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McClain Hall 106  
100 East Normal Avenue  
Kirksville, MO 63501

TO: ALL PROSPECTIVE VENDORS

RE: Project SP25-06 Telecommunication Services Addendum No. 2

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. 2 in their response. Please contact me by phone at (660) 785-4326 or by email at [lthrasher@truman.edu](mailto: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. 2**

1. Was there a specific vendor, consultant, or manufacturer that assisted Truman in developing the technical specifications or scope of this RFP? If so, can you please share the name of that vendor?

The Technical Specifications for this RFP were developed by Truman State University.

2. Are you open to vendors proposing a cloud-based VoIP solution as a primary architecture, or is an on premise/hybrid system preferred?

Truman State University would be open to discussion on cloud-based VoIP solutions with a preference for on premise or hybrid systems. Consideration would need to be given regarding bandwidth requirements.

3. Are there any existing telephony vendors (e.g., Socket) currently under contract with Truman who may also be responding to this RFP?

All vendors responding to the proposal must respond by June 30<sup>th</sup> at 2:00 pm Central

4. Will a site walkthrough or telecom closet inspection be offered prior to the proposal deadline?

Access to our Demarcation point can be made available prior to the proposal deadline by appointment.

Appointment requests should be directed through the purchasing buyer listed on page 1 of the RFP (top right-hand corner).

5. Does Truman require a complete forklift replacement of all existing handsets, or will existing devices be reused if compatible?

The preference would be to integrate the existing Polycom Phones since Truman already owns them, but we would be open to discussing a complete forklift upgrade as an option, provided it's cost effective.

6. Will vendors be required to port over all 917 DID numbers, or will some numbers be retired during migration?

All current direct inward dialing (DID) numbers will be required to be ported during migration.

7. Are there specific departments or buildings with unique call flow or hardware requirements we should be aware of during the design phase?

Unique call flows will be routed by using Pre-defined Auto Attendants and Hunt groups with incorporated rollover grouping. These primarily include our IT Help Desk and Admissions Offices. See Addendum 1, Question 19

8. Is there a preferred call center or contact center platform if call queueing or ACD is proposed (e.g., native to VoIP platform vs. 3rd-party)?

We would be open to the discussion of options with a preference more focused on the native VoIP platform.

9. Is Truman seeking a single, bundled vendor for voice services, hardware, SIP trunking, and support — or are modular proposals acceptable?

Yes, Truman State University is seeking proposals for a single vendor to provide all Telephony services, hardware, SIP trunking, and support. See Addendum 1, Question 1. On-premise IT Staff typically provide individual user support but may need technical assistance from the vendor.

10. Will Truman be providing network configuration details (VLANs, QoS policies, WAN topology) to support a VoIP system during implementation?

Details on network configuration will be provided by Truman State University.

11. Licensing - We are counting a total of XXX internal lines. Is XXX the total license count? How many lines are for end users? How many lines are for common area devices (breakrooms, conference rooms, etc.)?

Please refer to Part II Section B.1.B under Specifications and Requirements. The total line counts will directly correlate to each license count.

We currently have 1 – SoundStation IP5000s and 3 - Duo SoundStation Conference phones. Currently we have two phones in classrooms or common areas.

12. Porting - How many total DID's are in current inventory? How will you need to port over?

Please refer to Part II Section A.1.C under Specifications and Requirements, 917 DID numbers will need to be ported.

13. Desk phones - Can you provide how many phones will be needed by user type? Common Area device (breakroom), Knowledge Worker, Receptionist, Conference Phone, Executive Phone, and WIFI enabled phones by type

See response to question #11 above

14. Phones - If new phones must be purchased, do you have a preference between Yealink and Poly?

Preference would be given to Polycom phones, but we would be open to changing to a different brand, provided it's cost effective.

15. Internet Circuits - Do you have multiple internet service providers in your data center? Do you have last mile resiliency?

See Addendum 1, Questions #3 and #26.

16. Paging - What manufacturer and model of your paging system does the proposed solution need to integrate with? How many total paging systems are required?

See Addendum 1, Question #11

17. ATAs - In the RFP there are 50 Fax lines, 32 Elevator lines, 17 blue light emergency phones, and 3 natural gas meter dialers. Can you please provide the quantity to ATA's you will require? If that information is not available – can you provide us with the number of buildings, (and floors within said buildings for the Blue light emergency phones), that require:

- Faxes
- Elevator lines
- Blue light emergency phones
- Natural Gas meter dialers

All 50 Fax Lines, 32 Elevator lines and 17 blue light emergency lines will be wired directly to the location at 301 East Patterson terminated to the vendor-owned ATA. We'll need enough ATA's to provide a port for each of these lines. All POTS lines on campus are cross connected back to the demarcation point and Truman staff handles the cross connections.

18. Electronic Faxing - How many total Fax numbers will need to be ported to an eFax service? Do your Fax services require HIPPA compliance? What is your total monthly outbound fax volume?

