WILL COUNTY, ILLINOIS
PURCHASING DEPARTMENT

JENNIFER BERTINO-TARRANT
WILL COUNTY EXECUTIVE

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**2023-92 Avaya Upgrade**

**Addendum #1 – November 9, 2023**

**Please note the following requirements have been removed from this RFP:**

- **Sunset DS1 card cards, utilizing direct SIP trunking from local Ribbon SBCs.**

**Page 7:**

**G: Migrate the following trunk groups using DS1/PRI cards via SONUS/Ribbon SBCs to native SIP Trunks via the SBCs, retiring the DS1 cards.**
**COB 302 N Chicago St – Tg-26, ADF 95 S. Chicago St – Tg-49,**
**CTH 100 W Jefferson St – Tg-55/56, WCSC 16911 W Laraway Rd – Tg 58**

**NOTE: All current trunking at all locations will remain in place and programmed including the associated route patterns.**

**Page 9:**

- **Native SIP trunking migration (Item G)" "**

**We received the following questions regarding this RFP:**

Question #1: If the entire project is invoiced by the vendor only upon completion of the services, testing and customer acceptance by the County, is a full Performance Bond still required?

Answer #1: Yes, a full Performance Bond is required.

Question #2: On page 3, it states that answers to questions will only be sent to those who registered at the site visit. I did not see any mention of a site visit. Please clarify how answers will be distributed to Bidders?

Answer #2: Answers will be distributed to all interested parties as well as broadcast online. The requirement of a site visit was removed prior to solicitation release.

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Question #3: What is the address of the secondary ESS described on page 7 under "purpose of this RFP"?

Answer #3: 16911 Laraway Rd Ste 100 Joliet IL 60433.

Question #4: On page 7, there's a requirement to migrate from DS1 to SIP. Will any new Ribbon SBCs be required and if so, will the County procure and install them, or will the vendor be tasked to do it?

a. Is the County ordering the SIP trunks and are they responsible for their installation?
b. What is the quantity of SIP sessions/licenses that are going to be required with the upgrade?
c. For the network migration, will existing SBCs be used? Do they need to be reconfigured and is the vendor required to do it?
d. Please provide details on the final network design, number of SIP sessions/paths, etc. Will there be any analog trunks that the vendor will need to migrate.

Answer #4: This section has been removed from the RFP.

Question #5: For the cutover, can a non-disruptive process be done during business hours?

Answer #5: Affirmative.

Question #6: On page 7, the RFP asks for high availability, co-located Avaya Messaging and then on page 9, it mentions this as an option? Is high availability and co-location a requirement or an option?

Answer #6: Co-location is a requirement. High availability is an option as we don't know what is technically feasible.

Question #7: What is the address of the new single G450 that will become part of the system at the time of Bid release. (New CAC building

Answer #7: 1206 Cedarwood Crest Hill, IL.

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Question #8: Should Bidders assume that all user sets will remain in place until post-upgrade

Answer #8: NO TELEPHONE SET REPLACEMENTS ARE PART OF THIS BID

Question #9: Please provide a Display Capacity for each site. This will assist in determining the number of programmed sets and an idea of the of the number of sets/locations/site breakout will assist with determination of time required for upgrading each location.

Answer #9: Please see attachment..

Question #10: Will Customer approve Avaya CAT (Customer Authorization Tool) requests so Bidder can acquire existing system records?

Answer #10: Affirmative.

Question #11: In exhibit 4.0, the County uses the acronym "CSR". Please clarify what position the acronym stands for

Answer #11: Exhibit 7 references Customer Service Representative – Contact.

Question #12: Is your current maintenance billed directly from Avaya for all Hardware and Software or is it contracted and billed through a Business Partner? a. If through a Business Partner, do you call Avaya directly for trouble assistance or do you call the Business Partner first and they are responsible for contacting Avaya when necessary?

Answer #12: Billed through a business partner. We contact Avaya directly.

Question #13: Are there any third-party applications that the County needs integrated to the updated solution? If so, please list and provide manufacturer and current release for each.

Answer #13: Comview- Call Accounting
Prognosis – Monitoring
NetLert/Nfocus - BCMS

Question #14: Does the County currently have battery backup for the system? If so, please provide the make/model/and power.

