

UNIVERSITY OF NEBRASKA-LINCOLN  
Office of University Services  
Purchasing Department  
1700 "Y" Street  
Lincoln, Nebraska 68588-0645

June 26, 2008

Invitation Number 204249

**ADDENDUM NO. 2**  
To Invitation to Bid #204249  
For  
Voice Messaging System

The following information/changes apply to the subject invitation, which is due by 2:30 PM Local Time, July 9, 2008.

The following are questions asked by bidders and the University's response to those questions.

1. QUESTION: What OS is running the existing LDAP? **RESPONSE: On Linux running open LDAP.**
2. QUESTION: What release is the Cisco Call Manager? **RESPONSE: Release 5.0.**
3. QUESTION: Will the University provide the RFP in Word format?  
**RESPONSE: Contact [Deb Rosenau](#) for a WORD formatted version of the original RFP.**
4. QUESTION: Of the 10,000 Voice Mailboxes what percentage will be allowed to have Mobile Path (otherwise known as Find Me/ Follow Me, Single Number Reach, or Mobile Messaging)?  
**RESPONSE: A minimum of 10%.**
5. QUESTION: Of the 500 Unified Messaging Mailboxes what percentage will utilize Text-To-Speech functions?  
**RESPONSE: Potentially all. We have asked for 500 TTS mailboxes. They could be the 500 UM mailboxes.**
6. QUESTION: Within 1.4.5 Item 3 the university is stating a mandatory need for Caller queuing..." Hold until the desired extension is no longer busy." As this will require utilization of one of the 96 voice ports, for each holding call, does the university wish to state limitations in order for the vendors to provide an apples to apples configuration, with the university state the number of?  
**RESPONSE: Caller should be allowed to hold for no longer than 120 seconds for a station to become available.**
7. QUESTION: Desired number of speech-enabled automated attendant ports? **RESPONSE: We didn't indicate a minimum number of speech ports. Please provide your system minimum and any incremental costs you may think are necessary.**
8. QUESTION: The estimated library size for the speech-enabled automated attendant.  
**RESPONSE: 10,000 names.**
9. QUESTION: Desired number of fax capable mailboxes **RESPONSE: All 15,000 mailboxes on the Octel are licensed for FAX. Less than 100 are in use. So, minimum of 100, would like pricing for system wide.**
10. QUESTION: Desired number of Text-to-Speech ports. **RESPONSE: Like the Speech Auto Attendant, we didn't specify minimums. Please provide system minimum and incremental costs you think would be necessary for 500 TTS mailboxes.**
11. QUESTION: How many users for FAX? **RESPONSE: On the existing Octel ... all 15,000 seats are licensed for FAX. Less than 100 use it at this time.**

12. QUESTION: How do you want to use Fax solution...Do you only want to receive FAX to their Voice Mail box (print on a FAX machine)? **RESPONSE: Receive only at a minimum if it can be used a FAX server outbound that is great, but it is NOT required.**

13. QUESTION: What are your expectations to use a speech interface for speech-enabled auto-attendant? **RESPONSE: Use by individual departments that might like to off load calls direct to their staff.**

14. QUESTION: For what groups of people or line groups? **RESPONSE: Auto Attendant at main UNL number for all of campus. Individual departments.**

15. QUESTION: Will Speech Auto Attendant (SAA) be required for all 10,000 mailboxes? **RESPONSE: Not required for all mailboxes.**

16. QUESTION: How many TTS users do you want? **RESPONSE: Minimum of 500.**

17. QUESTION: Do you want TTS for SAA? **RESPONSE: Yes.**

18. QUESTION: Will users record their own personal name recording for SAA or will TTS speak their name for them? **RESPONSE: Personal name would be preferred.**

19. QUESTION: How many current users do you have for Visual Messenger? **RESPONSE: 500.**

20. QUESTION: How many users will use a comparable function like Visual Messenger? **RESPONSE: Minimum of 500.**

21. QUESTION: How many users do you need us to configure our proposal for a comparable feature below? **RESPONSE: 100.**

**UNL also uses a mobility solution is called 'mobilePath'™. This application lets users program up to three different telephone numbers where they can be reached when out of the office. Callers don't have to try different numbers - mobilePath handles that and locates the user in a swift, convenient process. Should the caller be unavailable at any number, the Octel 350 can then take a message.**

22. QUESTION: What type of notification do you want? Notification features:

- Pager Notification **RESPONSE: Yes**
- NP Cut Through Page **RESPONSE: Not sure what this is. If it is a building paging system ... No**
- Notification with Phone Call How Many users to get this type of notification? **RESPONSE: All 10,000 should be able to. This is a standard feature on the existing Octel.**
- SMS Notification **RESPONSE: 500.**

23. QUESTION: How many TDD/TTY users and how many off of each phone system?

**RESPONSE: Less than 25 on Octel, none on Nortel, none on Cisco. All 15,000 are capable of doing this on Octel today.**

24. QUESTION: It is understood that all items in Section 1 of the RFP need to be addressed in the vendor response. UNL has supplied a Vendor Response Form in .xls format. However, not all line items in Section 1 of the RFP have been included in the .xls spreadsheet. Question: Should vendors supply a line item response to both Section 1 and the spreadsheet or simply address the items from Section 1 not included in the spreadsheet in a separate MS Word document? **RESPONSE: If possible please answer both sections. The Vendor Response Form is more important, but the more feedback we get the better we are able to evaluate how your product might fit in our environment.**

