you using any WFO in current Setup?
  - a. We allow supervisors to listen in on phone calls.
10. Does Metropolis Office Watch – OfficeWatch Tele management software and hardware has compatibility with latest CUCM Version? E.g. CUCM 11.5 or 12.x?
  - a. OfficeWatch is no longer supported. We have budgeted separately to purchase Verasmart CA250 EXT + 1CDR INCL 10U LICS Premise which will need to be implemented with this project.
11. Do you have active Support Contract for Metropolis Office Telemanagement?
  - a. No
12. Do you plan to use Different IP Address pool for Upgraded Server?
  - a. Currently VOIP traffic is on a separate subnet at each location. We are able to create more IP address pools if recommended by the contractor.
13. What is IOS version of 2921 Voice Gateways?
  - a. 15.5(3)M3
14. Do you require Hardware Redundancy for Cisco Applications? e.g. Publisher and Subscriber on two separate UCS servers?
  - a. No
15. Current License details provided gives Licenses in used count, for upgrading existing licenses we would need count of Installed licenses? This details can be provided by ELM webpage.

License Usage						
Type	Product Scope ▲	Required	Installed	Unused	Status	
CUWL Standard (9.x)	Unified CM	19	166	38	In Compliance	
Enhanced Plus (9.x)	Unified CM	42	0	0	In Compliance	
Enhanced (9.x)	Unified CM	67	0	0	In Compliance	
Essential (9.x)	Unified CM	40	42	2	In Compliance	
CUWL Standard Messaging (9.x)	Unity Connection	0	457	252	In Compliance	
Basic Messaging (9.x)	Unity Connection	205	0	0	In Compliance	

16. What is count of Softphone/Jabber installed clients & are they used for calling or IM Only?
  - a. We currently have limited usage. IM is mostly what is being used. We would like the infrastructure setup for Softphone/Jabber and setup amongst the Information Services staff (7) in order to have the option to promote increase usage in the future. We would like to license the same amount we currently have.
17. Do you need us to estimate efforts for software upgrade for the softphone/Jabber on each device or you have IT team to do this task?
  - a. We would like for the chosen contractor to help the IS department setup softphone/Jabber capability and from there we can install and implement this software citywide.
18. How will support be provided if any issues are faced for Nuance and Metropolis during Migration?
  - a. We do have a support contract with Nuance which allows for phone support. Metropolis support is currently expired. We would like to integrate the Verasmart product (which we will purchase separately) during this project in place of the Metropolis.
19. Please clarify/confirm the hardware/software maintenance expiration date for the components mentioned in this RFP. We would like to understand systems such as CUCM, Unified Presence, Unity, UCCX, Emergency Responder, voice gateways, Phones, ATAs, switches, Metropolis, or Nuance have current active maintenance or if they require net-new contacts to move forward. We have one VMware host on a UCS C200. This host has virtual server guests of the Publisher, Subscriber, Presence, Unity, and UCCX which all have support contracts. CER MCS 7800 hardware is EOL. Phones and ATA's are not covered by maintenance. Switches and routers (all Cisco) are covered by maintenance contracts. Verasmart will replace Metropolis. Nuance is covered with a maintenance contract.
