ADDENDUM 1

DATE: July 18, 2017

RFP NUMBER: 2017-010

RFP DUE DATE: August 7, 2017

Below please find attached the minutes document from the Pre-proposal meeting held on July 6, 2017. These requirements and clarifications are formally added to Section 5 of the RFP.

Nancy Czarowitz  Contract Specialist  817-272-7146

SIGNED: ____________________________________________

COMPANY NAME: ___________________________________
MEETING 7/6/17 – THURSDAY 8:30AM – TELEPHONE RFP – VENDOR MEETING

Introduction by Nancy Czarowitz:
Telephone callers must email contact information to Nancy or they will not be indicated as having attended this meeting and their RFP may be disqualified.

RFP Responses are due at 3:00 pm, Monday, 8/7/17.
It cannot be late. No late bids will be accepted.

Deadline for questions is 3:00 pm, Monday 7/17/17.
Questions should be emailed to Nancy Czarowitz at czarowitz@uta.edu.
Communications need to be directed to Nancy only, not to the technical team.

The evaluation of the proposal is spelled out in the proposal in Section 2.3 of the RFP document.
Please note that one printed copy and one copy on a flash drive is required with your submission.

Sec 3.5 documents that need to be signed and completed:
Execution of Offer
Pricing Section 6
General Questionnaire must be signed
Addenda checklist – there will be at least two
Scope of Work is extensive (62 pages). Lots of places for vendor responses as to how your offering meets the specified requirements.
HUB Subcontracting Plan is required because this procurement will be in excess of $100k. The HUB Subcontracting Plan (HSP) must submitted in a separate sealed envelope.

Once there is an awardee, that vendor will be required to supply a Certificate of Insurance that demonstrates you carry the specified, required insurance (Section 4.16) and a Criminal Background Check document (Section 4.32).

In regards to payment performance bonds: Bonds will be based on one time cost, not based on the 20 year span. The amount will be known after the award.

HB1295 certificate will be required because this is expected to exceed one million dollars.

DISCUSSION REGARDING HSP:
Good morning, my name is Laurie Thompson. I am the HUB coordinator here at the university.
I want to make sure that we all under the importance of submitting and completing the HSP.

If you do not complete the HSP, we will never look at your RFP response. So this is critical that this be completed. It is a requirement from the State for it to be completed. A copy of the plan was issued with the RFP and copies are being handed out.

Government code makes the HSP a requirement. If you are a HUB you are still required to complete the HSP.
Let’s look at the very first page.
There are four different methods for completing the plan. I usually start with, “What is subcontracting?”
Subcontracting is when a required service or good that is to be utilized during the entire contract is not already owned by the vendor.
Even if you use the particular good to perform the service one time, you are subcontracting if you do not own the good or service. Subcontracting is not just labor. Typically people believe that it is just labor but it is everything that is not owned by your company that will be required to complete the contract through all renewal years. So in this case, where this may be a 20-year agreement, you have to own the goods/services that will be required for the next 20 years or otherwise, you will be subcontracting.

Subcontracting – last example - if you do in fact own everything for that contract period, and you will be self-performing, you will use the last example.
Turn the page to page #1 “Subcontracting Plan” Section 1 at the bottom of the page
Look for your company name, State of TX Vendor ID number (federal tax ID number), please include that for me. The point of contact – the person that I can reach if I have a question about how your HSP is completed. Please print that name there and include their telephone number. Also I may need to email questions so make sure that email add is legible as well.

The next thing is whether or not your company is a State of Texas HUB. Mark either Yes or No.
The requisition # is the RFP # 2017 010.
The bid open date is 8/7/17 so your HSP will be due on 8/7 as well as your RFP response.

The next item that you complete is Section 2. You will mark Section A, “No, I will not be subcontracting.”

Skip down to Section 3 and in this box I need you to tell me how your company will self-perform this contract. Do not refer to a page in your RFP response because this plan needs to be evaluated before opening the RFP.

The very last thing that you do as a self performer is Section 4. There are a few things that are important: second paragraph – if you are awarded, you will be required to submit a PAR and I attached that form to this HSP. When you are submitting your invoices, the PAR is a requirement to be completed. Without that page being completed, your invoice payment will wait until we receive the PAR. The PAR must be included with your invoices.

Any questions regarding self performing?

The first example on the quick check list when you know the areas of subcontracting.
We identified installation of switches, installation of cloud services, installation of hand sets and soft phones, installation of SIP equipment, SIP lines, installation of POTS (for fax machines), call centers and company that provides a fully sourced management solution.

