



**SOUTHEAST MISSOURI
STATE UNIVERSITY · 1873**

**REQUEST FOR PROPOSAL 5914
AMENDMENT #1**

DELIVERY INSTRUCTIONS

For USPS/FedEx/UPS, etc.
Proposals must be mailed to:
Purchasing Department
Southeast Missouri State University
One University Plaza, Mail Stop 3280
Cape Girardeau, MO 63701

OR delivered by offeror to:
Purchasing Department
Academic Hall Room 200F
Normal Avenue
Cape Girardeau, MO 63701

TITLE: PRIVATE BRANCH EXCHANGE (PBX)
MAINTENANCE SERVICES

DATE: AUGUST 17, 2018

BUYER: LYNDA SEABAUGH, ASST CONTROLLER

EMAIL: lseabaugh@semo.edu

PHONE: (573) 651-2076

PROPOSAL MUST BE RECEIVED NO LATER THAN:

DATE: AUGUST 31, 2018

TIME: 3:30 P.M.

The notice of award is made subject to availability and appropriation of funds as specified in the Request for Proposal, and the selection of the offeror is made in accordance with all applicable public procurement laws.

MUST BE SIGNED TO BE VALID

The offeror hereby agrees to furnish items and/or services, at the firm, fixed prices quoted, pursuant to all requirements and specifications contained herein, upon either the receipt of an authorized purchase order from the Purchasing Department or when this document is countersigned by the Purchasing Department as a binding contract, and further agrees that the language of this document shall govern in the event of a conflict with his or her proposal.

AUTHORIZED SIGNATURE		PRINTED NAME/TITLE	
COMPANY NAME			CURRENT DATE
MAILING ADDRESS			TELEPHONE NUMBER/EXT.
CITY		STATE	ZIP CODE
CONTACT PERSON	CONTACT PERSON EMAIL ADDRESS		FACSIMILE NUMBER
DELIVERY DATE: _____ DAYS ARO, FOB DESTINATION PROMPT PAYMENT TERMS: _____% _____ DAYS NET _____ DAYS			
NOTICE OF AWARD (SOUTHEAST MISSOURI STATE UNIVERSITY USE ONLY)			
AUTHORIZED SIGNATURE FOR SOUTHEAST MISSOURI STATE UNIVERSITY			DATE

**SOUTHEAST MISSOURI STATE UNIVERSITY
PRIVATE BRANCH EXCHANGE MAINTENANCE SERVICES
REQUEST FOR PROPOSAL 5914**

AMENDMENT #1

The offeror is hereby notified that Request for Proposal 5914 is amended as follows:

A. RFP 5914 Questions and Answers

1. Is the tour scheduled for August 21 mandatory?

No, the tour is not mandatory.

2. Please provide the Display Capacity Report for the PBX, showing the number of actual users and ACD agents.

The report is included at the end of the amendment.

3. What does your future technology road map look like? Skype for Business, Cisco, etc.?

The University intends to issue an RFP for a VoIP solution within the next few months. The solution platform we will be going with is unknown at this time. The plan is to keep the current PBX operational and under maintenance until a new system is fully implemented, which could take up to a year from now. The University is currently using Skype for Business for chat and some video conferencing and primarily using Zoom for all other video conferencing.

B. RFP closing date and time remain the same.

All other terms and conditions of Request for Proposal 5914 remain the same. If you have any questions regarding this information, please contact the Purchasing Department at 573-651-2076.

To acknowledge receipt of this amendment, the offeror should complete, sign, and return with the proposal response.

SYSTEM CAPACITY

Current System Memory Configuration: G3rV9

	Used	Available	System Limit

AAR/ARS			
AAR/ARS Patterns:	<u>35</u>	<u>605</u>	<u>640</u>
Inserted Digit Strings:	<u>6</u>	<u>2994</u>	<u>3000</u>
ABBREVIATED DIALING (AD)			
AD Entries Per System:	<u>10460</u>	<u>89540</u>	<u>100000</u>
AD Personal Lists Per System:	<u>1248</u>	<u>3752</u>	<u>5000</u>
ADJUNCT SWITCH APPLICATION INTERFACE (ASAI)			
Active Controlling Associations:	<u>0</u>	<u>6000</u>	<u>6000</u>
Notification Requests:	<u>0</u>	<u>10000</u>	<u>10000</u>
Simultaneous Active Adjunct Controlled Calls:	<u>0</u>	<u>5000</u>	<u>5000</u>

SYSTEM CAPACITY

	Used	Available	System Limit

ATTENDANT SERVICE			
Attendant Positions:	<u>5</u>	<u>23</u>	<u>28</u>
Queue Length:	<u>0</u>	<u>300</u>	<u>300</u>
Queue/Call Status Buttons:	<u>0</u>	<u>11910</u>	<u>15928+</u>
Authorization Codes:	<u>296</u>	<u>89704</u>	<u>90000</u>
BASIC CALL MANAGEMENT SYSTEM (BCMS)			
Measured Agents Per System:	<u>139</u>	<u>1861</u>	<u>2000</u>
Measured Splits/Skills:	<u>10</u>	<u>590</u>	<u>600</u>
VDNs:	<u>15</u>	<u>497</u>	<u>512</u>