20. Do any of the systems mentioned that are not currently HA (Unity, UCCX, CER) need to be HA going forward?
  - a. No
21. How many UCCX applications/scripts are there that need to be migrated?
  - a. 15 applications/scripts are currently in use
22. Is UCCX compliance recording implemented?
  - a. Yes

Covered / Uncovered	Covered Line Status	Architecture Group	Architecture Sub Group	Product ID	Product Description	Product Type	Item Quantity	Coverage End Date
Covered	ACTIVE	Collaboration	Contact Center	L-CCX-90-A-P-LIC	^CCX 9.0 ADDON PREMIUM Seat Qty 1 LICENSE	SOFTWARE	2	7/31/2018
Covered	ACTIVE	Collaboration	Contact Center	L-CCX-90-A-CR-LIC	^CCX 9.0 ADDON Compliance Recording Named Seat Qty 1 LICENSE	SOFTWARE	1	7/31/2018
Covered	ACTIVE	Collaboration	Contact Center	L-CCX-90-ADDON-LIC	^CCX 9.0 ADDON - eDelivery LICENSES ONLY	SOFTWARE	1	7/31/2018
Covered	ACTIVE	Collaboration	Contact Center	CCX-90-ADDON-LIC	^CCX 9.0 ADDON - pDelivery LICENSES ONLY	SOFTWARE	2	7/31/2018
Covered	ACTIVE	Collaboration	Contact Center	CCX-90-P-PAK	^CCX 9.0 autoexpanded Physical Delivery PAK	SOFTWARE	1	7/31/2018
Covered	ACTIVE	Collaboration	Contact Center	CCX-90-P-PAK	^CCX 9.0 autoexpanded Physical Delivery PAK	SOFTWARE	1	7/31/2018
Covered	ACTIVE	Collaboration	Contact Center	CCX-90-AOBIVRLIC	^CCX 9.0 ADDON PRE Outbound IVR Port Qty 1 LICENSE ONLY	SOFTWARE	2	7/31/2018
Covered	ACTIVE	Collaboration	Contact Center	L-CCX-90-A-CR-LIC	^CCX 9.0 ADDON Compliance Recording Named Seat Qty 1 LICENSE	SOFTWARE	12	7/31/2018
Covered	ACTIVE	Collaboration	Contact Center	CCX-90-EP-BDL-U=	^CCX 9.0 Upgrade 5 Seat ENH Bundle-PRE pDelivery LICENSE ONLY	SOFTWARE	1	7/31/2018
Covered	ACTIVE	Collaboration	Contact Center	L-CCX-90-A-P-LIC	^CCX 9.0 ADDON PREMIUM Seat Qty 1 LICENSE	SOFTWARE	8	7/31/2018
Covered	ACTIVE	Collaboration	UC Infrastructure Applications	FL-SRST	Cisco Survivable Remote Site Telephony (SRST) License	SOFTWARE	1	9/30/2018
Covered	ACTIVE	Collaboration	UC Infrastructure Applications	FL-CME-SRST-25	SRST-25 Seat License (CME uses CUCME Phone License ONLY)	SOFTWARE	1	9/30/2018
Covered	ACTIVE	Collaboration	UC Infrastructure Applications	FL-CME-SRST-25	SRST-25 Seat License (CME uses CUCME Phone License ONLY)	SOFTWARE	1	9/30/2018
Covered	ACTIVE	Collaboration	UC Infrastructure Applications	FL-CME-SRST-25	SRST-25 Seat License (CME uses CUCME Phone License ONLY)	SOFTWARE	1	9/30/2018
Covered	ACTIVE	Collaboration	UC Infrastructure Applications	FL-CME-SRST-25	SRST-25 Seat License (CME uses CUCME Phone License ONLY)	SOFTWARE	1	9/30/2018
Covered	ACTIVE	Collaboration	UC Infrastructure Applications	FL-SRST	Cisco Survivable Remote Site Telephony (SRST) License	SOFTWARE	1	9/30/2018
Covered	ACTIVE	Collaboration	UC Infrastructure Applications	FL-CME-SRST-25	SRST-25 Seat License (CME uses CUCME Phone License ONLY)	SOFTWARE	1	9/30/2018
Covered	ACTIVE	Collaboration	UC Infrastructure Applications	FL-CME-SRST-25	SRST-25 Seat License (CME uses CUCME Phone License ONLY)	SOFTWARE	1	9/30/2018
Covered	ACTIVE	Collaboration	UC Infrastructure Applications	FL-CME-SRST-25	SRST-25 Seat License (CME uses CUCME Phone License ONLY)	SOFTWARE	1	9/30/2018
Covered	ACTIVE	Collaboration	UC Infrastructure Applications	FL-CME-SRST-25	SRST-25 Seat License (CME uses CUCME Phone License ONLY)	SOFTWARE	1	9/30/2018
Covered	ACTIVE	Collaboration	UC Infrastructure Applications	PUB-IPDEV-UWL-BE	^Public space device UWL BE	SOFTWARE	5	9/30/2018
Covered	ACTIVE	Collaboration	UC Infrastructure Applications	L-UNITYCN8-USR	One Unity Connection 8.x User - All user Features -eDelivery	SOFTWARE	139	9/30/2018
Covered	ACTIVE	Collaboration	UC Infrastructure Applications	CUCM-BE-WL-BDL	Starter bundle CUWL BE liceses for service mapping	SOFTWARE	100	9/30/2018
