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TO: ALL PROSPECTIVE VENDORS

RE: Project SP25-06 Telecommunication Services Addendum No. 1

Addendum No. 1 is issued to inform vendors that I have received questions that require a response and therefore, an addendum.

Please refer to the questions and responses provided. This addendum and subsequent addendums will be sent to all firms who have expressed their interest in submitting a proposal.

Vendors are to acknowledge receipt of Addendum No. 1 in their response. Please contact me by phone at (660) 785-4326 or by email at lthrasher@truman.edu if you have any further questions. Thank you.

Sincerely,

A handwritten signature in cursive script that reads 'Laura K. Thrasher'.

Laura Thrasher
Purchasing Buyer

Project SP25-06 Telecommunication Services

Addendum No. 1

PSTN & Connectivity

1. Who is your current PSTN provider, and do you plan to stay with them?

Our current PSTN provider is Socket Telecom (Columbia, MO). All lines are delivered via SIP, with POTS lines routed through provider-owned ADTRAN gateways. We intend to select a single telecommunications provider who will be expected to provide, either on their own or through partners, PSTN services.

- If PRI, how many lines do you need supported? NA
- Are you open to cloud-based options? Yes

2. For survivability, are PSTN services centralized at one datacenter?

Our demarcation point is centralized at 301 East Patterson in our Violette Hall Building for POTS connections and our VOIP traffic routes through a dedicated circuit that's located at this location as well.

If not, how many datacenters do you use? We have a separate datacenter on the other side of campus, but we route all voice traffic through the dedicated circuit located at 301 E Patterson.

3. What is your internet connection setup? We utilize a 300 Mbps dedicated circuit for voice traffic. Is it redundant? This connection is not currently redundant. If so, what's the typical failover time? NA

4. Does the campus have end-to-end Layer 3 network connectivity? Yes

5. Do all analog cable plants have Layer 3 network connectivity to the internet?

Our analog phones are connected via POTS lines that terminate at ADTRAN gateways, which then interface with our IP-based VoIP infrastructure. These gateways reside on a voice-specific VLAN within our Layer 3 network. Analog infrastructure itself does not have direct Layer 3 connectivity to the internet—any such traffic is handled by the IP-based VoIP system.

Analog Infrastructure & VOIP Migration

6. Can you provide a breakdown of how many analog lines are served per wiring plant (building/floor)?

- Example: Building 1, Floor 1 – 2 lines; Building 2, Floor 1 – 40 lines; Floors 2–5 – 2 lines each.

The 648 analog lines are not evenly distributed by building or floor and may shift as needs change. All analog lines from the demarcation point are owned and maintained by Truman.

7. Do you have Cat5e or better to all 648 analog lines? Yes Is PoE available to support migration to PoE VoIP phones?

Yes, although there may be a few situations where we could be at capacity for PoE and would need a power supply for the phone or a PoE injector.

8. Are you wired appropriately to replace analog phones with lower-cost VoIP units (excluding elevator, alarm, and fax)? Yes

9. Do you want to deprecate analog where possible, including converting elevator and alarm lines to cellular?

We are interested in solutions that support migrating away from analog lines where feasible, including use cases like elevators and alarms. We currently utilize cellular dialers for fire panels (contracted through another provider. Signal quality can vary, which is a consideration for any expansion of this approach.

Faxing & Paging

10. Are you currently using traditional analog faxing or an e-Fax solution? Traditional faxing

- If e-Fax, what solution is in place? NA
- Would you be interested in a modern cloud fax solution? Yes

11. What is your current paging integration or provider?

We do not have a centralized overhead paging system. We use Rave as our current mass notification provider for email and SMS/text messaging. We also use Alertus, which integrates with our network to provide emergency alerts via desktop popups.

12. Have you reviewed the implications of Alyssa's Law on your emergency paging or broadcast messaging? Or would you prefer to discuss this post-RFP?

Rave Guardian integrates with select campus endpoints and supports panic alerting scenarios consistent with Alyssa's Law recommendations. Any analog paging (where present) is stand-alone and not centrally integrated with our VoIP system at this time.

Telephony Devices & Deployment

13. How many classroom/common area phones are deployed?

We currently have two phones in classrooms or common areas.

14. What quantities of the listed Polycom models are currently in use? This will help inform accurate replacements.

We currently have 1 – SoundStation IP5000s, 3 - Duo SoundStation Conference phones, 48 - VVX400s, and 219 – VVX300s.

15. What is your full-time employee count that would require voicemail?

All individuals with phone lines utilize voicemail service. Fax, elevator, and emergency lines don't need voicemail.

Please refer to the RFP under Part II, Section B.1.b Specifications for Telecommunication System for employee counts.

E911, Security & Monitoring

16. How many E911 locations will there be across your campus? For your 40 buildings, how many floors does each have?

Truman currently has (51) 911 locations. Most buildings will have 3 floor levels with student halls having up to 5 floors.

17. Do you have a campus police force that receives first response on 911 calls (i.e., a private PSAP)?

All 911 locations are routed to the Adair County dispatch. Campus security and local law enforcement work in conjunction with one another on 911 services.

18. Does campus security require silent monitoring of 911 calls? No

Call Flow & Management

19. How many auto attendants, hunt groups, and call queues do you currently have?

Our current system has 20 hunt groups with 5 Auto Attendants in use.

20. How many call queue agents and supervisors are deployed? Call queues and agents are not currently used.

21. Do you require call recording for contact center agents?

Call recording is not currently required for contact center agents. However, we are open to solutions that offer this functionality, particularly for future use cases in departments like Admissions or IT Helpdesk.