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Answer #14: YES, this is not part of the bid.

Question #15: Please provide details on all the trunking currently used.

Answer #15: Details only provided via an Avaya CAT. ALL CURRENT trunking will remain in place.

Question #16: Will the PTP T1's between the 3 sites continue to be the connectivity after the upgrade? If not, will they be replaced with SIP? If so, how many sessions/licenses will be required?

Answer #16: PTP T1s are for all voice and data network connectivity to those sites including the Avaya survivable Gateways. No trunking changes. ALL CURRENT trunking will remain in place.

Question #17: Does the County currently operate on a single system between all sites or are there separate systems in some locations?

a. How do the users call each other from site-to-site (how many digits do they dial)?
b. If a user is calling a County phone outside of their local site, does the person dial different digits that if the person was calling a person across the room in the same area?
c. With upgrade, will we duplicate the existing dial plan or modify/integrate it into a new dial plan?

Answer #17: Single Enterprise Site – Large. 4 digit dialing across all Avaya gateway sites. Same dial plan and all associated programming will be maintained.

Question #18: We noticed that two sites listed different gateways within the RFP. Please verify the gateways that are currently installed at:

a. **Animal Control**
b. **158 N Scott**

Answer #18: Animal Control G350, 158 N Scott G450.

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Question #19: Page 8 - Regarding the co-located secondary ESS server that provides backup for the Avaya voice network, could you please clarify whether you are seeking to implement a new ESS at the same location?

Answer #19: Affirmative. Our intention is to add a separate ESS as a voice backup to the core CM at a location that also maintains a survivable G450 gateway.

Question #20: Page 9 - The RFP mentions the retirement of DS1 cards at Chicago, Jefferson, and Laraway Rd. Are you looking to remove DS1 cards from these specified locations while keeping DS1 cards unchanged at other locations?

Answer #20: Removed section from BID. ALL CURRENT TRUNKING AT ALL LOCATIONS WILL MAINTAINED ALONG WITH ASSOCIATED ROUTE PATTERNS.

Question #21: Are you currently utilizing IVR functionality in your system? Does the new system need to be integrated into this IVR?

Answer #21: Negative. Old IVR was retired.

Question #22: With Will County having CC Elite licenses, would you like to incorporate CMS for call reporting?

Answer #22: Negative. Utilizing Netlert cloud service for enhanced BCMS.

Question #23: Are call recording capabilities required for CC agents in this project?

Answer #23: Negative.

Question #24: Page 9 – port network upgrades site upgrades are limited to no more than 1 per month.

- On order to accomplish this, do you anticipate the new CM10 and the existing CM6 will operate in parallel, side by side? (Since G650s are not expected to be supported on Aura 10.2, which will be Generally Available in December.)
- Can multiple GXXX gateway sites be converted simultaneously?
- What is your anticipated timeline/duration for the implementation of the entire upgrade project?

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Answer #24:

- Hardware migration at the 5 port network sites will be upgraded prior to core CM software upgrade.
- Affirmative, but staggered minimizing business impact. Best practice.
- 12 months.

Question #25: Page 10 – solutions are to include "pricing options for new and refurbished hardware"

- Are both refurbished and new equipment hardware quotes required, as two separate quotes?
- Can one quote contain both new and refurbished hardware?

Answer #25:

- Affirmative
- Negative

Question #26: Will E-Signatures be accepted, or would that be a disqualification?

Answer #26: A wet signature is required

Question #27: With the changeout to G450's from the G650's, do we need to supply media modules to cover all available slots that were available on the G650 circuit pack or only enough to cover what is being used and any occurring spare after that point?

Answer #27: Maintain 10% spare ports or at least 1 or more open media slots.

