



COUNTY OF DANE
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
Room 425 City-County Building
210 Martin Luther King Jr. Blvd.
Madison, WI 53703-3345
608/266-4131
FAX 608/266-4425 TDD 608/266-4941

TRAVIS MYREN
Director of Administration

CHARLES HICKLIN
Controller

ADDENDUM

DATE: November 14, 2011
FROM: Francisco Silva, Purchasing Agent
SUBJECT: **Addendum # 1**
BID # 111088 Mitel Equipment Maintenance Service

The following addendum becomes a part of the above referenced bid. All other terms and conditions remain in effect, unchanged.

NOTE: The deadline for BID submissions has been changed to December 14, 2011, at 2:00 p.m. central time.

The following questions were received:

1. Please provide the software revisions for each Mitel 3300's and associated applications – Voice mail, Prairie Fyre CCM and Call Accounting, Enterprise and Ops Manager, and Emergency Advisor.

Mitel 3300 – Ver 4.2 Active software load 10.2.0.26.2
Voice mail- NuPoint Build: 14.1.0.45.01
Prairie Fyre CCM 5.7 Service Pack 1 (5.7.07200.2)
Enterprise Ops Manager 6.0
Emergency Advisor. 5.0
Contract Center Client 5.7 Service pack 1 (5.7.11290.0)

2. Are your current systems and applications covered under Software Assurance? **Yes**
3. Do you want us to include Software Assurance for your controllers and applications? If so, we would require Dane County to Share the application records with ESG so we can properly price out the Software Assurance. See Attached document that would need to be submitted to Mitel.

Yes, the proposer should provide the cost of maintenance coverage with software assurance for installed products to be effect on the renewal date. Attached is Dane County's release of application records for Mitel

4. Please define your requirements for maintenance support and response time, or provide a copy of your existing maintenance support plan so we can match the Counties requirements for support.

This is out of our existing maintenance plan

Emergency Event-

By telephone

On Site

Telephone Support

Immediate

90 min

Work Completed

4 hours

8 hours

Non-emergency event

By Telephone

Immediate

24 hours

On site

24 hours

48 hours

*All repair parts must be stocked by contractor at a location within 90 min from the Dane County Courthouse

Please acknowledge receipt of addendum(s) on the bottom of the Signature Affidavit when you submit your proposal.

If you have any questions regarding this addendum, please contact me at 608/267-3523

Sincerely,

Francisco Silva
Purchasing Agent, CPPB

c: BID file

Please copy to Dane County Letter Head or an Email to ESG and we will forward it to Mitel on your behalf.

To: Mitel AMC

Please Allow Permanent shared access to application records listed below so Wisconsin Wireless Communications Corp – Enterprise System’s Group. This will allow ESG to be able to bid on our Mitel Service Bid # 111088.

Part Number	Description	QTY	Application Record ID
50005090	Mitel 3300 MXe Controller	1	63951638
50005090	Mitel 3300 MXe Controller	1	67995796
52001560	Mitel Enterprise Manager with Ops Manager	1	45142545
52001703	Mitel Emergency Advisor Package Base Software and 100 CESID Lic.	1	19664349
54001610	Mitel Emergency Advisor Remote Client Emergency Advisor	2	19664349
54001611	Mitel Emergency Advisor PSAP Update Administrator Software	1	19664349
54001613	Mitel Emergency Advisor Escalator Software	1	19664349
52001720	Mitel Nu Point Messenger IP Software Starter Kit	1	89778845
51008017	Mitel Call Accounting Software (1-500 Extensions)	1	31318
9146-600-401	Contact Center Management EE 1-10 Agents	1	31318
Dane County Job Center			
50005363	Mitel 3300 MXe Controller (1400 Users)	1	70151260
Dane County Southeast Precinct			
52001874	Mitel 3300 ICP CX Branch Office Solution Bundle	1	46801657
Dane County Northeast Precinct			
52001874	Mitel 3300 ICP CX Branch Office Solution Bundle	1	39662478
Dane County Human Services South Madison			
50005090	Mitel 3300 MXe II	1	16818989
Dane County Land and Water Resources			
50005090	Mitel 3300 MXe II	1	11407258
Dane County HS Sun Prairie			
50005941	Mitel 3300 CX Controller	1	89536102
Dane County Public Safety Building			
50005363	Mitel 3300 MXe Controller	1	4370254
54003301	Mitel NuPoint IP 12..0 Standard- Base Software Bundle	1	55993467
Dane County HS Northport			
50005080	Mitel 3300 MXe	1	12675284

Sign, date and title by authorized party of Dane County.



COUNTY OF DANE

Department of Administration Division of Information Management

210 Martin Luther King, Jr. Blvd., Room 524, Madison, Wisconsin 53703

Marvin Klang
Technical Services Manager
608-266-4392

John Mueller
Application Services Manager
608-266-9047

To: Mitel AMC

Please Allow Permanent shared access to application records listed below so Wisconsin Wireless Communications Corp – Enterprise System's Group. This will allow ESG to be able to bid on our Mitel Service Bid # 111088.

Part Number	Description	QTY	Application Record ID
50005090	Mitel 3300 Mx Controller	1	
50005090	Mitel 3300 Mx Controller	1	
52001560	Mitel Enterprise Manager with Ops Manager	1	
52001703	Mitel Emergency Advisor Package Base Software and 100 CESID Lic.	1	
54001610	Mitel Emergency Advisor Remote Client Emergency Advisor	2	
54001611	Mitel Emergency Advisor PSAP Update Administrator Software	1	
54001613	Mitel Emergency Advisor Escalator Software	1	
52001720	Mitel Nu Point Messenger IP Software Starter Kit	1	
51008017	Mitel Call Accounting Software (1-500 Extensions)	1	
9146-600-401	Contact Center Management EE 1-10 Agents	1	
Dane County Job Center			
50005363	Mitel 3300 Mx Controller (1400 Users)	1	
Dane County Southeast Precinct			
52001874	Mitel 3300 ICP CX Branch Office Solution Bundle	1	
Dane County Northeast Precinct			
52001874	Mitel 3300 ICP CX Branch Office Solution Bundle	1	
Dane County Human Services South Madison			
50005090	Mitel 3300 Mx II	1	
Dane County Land and Water Resources			
50005090	Mitel 3300 Mx II	1	
Dane County HS Sun Prairie			
50005941	Mitel 3300 CX Controller	1	
Dane County Public Safety Building			
50005363	Mitel 3300 Mx Controller	1	
54003301	Mitel NuPoint IP 12..0 Standard- Base Software Bundle	1	
Dane County HS Northport			
50005080	Mitel 3300 Mx	1	

Signature

- Technical Services Manager

DATE

11-8-11