Covered	ACTIVE	Collaboration	UC Infrastructure Applications	LIC-UWL-BE	^UWL Business Edition 1 User	SOFTWARE	59	9/30/2018
Covered	ACTIVE	Collaboration	Contact Center	CCX-85-CMBUNDLE-K9	CCX 8.5 Promo Bundle available only with NEW CUCM or BE6000	SOFTWARE	1	9/30/2018
Covered	ACTIVE	Collaboration	UC Infrastructure Applications	UCS-C200M2-WL8	^Unified CMBE 6K, UCS C200M2, 100 CUWL BE licenses	CHASSIS	1	9/30/2018































Not Covered	Never Covere Collaboration	Contact Center	L-CCX-90-E-PAK	^CCX 9.0 autoexpanded eDelivery PAK	SOFTWARE	1
Not Covered	Never Covere Collaboration	Contact Center	L-CCX-90-AOBIVRLIC	^CCX 9.0 ADDON PRE Outbound IVR Port Qty 1 LICENSE ONLY	SOFTWARE	1
Not Covered	Never Covere Collaboration	Contact Center	L-CCX-90-E-PAK	^CCX 9.0 autoexpanded eDelivery PAK	SOFTWARE	1
Not Covered	Never Covere Collaboration	Contact Center	L-CCX-90-AOBIVRLIC	^CCX 9.0 ADDON PRE Outbound IVR Port Qty 1 LICENSE ONLY	SOFTWARE	1
Not Covered	Never Covere Collaboration	Contact Center	CCX-10-A-P-LIC	CCX 10.0 PRE Seat Qty 1 ADDON LICENSE ONLY	SOFTWARE	1
Not Covered	Never Covere Collaboration	Contact Center	CCX-10-REC-LIC	CCX 10 Recording License	SOFTWARE	1
Not Covered	Never Covere Collaboration	Contact Center	L-CCX-90-E-PAK	^CCX 9.0 autoexpanded eDelivery PAK	SOFTWARE	1
Not Covered	Never Covere Collaboration	Contact Center	L-CCX-90-A-P-LIC	^CCX 9.0 ADDON PREMIUM Seat Qty 1 LICENSE	SOFTWARE	1
Not Covered	Never Covere Collaboration	Contact Center	L-CCX-90-E-PAK	^CCX 9.0 autoexpanded eDelivery PAK	SOFTWARE	1
Not Covered	Never Covere Collaboration	Contact Center	L-CCX-90-A-CR-LIC	^CCX 9.0 ADDON Compliance Recording Named Seat Qty 1 LICENSE	SOFTWARE	1
Not Covered	Never Covere Collaboration	Contact Center	L-CCX-90-E-PAK	^CCX 9.0 autoexpanded eDelivery PAK	SOFTWARE	1
Not Covered	Never Covere Collaboration	Contact Center	L-CCX-90-ADDON-LIC	^CCX 9.0 ADDON - eDelivery LICENSES ONLY	SOFTWARE	1
Not Covered	Never Covere Collaboration	Contact Center	L-CCX-90-ADDON-LIC	^CCX 9.0 ADDON - eDelivery LICENSES ONLY	SOFTWARE	1
Not Covered	Never Covere Collaboration	Contact Center	CCX-10-ADD-K9	CCX 10.0 Add-on Licenses	SOFTWARE	1
Not Covered	Never Covere Collaboration	Contact Center	L-CCX-90-ADDON-LIC	^CCX 9.0 ADDON - eDelivery LICENSES ONLY	SOFTWARE	1
Not Covered	Never Covere Collaboration	Contact Center	L-CCX-90-ADDON-LIC	^CCX 9.0 ADDON - eDelivery LICENSES ONLY	SOFTWARE	1
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	ER-USR-LIC-10-NEW	^EMRGNCY RSPNDR USR LIC 10 PHNS NEW	SOFTWARE	17
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	ER80-SW-NEW-K9	^EMRGNCY RSPNDR 80 SW NEW	SOFTWARE	1
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	ER80-SW-MED-K9	^EMRGNCY RSPNDR 80 SW MEDIA	SOFTWARE	1
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	ER80-SW-LIC	^EMRGNCY RSPNDR 80 SW LIC	SOFTWARE	1
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	SW-CCM-UL-7937=	^CUCUM 3.x or 4.x RTU lic. for single Conf. Stn 7936, spare	SOFTWARE	5
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UC-A01-X0113	^2.13GHz Xeon E5506 80W CPU/4MB cache/DDR3 800MHz	CHASSIS	1
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UC-A01-X0113	^2.13GHz Xeon E5506 80W CPU/4MB cache/DDR3 800MHz	CHASSIS	1
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UC-N01-M304GB1	^4GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs	CHASSIS	1
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UC-N01-M304GB1	^4GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs	CHASSIS	1
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UC-N01-M304GB1	^4GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs	CHASSIS	1
