



**REQUEST FOR PROPOSAL PS- #1128  
ADDENDUM No. 3  
VOICEMAIL SYSTEM UPGRADE OR REPLACEMENT**

**June 9, 2011**

1. Please note the following changes to Request for Proposal PS-#1128. All changes shall be incorporated in and become part of the respective proposal.

- 1) The Voicemail System Upgrade or Replacement RFP #PS-1128 has revised the table found on page 6, under 15. Tentative Schedule of Events. The final date for vendors to email questions, responses to questions posed, and the proposal due dates have changed. Therefore the subsequent dates have changed as well, shown in red.

Please see the revised changes below.

| Date           | Event   |
|----------------|---|
| 5/20/11        | RFP Release Date                                      |
| 6/1/11         | Pre-proposal conference call                          |
| 6/10/11        | Final day for vendors to email questions (see pg 1)   |
| 6/15/11        | Responses to questions posted on Internet by 5:00 PM. |
| 6/21/11        | Proposals Due (3:00 PM)                               |
| 7/8/11         | Preliminary Screening Process Complete                |
| 7/26 - 28/2011 | Vendor Presentations (1-5 Vendor Finalists)           |
| 8/12/11        | Finalist Selection                                    |
| 9/16/11        | Contract Negotiations & Preparation                   |
| 10/4/11        | Board of Supervisors Contract Approval                |

- 2) The Excel requirements matrix for the RFP has been revised for the following requirements to clarify County needs. Those changes are listed below in red.

|      |                                  |   |   |
|------|----------------------------------|---|---|
| 1.34 | <b>Audible On Hold Indicator</b> | Sound plays during the transferring of a call, and while on hold waiting for a conference to begin. Describe.                         | M |
| 1.41 | <b>Administrative Console</b>    | The system provides an administrative console. Please describe features and include screen shots to help illustrate its capabilities. | M |
| 3.03 | Database                         | Describe database used. The County prefers MS SQL version 2008.   | N |

|      |         |  |   |
|------|---------|--|---|
| 3.06 | Backups | System must be able to be backed up. Please describe the backup method you use. County prefers Tivoli Storage Manager (TSM). | M |
|------|---------|--|---|

3) The Excel spreadsheet of requirements matrix for the RFP is protected in the first four columns. Vendors who wish to expand the rows vertically may do so by simply 'unprotecting' the sheet. There is no password required, simply hit Enter if asked for a password. Vendors can then format Column F to wrap text for ease in printing. It is not required to protect it once again when submitting.

2. In order that all interested proposers may consider these changes, Request for Proposal PS-#1128 originally scheduled to be opened on June 14, 2011 is now amended to be scheduled to be opened at **3:00p.m. on June 21, 2011**. Any proposer who has already forwarded the RFP and desires to make corrections or changes may request the RFP be returned. If corrections are made, a new or revised RFP must be received at the Office of the General Services Agency, 1087 Santa Rosa Street, San Luis Obispo, California, 93408, by the TIME AND HOUR STATED IN THIS PARAGRAPH.

3. All other specifications, provisions, and conditions remain unchanged.



PHILL HALEY - BUYER

**ACKNOWLEDGMENT**

\_\_\_\_\_ Dated

The foregoing addendum is hereby acknowledged and was considered in final submission of Request for Proposal PS-#1128, to be opened on June 21, 2011.

\_\_\_\_\_ Proposer

\_\_\_\_\_ Authorized Signature

**PLEASE SIGN ACKNOWLEDGEMENT AND RETURN WITH PROPOSAL**