STATE OF HAWAII
EMPLOYEES' RETIREMENT SYSTEM

May 26, 2020
ADDENDUM NO. 6
TO
REQUEST FOR PROPOSAL NO P20001034,
(ERS PROJECT # ERSP-094)
SEALED OFFERS FOR PHONE SYSTEM REPLACEMENT,
STATE-OF-THE-ART AND AUTOMATED CALL MANAGEMENT (ACM) SYSTEM FOR
EMPLOYEES' RETIREMENT SYSTEM (ERS)
OF THE STATE OF HAWAII.

OFFERORS:

This Addendum No. 6, provides the following revisions, additions and updates to the subject specification as posted in State of Hawaii procurement website, HIePRO.

1. Pre-Offer Conference Summary:
   - Vendors sign-in sheet

2. Vendor questions (from HIePRO) and ERS answers.

3. Office floor layouts of effected areas.

4. Table of quantity of phones per floor and phones types.

5. Revised OF-2, Offeror form quantities.

6. Specification revisions;   RFP P20001034 SPEC_OFFEROR FORMS.pdf, updated as follows:
   a. Offer forms OF-2 revised, quantities of product and support quantities updated..
   b. Revised specification sections:
   Page 1, 12 & 24 adding revision for specific product quantities see addendum 6 and offeror form OF-2. Replace pages 1, 12, 24 and offer pages OF-2.

The above revisions to the specification are final and supersede all previous document specifications of the same subject in the effected areas. The addendum effectivity is May 26, 2020 at 4 pm HST. Offer due date remains the same at 06/05/2020 at 4 pm HST. Other dates, terms, conditions and specifications remain the same.

Employees' Retirement System
of the State of Hawaii

VENDOR QUESTIONS AND ERS RESPONSE FROM RFP P20001034 IN HIEPRO, STATE-OF-THE-ART TELEPHONY SYSTEM & AUTOMATED CALL CENTER

Request for Proposal, RFP P20001034 STATE-OF-THE- ART TELEPHONY SYSTEM & AUTOMATED CALL CENTER
Below is list of questions from Vendors who submitted questions thru HIEPRO website for information
on RFP P20001034 for State-of-the-Art Telephony System and Automated Call Center

This set of questions and agency responses to be released in solicitation addendum # 6.

RFP VENDOR QUESTION	ERS RESPONSE
#1 Can all of the work be done remotely from the Mainland?	No, see addendum no. 5.
# 2 USB Type A & Type C ports -- We do not have phones with USB-C ports and I don't believe anyone does yet. Is this a need or want?	Vendor to provide their solution in their proposal for ERS consideration, noting product attributes
# 3 We have SMS but mms can only be done internal for FISMA compliance. Is that ok?	Vendor to provide their solution in detail in their proposal for ERS consideration. Solution should be configurable and details should be provided of the settings options
4 How integrated do we want to be with V3 CRM? Looking for just click to dial and screen pop or are we pushing or pulling more data?	See addendum 5.
5. I see we have 60 management phones and 105 office worker phones, how many users are true call center or call center supervisors?	10 total agents which are staff personnel, no "dedicated" agents are provided, agents have shared responsibilities. 4 total staff supervisors on a rotating schedule for Hawaii, all staff located at 201 Merchant St, Honolulu. Neighbor islands staff not involved in call center.
# 6. How many handsets and how many headsets are required?	See Offeror Form OF-2, revised.
7. How many buildings are in scope, and is it just 1 site?	(4) sites, 201 MERCHANT STREET, FLOORS 2, 12, 14 & 15, Honolulu. Neighbor Island Offices, locations - 101 Aupuni St # 208, Hilo, HI, (HAWAII ISLAND) - 3060 Ewa St # 302, Lihue, HI, (KAUAI) - 54 S. High Street # 218, Wailuku, HI. (MAUI)
8. Do you have existing data communication lines which can be used for external/public calls or are you expecting a new provider line to be installed for external calls?	Offeror to assess current environment and provide whatever is required to support their proposed solution, agency is requiring a turn-key solution.
9. What is your current contact center solution in place?	Hawaiian Telecom provider.
10. What is your call volume by Day, Month and Year?	90/1800/22000
11. What is your number of e-mails by Day, Month and Year?	40/800/9600
12. Number of social media interactions by Day, Month and Year?	Capability currently not in place. Offeror to provide capability in their proposal
13. What is the number of webchats by Day, Month and Year?	See question response # 12
14. SMS interactions by Day, Month and Year?	See question response # 12
15. What is the Average Handle Time of a call?	3 to 6 minutes per call
16. What is the average amount of time for a caller to wait in queue?	See question response # 12

