

**REQUEST FOR PROPOSAL**  
**RFP #2019-044**  
**Consulting Services: Call Routing Design & Business Flow**  
**ADDENDUM #01**

**CLARIFICATION**

1. Section 1.2.1.1. references Appendix E in two places, the reference should be Appendix D.
2. Deadline for Submission is extended to 2/15/2019, 5:00 pm EST

**QUESTIONS**

1. The RFP states that terms may be negotiated (1.2.1.2 and again at 2.3) but also ask us to submit the contract as part of our response. "We wish to propose a minor amendment to the proposed contract. How should we do that? Do you require us to execute the standard contract (Attachment D) and provide with our submission?"

**Answer: Please keep in mind the requirements noted in 1.2.1.2. when responding. You should provide a statement detailing the minor change proposed and place it before Appendix D, as noted in Section 3.2.3.**

2. Is it a new requirement? If no, who are the current vendors?

**Answer: Yes**

3. How many consultants were utilized during the last contract?

**Answer: NONE**

4. Please share the historical spending for this contract.

**Answer: NOT APPLICABLE**

5. Is there a fixed budget allocated for this contract. If yes, please specify the amount.

**Answer: No fixed budget**

6. Can a vendor meet the minimum qualification criteria by combining the subcontractor capabilities? Or the prime vendor must have the required experience?

**Answer: Yes, however the Respondent will be responsible for all of the subcontractor's work.**

7. How important factor is experience with higher education institutions? Is it a mandatory requirement?

**Answer: Submissions demonstrating experience and understanding of higher education needs, as suggested in Appendix F, Question 6, are preferred.**

8. Total Number of Agents across the platform today and is that number expected to grow over the term of this contract? Do you have a rough quantity of agents at each location?

**Answer: We have 294 configured agents system wide. 80 can be logged in concurrently. A majority of the configured agents are for the Support Desk. The number of configured agents is expected to increase due to conversion of USM campus to VoIP.**

**Numbers per location/team:**

**UTSC(System wide): 158**

- UMA: 5
- UMF: 36
- UMFK: 2
- UMM: 10
- UM: 26
- UMPI: 12
- USM: 53
- Others: 14

**UMS\_Payroll (System wide): 22**

**UMS\_Benefits (System wide): 6**

**UMS\_NOC: 15**

**UMA Bangor: 3**

- Enrollment: 3

**UMA Augusta: 49**

- Financial Aid: 7
- Enrollment: 10
- Bookstore: 4
- Advising: 9
- Admissions: 12
- Other 7

**UM Orono: 41**

- CCA Tickets: 8
- Bursars: 11
- Admissions: 22

9. Can you share an architecture diagram of current UC/UCCX deployment ?

**Answer: We will supply the diagram once under contract.**

10. How many UCCX scripts are in use today?

**Answer: Systemwide: 65 scripts**

11. How many inbound dialed numbers are used across the platform today?

**Answer: Not including numbers that are forwarded to CCX triggers we currently have 85 triggers/numbers within CCX.**

12. Can you provide any network diagrams?

**Answer: We will supply the diagram once under contract.**

13. Will there be a list of hardware, versions, devices, types and etc provided?

**Answer: We will supply the information once under contract.**

14. Will the services be remote, onsite or both?

**Answer: Both**

15. How often will the services be required; daily, weekly and monthly?

**Answer: Depends on need**