

**Addendum to Request for Proposals for
Unified Communications as a Service and Contact Center as a Service RFP**

The following clauses/alterations shall be made part of the original solicitation as though issued at the same time and shall be incorporated integrally therewith.

Addendum Provisions:

Item 1

Replace item in RFP

Section 1.6 Schedule of Events, is deleted in its entirety and the following substituted therefor:

RFP KEY EVENTS SCHEDULE	DATE
RFP email to potential Proposers, advertise in newspapers and post to LaPAC and Blackout Period begins. See Sections 1.7 and 1.14.3.	October 5, 2023
Deadline for Receiving Written Inquiries Inquiries must be received by 2:00 P.M. CST. See Section 1.14.1.	October 24, 2023 2:00 pm
Deadline to Answer Written Inquires	November 3, 2023
DEADLINE FOR RECEIVING PROPOSALS (And any proposal addendum) (Proposal Submission Deadline) ALL PROPOSALS SHALL REMAIN SEALED UNTIL THE DATE AND TIME LISTED All Proposals must be received by 2:00 P.M., CT on this date at the address listed in Section 1.7. Proposals received late for any reason will not be considered.	Tuesday, November 28, 2023
Written or Oral Discussion/Presentations, if applicable See Section 1.29.	<i>Week of February 5, 2024 (tentative)</i>
Notice of Intent to award announcement, and 14-day protest period begins, on or about	<i>February 15, 2024</i>
Contract execution, on or about	<i>March 15, 2024</i>

NOTE: The University reserves the right to revise this schedule. Revisions, if any, before the Proposal Submission Deadline will be formalized by the issuance of an addendum to the RFP. Revisions after the Proposal Submission Deadline, if any, will be by written notification to the eligible Proposers.

Please note the University has a tentative closure scheduled for the Holidays between December 18, 2023 and January 2, 2024.

Item 2

Delete from RFP

Section 1.14 Proposal Guarantee and **Section 1.15 Performance Bond** are deleted in their entirety. Requirements for a Proposal Guarantee and Performance bond are removed from this RFP and subsequent Contract.

Item 3

Replace item in RFP

Part III: EVALUATION preface section listed as:

The evaluation committee shall assign points to its evaluation of each Proposal as follows:

Evaluation Criteria	Possible Points
Financial Proposal (Section 3.1)	25
Technical Proposal (Section 3.2)	35
Implementation, Integrations, Training and Support (Section 3.3)	28
Veteran and Hudson Initiative (Section 3.4) <ul style="list-style-type: none"> • <i>Up to 10 points available for Hudson-certified Proposers;</i> • <i>Up to 12 points available for Veteran-certified Proposers;</i> • <i>If no Veteran-certified Proposers, those two points are not awarded.</i> 	12
Total Possible Points	100

The proposal will be evaluated in light of the material and the substantiating evidence presented to the University, not on the basis of what may be inferred.

For a Proposer to proceed to the Financial Proposal and Veteran and Hudson Initiative evaluation, the Proposer shall achieve a minimum score equivalent to fifty percent (50%) of the possible points assigned to the Technical Proposal. Any Proposal failing to receive the minimum score at the completion of the detailed evaluation of the technical proposals will not be evaluated further and will be ineligible for award.

The scores for the Financial Proposals, Technical Proposals and Veteran and Hudson Initiative will be combined to determine the overall score. The Proposer with the highest overall score will be recommended for award.

Above is deleted in its entirety and the following substituted therefor:

3.0 Evaluation Possible Points

The evaluation committee shall assign points to its evaluation of each Proposal as follows:

Evaluation Criteria	Possible Points
Financial Proposal (Section 3.1)	25
Technical Proposal (Section 3.2)	30
Implementation, Integrations, Training and Support (Section 3.3)	23
Veteran and Hudson Initiative (Section 3.4) <ul style="list-style-type: none"> • <i>Up to 10 points available for Hudson-certified Proposers;</i> • <i>Up to 12 points available for Veteran-certified Proposers;</i> • <i>If no Veteran-certified Proposers, those two points are not awarded.</i> 	12
Company Background and Experience (Section 3.5) as per section 2.5.3	10
Total Possible Points	100

The proposal will be evaluated in light of the material and the substantiating evidence presented to the University, not on the basis of what may be inferred.

