



Addendum No. 2

DATE: March 11, 2016

Joliet Junior College
1215 Houbolt Road
Joliet, IL 60431

TO: Prospective Respondents
SUBJECT: Addendum No. 2
PROJECT NAME: Avaya Telephone System Maintenance & Support
JJC PROJECT NO.: R16004

This Addendum forms a part of the Bidding and Contract Documents and modifies the original bidding document as posted on the JJC website. Acknowledge receipt of this addendum as specified at the bottom of page 3. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

Questions Submitted:

1. Under the scope item 4 states: Avaya direct support, with partner support option (please show pricing for both) With support option would this mean no manufacturer support whatsoever? Avaya direct support would provide all monitoring, service techs, parts locally, software/firmware access and updates etc. Without Avaya support partners providing their own maintenance may run into issues on accessing firmware, software and getting assistance from Avaya IF/When needed.

The "Partner Support" option is additional cost/benefit of partner support being added in addition to the Avaya direct support. An example would be the ability to call the partner's NOC for possible 1st call resolution via telephone support or remote assistance before being handed off to Avaya.

2. Avaya offers two types of terms. 1 year annual pay. 3 yr annual pay / prepayment. We can provide both options however during the last RFP review for support it was deemed that the board would not allow a 3 year commitment for maintenance would need to be yearly? Could you let us know which options are required and we will provide those?

Please provide pricing for a 1 year contract and a 3 year contract with payments made annually.

3. In order to offer JJC a fully detailed and comprehensive RFP response, we are requesting two critical items to ensure correct components and configurations counts along with accurate Avaya information and Avaya records.
 - a. Avaya SOLD TO NUMBER
 - b. List Config All Report

Confidentiality Notice: The requested information will not be provided as part of the publicly posted addendum but will be made available at the vendors' request by

sending an email to purchasing@jjc.edu. By sending this request the vendor is agreeing that all information provided by JJC in connection with this RFP shall be considered confidential, proprietary information for the sole purpose of responding to the RFP and must not be disclosed to individuals outside of the Business Associate's organization immediate need-to-know without prior written approval by JJC.

4. In RFP R16004, it states that there is a pro-forma contract. I was not provided with this, can I please get a copy?

Vendors who submit a proposal should include a copy of their organization's standard contract language.

5. Can you please advise me where I can find the system information pertaining to the RFP for the Maintenance and Support for Joliet Junior College's Avaya Telephone System? We are specifically looking for the PBX system version and type, voicemail version and type, and number of ports in use for all systems. This information can be found on the reports "list config all" and "display capacity" pulled from the PBX.

See Confidentiality Notice Below:

6. Would the college be open to accepting telephone system bids with other vendors such as Shoretel or Mitel?

Yes.

End of Addendum #2



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Please acknowledge receipt of these addenda by including this page with your proposal. Include your company name, printed name, title, and signature in your acknowledgement below. Failure to do so could result in disqualification of your bid.

Issued by:

Janice Reedus
Director of Business & Auxiliary Services
Joliet Junior College
815.280.6643

I acknowledge receipt of Addendum #2.

Company Name

Printed Name

Title

Signature