

COMMUNITY COLLEGE OF ALLEGHENY COUNTY
PURCHASING DEPARTMENT
800 ALLEGHENY AVENUE, PITTSBURGH, PA 15233

ADDENDUM 1
RFP 3166
CISCO CLOUD CONNECT FOR WEBEX CALLING
AUGUST 11, 2026

The following additional information is hereby made a part of this RFP:

The due date has been extended to August 18, 2026, at 2:00 p.m.

Various questions and answers and clarifications:

After reviewing this RFP the only question we have is if the solution needs to support **SMS-Enabled DID's**. - No, we do not require SMS at this time. If the service has it available, that is a welcome added feature for potential future additions.

Clarification on the channel commitment and operational requirements.

To assist with your sizing and pricing models, here is a breakdown of our actual call patterns and the intent behind the numbers in the RFP:

- **Minimum Committed Level:** The 50-channel figure represents our minimum committed baseline level to ensure guaranteed concurrent call capacity and baseline operational availability.
- **Average Day-to-Day Utilization:** Typical ongoing volume ranges between **10 and 20 concurrent calls** during standard business hours.
- **Daily Peak Usage:** Normal daily peak utilization reaches between **25 and 50 concurrent calls**.
- **High-Volume Spikes & Headroom (200 Channels):** The 200 concurrent channel capacity outlined in the RFP represents an upper high-water mark for burst capacity and headroom planning (such as high-volume registration periods or emergency broadcast notifications) rather than sustained daily traffic. These higher-volume periods are brief in duration and infrequent.

For the voice and phones, the RFP states that being we have to be a **certified Cisco Cloud PSTN (CCP) partners offering a direct-to-cloud peering architecture with Cisco Webex Calling**. We do not have that certification for our Cloud PBX solution. We will have to no-bid that portion of the opportunity unless CCAC is open to other Cloud PBX solutions. Please confirm that is a definite deal breaker on the voice and phones.

Cisco CCP Certification: Yes, maintaining an active Cisco Certified Cloud Connected PSTN (CCP) partnership with direct-to-cloud peering for Webex Calling is a strict requirement for the Voice RFP. We are not entertaining alternative Cloud PBX solutions or local PSTN gateways for this deployment.

ADDENDUM 1
RFP 3166
CISCO CLOUD CONNECT FOR WEBEX CALLING
AUGUST 11, 2026

No-Bid Action for Voice: If your organization does not hold the Cisco CCP certification, you will need to submit a no-bid for the Voice/Phone portion of the RFP.

Who is your current Webex Cloud Connect PSTN (CCP) Partner or Provider?

Current Webex CCP Provider: We are not currently utilizing a Cloud Connected PSTN (CCP) provider for this tenant.

Does CCAC own all needed equipment? (Handsets etc.)

Equipment Ownership: Yes, CCAC owns all necessary hardware, including handsets and conference room systems. This RFP is strictly to procure **Webex Cloud Connected PSTN (CCP) services** to integrate with our existing Cisco Webex Calling tenant; no additional hardware or alternative PBX platforms are required.

End of Addendum 1

Sign addendum and return to the College with your response.

Company Name

Bidder's Signature