For a Proposer to proceed to the Financial Proposal and Veteran and Hudson Initiative evaluation, the Proposer shall achieve a minimum score equivalent to fifty percent (50%) of the possible points assigned to the Technical Proposal, Implementation, Integrations, Training and Support and Company Background and Experience sections. Any Proposal failing to receive the minimum score at the completion of the detailed evaluation of the technical proposals will not be evaluated further and will be ineligible for award.

The scores for all categories will be combined to determine the overall score out of 100 points. The Proposer with the highest overall score will be recommended for award.

Item 4

Add to RFP

3.5 Company Background and Experience

- Length of time the company has been in business.
- A brief description of the company size and organizational structure as it relates to services proposed.
- Prior experience with projects of similar scope and size.
- Most recent industry analyst reports about your firm's products and services and financial stability.
- Describe any current lawsuits, legal actions or governmental investigations against your company including, but not limited to, parties of dispute, any equipment affected, cause of action, jurisdiction, and date of legal complaint.
- Risk Factor – Define strength of provider, including financial and technological direction.

Item 5
Add to RFP:

Add list of vendor submitted questions and University response to vendor submitted questions:

Item	Question	Answer
1	The RFP states that support must be US Based in Section 3.3. Does the University require the UC and CC solutions be StateRamp/FedRamp compliant? This is usually the case when US based support is required.	There is no StateRamp or FedRamp compliancy required.
2	As we work through the RFP, we have a question regarding about how many FTE's the university has. By one count on your website, it's below the 2,500 threshold, on other public sources we see it at around 3,400. Can you confirm? Thank you.	The University workforce is greater than 2500 FTEs.
3	Section 1.6-The milestone for contract execution is targeted for March 15, 2024. What is your target for implementation?	It is the University's goal to start UCaaS implementation early summer 2024 and phase in CCaaS starting early Fall 2024.
4	Attachment VI-The number of IP Phones is stated but do not see a requirement for soft phones. Are any soft phones required? Could soft phones be used for CCaaS applications?	All users will be assigned a soft phone as a default instrument, and will be provided a physical instrument for those whose use/preference requires it. Soft phone use is acceptable for CCaaS applications.
5	Section 1.3-Will the University accept a partial bid response for specific services, I.e. bidding on UCaaS and not CCaaS?	The University intends to partner with a single proposer that can provide the University with a leading industry fully integrated cloud Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) platform.
6	Is the University able to sign an NDA?	As a State institution, we are subject to public records law (La.R.S. 44:1 et seq.), therefore the University will not sign an NDA prior to the RFP submission deadline. See Section 1.11 regarding Confidential Information, Trade Secrets, and Proprietary Information of the RFP for submitting confidential data.
7	What functionality is needed for the outbound dialer?	Predictive and Power. Vary by contact center group.

