

Enoch Pratt Free Library  
Bidder questions and answers  
Avaya VoIP System Maintenance RFQ  
June 27, 2022

Q: What server is in use now running the CM R7?

A: All Aura servers are virtualized on VMWare VSphere

Q: Will customer allow support that is 100% delivered by Avaya?

A: EPFL does not understand the ramifications of support delivered 100% by Avaya, so we are unable to answer this question. Bidders may propose this option but should be prepared to provide a detailed explanation of the services offered.

Q: Does customer want a proposal just for support or for an upgrade and support?

A: Please provide an option for upgrade and support.

Q: Do remote locations need to be included under the new support agreement?

A: Yes, but only to the extent that there are backup servers at our disaster recover site at 3601 Eastern Ave, Baltimore, MD 21224 and VoIP phones at branch sites.

Q: Are there Avaya Sold to Numbers for remote sites?

A: Not that we know of.

Q: Is there an existing CMS system that needs to be covered under the new support agreement?

A: Yes

Q: What server is being used for the CM R7. The Dell P8 server that shows on the Avaya inventory records is not compatible with R7, I suspect records are out of date.

A: All Aura servers are virtualized on VMWare VSphere

Q: Avaya records show the Aura system is on release 7. Please confirm.

A: Yes, 7.1

Q: If so, are you upgrading the Aura prior to migrating the cs1000 users.

A: The migration is in process.

Q: Is your Aura system currently under perpetual or subscription licensing today?

A: Perpetual. Avaya is recommending a move to subscription.

Q: In Table 2, a Mid-Size server is listed under the cs1000 material list. How is this server being used?

A: Unknown. Note that the CS1000 should be out of service by the end of September