Willco: display capacity (page 1) 11-7-2023 09:31:15

SYSTEM CAPACITY

Current System Memory Configuration: Large

| | Used | Available | System Limit |
|---|---|---|---|
| **AAR/ARS** | | | |
| AAR/ARS Patterns: | 34 | 1966 | 2000 |
| Inserted Digit Strings: | 73 | 2927 | 3000 |
| AAR/ARS Analysis Entries: | 3736 | 12264 | 16000 |
| AAR/ARS Conversion Entries: | 23 | 11977 | 12000 |
| Toll Analysis Entries: | 3 | 1997 | 2000 |
| Digit Nodes (contributes to Percent Full): | 666 | 11334 | 12000 |
| Short Digit Nodes (contributes to Percent Full): | 9813 | 14187 | 24000 |
| **ABBREVIATED DIALING (AD)** | | | |
| AD Entries Per System: | 9610 | 240390 | 250000 |
| AD Personal Lists Per System: | 1151 | 18849 | 20000 |
| **ADJUNCT SWITCH APPLICATION INTERFACE (ASAI)** | | | |
| Active Controlling Associations: | 0 | 32000 | 32000 |
| Notification Requests: | 0 | 30000 | 30000 |
| Simultaneous Active Adjunct Controlled Calls: | 0 | 16000 | 16000 |

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SYSTEM CAPACITY

| | Used | Available | System Limit |
|---|---|---|---|
| **ATTENDANT SERVICE** | | | |
| Attendant Positions: | 0 | 414 | 414 |
| Queue Length: | 0 | 4435 | 4435 |
| Queue/Call Status Buttons: | 0 | 22207 | 32764+ |
| Authorization Codes: | 0 | 90000 | 90000 |
| **BASIC CALL MANAGEMENT SYSTEM (BCMS)** | | | |
| BCMS Measured Agents: | 3 | 2997 | 3000 |
| BCMS Measured ACD Members: | 3 | 39997 | 40000 |
| BCMS Measured Splits/Skills: | 3 | 597 | 600 |
| BCMS Measured VDNs: | 142 | 370 | 512 |

'+' Limit combined with Facility Busy Indicators

Willco: display capacity (page 3) 11-7-2023 09:31:15

SYSTEM CAPACITY

| | Used | Available | System Limit |
|---|---|---|---|
| **CALL COVERAGE** | | | |
| Coverage Answer Groups: | 58 | 1442 | 1500 |
| Coverage Answer Group Members: | 189 | 32811 | 33000 |
| Coverage Paths: | 285 | 9714 | 9999 |
| Call Pickup Groups: | 186 | 4814 | 5000 |
| Call Records: | - | - | 15424 |
| **CALL VECTORING/CALL PROMPTING** | | | |
| Total Vector Directory Numbers: | 277 | 29723 | 30000 |
| Meet-me Conference VDNs per system: | 32 | 1768 | 1800 |
| Maximum Number of Expanded Meet-me Conf. Ports: | 0 | 0 | 0 |
| Total Vectors Per System: | 264 | 7736 | 8000 |
| Meet-me Conference vectors per system: | 4 | 999 | 999 |
| BSR Application-Location Pairs Per System: | 0 | 2560 | 2560 |
| Background BSR Poll VDNs: | 0 | 5 | 5 |
| Vector Comment Steps (non-blank): | 165 | 39835 | 40000 |
| Policy Routing Tables: | 0 | 8000 | 8000 |
| Policy Routing Points: | 0 | 24000 | 24000 |

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SYSTEM CAPACITY

| | Used | Available | System Limit |
|---|---|---|---|
| DATA PARAMETERS | | | |
| Administered Connections: | 0 | 128 | 128 |
| Alphanumeric Dialing Entries: | 0 | 1250 | 1250 |
| DIAL PLAN | | | |
| Extensions: | 3382 | 60618 | 64000 |
| Miscellaneous Extensions: | 892 | 31616 | 32508 |
| Calltype Analysis Entries: | 0 | 16000 | 16000 |
| UDP Extension Records: | 103 | 79897 | 80000 |
| UDP Digit Nodes: | 22 | 39978 | 40000 |
| UDP Short Digit Nodes: | 30 | 199970 | 200000 |
| Digital Data Endpoints: | 0 | 7500 | 7500 |
| Expansion Port Networks: | 5 | 59 | 64 |
| Facility Busy Indicators: | 10539 | 22207 | 32764+ |

