Telephony Refresh Project

Request for Proposal: Questions & Responses

September 6, 2011

1. **What version of ISI accounting software is the State Bar currently using?**

   The existing system is running ISI Infortel Select, Version 7.4.26. Note that this version is out of date.

2. **Can you please explain what these vm boxes under Voicemail in attachment D is for: Voice Mail boxes used by Automated Attendant**

   The two sites' main numbers are answered by voicemail (sometimes called Automated Attendant or IVR) information trees. If the system being quoted requires mailbox licenses to build complex automated attendant trees, then the vendor should include the amount specified. If the vendor can build automated information trees without licensing additional mailboxes, then only the voicemail mailboxes for actual extensions needs to be included. We use the term Auto Attendant because they serve an auto Attendant function but they are the same type of Centigram voicemail boxes used throughout all of the voicemail trees. To hear a sample, call 415-538-2000.

3. **Would the State Bar consider a 2 week extension of the due date to all respondents?**

   No, not at this time.

4. **Regarding maintenance levels in RFP Attachment C, Section 11, I understand Year 1 requires a Parts & Labor Warranty/"Onsite Support" for 11.1.2 and 11.1.3. But for support for Years 2 through 5, could you please confirm the same maintenance support level (On-site) as Year 1 is required for pricing input to Attachment A?**

   Yes, support for Years 2 through 5 should be the same maintenance support level as Year 1.