Item	Question	Answer
8	Could you provide the quantities of A3 vs A5 Microsoft licensing (for integrations requested)?	Faculty and Staff 2700 A5 and 5000 A1+; Students 50,000 A5 and 5000 A1+
9	Could you clarify "Proposer" vs "Manufacturer"?	Terms are to be used interchangeably in this RFP.
10	For this solution, we need PoE at every site. Will the network switches be PoE? Do we need to include a networking component in this response?	Not every site will have POE available. There is no 'networking' component as part of the response.
11	How many simultaneous outbound dialing calls?	Provide 250+ or 10% of lines of service whichever is larger.
12	What functionality is required for the outbound dialer?	Predictive and Power. Vary by contact center group.
13	Are there existing connections into Equinix or Magaport Data Centers?	100G direct peering with Equinix through one of the University's network providers.
14	Will call boxes, elevator phones and fire alarms be run through the cloud telephony platform?	No, there is no expectation to use the cloud telephony platform for any of these needs.
15	Will all 20K DIDs be ported and do you need to par any of the numbers?	Intention is to port all 20K numbers and then pare down quantity of numbers after port is completed
16	Legal: This contract is for communication as a service. Proposal guarantees and performance bonds are seldom if ever required for services of this nature. Will the university remove these requirements in para. 1.14 and 1.15?	Yes. The University has removed the requirements. See item 2 of this Amendment (Amd 1).
17	Inbound Voice: How many local and / or Toll-Free numbers will route into the contact center?	The University has 11 PRI and 8 toll free which service the entire campus. Idea is to have 250+ call paths in the new platform but how many of those dedicated to call center has not been determined.
18	Inbound Voice: Will the IVR need to support multiple languages? If so, which ones?	Yes, English and Spanish to start and then potentially adding additional languages later.
19	Inbound Voice: Will you be leveraging Touch Tone Routing or is Automated Speech Recognition required? Please provide an example	The university will use touch tone and are interested in ASR for routing, please include capability for both in any proposal

Item	Question	Answer
20	Inbound Voice: Outside of skills-based routing, are there any other routing requirements we should be aware of (ie. priority routing, named agent routing etc)?	All capabilities of the proposer must be laid out in the response. Attachment V labeled "Attch V CCaaS Proposer Resp" subsection "Automated Call Distribution" breaks out the requirements.
21	Email: How many email addresses will need to be pointed into the contact center for email response management?	All capabilities of the proposer must be laid out in the response. Attachment V labeled "Attch V CCaaS Proposer Resp" subsection "Automated Call Distribution" breaks out the requirements.
22	Email: Are there any unique email routing strategies we should be aware of such as named agent routing, cherry picking emails, attribute routing, etc?	All capabilities of the proposer must be laid out in the response. Attachment V labeled "Attch V CCaaS Proposer Resp" subsection "Routing" and subsection "Email" breaks out the requirements.
23	Chat: How many different chat channels will be exposed on how many unique web pages?	Chat is presently not a feature of the current CC, however (8) have been identified this as a need.
24	Chat: Do you have a requirement for any sort of chatbot functionality? If so, please provide examples of what is required?	All capabilities of the proposer must be laid out in the response. Attachment V labeled "Attch V CCaaS Proposer Resp" subsection "Web Chat" breaks out the requirement. Distance Learning Uses chatbot capability in Freshdesk.
25	Chat: Are there any unique routing strategies associated with chat that we should be aware of?	re-affirm answer to question 23
26	Chat: Do you require any sort of co-browse functionality?	Yes
27	SMS/MMS: How do you plan to leverage SMS / MMS? (ie. Two-way communication, outbound one-way notifications)	Both
28	SMS/MMS: What is your estimated monthly SMS message count?	Chat is not presently available in the current CC, therefore we do not have the any data to share.
29	SMS/MMS: Will you require SMS Short Code or SMS Long Code numbers? How many of each?	See answer to #28

