


Request for Proposal	 Marshall University Office of Purchasing One John Marshall Drive Huntington, WV 25755-4100 Direct all inquiries regarding this order to: (304) 696-2727	Bid Number MU23MSCALLCTR Addendum No. 03
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Vendor:	For information contact: Michelle Wheeler, Office of Purchasing Phone: (304) 696-2727 Email: michelle.wheeler@marshall.edu & purchasing@marshall.edu
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Sealed requests to bid for furnishing the supplies, equipment or services described below will be received by the Institution. TO RECEIVE CONSIDERATION FOR AWARD, UNLESS OTHERWISE NOTED, THE BID WILL BE SUBMITTED ON THIS FORM AND UPLOADED INTO THE MU BONFIRE PORTAL ON OR BEFORE THE DATE AND TIME SHOWN FOR THE BID OPENING. When applicable, prices will be based on units specified; and Bidders will enter the delivery date or time for items contained herein. The Institution reserves the right to accept or reject bids on each item separately, or as a whole, to reject any or all bids, to waive informalities or irregularities and to contract as the best interests of the Institution may require. BIDS ARE SUBJECT TO THE GENERAL TERMS AND CONDITIONS AS SET FORTH HEREIN.

DATE 01/30/23	MANDATORY PRE-BID MEETING: No Pre-bid	DEPARTMENT REQUISITION NO. MU23MSCALLCTR	BIDS OPEN: 02/10/23 at 2:00 p.m. EST Broadcast via Teams at https://tinyurl.com/4vwfd5cm	BIDDER MUST ENTER DELIVERY DATE FOR EACH ITEM BID
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Item #	Quantity	Description	Unit Price	Extended Price
ADDENDUM NO. 03				
PROJECT NAME: MICROSOFT TEAMS NATIVE CONTACT CENTER SOLUTION				
To extend the project timeline and answer vendor technical questions from Addendum 2.				
Total				

To the Office of Purchasing,
 In compliance with the above, the undersigned offers and agrees, if this offer is accepted within _____ calendar days (30 calendar days unless a different period is inserted by the purchaser) from the bid open date, specified above, to furnish any or all items upon which prices are offered, at the price set opposite each item, delivered at the designated point(s), within the time specified.

Bidder guarantees shipment from _____ within _____ days
 After receipt of order at address shown

FOB _____
 Terms _____

Bidder's Name: _____
 Signed By _____
 Typed Name _____
 Title _____
 Email _____
 Street Address _____
 City/State/Zip _____
 Date _____ Phone _____
 Fein _____

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SOLICITATION NUMBER: MU23MSCALLCTR
Microsoft Teams Native Contact Center Solution Contract
Addendum Number: No.03

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation:

Addendum issued to modify the dates of this request for proposal bid openings.

1. Addendum 3 issue date to Monday, January 30, 2023
2. To extend the technical opening date to Friday, February 10, 2023.
3. To extend the technical evaluation date Monday, February 13, 2023.
4. To extend vendor oral presentation period to Thursday, February 16, 2023.
5. To extend the cost opening deadline date to Friday, February 17, 2023.
6. To extend the award date to Friday, February 24, 2023.
7. Vendor question responses.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

Attachment A

RFP Revised Schedule of Events:

RFP Schedule of Events:

RFP Released to Public	12/20/2022
Mandatory Pre-bid Conference	N/A
Vendor’s Written Questions Submission Deadline	01/20/2023
Addendum Issued.....	1/30/2023
Technical Bid Opening Date	02/10/2023
Technical Evaluation Begins.....	02/13/2023
Oral Presentation	02/10/2023 through 2/16/2023
Cost Bid Opening	2/17/2023
Cost Evaluation Begins	2/20/2023
Contract Award Made	2/24/2023

Addendum No. 03

MU23MSCALLCTR- Microsoft TEAMS Native Contact Center Solutions

Marshall University Information Technology Technical Questions and Answers Clarification

Q1. On Q4. The answer is confusing; are Lumen and Microsoft providing telco service? What are the 2 on-premise solutions referenced in the answer? Are the on-prem solutions telephone systems? Please elaborate.

A1. Lumen provides Marshall University with SIP trunking. We then connect to Microsoft Teams through Direct Routing. In addition to Teams, we have an on-prem Avaya VoIP PBX system, and some on-prem Lync 2015 services. Both of the on-prem solutions are being retired and users are migrating to Microsoft Teams.

Q2. On Q33: Is the "100" total user count for Health Clinics or for the entire University?

A2. This is a number for the entire University. This is currently a 70/30 split with the majority in health. And these numbers can change based on price and feature usage.

Q3. On Q35: Does the University plan to keep their existing telco carrier(s), or is the CCaaS vendor selected to provide telco services?

A3. We are planning to continue using direct routing; but are flexible with the CCaaS DiD's. We are looking at different options for future moves to the cloud, but for now we will continue with SIP trunks and direct routing.

Q4. On Attachment A; 1. In "Primary Responses" tab there is no section for Health Clinics. Talkdesk has a separate sku and different cost for the Health Clinics Agent Cost. If we use #7-3 "All other Charges" and provide an "Additional Response" for this cost, can we change the description in the "Additional Responses" Tab to indicate what the charge relates to? If not, Marshall would have no way to understand the purpose of that charge

A4. Please provide separate costs sheets as necessary and fully outline and explain the details during the presentation.

Q5. Related Question to #1, the Implementation Cost for Health Clinics is separately priced by Talkdesk and would be a distinct SoW since it relates to a different Talkdesk sku. Can we indicate this by changing the description in Column F of the "Additional Responses" tab?

A5. Please provide separate costs sheets as necessary and fully outline and explain the details during the presentation.

Q6. For item #7-2 Training, incremental training beyond what's included in the Implementation is not charged on a "cost per agent" basis, but on a "Per Training

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Contact Center Solutions
Marshall University Information Technology
Technical Questions and Answers Clarification

Credit" basis. How do we indicate this metric rather than the "Cost Per Agent" metric provided in the template?

- A6.** Please provide separate costs sheets as necessary and fully outline and explain the details during the presentation
- Q7.** Talkdesk has several "product usage charges" which may be applicable. These are not charges "per agent", but either by minute, or by webchat, or by social media interaction. How do we properly supply those charges so Marshall is fully informed given the template provides no column for any charge other than "Cost per Agent"? If we can change the 'description' in Column F, but use the primary response #7-3, we can supply the necessary assumptions and accurate charge metric.
- A7.** Please provide separate costs sheets as necessary and fully outline and explain the details during the presentation.

**ADDENDUM ACKNOWLEDGEMENT
FORM SOLICITATION NO.:**

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specifications, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any University personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Company

Authorized Signature

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.