HCC
HOUSTON COMMUNITY COLLEGE

Solicitation Amendment No. 1

To: Prospective Proposer/Offeror:	Date:
Prospective Proposers	August 14, 2020

Project Title:	Project No.:
Cisco Voice Collaboration	RFP 20-46

Description of Solicitation Amendment**:** The Request for Proposals (Project RFP No. 20-46) is hereby amended as set forth below:

1. Questions and answers have been released (below).

Please visit our website at https://www.hccs.edu/about-hcc/procurement/

Except as provided herein, all terms and conditions of the solicitation remain unchanged and in full force and effect.

Acknowledgement of Amendment No. by:	Date:

Company Name (Bidder/Offerer):	

Signed by:	

Name (Type or Print):	Title:

REQUEST FOR PROPOSAL

PROJECT NO. RFP 20-46
Cisco Voice Collaboration

QUESTIONS AND ANSWERS No. 001

Date: August 14, 2020

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

Q1.   Does HCC have current upgrade entitlement via a valid SWSS contract for all the UC applications listed in Exhibit 2?

Response: Yes, we have an enterprise license agreement.

Q2.   Who will be responsible for any required VMware ESXi and CUIC upgrades on the HCC UCS-B series chassis at Main and Hayes

Response: HCC will be responsible.

Q3.   In Exhibit 2 there are 18 VG224's that are End of Support (EoS) 30-APR-2020, are those going to be replaced prior to the UC upgrades?

Response: No, they will be phased out in 2021.

Q4.   Is it the responsibility of HCC or the bidder to replace the EoS VG224's?

Response: HCC's responsibility and will be performed in 2021.

Q5.   Please clarify how many years of Cisco SMARTnet/SWSS that HCC expects in the base bid and is the Option to Renew (OTR) for years 4 and 5?

Response: Not needed, no Cisco hardware being purchased. SMARTnet/SWSS is not included in this RFP.

Q6.   For the UCCX Call Recording and UCCX Agent Reporting applications, without knowing   the current core count and utilization on the UCS-B series servers at Main and Hayes, is it correct to assume that any expansion needed to those chassis will be the responsibility of HCC and not the bidder?

Response: Yes, this is HCC's responsibility.

Q7. Is the Reporting software by Variphy a requirement or are bidders allowed to quote an alternate?

Response: The Variphy is a requirement. We are expanding our existing environment. No alternates.

Q8. Is there a requirement for On-Site work/deployment?

Response: No, on-site is not necessary.

Q9. Do existing data centers have space for 20+ applications if version 12 applications are built in tandem to production?

Response: Yes, HCC has the resources.

Q10. The new UCCX licenses would typically be renewed and co-termed w/ the existing licenses after the first year - would HCC like to see a renewal quote for all UCCX licenses, just the 15 new licenses, or none?

Response: No, that is not needed.

Q11. Do you have a roll out process for the upgrades in the schools?

Response: All servers are located centrally. The individual locations only have end user devices. The servers are cloned and the clone was upgraded. We can roll back if necessary.

Q12. Do you have an anticipated number of contractors you are looking to deploy to achieve the upgrades?

Response: No.

Q13. We see that there are collectively 450 individual schools throughout the 6 districts. Are we to assume that all will be upgraded?

Response: We have 28 buildings.

Q14. Are all schools (450) included in this work, or only College campuses within these region locations?

Response: See Q13.

Q15.   Is main office for contractors to work out of performed at HCC main campus, or due to COVID is this remote work?

Response: Work can be performed at 3100 Main (main building). Remote work is acceptable if possible.

Q16.   Will there be a HCC lead contact that the contract winner will work with?

Response: Yes.

Q17.   Is there a procurement list that the new contractor will use to buy the equipment needed? or can they buy from their own vendor relationship?

Response: There is no equipment to purchase, just software and professional services.

Q18.   How many cisco phones do you anticipate to be upgraded?

Response: End points will be upgraded by HCC.

Q19.   Do you foresee any additional areas of equipment needed for the schools?

Response: No.

Q20.   Do we need to be a certified SBE locally, or can we use our certificates in our own region?

Response: Refer to page 17, Section 5, Number 14 to see the list of agency certifications recognized at HCC.

Q21.   Do you already have a list of suppliers that you have worked with in the past, which are also being considered?

Response: This is an open public procurement seeking competitive proposals.