Unified Communications as a Service
RFP # 210706-200

ADDENDUM 1 - Questions and Answers

July 23, 2021

NOTICE: *The Request for Proposals (RFP) is modified as set forth in this Addendum. The original RFP Documents and any previously issued addenda remain in full force and effect, except as modified by this Addendum, which is hereby made part of the RFP. Respondent shall take this Addendum into consideration when preparing and submitting its Proposal.*

QUESTIONS AND ANSWERS

Q1: Whether companies from Outside USA can apply for this? (like, from India or Canada)
A1: Pender County does not dissuade vendors from submitting bids. However, in the UCaaS RFP Workbook, Requirements Scoring Sheet, Item DR-006: Pender County data must reside in the Continental United States.

Q2: Whether we need to come over there for meetings?
A2: Pender is seeking a business partner that is capable and available to meet as needed through the duration of the project, from Kick-Off through closure.

Q3: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
A3: Pender is seeking a business partner that is capable and available to meet as needed through the duration of the project, from Kick-Off through closure.

Q4: Can we submit the proposals via email?
A4: Refer to RFP Section 3.4

Q5: Do you want vendors to submit their own score in column F of the workbook or is scoring done by the Pender evaluation team?
A5: Each vendor is required to complete the Requirements Scoring Sheet. For each item, the vendor is to provide a score using the Scoring Scale.

Q6: Can the County provide a number of users per-location breakdown?
A6: Phones per location is provided below

Administration Building	92
Agriculture Building	18
Animal Shelter Building	4
Central Library Building	12
Elections Building	3

EMS Station 1 Building	48
Hampstead Annex	44
Hampstead Library Building	5
Health Building	73
Howard Holly Building	35
Jail Building	13
Public Works Building	5
Law Enforcement Center	38
Shooting Range	2
Social Services Building	114
Social Services Building 2	11
Tourism Building	4
Transfer Station Building	2
Utilities Building	12
Utilities Building 2	12

Q7: Can the County provide a current network diagram?
A7: No, due to security this will not be provided until the finalists are selected.

Q8: Can you describe the level of functionality sought with O365 and Outlook integration?
A8: Please see the UCaaS RFP Requirements Workbook, Requirements Scoring Sheet tab. Each vendor must score and describe their integration with O365 for the pertinent questions.

Q9: Pender County is specifying "complete turnkey, onsite implementation, and project management support". Elsewhere you indicate that "handset devices are to be deployed by IT Staff". Based on the fact that the large majority of onsite implementation for a cloud-based system is handset deployment, could you clarify to what extent the County expects the awarded vendor to participate in onsite implementation?
A9: The awarded vendor will be required to provide a dedicated project manage throughout each phase of the project; from kick-off through closure. This will include a direct line of communication for all project related items, detailed implementation plan, coordination of each department setup and cut-over, etc. The handsets will be pre-programmed and shipped to the destined Department. Pender ITS will then physically install the handset and confirm that it is working as intended.

Q10: Would the County consider the deployment of a discrete onsite device at internet-facing locations that would add extensive call quality and site survivability capabilities?
A10: No, the UCaaS system MUST be 100% cloud-based.

Q11: Also, please explain the requested feature Video Recording from Contact Center.
A11: The County is not seeking Video Recording for the Call Center. However, the ability to record the computer screen for call center agents is requested.

Q12: The Pender County network consists of 25 buildings located across the entirety of the County. In Burgaw, the County seat, most of the buildings are connected via private fiber to the Primary Data center **Is the data center where the CPE and servers are located? Is this a hybrid environment with some devices connected to the datacenter? How is everything connected- MPLS/SDWAN/VPN? Does everyone use this connection for internet access or is this just a connection to servers for applications?**
A12: Currently, the Cisco Call Manager system resides in the County Data Centers. Phones connect to switches located in each building, which connect to the Data centers to access the VoIP Servers. Internet access is served by the County Data Centers to most buildings. Buildings located in remote locations have dedicated internet access and connect via VPN.

Q13: However, ITS is in the process of seeking a secondary internet connection for redundancy. Buildings outside of the County seat are connected via WAN/Interconnect services with various bandwidths. **Is this with or without SDWAN? How is this going to work?**
A13: This will be done without SDWAN. The Firewalls will be setup in an HA Pair connected via fiber.

Q14: Center was setup at our Health Department; both Call Centers currently use 8 agents. This Call Center as a Service (CCaaS) has proven valuable and the County intends to expand this service to additional Departments with this need. **Are the agent licenses concurrent?**
A14: Currently, the reception area phones are occupied on a rotating schedule. The license is tied to the handset and not an individual.

Q15: Proof of Concept by short list selections **What will the POC consist of and what metrics are being used to determine or acceptable outcome of the POC?**
A15: Each vendor will supply the necessary handsets, licenses, etc. For the County staff that will participate in the POC/Pilot Program. The purpose of the POC is to ensure that the system operates exactly as the vendor has described it and that it meets the County's expectations for call quality, ease of use, included features, etc.