RFP VENDOR QUESTION	ERS RESPONSE
17. Are there spikes/peaks in call volume during the day or special calendar events? If so, when and what's the average duration?	1). Yes, Jan – April, (2) July-Aug – (3) Jan-Feb – (4) Apr, July, Oct, Jan – (5) Yearly – Mailing of pensions statement due to pension adjustments/changes
18. How many customer contact centers do you have and where are they located?	1 in Honolulu
19. Do you have blended Agents? (Inbound and Outbound Agents) If so, how many?	see response question 5
20. How many agents per location?	see response question 5
21. Do you have any remote agents? If so, how many?	NO
22. How many supervisors do you have within your call centers?	see response question 5
23. How many business users (Non-contact center agents) do you have?	Approximately 110 currently onsite, including staff which provide Call Center Support.
24. How many IVR numbers current exist and would need be ported over?	See question response # 12
25. How many DID numbers current exist and would need to be ported over?	see question # 23 & see addendum 6, Table 1
26. Would you be willing to provide a copy of each existing IVR flows? (This will assist in determining data actions required to support existing IVR self-services)	See question response # 12
27. Would devices/equipment required for certain implementations be permitted on your premise? E.g. For Disaster Recovery practices…	See response question # 8.
28. Is your current legacy telephone system cloud or premise based?	Premise based
29. Are there any additional integrations requirements that we need to be aware of other than ERS ? (CRMs, ticketing systems, special data bases, systems of records, outbound number listings, etc.)	See question # 4 response.
30. What types of web services will be the agency be open to utilize for integration purposes? Restful API, SOAP, etc…	See question response # 12
31. Are you interested in Co-browsing? (Genesys Co-browse allows an agent and a customer to navigate (browse) the same web page at the same time. With Genesys Co-browse, the agent and the customer "share" the same instance of the web page (or browser window), unlike a conventional screen sharing application, where one of the parties sees the image of the other party's browser instance or the whole desktop.	See response question # 30
32. Are you interested in Payment over the phone within IVR self-service?	See response question # 30
33. Are you interested in a Personalized IVR. E.g. Caller is identified when they call into the self-service portion of the IVR.	See response question # 30
34 Are you interested in voice and chatbots?	See response question # 30
35 Are you interested in a Personalized IVR. E.g. Caller is identified when they call into the self-service portion of the IVR.	See response question # 30

RFP VENDOR QUESTION	ERS RESPONSE
36 Are you interested in removing physical fax machines and moving to contact center solution that has that capability?	See response question # 30
37 Are you interested in any internal chat or collaborative features? E.g. internal social media features for collaboration all within the same UI.	See response question # 30
38 Who is your current Teleco (Telecommunication) provider? E.g. AT&T, Verizon, Century Link…	See response question # 9.
39 .What is the number of abandon calls?	See response question # 12.
40. Do you have a PBX in place? Is it premise or cloud based? What is the type and version?	No
41. The General Information for this solicitation states a requirement that vendors have a C-15 Electronics Contractor License. This is typically not required of a hosted, cloud-based service provider. There are no onsite electrical system tasks required for a SaaS solution (i.e. no cabling, grounding, raceways, low voltage circuits, intrusion / alarm systems, fire detection systems, sound systems, etc.). Is this a mandatory requirement for this Phone System project?	Per RFP Specification in Hawaii C-15 PVL License is required to test the cat 5 cabling per spec and for equipment evaluations and installations.
42 The General Information also states that the awarded offeror shall examine the existing network cabling and network equipment in the ERS offices and determine if the existing cabling and equipment is acceptable for the new phone system, including generating a report of those cable locations that are acceptable and those locations of which the network cable requires replacement. With that being said, will the State of Hawaii ERS allow the vendor to perform such services remotely?	No
43 Section One page 6, C. mentions the desktop environment. Can you please clarify the numbers of users on each of the Windows, Mac, VDI, or Linux platforms and their role, i.e. basic user, manager, call center agent, etc.?	All users in Windows environment
44. How many total call center agents are required? How many total call center supervisors are required?	see response question 5
45 How many total call center agents are required? How many total call center supervisors are required?	see response question 5
46 Does the ERS have a need to do outbound dialing campaigns? If so, for what purpose?	Yes, for membership coordination
47 what is the status current phone system	Unit is an analog type Model # Meridian or similar M8009, AASTRA part # A0404589, Nortel Part number: # nt2n24ad2141. The phone product features may be found at http://www.ascendtech.us/aastra-m8009-phone-a0404589-unit-only_i_telastra0404589.aspx
48 How many seats/users you will need?	see response question 5
49 How many contact center seats?	see response question 5
50 Number of locations?	see response question 5
51 number of employees?	see response question 5
51 Contract term?	Per spec, contract is 1 year which includes first year of support and warranty and additional 5 years of support
53. Reason for the change?	Question is not understood