Nancy will send out a copy of the sign-in sheet. Laurie will provide class and items codes then you can use on the CMBL to help you find HUB subcontractors.

In looking at that first example. This can only be used if you have Identified HUBS that you know you will only be using HUBS to complete the subcontracting. So if you follow the examples that are listed here, what I do want to point out is that method A – good faith effort – Page 1 of 1 attachment 1 –
attachment A identify the subcontracting opportunities. For every one of those that you have, you will do a separate sheet and identify which you will awarding that Subcontracting opportunity to. You will need to indicate that they are a HUB, on this page you need to also include their vendor ID number, the approximate dollar amount (over 20 years), also identify the percentage of the contract that is associated with the listed dollar amount.

Finish the affirmation portion and that completes how to utilize the very first example.

The next example if you plan to meet UTA’s or the State’s goals. State goal is 26.0% so the HUBs that you use, that percentage has to be 26%. Mark 26% inside the empty box on the first page.
The difference between this and the first example is the 26%. You can also award to a non-hub but you still need to meet the 26% goal with HUBs. Use good faith method A following the explanation earlier of indicating company name, identification number, HUB or not, percentage of contract and dollar amount.

So those are the easy ones.

Very last example which is sending notification out to HUBs and trade organizations to find HUBs.
Page “1 of 2 at the bottom, Attachment B” – HSP good faith effort Method B:
There are links on this page to send notifications out that you have an opportunity for HUBs to quote and you are also going to send that notification out to trade organizations. What you are looking for in section A - a link to CMBL. You will use this link with the class and items codes to send out your notifications.

What you will be doing in section B is once you have identified those three HUBS and you send out your notification. You will write in the box the company name, vendor identification number, date of notice and whether or not they responded. Yes or No. The date the notice was sent is important. If you go back and start working on this today. Send out the notifications today, day #1 starts tomorrow – 7 working days from the date you send it out is required.

The next section talks about trade organizations and development centers, in C, the very last thing that is in that paragraph is a link to the Comptroller’s office and it is a link that has subcontracting resources, trade resources and development centers.

When you are completing section B – good faith method B- it is similar to A. You are going to identify the company that you elected to work with, mark if it is a HUB, include the vendor identification number and approximate dollar amount, percentage of the contract is required. What is different is that if you are not awarding to a HUB in section C, you have to tell us why you didn’t award to a HUB.

Any questions?

Next page is the HSP opportunity notification form. I encourage you to use this form. You can put your SOW, requirements, what the vendor’s qualifications should be and attach documents to your email. I will want this information back along with the email along with your subcontracting plan. We do want to see those.

The very last page is the prime contract assessment report (PAR) You will decide which method you will use. If you have any questions, please feel free to reach out to me my information will be part of this RFP addendum.
Do contact me if you have any questions. I can’t stress how important this HSP is and I am available for questions. I will do my best to make sure that you are successful.

Does anyone have any questions?

Q HSP questions may come directly to Laurie?
A Yes.

Be sure that when you submit your HSP you put it in a separate envelope. We will open the RFP after we open your HSP if it is, in fact, appropriate. I can’t tell you how important it is.

N. CZAROWITZ:
Section 2.5 has Laurie’s contact information

Telephone callers must email contact information to Nancy or they will not be indicated as having attended this meeting and their RFP may be disqualified.

Break

Telephone callers must email contact information to Nancy or they will not be indicated as having attended this meeting and their RFP may be disqualified.

Technical Requirements:
Introduction of OIT’s Joe Lacik, Brad Samek and Patrick Jordan.

Joe –
Good Morning. We are very excited about this project. Very gratifying to see so many people interested. Brad is in charge of network/telecom. Patrick has been in charge of telecom but now is in charge of research computing.

Overview
We’ve been looking at this project for 10 years. In 2013, we did a very long and expensive study with Gartner, so we had a lot of our requirements gathered. We’ve also been in contact with a lot of key players, done extensive study to put together the RFP.

Big picture
All about the IT part our CIO Jeff Neyland is on the phone. He is now the official CIO – not interim CIO. Things are very competitive in academia with the bar is going up fast. The big thing we hear about is student experience and student success. This isn’t just a telecom project but unified communication for the best service possible for students, faculty and staff.

