RFP 2019-20 – Mitel Cloud Migration
Questions and Answers

QUESTION	ANSWER
1. Under standard agreement – 12 months of services can be accommodated for MPLS connectivity. However, would Covered California be opposed to 36-month contract for licenses? 36 month agreement for licenses is standard for MiCloud Connect in order to receive the volume discounts vs 12 month where there is a much lower discount.	Covered California has no objection to a 36 month agreement for licenses.
2. Is Covered CA willing to sign a multi-year contract in order to benefit from greater discounting % on the cloud services?	No. See RFP Section 1.5 Contract Term.
3. Are vendors expected to respond directly to the RFP or jointly with a partner that is certified on "Partner Smart Start"	Vendors can respond directly or jointly with a partner
4. Is Covered CA expecting 2 separate proposals? One for implementation professional services laid out in the RFP, and the other for Cloud services provided on an ongoing basis?	No , one proposal will be acceptable.
5. For the $200,000 annual number, does that include the upfront implementation costs for year one as well, or is Covered CA ok with going over this number in year 1, and then being under it in subsequent years?	$200k is the total amount for both implementation cost and licenses.
6. Is the $200,000 per year for services throughout out the contract term? And or is there any leeway for first year one-time implementation costs?	$200k is for year one implementation costs and licenses.
7. Would Covered California be opposed to moving off of the 400 series phones to the new Mitel IP6900 series phones?	Yes, we would like to use the current phones we have .
8. Due to Mandatory holidays would Covered California be able to extend the due date for proposals by 1 or 2 weeks?	Yes.
9. What Mitel or Shortel system is currently being used?	ShoreTel on-Prem
10. What is the latest software on the existing Mitel or Shortel system?	ShoreTel director 14.2 Build 17.44.7900 Call recorder player: 3.1.33