RFP VENDOR QUESTION	ERS RESPONSE
54 Are we able to provide a separate cabling quote if cabling is needed to support our proposed solution?	Cabling done by others, may be on a separate RFQ on a subsequent solicitation
55 Is ERS open to a fully managed 3-year or 5-year term solution?	See response question # 30
56 Will we be able to do an on-site pre-field at your neighbor island sites to determine if their infrastructure will support our proposed solution?	Awardee will provide onsite evaluation after award.
57. May we have floor plans for all sites?	yes, see addendum 6
58.Please provide details of the existing phone system that will be replaced.	See response question # 47
59. Will this be a Converged network (data jack -> phone -> computer) or non-Converged network (separate voice and data jacks)?	See response question # 30
60 For Oahu, are we proposing phones only at 201 Merchant St. on floors 2, 12, 14, and 15?	Yes
61 Please provide the breakdown of the following; A .Oahu: i) Number of users that will need phones (not including Call Center users) ii) Number of Call Center agents needed iii) Number of Call Center Supervisors needed iv) Number of Call Center Dual Supervisor/Agents needed v)Number of analog phone lines needed (fax, elevator, postage, etc.) vi) Please provide the number of phones per floor, by floor number.	See Offeror Form OF-2, revised.
62. Big Island: i) Number of users that will need phones (not including Call Center users) ii) Number of Call Center agents needed iii) Number of Call Center Supervisor needed iv) Number of Call Center Dual Supervisor/Agents needed v) Number of analog phone lines needed (fax, elevator, postage, etc.) vi) Are all users in the same office? If not, please provide details of locations, buildings, connectivity, etc.	See Offeror Form OF-2, revised.
63. Maui: i) Number of users that will need phones (not including Call Center users) ii) Number of Call Center agents needed iii) Number of Call Center Supervisor needed iv) Number of Call Center Dual Supervisor/Agents needed v) Number of analog phone lines needed (fax, elevator, postage, etc.) vi) Are all users in the same office? If not, please provide details of locations, buildings, connectivity, etc.	See Offeror Form OF-2, revised.
64. Kauai: i)Number of users that will need phones (not including Call Center users) ii) Number of Call Center agents needed iii) Number of Call Center Supervisor needed iv) Number of Call Center Dual Supervisor/Agents needed v) Number of analog phone lines needed (fax, elevator, postage, etc.) vi Are all users in the same office? If not, please provide details of locations, buildings, connectivity, etc.	See Offeror Form OF-2, revised
65 Please provide manufacturer and model numbers of cabling and cabling hardware.	See response question # 8.
66.Are soft copies of as-built drawings (i.e., floor plans) showing the structured cabling system, including horizontal permanent link, fiber optic backbone, cabling pathways and telecommunication rooms; available to bidders upon request? If possible, drawings that are scaled or with footages are preferred for accuracy.	Only Generic floor plans to be released via addendum, due to security concerns. Awardee will receive additional information.
67Are test results for the existing fiber optic backbone between telecommunications rooms available to bidders upon request?	See response question # 8
68Are test results for the existing horizontal cabling system (permanent Link – Cat 5e/Cat 6) available to bidders upon request?	See response question # 8
69 .Are all the horizontal/permanent link UTP cabling rated as Cat 5E or higher (patch panel to outlet)?	See response question # 8
70 Are there any cables (horizontal, permanent Link – Cat 5e/Cat 6) more than 300 feet?	Awardee to provide assessment and report of existing environment. Awardee to provide resolution of any deficiencies.