Call centers are part of this solution. We are looking for good, advance call center solutions. We have 5 varying sizes of call centers. Even our queues don’t work well. We need good call flow to good queues. Right now we get flooded with calls and calls disappear.
The whole platform of communication – Microsoft – fully integrated solution with desktop and productivity tools. Softphones are being considered. Some people want regular phones. Some big vendors have their own product. We want the whole gamut, not just phones. We want to up our game across the board.

We prefer, if possible, for you to offer us a total solution – end-user support and system management. We try to keep our OIT staff at a reasonable level. As time goes, there will be more and more sourcing. We want a vendor that says, “We’ve got this and can manage all of the pieces underneath it.”

Present a solution – a sourced solution (where) you manage all of the equipment, all of the end user, if possible.

We want unified communication, integrated with telecom and desktop integration.
We will consider a cloud solution, on-premise solution or a hybrid. Present whatever you think is the best solution. We will consider all options.

Q - Preference on-premise, cloud, etc..?
A - Cloud or hybrid would be preferred but we know that there are good on-premise solutions. Present your best option.

A. [Patrick] – customers are here, call centers are here so there is some notion that all calls are directed here but there is a very good chance for example e911 that there is going to be some e911 gateway equipment that is local. We have made estimates about what we think trunk path requirements will be for the user base but you will have your own ideas about that. We will gather your thoughts/recommendations.

B. Cloud based – it is very important – we are trying to move away from Nortel. I expect parts of a new system will be in a cloud but we aren’t dictating it. We are not interested in a PBX on-premise solution. It needs to be better than what we’ve got.

Options for how the SIP trunk comes in:
We think of SIP as telephone but it is just Situation Initiated Protocol and it can operate SIP, video, message path...so in my [Patrick] view, we will need to have a way to transition from current system to the new system since the current system is tied into 1FL and ISDN 23+D trunks into the Nortel switch. There is in the transition plan - we aren’t going to be able to replace 200 handsets overnight. It has to be a migration so how does one do that migration? Very likely that we will have an analog gateway that converts that to something that can communicate back to the Nortel switch during transition.

Tell us what you think is the best way to handle the analog gateways that we think are necessary – parking garages, elevators, push to call buttons, relegated to analog because certain amounts of the system will continue to operate no matter how advance the phone system is due to fire control, elevators, etc.. that are inherently analog.

Setup – 220 trunk lines that are associated with dedicated trunks. Some are dedicated to specific call centers. Migration – flexible – start at 300 SIP trunks (call paths), 5200 lines currently on PBX and 1000 in Avaya infrastructure- we will probably have a good starting point. Some through T1 trunks. Outbound long Distance is still on Tex-An T1 contract.
Beginning of each semester we have significant volume for our call center – Financial Aid and Admissions and after school starts big call volume for help desk. The other call centers will spin up; some are short term; they may need their own voice recording and integrated voice response functions. Anticipate 300 calls per hour to start up.

Q - How many phone lines in total anticipated?

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<thead>
<tr>
<th></th>
<th>AVAYA-Blue (Nortel)</th>
<th>AVAYA-Red</th>
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<tbody>
<tr>
<td>ISET</td>
<td>210</td>
<td>156</td>
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<td>2008 - 3904</td>
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<td>5876</td>
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A – UTA owns the 272 Exchange so the numbers above are assigned from a single 10000 block; We support two T1 trunks between the Avaya Red and Avaya Blue PBX’s and we share single old voicemail system. We would have some increase when we try to do things like have every faculty/staff an independent id number. There are 200 analog code blue phones on campus which are polled daily from a reporting server.

Right now when people dial out to numbers inside the metro trunked area, it shows the number but not “UTA”. This is the most common complaint. All LD calls are on a Tex-an flat 24 line T1 trunk. ANI is not carried. We would like to have public and private extensions to display UTA or other selectable identification for all local or LD calls.

Q - Off-campus support?
A - Some facilities have different kinds of communication paths into UTA. We’d like to be as flexible as possible but when we talk about off-campus there are ‘flavors’ – like Santa Fe in Ft Worth is a teaching facility with 10 classrooms. It has a dozen offices. Relationship with TCCC is also possible. We don’t know if we would push our trunks out to them. But ARDC in Ft Worth and the UTARI across the Trinity in Ft Worth and Santa Fe and a few other things like providing support to legislative liaisons in Austin from time to time.