25. QUESTION: Please clarify the two questions below?

RESPONSE: See below. (UNL RESPONSE in bold)

D.12.16	Server Conflicts	This report shows digital networking mailboxes representing The system servers whose correspondences are not complete.	We need more information/description. <b>What systems are not communicating with the voice processing server.</b>
D.12.18	Subscriber Setup	This report shows the status of the options that the subscriber must configure on each subscriber mailbox.	We need more information/description. We do have a report that shows if a subscriber goes through the Tutorial and sets up their name, greetings, and passcode. <b>I think that is adequate. We were wanting to know of the items necessary to activate a mailbox, how can we tell if all of them were actually completed.</b>

Please reference the RFP for the following itemized Questions/Responses (26. thru 31.).

26. QUESTION: Item 1.2.3 E. Is it the University's intention to use MS Outlook or IBM Lotus Notes clients to access messages, or is it your intention to utilize MS Exchange or Lotus Notes as a repository for messages, greetings, and spoken names? RESPONSE: We want voice mail messages to show up in the normal inbox on Lotus Notes. If your system can do that in the form of accessing the message ... that is great. That would be our preference. If in order to accomplish that look we have to store the message in Lotus Notes ... that is okay as well.

27. QUESTION: Item 1.2.3 K. Please define the University's use of the term 'Unified Messaging' in the context of RFP, with a view towards how you anticipate the feature being used. Is your definition to be interpreted as a single repository for all voice, fax, and e-mail messages or rather, as a unified desktop experience, where a single client 'thick' or 'thin' is utilized to access messages using a common access portal, irrespective of where the actual messages are stored. RESPONSE: My answer is similar to that above. We want the simplest access for the end user. To us that would be All messages in the same in-box, accessed with the same client. If that requires a single repository, so be it.

28. QUESTION: Item 1.4.5 10. Does the University have intentions of deploying a IVR system to support user's access to data and application functionality? This is not a functionality typically associated with voice messaging and unified communications applications. RESPONSE: We have no plans at this time to deploy an IVR. We do however have a speech recognition server (Nuance) that may be used in front of a voice messaging server.

29. QUESTION: Item 1.4.5 9. DNIS routing is typically a PBX feature. Is it the intention of the University to utilize a specific telephony environment to support DNIS routing, or is it the University's intention to use DNIS routing in the 'cloud' prior to call delivery to the messaging environment, or simply the use of single-digit menus resulting in routing to a specified DNIS number based on input from a caller? The University may well be better served to incorporate this functionality into an IVR application. RESPONSE: Our preference is a messaging platform that will read DNIS as calls come in and route those calls to the appropriate mailbox.

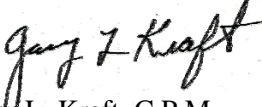
30. QUESTION: Item 1.4.5 3. Does the University currently make use of Voice Forms or is that simply a desired capability? Does the University have any intentions of deploying an IVR application in support of this functionality? RESPONSE: Currently use Voice Forms in a few applications. Again, no plans to deploy an IVR at this time.

31. QUESTION: Item 1.4.13. Does the University seek to deploy Exchange 2007 with Exchange Unified Messaging? **RESPONSE: No. We are currently a Lotus Notes shop and we do use Sametime.**
32. QUESTION: Can we collocate any or all of the proposed equipment with the DMS? If not, is there serial connectivity over the MAN? **RESPONSE: That may be possible. We are using serial connections today to access the Octel messaging server located in the CO.**
33. QUESTION: Are the CS1000s licensed for Q.SIG? **RESPONSE: I think they are. We are not using Q.SIG today. If they are not licensed for it, we would add the licenses if necessary.**
34. QUESTION: Notes/Domino and E200X integration. What is required? **RESPONSE: Notes Domino.**
35. QUESTION: Concerning delivering voice messages between the Notes UM and Exchange UM infrastructure, do you need VPIM and email delivery, or is email only delivery sufficient? **RESPONSE: Email only is sufficient. Our interest is having all messages in ONE in-box accessed by a single client.**
36. QUESTION: Concerning the references to faxing (sending \ forwarding \ creating \ notifying \ etc.) throughout the RFP, can you provide a basic description of the existing fax infrastructure? I.e. - an idea of the basic volume of faxes received, number of users, is there a network fax solution in place today (make? Model?), are faxes directed to individual through DIDs, etc.? **RESPONSE: All 15,000 seats on the Octel 350 are licensed for faxing. Less than 100 people use this feature today to receive faxes at their desk through their regular telephone number.**
37. QUESTION: Are we suppose to provide a solution that includes 500 Notes unified messaging users and 500 Exchange unified messaging users? Or 500 total – i.e. 250 Notes and 250 Exchange? **RESPONSE: 500 Notes only.**
38. QUESTION: In our experience, many voice messaging system functions, like auto attendants and call coverage, tend to fall along departmental lines. Can you provide an approximate number of departments for this project, or at least an approximate number of anticipated auto-attendants? **RESPONSE: I think initially up to 10 departments would use auto attendant. Over time as the benefits of the service became shared across the campus that number could grow to 100 or more.**

All other specifications remain the same.

For further information, please contact the buyer, Gary Kraft, Purchasing Department, Phone (402) 472-3609.

University of Nebraska-Lincoln  
Board of Regents

  
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