Currently a traditional fax service is preferred without eFax, a select few numbers will require HIPPA compliance with a total monthly outbound volume of 130 calls placed.

19. Survivability - Do you require survivability at your data center(s)? Or do you require local survivability at each location? If at each location provide the total location count.

See Addendum 1, Question #2. Survivability is required and supported by UPS installations with Network redundancy located at the demarcation point. All current installed ATA equipment is protected by Uninterruptible Power Supply managed by Truman State.

20. Call Queue Reporting - How many users will need Call Queue live reporting for time in queue, abandoned calls, overflowed to VM. The proposed solution supports historical reporting without additional licensing.

Call Queue Reporting on all DID numbers would be required with a number less than 6 user accounts needed to view call statistics.

21. Hardware - Do you want headsets quoted? If so, how many wireless and how many wired?

There will be no quotes for the headsets needed.

22. Implementation - Do you require onsite services (Boots on the Ground) for hardware setup, ATA, desk phones? If so, do you have potential number of phones and hardware to be deploy with onsite technicians to help ensure accurate pricing?

Hardware setup regarding ATA equipment needs to be installed by the selected vendor at the 301 East Patterson location. The vendor will be responsible for initial VOIP handset programming. Truman staff will be available to assist with the initial installation or configuration changes needed for each VoIP phone. Upon implementation and migration, end-user equipment changes or trouble tickets would be handled by Truman Staff. Analog desk phones would not require any vendor assistance for deployment beyond ATA configuration.

23. Implementation - What is the potential timeframe to start the implementation and when would you potentially like to be finished?

See Part II Section C. 1 and 2 under Location and Installation.

24. Contracting - The RFP document indicates that the contract should start on August 1, 2025 and the deployment should be complete by August 15, 2025. Is there any flexibility in the completion date as two weeks is not much time to complete an implementation such as this.

Yes, we have some contingency built into our timeline and the completion date could be moved out to September 15<sup>th</sup> if needed.

25. Will we need to fill out the ITSQR form with our response, do we also need to download a version and respond to HECVAT lite questionnaire?

Vendors selected for the pilot program wishing to be further considered for the final award will be required to submit the HECVAT questionnaire by 5 pm central time on July 25<sup>th</sup>. The pilot program will be customized for the selected vendors depending on the proposed solution (i.e., the pilot will take into account the proposal from the vendor). The pilot is not intended to take a great deal of time, it will be used to test recommended phones, demonstrate software platforms, etc.

26. There is no mention of the estimated number of agents for the telecommunications service. Is it a contact center or phone system with no agents.

The phone system in place does not utilize a call center agent with calls being handled within AutoAttendants alongside hunt groups on a vendor-provided hosted PBX system.

27. Are there VM servers available to install the Pbx software on at both the Violette and the datacenter? If so what VM OS is being used? (Vmware, HyperV, etc)

We utilize VMware in our production environment, and we do have resources that could be utilized for hosting the PBX software, provided the cost reflects favorably on Truman taking a larger role in maintaining the hardware and OS platform.

28. How many contact center agents do you currently have?

Call Center agents are not used.

29. How many remote users do you currently have?

Remote user numbers would be less than 50.

30. Can the 2 Internet circuits be used to provide SIP Trunking? If so, what bandwidth is available?

We prefer to keep our VOIP traffic separate and utilize our dedicated circuit for this traffic. See Addendum 1, question #2.

31. Is there currently a Maximum number or simultaneous Inbound/outbound calls allowed by Socket? If so, how many?

Currently there are no restrictions on simultaneous Inbound/outbound calls.

32. Is any additional licensing required to handle growth on day 1 of service?

No additional licensing for growth on day 1 of service.

33. Can an estimate of required Poe injectors or power supplies be provided?

The vendor will not need to supply POE injectors. TSU can provide those where they're needed.

34. Will the bidder be responsible for placing the phones or will TSU staff?

Refer to the response to question #22.

35. Given the short time will a pilot be required?

Yes, we will need to schedule a pilot demonstration for selected vendors. Also refer to response to question #25.

36. Will remote access be provided for programming and monitoring purposes?

Remote access will be provided on an as needed basis, and adhering to Truman's Vendor Access Policy.

37. In the event that a phone breaks, what brand of phones do you prefer as a replacement? (Yealink, Poly, etc.?)

The preference would be Polycom phones. See response to question #14.

38. How many Microsoft Teams license do you have and you plan on adding the additional Teams Phone licenses?

The current count is 3905.

39. Would you need to keep your fax machines, or are you open to using faxing entirely through eFax within email?

Fax machines will need to remain in place, and we would consider eFax alongside the traditional service.

40. The award date is \_\_ and the expected completion date is \_\_. Do you plan to extend any of these dates?

See the response to question #24.

41. What your University is seeking to replace - is it just for telecom or is there exploration for a full-service contact center solution?

This RFP is seeking to replace Telephony services only.