

SPRING BRANCH INDEPENDENT SCHOOL DISTRICT

Scott Muri, Ed.D, Superintendent of Schools

PURCHASING DEPARTMENT

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Director of Purchasing

NOTICE TO PROPOSERS

ADDENDUM TO COMPETITIVE SEALED PROPOSAL

DATE: January 06, 2017

This ADDENDUM forms a part of and modifies the original Proposal Document, issued by the Spring Branch Independent School District.

Invitation to Proposal entitled: **ANNUAL CONTRACT FOR "MAINTENANCE AND SUPPORT OF SHORTEL VOIP SYSTEM"**

Original Proposal Opening Date & Time: **January 17, 2017 @ 1:30 PM**

ADDENDUM NO. 1

PROPOSAL NO. 11366

Please make the following additions, revisions, and/or deletions to the Proposal Document:

***See Questions and Answers Below**

The offeror shall acknowledge receipt of this ADDENDUM in the Proposal Form.

ADDENDUM NO. 1, PROPOSAL #11366
QUESTIONS AND ANSWERS

Question #1: In order to quote appropriate maintenance and support from ShoreTel, would SBISD be able to provide a list of all current software and users licenses and quantities?

Answer #1: See list below.

Question #2: The format of the RFP asks for pricing on support only and support with hardware replacement. Is SBISD looking for the support to be partner based or ShoreTel direct support or combination?

Answer #2: Partner Based

Question #3: RFP mentions no out of pocket expenses for district. Is this related to general support work only or is it expected to also apply to future upgrades and additional installs?

Answer #3: Should apply to upgrades.

Question #4: Regarding training, how often would SBISD expect to require in person training and would the district expect group based or one-on-one training to be available?

Answer #4: No training needed.

Question #5: Do internal SBISD staff conduct MACs or would support vendor be responsible for them?

Answer #5: Support Vendor is responsible for MACs

Question #6: Is support required to be provided to technical personnel only or also to end users directly?

Answer #6: Technical personnel only.

Question #7: Does the district expect hardware coverage on phones or switches and servers only?

Answer #7: Switches only

Keyed Licenses:

	Configured	Purchased
ShoreTel System License (Enterprise Edition)	1	1
ShoreTel Additional Site License	57	57
ShoreTel Extension License	4525	4673
ShoreTel Mailbox License	4123	4497
ShoreTel SoftPhone License	3905	4476
ShoreTel Additional Language License	0	0
ShoreTel Remote Web Reporting License	1	1
ShoreTel Mobile Access License	1	4
ShoreTel SIP Phone License	0	1
ShoreTel SIP Trunk License	0	0
ShoreTel Standard Resolution Video License	0	4476
ShoreTel High Resolution Video License	0	0
ShoreTel Operator Access License	46	114
ShoreTel Professional Access License	4147	4362
ShoreTel Workgroup Agent Access License	0	0
ShoreTel Workgroup Supervisor Access License	0	0

ShoreTel External Unified Messaging SIP Link	0	0
ShoreTel Audio Conference License	100	100
ShoreTel Web Conference License	100	100
ShoreTel Virtual Switch Phone License	0	0
ShoreTel Virtual Switch SIP Trunk License	0	0
Self-audited Licenses:		
ShoreTel Personal Access License	353	900
ShoreTel Remote Server Software	7	20
ShoreTel TAPI Application Server	0	1
ShoreTel Phone API License	7	10

END OF ADDENDUM NO.1