Q16: An outline of its partnerships and relationships to date. - **Need more clarity on that question.**
A16: Which third-parties do you work with to deliver your product/services. Do you own your own data centers or do you have a relationship with hosting companies such as AWS, Azure, etc.

Q17: Information on current clients, including total number of current clients, a list of local government clients, and evidence of successful completion of a project of a similar size and complexity. **Is the county willing to sign an NDA? see attached.**
A17: Due to North Carolina procurement law, G.S. 143-129, this RFP falls into the Formal Bidding Threshold. Formal Bid responses are sealed and are not public until the Public Bid opening. After this time, the bid packages are public record.

Q18: IF-004 - The solution will include in-state/out-of-state long-distance service. Cost for this service must be included in the quote. Solution must include ability to make international calls. Cost for this service must be specified if not included in service cost. -**WHAT COUNTRIES ARE THEY CALLING?**
A18: Some Departments may call internationally on occasion. Countries may include Mexico, Canada, United Kingdom, Germany, to name a few.

Q19: IF-005 - The solution must allow users to view the phone number and its associated staff name for all internal calls. The solution should also allow users to view the phone number of the caller of inbound calls. Additionally, system administrators can **"Mask" outbound DID numbers**, the company's main number, the department's main number, or it can be blocked entirely. **Are the numbers that are masked part of the contact center? If it is for the contact center did you want a drop down with a list of names to be displayed as the outbound caller ID?**
A19: The ability to "Mask" is for the entire system. Example, a staff member's outbound call shows up as the main department number rather than their individual DID.

Q20: CAS-003 - The solution must allow the caller to leave a message rather than wait in the queue. **How many calls do you want to have this functionality?**
A20: This functionality is required for each call center.

Q21: CAS-007 - The solution must allow for real-time call center manager dashboard and controls. **Could you be more specific on what types of controls you're looking for?**
A21: The ability to view call data, ability to create reports, ability to make changes, mark phone as DND, etc.

Q22: CAS-012 - The solution must allow authorized staff the ability to view a dashboard to see metrics such as length of call, total number of calls, answered calls, abandoned calls, average callers in queue, average wait time, max callers in queue, max wait time and the status of agents (such as DND), and if on a call. **Is this a wallboard did you want this in a wallboard also?**
A22: Yes, a wallboard but also the ability to receive this information via automated report if desired.

Q23: PAG-001 - The solution must have the ability to page all endpoints subscribed to the system including, but not limited to, handsets, soft-phone applications, mobile applications. **Is there any overhead paging or any paging devices attached to handsets?**
A23: Not at this time but the system will need to support this equipment if added in the future.

Q24: PAG-004 - The solution must have the ability to integrate with physical equipment such as loudspeakers, if needed. **Please provide manufacturer information for loudspeakers..?**
A24: The County does not currently have this type of equipment but may add in the future.

Q25: PAG-005 - The solution must have the ability to allow for pre-recorded paging announcements such as the opening and closing announcements or emergency alerts to end-points. **Please provide manufacturer information for connectivity to paging announcement devices…?**
A24: The County does not currently have a paging system in place. The system should natively support paging to end-points.

Q26: MOB-001 - The solution must allow users to connect handset to any internet connection to make outgoing calls and receive in-coming calls. **Is this functionality for Contact Center as well or users outside of the contact center?**
A26: All system users should have this ability. See Section 1, subsection 1.1 paragraph 3.

Q27: DATA-001 - The vendor must retain all data collected in UCaaS systems for a maximum of 7 years or end of contract term. The metadata should be retained for rolling 90 days, or until successful turnover after the end of contract term. **Could you be more specific as to what data you are requesting this for?**
A27: All Data to include incoming and outgoing calls, system settings, etc. Please use the notes field to describe your ability to support this and/or any limitations.

Q28: HS-004 - Vendor to describe options for displaying custom graphics, such as County seal/logo, on the display of all handsets. **This this a requirement?**
A28: Vendor to describe their options for this requested feature.

Q29: INT-002 - Vendor to describe integration with MS Teams, if applicable. **The county has MSTeams Gov't version today, what type of integration is the county looking for? How are they using teams today, is it just for instant messaging and meetings? Or is there voice?**
A29: The County is using the Teams for Chat and Meetings. The County owns 5 Dial-In Conferencing Add-On licenses. Each vendor is to describe their integration with Teams.

Q30: ADM-013 - A Root Cause Analysis report for all interruptions in service affecting 5 or more users shall be provided by the vendor within 24 business hours from the start of the interruption, along with a plan of action to avoid similar problems in the future. **More often than not with cloud services it is the customers network, will the county or does the county have something in place that allows them to see network traffic and alarms associated with their network for on prem and remote employees?**
A30: The statement above is specific to vendor related issues and outages. However, the County is seeking a business partnership with a UCaaS provider that can work alongside ITS to determine if the issue is on the County's network or the vendor's system.