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UC-N01-M304GB1	^4GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs	CHASSIS	1
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UC-N01-M304GB1	^4GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs	CHASSIS	1
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UC-N01-M304GB1	^4GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs	CHASSIS	1
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UC-N01-M304GB1	^4GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs	CHASSIS	1
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UC-R200-D1TC03	^Gen 2 1TB SAS 7.2K RPM	CHASSIS	1
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UC-R200-D1TC03	^Gen 2 1TB SAS 7.2K RPM	CHASSIS	1
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UC-R200-D1TC03	^Gen 2 1TB SAS 7.2K RPM	CHASSIS	1
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UC-R200-D1TC03	^Gen 2 1TB SAS 7.2K RPM	CHASSIS	1
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UC-R200-PL004	^LSI 6G MegaRAID 9260-4i card (C200 only)	CHASSIS	1

Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UC-R2X0-PSU2-650W	^650W power supply unit for UCS C210 M1 Rack Server	CHASSIS	1	
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UC-CAB-N5K6A-NA	^Power Cord, 200/240V 6A North America	CHASSIS	1	
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	LIC-UWL-BE	^UWL Business Edition 1 User	SOFTWARE	59	
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UCSS-ANLG-3-1	^UCSS for UCM analog user for three Year - 1 users	SOFTWARE	42	
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UCSS-PUB-3-1	^UCSS for UCM Pub user for three Year - 1 users	SOFTWARE	5	
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UCM-7825-86	^Unified Communications Manager 8.6 Server Software	SOFTWARE	1	
Not Covered	EXPIRED Collaboration	Contact Center	L-UCSS-CCX-P-3-1	^UCSS for CCX PRE for Three Years - 1 users	SOFTWARE	1	4/2/2015
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UCM-7825-86-KIT	^CUCM Auto-Expansion Media Kit	SOFTWARE	1	
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	CUVA-CLIENT-UWL	^Unified Video Advantage Client for CUWL only	SOFTWARE	159	
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	UPC8-CLIENT-UWL	^Unified Personal Communicator 8.x for CUWL only	SOFTWARE	159	
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	CUVA-UWL-RTU	^CUVA UWL Right to Use Certificate	SOFTWARE	1	
Not Covered	Never Covere Collaboration	Contact Center	L-CCX-85-E-PAK	^CCX 8.5 autoexpanded eDelivery PAK	SOFTWARE	1	
Not Covered	Never Covere Collaboration	Contact Center	L-CCX-85-A-P-LIC	^CCX 8.5 ADDON PREMIUM Seat Qty 1 LICENSE	SOFTWARE	1	
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	ANLG-DEV-UWL-BE	^Analog device UWL BE	SOFTWARE	42	
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	PUB-IPDEV-UWL-BE	^Public space device UWL BE	SOFTWARE	5	
Not Covered	Never Covere Collaboration	Contact Center	L-CCX-85-E-PAK	^CCX 8.5 autoexpanded eDelivery PAK	SOFTWARE	1	
Not Covered	Never Covere Collaboration	Contact Center	L-CCX-85-A-CR-LIC	^CCX 8.5 ADDON Compliance Recording Named Seat Qty 1 LICENSE	SOFTWARE	1	
Not Covered	EXPIRED Collaboration	Contact Center	L-UCSS-CR-3-1	^UCSS for Compliance Recording for Three Years - 1 Instance	SOFTWARE	1	5/28/2015
Not Covered	Never Covere Collaboration	UC Infrastructure Applications	ER86-SW-U85-K9=	^EMRGNCY RSPNDR 86 SW UPGD 85 FOR PUT	SOFTWARE	1	
Not Covered	Never Covere Collaboration	Contact Center	L-CCX-85-ADDON-LIC	CCX 8.5 ADDON - eDelivery LICENSES ONLY	SOFTWARE	1	
Not Covered	Never Covere Collaboration	Contact Center	L-CCX-85-ADDON-LIC	CCX 8.5 ADDON - eDelivery LICENSES ONLY	SOFTWARE	1	