Arlington Regional Data Center (ARDC), 200 E. Loop 820, Fort Worth, TX 76112
UT Arlington Research Institute (UTARI), 7300 Jack Newell Blvd. S, Fort Worth, TX 76118
Fort Worth Center (UTASF), 1401 Jones St, Fort Worth, TX 76102

Q - Will you consider phones in classrooms as well?
A - We currently have phones in classrooms. Yes, there will be phones in the classrooms. This is included in the number already provided – 170 classrooms on campus.

Q - Analog lines – source/destination?
A - Analog lines are mostly sent out of the central wire frame in the CRB Building. CRB houses our Distribution Frame, and is in our current switch room. Direct cable to each building – 100 to 800 pair cables from that frame out to building locations. So it may make sense to have a large media gateway in CRB. In an environment where analog is supported in a fiber connected building then a local building media gateway will be required. A number analog services are hosted on the AVAYA Red PBX and are distributed using the G250 Media gateways (4 total). As another example, the College Park Center complex East of Spaniola Blvd. consisting of the Center, and Apartment, Vandergriff Hall, and three parking structures are only on fiber connections. Copper distribution terminates in each building MDF.
College Park Center is also our sports facility so there are some specialty requirements there.

Q - Do we need to provide any cable/cable service sCAT5/CAT5 or will you use existing LAN drops?
A - Brad - we have a robust copper plant with cat5/cat6 I don’t expect there to be a great need for installation but that will depend on the final solutions and what the needs of that solution are. Answer is probably not, but don’t assume that.

Today we have a Cisco installation which is not as old as our phone solution. We are currently engaged in an upgrade to a Juniper solution that involves core and access layer switches. We have just started that process. We have 50% of the gear to do the entire campus. That will take at least until 2018 or 2019 activity.

Q - Numbers – how many users? – almost 10k. How many need mobility? How many analog ports? Call recording? The actual numbers seem to be missing from the RFP.
A - In today’s world, since we don’t offer services such as recording, we don’t know. Other than fax lines, the intent is for all of them to be mobile.

Q - How many want handsets vs Soft phone?
A - We don’t know because we haven’t asked. Some people only want a handset.

Patrick – the experience in this room knows more about soft phones that the university, so we want to obtain this information from you. In a university environment, the customers will give conflicting information. Provide pricing for handsets and other options.

Q - What is the breakdown between basic handset vs more advanced options and what the percentages are going to be?
A - Unfortunately, we don’t have an answer for that. What we expect to look at is a basic softphone approach and then if you want to upgrade to a basic or advanced handset then there is more money.

Q - So you are looking at quantity 1 of each type so we can pick and choose the options?
A – Yes, for this

Where will the technology take us in 20 years? We have a couple of 100 analog lines now, elevators, and code blue phones, and some handsets that will be replaced and some that will be upgraded. We have 5200 phone handsets and 100 analog lines, we will be one of the slower people to get rid of fax machines, all of those requirements gives you some idea of our quantity but your experience knows better than ours what the uptake will be to soft phones.

Q - Section 6 pricing and delivery schedule
Perhaps review each of those and one time cost vs occurring cost
A - Section 6 – 1 time pricing phones, switch costs, sip equip cost, session controllers, handset costs, softphone costs, installation costs, training costs, analog aligning equipment cost.

Q - Phone switch costs ?? Training costs??
A - Turnkey – phone switch – equipment installation, staff training
Cost of the equipment – vendor would determine maybe 1 or 2 Qty for redundancy
If cloud, then maybe a switch becomes software or application
Will depend on final solution selected
Joe –
2 switches, physical, services – advanced features, maybe cloud based – this is a hybrid solution.
Guts equipment on campus, but a lot of the advanced features are in the cloud.
Expectation for redundancy – if we lost everything, we could still operate in the cloud.
Disaster recovery is addressed.
Cloud – 100% is an option; but not a requirement.

Q – If there are 5000 installation of 2 of handsets – that’s why we are looking for qty.
It needs to be better defined or you allow vendor to define it.

Will you be open to the vendor self-defining this section?
A - Yes

We will make some arbitrary comment – presume a percentage of softphone and a percentage of
handsets and a smaller percentage of more advanced handsets. We do not have actual solid numbers
there so whatever numbers we put around that we need to be able to modify as we move forward.

I believe that most people will want to continue with handsets. Softphones more for graduate student
assistants and student employees and that sort of thing. I think most staff and faculty want a basic
handset. Most admins will need multi-line more advanced phones.

Currently we have 6200 handsets Nortel.

Q - Value for ability to reuse our existing handsets?
A - We are open to reusing anything that we have today. Our phone system is not very current so we
may not want to tie anything to our antiquated system. If there is a benefit, we will be open to it.