22. Do you need wall-boarding or supervisor capabilities such as real-time queue reporting, silent monitoring, coaching, or call takeover?

We currently use Akixi call analytics, which is provided by our current vendor. We primarily utilize it for call statistics and trend analysis, while our Help Desk uses advanced features like real-time queue monitoring, wall-boarding, and reporting. Admissions may explore these features in the future. We prefer solutions with scalable supervisor capabilities such as silent monitoring, coaching, and call takeover, depending on departmental needs.

Network & Infrastructure

23. Can you confirm whether all user locations (excluding alarms, elevators, etc.) are supported by stable, PoE-enabled data network infrastructure suitable for IP phones?

All user locations are supported by stable, data network infrastructure suitable for IP phones. However, some situations may need a power supply for the phone, PoE injector, or we may have to swap out the existing switch.

24. Will vendors have the opportunity to perform a network assessment to validate LAN readiness and QoS configurations? A network assessment opportunity will be available and welcomed.

25. Are VLANs currently in place or planned for VoIP segmentation across the 40-campus-building network?

Yes, this is currently in place.

26. Does Truman utilize SD-WAN or multiple internet circuits to ensure voice survivability during outages?

No, we have one dedicated circuit for voice traffic. Two other internet circuits are used for commodity internet traffic.

Analog Lines & Legacy Devices

27. Would Truman be open to significantly reducing the number of analog lines, migrating users to IP-based handsets or softphones?

Yes, Truman is open to migrating analog lines to IP-based handsets. We currently use Webex to provide unified communications to some of our more mobile or remote users. We would prefer to have a softphone option available for users, but it's unlikely that we would migrate entirely to softphones at this time.

28. Of the reported 648 analog lines, how many are tied to individual users versus shared or infrastructure-based devices (e.g., fax, classroom, emergency)?

Please refer to the RFP under Part II Section B.1.b under Specifications for Telecommunication System for counts.

29. For elevator, alarm, and emergency phones, would Truman consider alternative solutions such as LTE-based analog line replacements (e.g., Ooma AirDial) to ensure functionality during a network or power failure? **Yes**

Endpoint & Device Requirements

30. Can a building-by-building inventory be made available showing current device type and use (e.g., faculty desk phone, fax, lab phone)?

Yes, a building-by-building device inventory can be made available upon request. Our internal technical staff typically handle phone installations, replacements, office moves, cross-connects for POTS, and routine telecom support (e.g., voicemail resets, Caller ID updates).

31. For shared spaces like classrooms and labs, would single-line IP phones be acceptable in lieu of analog endpoints? **Yes**

E911 Compliance

32. Does Truman currently maintain a database for DID-to-location mapping, and is this updated internally or via Socket?

Truman maintains a database of this information. We run a script that monitors location updates and emails these changes once a day to the provider

33. Are there any additional state or campus-specific 911 requirements beyond Kari's Law and RAY BAUM's Act?

We are not aware of any additional state or campus-specific 911 requirements beyond Kari's Law and the RAY BAUM's Act. Any solution must fully comply with these mandates, including direct 911 dialing, on-site emergency notification, and accurate dispatchable location transmission. We continue to monitor evolving legislation and prefer solutions that can adapt to future compliance or notification system integration.

User Roles & Functional Features

34. Can we assume the user population includes faculty, administrative staff, and shared resources such as conference/classroom phones?

Yes. We also give students the option to get phone service in their dorm room, but we haven't had anyone request one in the last few years.

35. Are there any functional groups (such as Admissions or IT Helpdesk) that require Contact Center capabilities (e.g., call queues, dashboards, whisper/barge)?

The IT Helpdesk currently utilizes these features, and the Admissions office may want to utilize these features in the future.

Implementation & Logistics

36. Will vendors be allowed to conduct onsite surveys and device testing prior to the July 15 pilot milestone? **Yes**

37. Can equipment be shipped directly to campus, and will access to telecom/network rooms be permitted during deployment?

Shipment directly to campus could be allowed after reviewing shipping options. Access to telecom/network rooms will be allowed alongside Truman Staff.

38. Are there blackout dates due to academic calendars that we should plan around for the final migration before August 15?

Campus is currently on a four 10-hour day work cycle, Monday through Thursday, until August 1st. If coordination is needed on Fridays, it would need to be scheduled in advance.

Administration & Support

39. Will Truman manage system administration (e.g., call routing, user adds/moves/changes) via the portal, or is managed support preferred?

Our internal technical staff typically handles phone installations, replacements, office moves, cross-connects for POTS, and routine telecom support (e.g., voicemail resets, Caller ID updates).

40. Who will serve as the primary technical point of contact for coordinating implementation and testing activities?

Jon Cline (IT Infrastructure and Cybersecurity, Associate Director) and Josh Pearson (Network Specialist II)

Timeline Concern

41. Given that Q&A responses will be issued as late as **June 26, 5:00 PM** and proposals are due **June 30**, this allows only approximately two business days for vendors to process answers, confirm alignment, and revise their proposals if necessary.

Addendums will be posted within 48 hours of receipt of questions.

42. Providing a **short extension** to the submission deadline (even 3–5 business days) if substantial clarifications are issued in the June 26 Q&A?
1. The last date for submission of questions will be June 25, 2025 at 5:00 pm central standard time with an addendum posted by June 27, 2025 at 12:00 p.m. Extensions may be granted by Truman, in its sole discretion, if it deems an issue or question warrants additional time.