RFP VENDOR QUESTION	ERS RESPONSE
71. Are all of the outlets that will be part of the new phone system being used for desktop connectivity currently known to be in good working order?	See response to question # 70.
72 Are the outlets and patch panels on the existing horizontal - permanent Link (Cat 5e/Cat 6) structured cabling system labeled?	See response to question # 70.
73 Are all the Cat 5e/Cat 6 cable runs in the existing horizontal structured cabling system solid from end to end (horizontal - permanent Link/Cat 5e - Cat 6 - have no splices or breaks)?	See response to question # 70.
74. Will the network room on the 12th floor be the primary MDF for connections to the 2nd, 14th and 15th floors?	No, awardee to provide assessment and report of existing environment. Solution is required to comply with building and telcom provider requirements and restrictions, (and see response to question # 75).
75 Please specify location for installing our primary equipment if it is not the 12th floor network room.	ERS prefers the 2nd floor however the awardee to provide assessment and report of existing environment. Solution required to comply with building and telcom provider requirements and restrictions.
76 If the network room on the 12th floor is the MDF, then are we able to use the open bottom half of the two (2) racks to mount our equipment?	See response question # 75.
77 Please clarify who (i.e. ERS or bidder) will provide racks with patch panels at all sites.	Vendor to cost-out whatever is required in their proposed solution to accomplish the items in the solicitation specification, ERS is seeking a turn-key solution.
Will ERS provide the dedicated power outlets for the voice/data equipment and UPS, as determined by the bidder?	see response, question 77.
79 Please clarify who (i.e. ERS or bidder) will be providing the copper Cat 6 patch cables and the fiber patch cables for the data switches/phones?	see response, question 77.
80 What is the breakdown for the 200 phone lines (phone, fax, data)?	See Offeror Form OF-2, revised.
81 What is the breakdown of the 200 phone lines by island (e.g. Oahu = 180; Big Island, Maui, Kauai = 20)?	See Offeror Form OF-2, revised
82 What are the 165 desktop (155 on Oahu +10 on Neighbor Islands) counts for? Are these for the converged network or to provide data switch ports separate from the voice?	See Offeror Form OF-2, revised
83 Please clarify IVR question #9 (i.e., "Describe the solution's ability to import or export IVR and call routing flows into other applications"). Is this request in regards to the solution's ability to export a call routing flow to another IVR or to a Word doc or PDF?	see response, question 77
84 What type of computers and platforms are being used? For example, Dell Desktops on Windows 10 or MacBook Pro with macOS Mjave 10.14.5.	Dell Desktop, Windows environment
85. What type of web browsers are beings used? For example, Internet Explorer 11.0.9600.19431.	Standard State issued, commercially available, awardee to be accessed to more information after ERS receipt of confidentiality agreement.
86 Define "Business SMS/MMS". Is that texting to cell phone or instant messaging via app?	yes, either solution., vendor to provide their solution in their proposal for ERS consideration
87 Is it acceptable for the system to not support digital endpoints?	Vendor to provide their solution in their proposal for ERS consideration
88 Please define "911 device tracking and on-site notification services". Is this required?	See response to question # 87
89 Ref. 1.7.D, bullet 2, page 8: Please describe the "Visual Voicemail Support". Does this option require the ability to view/listen to voicemail from end users email?	See response to question # 87
90 Please elaborate on the ASR/Transcription Services for recorded messages.	Auto Transcribe voice to text narrative