Item	Question	Answer
30	Social Media: What Social Media channels are you looking to integrate into the Contact Center? How many accounts for each social media channel? (ie. 1 Facebook Messenger, 2 WhatsApp, 2 Instagram)	Social Media is not presently available as a channel within the CC. Social Media has been identified as a major want/need, however it has not been identified as to which channels will be used and how many are required.
31	Social Media: What messaging applications are you looking to integrate into the Contact Center?	At a minimum, messaging applications such as Facebook, Twitter, and Instagram will be required.
32	Quality Management: How do you handle Quality Management today?	There is no QM today.
33	Quality Management: Are you leveraging any sort of automated QM tool to create scorecards and agent feedback?	See answer to #32
34	Quality Management: Do you leverage any sort of sentiment or key work analysis to refine your quality search criteria?	There is no QM today.
35	Quality Management: Do you perform 100% call recording? What is your retention policy?	University is not recording calls at present but there are 3-4 departments who have identified recording as a critical need.
36	Quality Management: Do you perform any sort of screen recording? If yes, how many screens do the agents have? What is your retention policy relative to screen recordings?	No.
37	Post Call Survey: What tool do you leverage to perform surveys today?	Qualtrics, Survey Monkey and other options are available to staff and students. Quick survey options are also available and used on campus in operational systems, CRMs, and other functionally specific applications.
38	Post Call Survey: Are you performing post contact surveys or event-based surveys?	See answer to #37
39	Post Call Survey: How do you survey today? What delivery method do you leverage? (email, IVR, SMS etc.)	See answer to #37
40	Post Call Survey: Do you survey in multiple languages? If so, which languages	See answer to #37

Item	Question	Answer
41	Post Call Survey: Do you memorialize survey data anywhere? If so, what system or database?	See answer to #37
42	Performance Dashboards: What type of performance data are you looking for?	Agent scoring tools.
43	Performance Dashboards: Do you leverage any sort of BI tool today?	Primary BI tools are Cognos, PowerBI, and Tableau.
44	Sentiment Analysis: What type of sentiment analysis are you seeking?	See answer to #37
45	Sentiment Analysis: How do you plan to leverage this information?	See answer to #37
46	Microsoft Team Integration: Describe how the contact center will leverage TEAMS integration?	Agents will not need to live within Teams.
47	CRM Connector: Please list all applications that you would want to integrate into the contact center.	see Question 48.
48	CRM Connector: Define what you would like to leverage each integration for (screen pop, data memorialization, data directed routing, self-service etc) *For Screen Pop - please confirm if you are looking for a screen pop triggered based on ANI or some other attribute *For Data Memorialization - please confirm what data needs to be memorialized *For Data Directed Routing - please confirm the use case and how it will be triggered *For Self - Service - please confirm self-service use cases and which self-service channels they apply to	Several departments will need integration to University CRM; Ellucian Recruit, Ellucian Advise, Ellucian Advance. Enrollment Management would like to screen pop files from Zendesk. Financial Aid would like to integrate to Microsoft Bookings and Visual Zen. Distance Learning would like click to call capability out of Ellucian Recruit/Ellucian Advise and integrate to their ticketing system, Fresh Desk. Advancement Foundation would like integration to MobileUp and GeauxU (alumni database). IT Help desk would like integration and auto ticket generation from ITSM and Student Housing would like to tie into their PMSP called StarRez.
49	CRM Connector: Please provide accessibility information for each application (web services accessible, has available APIs, etc.)	All services have an API or are web accessible.
50	CRM Connector: Please confirm whether each application is cloud or premise based.	Cloud.

Item	Question	Answer
51	Gamification: Please describe what type of information you would like to include in your gamification approach.	Information should include capability to provide.
52	Outbound Dialer: Will you be running live agent outbound campaigns? If so, what dialing methodology you will leveraging (ie. Preview, Predictive, Progressive)?	Yes. University does not utilize a dialer at present and will review options to determine which best suit their needs.
53	Outbound Dialer: How many agents will require live agent outbound campaign access?	Estimated 30-40 to start.
54	Outbound Dialer: Will you be leveraging blended agents for both outbound campaigns and inbound interactions?	Yes, depending upon department.
55	Outbound Dialer: How many live agent outbound campaigns will need to be configured?	As no department uses a dialer now, we do not have the data yet to determine the number of campaigns.
56	Outbound Dialer: Will you also be looking at agentless outbound campaigns (ie. Outbound IVR, Email Campaigns, SMS Campaigns)?	Yes.
57	Outbound Dialer: Do you have a requirement for agentless outbound IVR campaigns? If so, what will be the use case? Will you need to elevate to a live agent for additional assistance? How many concurrent outbound calls do you want the IVR to make?	Yes we will require agentless outbound IVR campaigns. However, we do not currently have the technology therefore cannot provide adequate data to answer the question.)
58	Outbound Dialer: Do you have a requirement for outbound SMS campaigns? If so, what will be the use? Will you be looking at leveraging an SMS short code or SMS long code? How many SMS numbers will be required? How many monthly SMS messages do you anticipate? Will you want to elevate from an outbound SMS to a two-way SMS with an agent?	Yes. However, there is no current dialer in use, therefore do not have the data to provide an adequate answer.

