**FLORIDA POLYTECHNIC UNIVERSITY**
**DEPARTMENT OF PROCUREMENT**
**LAKELAND, FL**
**ITN 26-002**
**CLOUD-MANAGED TELEPHONY**
**UTILIZING MICROSOFT TEAMS**
**DIRECT ROUTING**

**DATE: June 24, 2025**
**ADDENDUM NO: Two (2)**

1. **Requesting an extension** of the due date by two weeks following the Q&A response. This additional time will enable us to provide a more accurate and compliant response to the queries raised below.

<span style="color:red">Yes the due date will be extended until July 9, 2025; 2:00 PM (ET)</span>

**Section 1.3 – Scope of Work and Deliverables (Pages 4–6)**

2. **Current Environment & Inventory**

   o Can you provide an inventory of your current Cisco Call Manager environment, including the number, type, and models of phones in use?

     1. <span style="color:red">We have 420 SIP Cisco models of 8811, 8945, 8845, 7962, and 7960. We are not planning to replace all phones; most phones will be soft phones except where needed such as common area phones or receptionist-style phones utilizing side cars.</span>

   o Are there any analog devices (fax machines, elevator phones, alarms) that must be supported in the new solution? If so, how many and where?

     1. <span style="color:red">No analog devices are required to be supported in the new solution.</span>

   o Will you require new hardware, or do you plan to reuse existing devices with Teams? If reuse, which models are critical?

     1. <span style="color:red">We are planning to purchase new hardware where needed. Most phones will be transitioned to soft phones.</span>

3. **Call Flows, Integrations, and Special Requirements**

   o Are there existing integrations (e.g., contact center, emergency notification, alerting systems) that need to be preserved or improved?

     1. <span style="color:red">We're using some basic contact center functionality in our current solution, however, those functions already existing in the Microsoft Teams Calling. We are not looking to add or expand any functionality at this time, only replace current functionality to transition to a new system. Emergency notifications are handled outside the phone solution.</span>

   o Is there a need for call center or advanced queueing functionality? If so, what are the requirements and call volumes?

     1. <span style="color:red">The University has made the decision to utilize native Microsoft Teams calling functionality and is not interested in options that is not utilizing the built-in Microsoft Teams calling utilizing Direct Routing.</span>

   o Are there any desired value-add features (digital fax, safety integrations, elevator phones, headsets) that are high priority?

     1. <span style="color:red">Digital faxing, phones, and headsets are the highest priority.</span>

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4. **PSTN and Network**

   o Beyond the provided estimates, can you share actual usage data for local, long distance, and international calls, including key destination countries?

      1. No, current reporting functionality is very limited, however, very few long distance and international calls occur over PSTN.

   o Do you have existing internet redundancy to support PSTN failover during a Microsoft outage, or is this a requirement for the provider?

      1. Yes, the University has redundant internet connections. The service should remain operational if the University has internet connectivity.

5. **Reporting & Analytics**

   o What reporting and analytics capabilities are you missing in native Teams, and what are your top priorities for improvement?

      1. The ability to view the call path to quickly identify issues. An example of the questions we would like to be able to quickly identify, and answer are: Was the issue on our phone or was it with the caller at the other end? Was there an issue with the PSTN service? What is causing this remote call quality to be poor?

6. **User Provisioning & Management**

   o Are there any specific workflows or integrations needed for user provisioning/deprovisioning beyond Microsoft Entra ID?

      1. No, however, a full API would be preferred.

   o Are there unique needs for managing common area phones or shared devices?

      1. No.

7. **Deployment & Cutover**

   o Are there any blackout dates, hours, or special considerations for the five-phase cutover?

      1. No, final scheduling has yet to be determined and will be built with the selected respondent.

   o What are your expectations for porting DIDs, and are there any known constraints?

      1. No known constraints. It would be preferred to pre-configure settings under temporary DID's prior to porting over production DID's and transferring to production DID's after testing completed on temporary DID's.

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8. **Licensing**

   o Are all required Microsoft licenses for Teams Calling already procured, or should our response include licensing?

      1. The University maintains A5 licensing for all employees. Response should include license counts and types of licenses required for the solution but not quote. The response should include what licensing is required for shared devices or for use cases where a person may receive a phone number but does not receive an A5 license. The University has a separate Microsoft contract for purchasing licensing.

   o Do you require pricing or support for both user-based and device-based (common area) licenses?

      1. See previous response.

9. **Security, Compliance, and Support**

   o Are there specific security, regulatory, or compliance requirements (beyond SSO/Entra ID) that must be met?

      1. The solution must be able to comply with standard FCC, FERPA, ADA, and state IT security standards.

   o What are your escalation expectations and preferred support models?

      1. 24/7 support is preferred with financially backed SLAs. A dedicated account manager that can be escalated to help is preferred.

10. **Training & Documentation**

   o What are your expectations for training, knowledge transfer, and ongoing documentation for IT staff and end users?

      1. For any configurations outside the Microsoft Teams Admin console required, training must be provided as needed.

11. **1.2 Objective**

   Regarding 'Cloud-Managed Telephony Utilizing Microsoft Teams Direct Routing'
   Frontier's Direct Routing Service, called 'Direct Calling', provides PSTN connectivity for all DIDs provisioned. This includes Users, Call Queues, and Auto Attendants that Frontier provides. In addition, Frontier provides a robust portal for Florida Polytechnic to manage the DIDs.
   Question: Is the ITN for respondents to provide Cloud Managed Telephony (Microsoft Teams Phone and Calling) in addition to the PSTN connectivity via Direct Routing?

      1. The University will manage Microsoft Teams Calling within the University's Microsoft Tenant. Respondents should provide services for PSTN connectivity via Direct Routing with a cloud hosted SBC.

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12. **1.3 Scope of Work and Deliverables**

Within Frontier's VoIP portfolio, we can provide 75 common area phones with PSTN connectivity.
Question: Is the expectation that the 75 common area phones be integrated within the Teams routing environment?

1. Common Area phones may be SIP based phones or Microsoft Teams based shared devices.

Question: Do the 75 common area phones need the ability to call inbound/outbound or internal calls only (with 911 access)

1. It varies and the exact numbers may vary slightly. Common area phones are being classified as a phone in a common area such as a classroom that is not dedicated to a person as well as at shared desks that may be shared between multiple shifts of student workers and not necessarily be assigned to a person. These phones may be decided to be configured as a Shared Device in teams and other phones may be direct SIP phones, and will be determined during discussions of final chosen solution.

13. **1.4 ITN Schedule**

Regarding Key Event Dates - University response to written questions.
**Question:** Has a date been issued for University response?

June 24, 2025

**DUE DATE FOR ALL PROPOSALS HAS BEEN REVISED TO READ: JULY 9, 2024; 2:00 PM (ET)**

All respondents must acknowledge receipt of this addendum by signing below and submitting this executed document with your response. Failure to execute and return this addendum form with your response may disqualify your firm's response.

This addendum shall become part of your firm's response and the subsequent documents if applicable.

Receipt Acknowledged:
Vendor name: _____
Address: _____
Email: _____
Phone: _____
Signature: _____