Q - Do the individual proposers need to come up with a best guess for handset cost? Are we looking for
a per port cost or what?
A - We don’t have answers for those today. A handset cost is still in flux. If we do a quantity of 1 for
each handset, then we can extend as necessary. Obviously, that will sway some cost. We understand
that there is cost savings with quantity. We will include what we can in an addendum.

Q - Confirm 5200 handsets and 1000 emergency phones/elevators, etc.
A - Yes, that is the number we have today
Probably 5000 is a good working number for the RFP

Q - Does UTA participate in a buyback program?
A - Yes, we can explore that we cannot sell phones to a 3rd party that is separate from the acquisition.
UTA can but OIT cannot. Asset management team would handle that. Would not impact this project.

Q - Can you provide an inventory list of existing equipment?
A - Yes, that will come with the addendum

Q - Call center – what quantity estimate?
A - Call centers – we have a number on campus today all of which we will need recording and supervisor oversight. Moving forward, I would expect to have additional call centers. Work on assumption of 5 call centers – 1 of 100, couple of 75, couple of 50 and a 25 seat. We would like to ability to increase seats in a call center and combine call centers. Currently, we have two operators. We would prefer to have more direct numbers and less calls through one of the two operators. Want options on how to route calls. We have a considerable numbers of calls getting dropped during peak times.

A - 250-300 number of agents in call centers

Q - Call center solution – vendor + system or generic
A - Call center is key. Looking for a very robust system
We must improve the student experience.
Interface well with CRM system
Should be getting reports from the call centers
With a good call center system.

Q - What is the current CRM system?
A - We don’t have one yet.

Q - Call center is almost exclusively inbound
A - The majority of the time but we do have campaigns and fundraisers where people call out and request donations.

Patrick:
Our call centers don’t necessarily have a formal SRM system but ServiceNow is the current system behind our help desk so if we have a call center with 50 participants, they will be interacting with ServiceNow. It could very well be that the solution integrates with a related ticket. More of a telephone/computer stance that we can’t fully address with this implementation but it doesn’t mean off the table for ServiceNow. We have a student info system which is used significantly by Financial Aid organization because it is aware of the status of students. It’s going be up to the management in those organizations to determine how much they will integrate to screen pops/computer integration.

It is all about describing your capabilities.

Q - Can you send out your expectations?
A - We had a section for functions/features..already covered. Email in a question if that is not sufficient
We would like voice integration from the start, but that isn’t required.

Let us know if your solution can enhance distance learning.

Q - Multi-model from call enter perspective –
IM, SMS, email – what do you want other than voice?
A - Yes, we would love to have that integration. We are very interested in enhancing text ability to students. IM text vs SMS text --- SMS text primarily.
Use your sense as to what offering makes the most sense. We want to up our game as a university as far as our unified communications.

Q - Is there any toll free coming in?
A - We do not have a 1-800 toll free service generally
We do have metro lines.

Q - Do we have a MS enterprise license?
A - Yes

Q - What type? What year are you on that contract? Do you use active directory?
..active directory – yes
..we will follow up with the other information in the addendum.
..we are in the process of switching from Exchange on-premise to 365
..we will use Azure AD in the cloud
Classic office suite – 365 World will be new to UTA
Want Skype, 1 Drive, Excel, PowerPoint, Word, Access

Q - Because of what we are asking – we want Skype
A - Yes
....an integrated solution will be considered, but Skype brand preferred

Q - What is your level of 365 licenses?
A - For the whole office – E3 (not E5 yet)

Q - didn’t hear this question
A - Using Skype
Full implementation – to 365 will be completed in the fall.
Blackout due to start of semester
Pick up later in Sept and complete as quickly as possible – about 10k mailboxes to move.

Students are already on 365 – about 30k boxes – only faculty/staff are being migrated

Patrick:
Long distance – we currently have obsolete methods of managing use of long distance. It isn’t the best way of encouraging worldwide collaboration.
The ability needs to be given to have access to inexpensive long distance and encourage the use of collaboration worldwide.

Our current long distance usage is very limited. It would fit within anyone SIP trunking algorithms. As a Tier I university, we will see that requirement increased as more faculty are coming from other institutions.

Even though we don’t have an 800 number but that doesn’t mean that we wouldn’t like to have one, so include it as an option.