Item	Question	Answer
59	Outbound Dialer: Do you have a requirement for outbound email campaigns? If so, what is will be the use case? How many monthly email messages do you anticipate? Will you want to elevate the outbound email notification to a two-way email interaction with an agent?	Yes, see #58
60	Outbound Dialer: What will be the source database for all of the outbound campaigns? If there are multiple systems, please specify.	see #58, and #61
61	Outbound Dialer: Will the calling lists be manually uploaded into the dialer via XLS or CSV or are you looking to have some sort of automated list loading? If automated list loading, please confirm the name of the database and whether it has APIs or is web services accessible.	The list will be uploaded manually via XLS or CSV.
62	Implementation: How many different queues / skills will need to be configured across the contact center teams?	These determinations will be made per department during scoping calls with awarded proposer.
63	Implementation: How many different deployments / phases of deployment will be required?	Start the UCaaS solution deployment early summer 2024. The CCaaS deployment will be phased in starting as early as fall 2024. Due to the size of the installation and the limited staff the installation will done in stages. The first stage will be followed by a short break to evaluate the process and the acceptance/tolerance of the change. The remaining deployments will be done in groups of 300 to 500 for a total of 5 to 8 ‘phases’. The CCaaS will be deployed in a phase for each department for 5 to 8 phases.
64	Implementation: How do you typically handle end user training? (Train the trainer or individual end user training)	Onsite training and train the trainer, with online documentation/videos.

Item	Question	Answer
65	<p>Section 1.28 Use of Subcontractors : Information required of the prime Contractor under the terms of this RFP, is also required for each subcontractor and the subcontractors must agree to be bound by the terms of the contract. Please consider amending this requirement so that subcontractors are not required to submit cover letters, bonds, contract exceptions and deviations, Certification Statement (Attachment 1), Insurance Requirements for Contractors (Attachment II), Veteran/Hudson Initiative Verification Form (Attachment III), etc.</p>	<p>Section 1.28 does not require the subcontractor to submit a cover letter, bonds, Certification Statement (Attachment 1), Veteran/Hudson Initiative Verification Forms (Attachment III). Section 1.28 Does require any subcontractor to agree to be bound by the terms of the contract, including Insurance Requirements for Contractors (Attachment II). If the subcontractor has contract exceptions or deviations they should be included with the prime Contractors list of contract exceptions or deviations.</p>
66	<p>Part I Section 1.8 Proposal Response Format (page 11) and Part II Section 2.2 Deliverables (page 30): Please clarify if Part I Section 1.8 Proposal Response Format, C. Proposer Qualifications and Experience should contain answers to the bullets in Part II Section 2.5.3 Company Background and Experience. Please clarify if Part I Section 1.8 Proposal Response Format, D. Proposed Solution / Technical Response should contain answers to the bullets in Part II Section 2.5.2 Technical.</p>	<p>Although some of the information that is requested may be duplicated each section should be answered to the fullest extent possible. Additionally, please see Item X of this Addendum for revise points.</p>
67	<p>Part II Section 2.5.3 Company Background and Experience: Please clarify if this section should contain answers to the bullets in Part I Section 1.8, C Proposer Qualifications and Experience.</p>	<p>Although some of the information that is requested may be duplicated each section should be answered to the fullest extent possible. Additionally, please see Item X of this Addendum for revise points.</p>
68	<p>Please clarify what the University wants in response to the bullet labeled "Approach and Methodology" in RFP Part II Section 2.5.3.</p>	<p>Provide brief description of how you approach similar projects.</p>