'+' Limit combined with Queue/Call Status Buttons

Willco: display capacity (page 5) 11-7-2023 09:31:15

SYSTEM CAPACITY

| | Used | Available | System Limit |
|---|---|---|---|
| HUNT GROUPS, SPLITS, OR SKILLS | | | |
| Groups/Splits/Skills: | 157 | 7843 | 8000 |
| Administered Logical Agents: | 0 | 30000 | 30000 |
| Administered Logical Agent-Skill Pairs: | 0 | 999999 | 999999 |
| Logged-In ACD Agents: | 3 | 37 | 40 |
| Logged-In Advocate Agents: | 0 | 40 | 40 |
| Logged-In IP Softphone Agents: | 0 | 40 | 40 |
| Logged-In SIP EAS Agents: | 0 | 40 | 40 |
| Group Members Per System: | 643 | 99357 | 100000 |
| CMS Measured ACD Members: | 0 | 100000 | 100000 |
| Dynamic Queue Slots Per System: | 6 | 14994 | 15000 |
| Queue/Call Status Buttons: | 18 | 22207 | 32764+ |
| Intercom Groups Per System: | 7 | 1017 | 1024 |
| Modem Pool Groups Per System: | 1 | 62 | 63 |
| Personal CO Line (PCOL) Trunk Groups: | 0 | 200 | 200 |

'+' Limit combined with Facility Busy Indicators

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SYSTEM CAPACITY

| | Used | Available | System Limit |
|---|---|---|---|
| RECORDED ANNOUNCEMENTS/MUSIC/AUDIO SOURCES | | | |
| Analog Queue Slots: | 0 | 1000 | 1000 |
| Administered Announcement Files: | 365 | 11635 | 12000 |
| TN2501 VAL Boards: | 2 | 126* | 128 |
| Media Gateway vVAL Sources: | 11 | 239 | 250 |
| TN2602 Boards with 80 VoIP Channels: | 2 | 126 | 128 |
| TN2602 Boards with 320 VoIP Channels: | 1 | 127 | 128 |
| TEMPORARY SIGNALING CONNECTIONS (TSC) | | | |
| Administered TSCs: | 0 | 250 | 250 |
| NCA-TSC Calls: | 0 | 999 | 999 |
| REMOTE MESSAGE WAITING LAMPS(aut-msg-wt and Message Lamp Ext for other stations) | | | |
| Automatic Message Waiting Count: | 62 | 1988 | 2050 |

'*' Available VAL Boards limited by other inserted integ type annc boards

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SYSTEM CAPACITY

| TRUNKS | Used | Available | System Limit |
|---|---|---|---|
| DS1 Circuit Packs: | 16 | 506 | 522 |
| DS1 With Echo Cancellation: | 0 | 522 | 522 |
| ICHT For ISDN/SIP Trunks: | 272 | 9727 | 9999 |
| ISDN CBC Service Selection Trunks: | 1 | 199 | 200 |
| Trunk Groups: | 57 | 1943 | 2000 |
| Trunk Ports: | 583 | 23417 | 24000 |
| H.323 Trunks (included in 'Trunk ports'): | 14 | 11986 | 12000 |
| Remote Office Trunks (included in 'Trunk ports'): | 0 | 12000 | 12000 |
| SBS Trunks (included in 'Trunk ports'): | 0 | 1000 | 1000 |
| SIP Trunks (included in 'Trunk ports'): | 240 | 23760 | 24000 |
| Ad-hoc Video Conferencing Ports: | 0 | 24000 | 24000 |

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SYSTEM CAPACITY

| VOICE TERMINALS | Used | Available | System Limit |
|---|---|---|---|
| Station Button Memory (units): | 3 % | 97 % | 23286000 |
| Team button / Monitored stations: | 0 | 6833 | 6833 |
| Customized Button Labels: | 2 % | 98 % | 100000 |
| Station Records: | 2561 | 38439 | 41000 |
| Station Records Used By TTI(Not Shared): | 962 | | |
| Station Records Used By TTI(Shared): | 147 | | |
| Stations (includes BRI stations): | 2560 | - | - |
| Stations With Port: | 2398 | | |
| Stations Without Port: | 162 | | |
| Other Stations: | 1 | - | - |
| TTI Ports: | 1110 | - | - |
| Auto Moves Stations: | 5 | 4995 | 5000 |
| Administered IP SoftPhones: | 28 | - | - |
| Video Capable Stations: | 0 | 41000 | 41000 |
| Video Capable IP Softphones: | 1 | 1419 | 1420 |
| ISDN BRI Endpoint And Trunk Ports: | 0 | 7000 | 7000 |