Could see a scenario where a 800 number for us would be good
We get a large number of students from Asia not sure what the 800 number options would be for that. Sending this summer a delegation of top executives to China to explore further integration.

TCCC is a feeder school to us so any telephone where they could get transferred to us would be good.

Q - Currently, there is not modal numbers  
A – Right

Q - How should vendor address that if we have the capacity?  
A - We aren’t experts, tell us what you see that works in the real world. We will be looking at the guidance from the purchasing folks but creativity and convincing us that you know academia and you know how to get us to the next level is a key part of this solution.

Target countries:  
Asia –  
India  
Middle Eastern countries

Q - 5200 handsets on campus – how many at the other facilities?  
A -Other facilities are rather small – 5% or less

Emergency response – will also be required at the satellite sites  
Some equipment will be required on-premise  
These are smaller campuses – not more than 100 handsets at any of these sites.

Q - More specifics about what kind of equipment at the remote campuses  
A - Basic guidance – it will be the same configuration – need 911, etc… yes there will be some equipment on campus.

Patrick:  
Remote locations are all part of 817-272-xxxx  
Using fiber remotes on our Nortel/gateway devices to extend across our current network. They are still part of our consolidated established network. They carry our campus IP space. It is all viewed behind a peripheral or perimeter firewall.

Q – Do you have Quality of Service protocols on your network?  
A - No, we are not operating in a QOS environment. We do not put any stress on the 10Gb network links between our locations

There are video cameras deployed across campus. Recording is done on a central campus cluster and no WAN traffic generated.

We will supply locations and addresses in the addendum.

Q - 911 requirements –  
911 is a complex issue  
The system should be able to provide an extension with ANI/ALI identification to the local PSAP.
We provide that through Telco database as our host and we’re quite a bit more accurate than the public exchange.

Most handsets will have a separate POE port and line into the office location. We want let the phone register the ANI/ALI information when it is commissioned on the port. All of the switch/ports in the IDF are port mapped to the office outlet. As an example, Port LCDO 106-2VA is one of two port voice lines in room 106 of the LCDO building. We would like to use the same information when the lines are commissioned. If it is possible for the E911 Gateway service to automatically pull the port location when a phone registers to the system, this will greatly reduce the MACD work and allow customers to move their own phone without assistance in the commissioning process. We don’t want all calls to go out and be identified with the address of the central frame in CRB. We want at least the building, but we think we can map it down to the switch port – Cisco or Juniper. Classrooms are all port mapped to a switch so they are identified in the switch nomenclature. If the call originates on that switchport, it should be known.

There are no residential dorm rooms involved in this proposal but there are business phones in the dorms that are included.

Q - Do we have to put any ER phones in those facilities?
A - We have code blue phones in the dorms which are part of the analog distribution and part of this system.

Centralized gateway functions

Brad:
If there is the ability for clients to move their own phones from port to port – E911 needs to update automatically.
In the dorms, we have business functions in the dorms and those phones are on our system. The resident phones are not part of this proposal.

We will send out a list of locations/address
All locations use 817-272-xxxx

Gigaman circuit to remote sites and all use 272 exchange

Q - How is the 5 digit dialing plan currently structured?
A - There has been enough MACD work over time that no building assignment ranges are in place. Customers are allowed to take their number when they move.

Q - Is Zoom an adoption rate on campus?
A - Because we don’t have Skype, we use Zoom.
It is an interim solution.

Q - Is the ability to provide global access to UTA via the web for chat, voice/video an advantage?
A - ...I don’t see why not.
I would list it as a capability.

Q - Is the ability for teachers/students to collaborate worldly seen as an advantage?
A - Yes
Q - Is unlimited calling in the US important?
A - We want all of the local area in this LATA should be a free call.
We are state university so state wide calling plans are desires
Nationally and internationally – those plans would depend on the options and expense
10gb links to Internet2 helps us link to other institutions.
Multiple 10gb links through LEARN also
We are our own ISP with very large pipes we manage our own network
We would like to have as much international content as we can get.
Translations for SIP trunks.
If those are handled by an INTERNET2 provider – then we’ve already paid for the bandwidth.
There will still be a cost associated with SIP trunks to the whole local/international.

Q - There is a cost difference between E3 and E5 I assume this is not a mandate.
A - Yes, there is a cost difference. That is why we are going with E3.
Address in your solutions how E3 and E5 come into play.
We aren’t ready to support E5 yet.
But we may upgrade to E5 in the future.

NC
I must have you email me your contact information.

Meeting adjourned.