Item	Question	Answer
69	Part II Section 2.5.3 Company Background and Experience: Please clarify what the University is asking for in response to the last bullet "Risk Factor" in RFP Part II Section 2.5.3.	Define strength of provider including financial and technological direction.
70	Part II Section 3.3 Implementation, Integrations, Training and Support: Part II Section 3.3 requirements are not all reflected in the Attachments workbook; however, the evaluation criteria state that points will be awarded to section 3.3. Please clarify if a response to this section is required outside of the workbook? And, if so, should it be addressed in C. Proposer Qualifications and Experience?	The workbook is designed to help define the technical specifications as stated at the end of 3.2 (Evaluation criteria listed above is in reference to Section 2.5.2 Proposal Elements as well as all supporting attachments IV - VIII). Section 3.3 is a separate evaluation criteria.
71	Section 1.2 Background: Does the University wish to set up separate billing units for the five contact center departments or will all 100 agents be set up through a single business unit with viewing of department dashboards based on roles and permissions?	The Contact Center departments will be set up as separate business units.
72	Section 1.3 Goals: Will the University [sic] benefit with AI driven omnichannel outbound campaign journeys that provide measureable [sic] gains for enrollment, retention, athletic sales, alumni giving, and more? Should this capability be added as optional or as a required application?	Yes, at a minimum for the reasons mentioned in the question. This will be a required application.
73	1.3 Goals and Objectives : Improved customer experience and communication tools. In improving customer experience and communications. What is the current process for after hours calls? How are they Handled? Is there a need for your students to be able complete things like Authentication, changes in schedule, changes in appointments and other tasks using self service tools? Is there a need to provide self service outside of regular business hours?	Yes, there is a need to provide self-service tools available during all hours of operation.

Item	Question	Answer
74	<p>3.2 Technical Proposal - Section 2: Auto Attendant Requirements/IVR For the Auto Attendant, are you talking about conversational IVA Example; "Thank you for calling UNiversity [sic] of LA Lafayette, How can I help you? You can say things like I want to make an appointment, I want to change my classes". Or is this solution strictly IVR"press 1 for admissions, press 2 for Financial aid etc?</p>	<p>The intention is to use a combination of both</p>
75	<p>3.2 Technical Proposal - Section 3: For all items in section 3, will these be live chat with an agent or does this require an Intelligent Virutal [sic] agent to handle the chat and solve the problem or take it as far as possible before sending it to a live agent thrOugh one of the channels Below? Is there a need to provide self service on these channels outside of regular business hours?</p> <ul style="list-style-type: none"> - Omni-Channel, -Email, -Web Chat, -SMS, -Social Media, -Interactive Voice Response, Is this a conversational AI based chat bot or simply press 1 for admissions etc.? 	<p>The goal is to have a combination of in-person and digital workforce. Many, if not all, of the departments that would utilize the chat/email/SMS/social media features do not utilize these applications today. The present CC is very basic and the adoption and roll out of the advanced omni-channel features will be in stages as each department determines their need.</p>
76	<p>How much on-site time will be required for planning the implementation and technical support in a mentoring format during the implementation?</p>	<p>On-site requirements have not yet been determined and will be part of the contract negotiation with the awarded proposer.</p>
77	<p>Looking at your analog lines and ATAs, do you plan to move all analog lines to VoIP? Many schools keep their elevators, fire alarms, and emergency call boxes on POTS because of power requirements. Also on the Price Schedule it lists 100 ATA 2-port, 100 ATA 4-port, 100 ATA 12-port. The total amount of analog ports originally listed was 405. Can we verify the exam amount of ATAs required by port?</p>	<p>There are presently 104 analog fax machines that the University may be open to moving to the UCaaS solution. There are presently 405 POTS lines that are allocated as such: 79 for emergency call boxes, 54 for elevators, 144 for alarm lines, 128 that make up fax lines/security alarms and secondary back-ups which will stay as POTS lines aside from potentially the 104 physical fax machines.</p>