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SYSTEM CAPACITY

| TOTAL LICENSED CAPACITY | Used | Available | License Limit |
|---|---|---|---|
| Station and Trunk Ports: | 3129 | 61871 | 65000 |
| Station Capacity: | 2546 | 8 | 2554 |
| SBS Stations: | 0 | 500 | 500 |
| Radio Controllers: | 0 | 0 | 0 |
| Wireless Terminals: | 0 | 0 | 0 |
| XMOBILE Stations: | 9 | 40991 | 41000 |
| EC500: | 9 | | |
| ISDN DECT: | 0 | | |
| IP DECT: | 0 | | |
| PHS: | 0 | | |
| Off-PBX Telephone - EC500: | 134 | 2345 | 2479 |
| Off-PBX Telephone - OPS: | 0 | 2554 | 2554 |
| Off-PBX Telephone - PBFMC: | 0 | 2479 | 2479 |
| Off-PBX Telephone - PVFMC: | 0 | 2479 | 2479 |
| Off-PBX Telephone - SCCAN: | 0 | 0 | 0 |
| Survivable Processor Capacity: | 16 | 297 | 313 |

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OFF-PBX TELEPHONE MEMORY CAPACITY

| | Application Memory | Mapping Memory |
|---|---|---|
| System Limit (units): | 2367750 | 82000 |
| Administered Applications (%): | 0 | 0 |
| Enterprise Mobility User (%): | 0 | 0 |
| Acquired Shared Mappings (%): | 0 | 0 |
| one-X server Mappings (%): | 0 | 0 |

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SYSTEM CAPACITY

CONCURRENT USAGE COUNTS

| | Currently Used | Available | System Limit |
|---|---|---|---|
| IP Stations: | 54 | 17946 | 18000 |
| IP Stations in TTI State: | 0 | - | - |
| IP Attendant Consoles: | 0 | 414 | 414 |
| Remote Office Stations: | 0 | 18000 | 18000 |
| Unauthenticated H.323 Stations: | 0 | 100 | 100 |
| AES Server Licensed IP Stations: | 0 | - | - |
| IP PORT USAGE COUNTS | | | |
| Total IP Station Ports: | 156 | 95258 | 95414 |
| IP Station Ports Used By | | | |
| Administered IP Stations and Attendants: | 77 | - | - |
| Softphone Enabled on Station Form: | 56 | - | - |
| Unnamed Registrations (TTI ip phones): | 0 | - | - |
| H.323 Stations via TLS: | 0 | 2000 | 2000 |

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CURRENT USAGE COUNTS BY PRODUCT ID

| ID | Rel | Used | Avail. | System Limit | ID | Rel | Used | Avail. | System Limit |
|---|---|---|---|---|---|---|---|---|---|
| AgentSC | * | 0 | 40 | 40 | | | | | |
| IP API A | * | 0 | 39 | 39 | | | | | |
| IP Agent | 6 | 0 | 3 | 3 | | | | | |
| IP Phone | * | 54 | 17946 | 18000 | | | | | |
| IP ROMax | * | 0 | 18000 | 18000 | | | | | |
| IP Soft | 3 | 0 | 5 | 5 | | | | | |
| IP Soft | 5 | 0 | 235 | 235 | | | | | |
| IP Soft | * | 0 | 20 | 20 | | | | | |
| oneX Comm | * | 0 | 18000 | 18000 | | | | | |

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                              SYSTEM CAPACITY


  CURRENT SYSTEM INFORMATION

            Software Load: R016x.03.0.124.0
     Memory Configuration: Large
           Offer Category: A

  LAST TRANSLATION LOADED INFORMATION

            Software Load: R016x.03.0.124.0
     Memory Configuration: Large
           Offer Category: A
                 Platform: 28
```