'+' Limit combined with Facility Busy Indicators

SYSTEM CAPACITY

	Used	Available	System Limit

CALL COVERAGE			
Coverage Answer Groups:	<u>1</u>	<u>749</u>	<u>750</u>
Coverage Paths:	<u>93</u>	<u>9906</u>	<u>9999</u>
Call Pickup Groups:	<u>182</u>	<u>4818</u>	<u>5000</u>
Call Records:	-	-	<u>7712</u>
CALL VECTORING/CALL PROMPTING			
Vector Directory Numbers:	<u>24</u>	<u>19976</u>	<u>20000</u>
Vectors Per System:	<u>37</u>	<u>962</u>	<u>999</u>
BSR Application-Location Pairs Per System:	<u>0</u>	<u>1000</u>	<u>1000</u>

SYSTEM CAPACITY

	Used	Available	System Limit

DATA PARAMETERS			
Administered Connections:	<u>0</u>	<u>128</u>	<u>128</u>
Alphanumeric Dialing Entries:	<u>0</u>	<u>1250</u>	<u>1250</u>
DIAL PLAN			
Extensions:	<u>2398</u>	<u>33667</u>	<u>36065</u>
Miscellaneous Extensions:	<u>136</u>	<u>20181</u>	<u>20317</u>
UDP Extension Records:	<u>40</u>	<u>49960</u>	<u>50000</u>
Digital Data Endpoints:	<u>20</u>	<u>7480</u>	<u>7500</u>
Expansion Port Networks:	<u>8</u>	<u>35</u>	<u>43</u>
Facility Busy Indicators:	<u>3959</u>	<u>11910</u>	<u>15928+</u>
'+' Limit combined with Queue/Call Status Buttons			

SYSTEM CAPACITY

	Used	Available	System Limit

HUNT GROUPS, SPLITS, OR SKILLS			
Groups/Splits/Skills:	<u>21</u>	<u>978</u>	<u>999</u>
Administered Logical Agents:	<u>0</u>	<u>10000</u>	<u>10000</u>
Administered Logical Agent-Skill Pairs:	<u>0</u>	<u>65000</u>	<u>65000</u>
Logged-In ACD Agents:	<u>35</u>	<u>15</u>	<u>50</u>
Logged-In CentreVu Advocate Agents:	<u>0</u>	<u>50</u>	<u>50</u>
Logged-In IP Softphone Agents:	<u>0</u>	<u>100</u>	<u>100</u>
Group Members Per System:	<u>568</u>	<u>9432</u>	<u>10000</u>
CMS Measured ACD Members:	<u>0</u>	<u>10000</u>	<u>10000</u>
Queue Slots Per System:	<u>370</u>	<u>24630</u>	<u>25000</u>
Queue/Call Status Buttons:	<u>59</u>	<u>11910</u>	<u>15928+</u>
Intercom Groups Per System:	<u>2</u>	<u>254</u>	<u>256</u>
Modem Pool Groups Per System:	<u>0</u>	<u>63</u>	<u>63</u>
Personal CO Line (PCOL) Trunk Groups:	<u>0</u>	<u>200</u>	<u>200</u>
'+' Limit combined with Facility Busy Indicators			

SYSTEM CAPACITY

	Used	Available	System Limit

Recorded Announcement Analog Queue Slots:	<u>0</u>	<u>1000</u>	<u>1000</u>
VAL Boards:	<u>0</u>	<u>1</u>	<u>1</u>
TEMPORARY SIGNALING CONNECTIONS (TSC)			
Administered TSCs:	<u>0</u>	<u>128</u>	<u>128</u>
NCA-TSC Calls:	<u>0</u>	<u>256</u>	<u>256</u>
TRUNKS			
DS1 Circuit Packs:	<u>5</u>	<u>161</u>	<u>166</u>
ISDN For ISDN Trunks:	<u>0</u>	<u>576</u>	<u>576</u>
ISDN CBC Service Selection Trunks:	<u>0</u>	<u>200</u>	<u>200</u>
Trunk Groups:	<u>7</u>	<u>659</u>	<u>666</u>
Trunk Ports:	<u>128</u>	<u>3872</u>	<u>4000</u>

SYSTEM CAPACITY

CURRENT SYSTEM INFORMATION

Software Load: R009r.05.0.122.2
Memory Configuration: G3rV9
Offer Category: A

LAST TRANSLATION LOADED INFORMATION

Software Load: R009r.05.0.122.2
Memory Configuration: G3r(large)
Offer Category: A