RFP VENDOR QUESTION	ERS RESPONSE
91 Are Conference type physical phones sufficient for Room Based Conferencing Endpoints, or are larger TV like screens (i.e. Spark Board) required?	Standard Desktop
92 Please elaborate on the Content Delivery Systems (CDS) and describe how this should be integrated to the phone system.	See response to question # 87
93 If an issue occurs that cannot be resolved remotely and an on-site resource's) is needed to isolate and remedy the problem, what are ERS' expectations for response time and repair?	24 hours
94 For Attachment 6 questions/statements, is it acceptable to provide a narrative response or do we need to respond to each question? The vendor compliance (Excel spreadsheet) is where we answer line by line	Narrative answer for each question, Offeror to imbed answers to the questions through-out the vendors proposal
95 Are the existing data switches Power over Ethernet (PoE)	Yes, however awardee to provide assessment and report of existing environment. Awardee to provide solution in their proposal for ERS consideration.
96. If the existing data switches are not PoE, is the contractor responsible to upgrade the switches to PoE?	Vendor to provide their solution in their proposal for ERS consideration
97. If the contractor is required to upgrade the data switches to PoE, please identify the number of switches and respective switch ports that are required.	Awardee to provide assessment and report of existing environment. Awardee to provide resolution of any deficiencies.
98. Is there dedicated bandwidth between the different locations? If so, what is the available bandwidth?	The State manages the circuit between locations. Bandwidth may vary, awardee may inquire to other State agencies for specifics.
99. How many to0tal ACD agents and supervisors are required for the system?	see response to question # 5
100.. How many simultaneous ACD agents are online at a time?	see response to question # 5
101 .How many simultaneous ACD supervisors are online at a time?	see response to question # 5
102. Are ACD agents utilized at different locations simultaneously?	No, and see response to question # 5
103 Are ACD agents online at different locations simultaneously?	No and see response to question # 5
104. Please identify any cables (horizontal, permanent Link – Cat 5e/Cat 6), if any, that are more than 300 feet	See response question # 97
105 Please identify any outlets (which will be used for desktop connectivity for the new phone system), that are NOT in good working order.	See response question # 97
106 Please identify any UNLABELED outlets and patch panels on the existing horizontal - permanent Link (Cat 5e/Cat 6) structured cabling system.	See response question # 97
107 Please identify any existing Cat 5e/Cat 6 cable runs (of the existing horizontal structured cabling system) that are known to contain any splices or breaks. (i.e. they and are not solid end-to-end runs).	See response question # 97
108 Could you please provide sanitized current network topology, including MDF & IDF interconnects, bandwidth, and network hardware model numbers to verify VoIP/PoE support	See addendum 5
109. How many RU is available in the MDF	Vendor to assess current environment and provide their own equipment for their proposed solution, ERS is seeking a turn-key solution.
110. Are there any contact center solutions in use?	See question response # 12

RFP VENDOR QUESTION	ERS RESPONSE
111. Are there any other applications or databases expected to be integrated into the contact center in the future? (Microsoft Dynamics? Sales force? Custom developed apps?)	See question response # 12
112. How many agents is specified for this project?	see response to question # 5
113. How many supervisors is specified for this project	see response to question # 5
114. Do the supervisors also receive and make calls?	Yes, from their office not from a call center
115. Voicemail Tracking: Definition of Voicemail Tracking? The requirement seems to be: while listening to a voice message left by a caller, the agent can initiate a call back to the caller. Describe how the agent initiates a callback while listening to a voicemail message? Could this requirement be clarified?	See question response # 12
116 Auto transcribe recorded calls and voice messages. Does auto-transcription apply to every call recording, or only those recordings that the user selects? Please note that transcription is a subscribed service which is usage based	See question response # 12
117 What is the V3 CRM product currently being used? Is there any plans to utilize Microsoft Dynamics CRM	V3 is the ERS pension system for the members, other systems are not being considered at this time, but the vendor may make suggestions in their proposal for ERS consideration.
118 Is storage being provided by the State for call recording archive?	No, Vendor to provide their solution in their proposal for ERS consideration
119. Do you have any Social Media interaction today? How is it used?	See question response # 12
120 Do you have a Mobile App today? How is it used?	No, Vendor to provide their solution in their proposal for ERS consideration
121 How is dial tone currently provided to each location/island that has handsets?	Through current telephone provider (Hawaii Telecom).
122. Are there any current analog requirements	See question response # 12
123 Does on-site work need to be completed after hours?	No, Vendor to provide their solution in their proposal for ERS consideration and Awardee to coordinate with IT point of contact on scheduling specifics.
124. Please identify any cables (horizontal, permanent Link – Cat 5e/Cat 6) that are more than 300 feet in length	SEE QUESTION # 104 ABOVE,