Item	Question	Answer
78	Is there any preference between Poly or Yealink desk phones?	Compatibility with our current inventory of desktop sets is not a requirement. The Proposal needs to provide options.
79	Are there any IP Speakers or SIP paging systems required?	No paging interface required
80	How many concurrent agent licenses	160
81	Does the firm's valuation of \$250 million include the UCaaS or CCaaS software company or the partner representing the SaaS provider?	A partner may not use the valuation of the UCaaS/CCaaS provider in order to reach the required \$250M valuation threshold.
82	How many contact center concurrent agents, supervisors and administrators do you have? (Maximum number of agents/supervisors/administrators logged in at a given time of the day).	160
83	Will University of LA-Lafayette consider a 2-week extension?	No.
84	Just to confirm, are there 9 total and separate contact center business units?	No, there are 8.
85	3.2 Technical Proposal - Section 3: For reporting, real-time monitoring, and historical analysis, are there specific data retention policies or compliance regulations to consider?	There are no universal data retention policies, or compliance regulations that cover this data type, retention of this data types is driven by policies and requirements of those departments. All capabilities of the proposer must be laid out in the response. Attachment V labeled "Attch V CCaaS Proposer Resp" subsections "Reporting", "Real Time Monitoring" and "Reporting, and Historical Reporting" breaks out the requirements.
86	3.2 Technical Proposal - Section 3: Are there expectations for the depth of omnichannel support, particularly concerning social media integrations?	Not sure what is being asked here regarding "depth of support." Assumption is platform and applications are supported per vendor negotiated maintenance agreement and SLA.
87	3.2 Technical Proposal - Section 3: Can you elaborate on the speech analytics capabilities you are seeking? Are there specific languages or dialects that need to be supported?	Speech Analytics is a want, however need/use case has not yet been determined by the University. The expectation is for the chosen platform to support this service from Day 1.

Item	Question	Answer
88	3.2 Technical Proposal - Section 3: Could you elaborate on the disaster recovery expectations? Are there specific RTO (Recovery Time Objective) and RPO (Recovery Point Objective) metrics that need to be met?	Provide all options that meet the required SLA/SLO.
89	3.2 Technical Proposal - Section 3: In the CRM integration section, are there existing tools or platforms that the solution must be compatible with?	The University uses 3 modules within the CRM; Ellucian Recruit/Ellucian Advise/Ellucian Advance. Each department uses some combination of these. Interface to them is similar to MS Dynamics but platform is not built on Dynamics.
90	How many locations with analog fax and how many extentions [sic] per location?	See question #77.
91	"What is the PSTN access (dial tone) now? Who is it?" Also, "If not them going forward, is the University looking at using "As a Service" provider for PSTN access? Please explain PSTN further."	UCaaS provider will provide PSTN access.

ACKNOWLEDGEMENT: If you have already submitted your proposal, and this Addendum creates a need to revise your proposal, you must indicate any change(s) below, identify your business name and sign where shown. Revisions shall be submitted/delivered PRIOR to proposal due date and time, by email. Proposal revisions received after proposal due date and time cannot be considered, whereupon the proposer must either honor or withdraw its original proposal. If you have already submitted your proposal and this addendum does not cause you to revise your proposal, acknowledge receipt of this addendum by signing below and returning it to the Purchasing Department prior to proposal due date.

Marie C. Frank, MPA, CPPB
Assistant Vice President for Administration & Finance
University of Louisiana at Lafayette
Department of Purchasing

Firm Name: _____ **Signature:** _____