Q31: **Currently, only the Health Department utilizes a Call Center. The call center has not been in place for 1 year. We have no estimated outbound volume at this time. Average call length is 2 minutes. What are all the other departments using to process calls today?
A31: Departments are using Hunt Groups to receive incoming calls from customers. However, we wish to implement Call Centers at these locations instead.

Q32: Can you clarify what CRM is in use and will be needed to integrate with?
A32: The County does not currently use a CRM.

Q33: On the RFP for UCaaS and CCaaS – one item is listed as Mandatory – that is CJIS, HIPAA, and PCI compliance. Would you confirm, please, that compliance with these three standards is a hard-and-fast requirement that must be met?
A33: Each vendor is to describe compliance with the following: CJIS, HIPPA and PII (data at rest/in transit encryption, password compliancy, data center, employees with access to your data center/systems and any 3rd party vendors).

Q34: Section 2.1 :Original RFP Document", Section 3.4 "Proposal Submission" and Section 4.1 "Project Approach" mentions the "**UCaaS RFP Requirements Workbook**" attached to the initial communication. This workbook is said to contain the following
- a. Requirements Scoring Sheet
- b. Implementation Deliverables
- c. SLA UCaaS Operations
- d. CC Profiles & Volume

A34: Yes, the workbook does contain all of the tabs listed above.

Q35: I have reviewed the RFP document several times and I do I do see the "Five Year Total Cost Summary" in Section 6 but I do not see any attachments to the RFP document nor the above mentioned spreadsheets. Can you please provide guidance as to where I may find this workbook?

A35: The workbook can be downloaded from the RFP Posting (https://www.pendercountync.gov/2021/07/request-for-proposals-210706-200-unified-communications-as-a-service/)

Q36: How important is a private voice only network based (not an over the top / public Internet solution) UC solution?

A36: The solution must be cable of utilizing ANY internet connection to include public internet connections. The solution must NOT rely on on-premise infrastructure or special requirements or changes to reach the solution providers system.

Q37: Please describe the required SLA requirements.

A37: See "SLA UCaaS Operations" tab in the Requirements Workbook

Q38: Is there a breakdown of users and license types by location?

A38: Currently, the county has the following Cisco Call Manager and Unity Licenses
- UC Manager-12.x Basic Single User License - 7
- CUWL Standard 12.x Users - Service Use Only - 8
- UC Manager-12.x Enh Plus Single User License - 439
- UC Manager-12.x Essential User License - 24
- One Unity Connection 12.x Voice Messaging User - 442

Q39: How many users need VM?

A39: All users will need voicemail.

Q40: How many users are in the contact center (agents / supervisors) per location?

A40: Please refer to the UCaaS RFP Requirements Workbook, tab CC Profiles & Volume

Q41: Do any users need call recording? Please describe per location.

A41: See UCaaS RFP Requirements Workbook, Requirements Scoring Sheet tab, REC-001

Q42: Do you need any web-conferencing? Please describe per location.

A42: Please describe any available features in the UCaaS RFP Requirements Workbook, tab Requirements Scoring Sheet, section Audio & Video Conference Calls

Q43: Are you open to other Cisco model phones? Please describe per location (think basic 6651, standard user 8811, executive user 8851).
A43: We are seeking comparable & affordable models to our existing Cisco handsets that work on your system.

Q44: What are your conference phone requirements? Please describe per location.
A44: The County requests that each vendor suggest a comparable conference phone that works with your system.

Q45: Do you have a central receptionist and what are the receptionist requirements (PC, side car etc.)
A45: Each Departments have different needs. Our largest Departments, such as Social Services, may require Side Cars. Include costs for Side Cars with your bid response.

Q46: Do you have other receptions (or receptionists at a specific location) and what are those requirements.
A46: See Answer to Question 45.

Q47: Do you have any Toll Free numbers? Please describe and detail per location.
A47: Not at this time.

Q48: Do you have Remote Call Forward numbers? Please describe and detail per location.
A48: Not at this time. However, the ability for staff to forward their DID's is desired.

Q49: Is there a detailed call flow document?
A49: This information will be provided to the selected finalists.

Q50: Is there a detailed network diagram you can provide?
A50: No, due to security this will not be provided until the finalists are selected.

Q51: Can you please provide a list of all sites including main BTN and site address (if that can also include phone counts and user types)?
A51: This information is available on our website with the exception of phone count and user types. (https://www.pendercountync.gov/directory/building-locations)

Q52: Please describe the network infrastructure? Please describe per location.
A52: Please see the RFP document, Section 2 General Information, subsection 2.2 The Enterprise.

Q53: Are there any overhead paging requirements? Please describe per location including zones and make/model of paging equipment?
A53: The County does not currently have a paging system. However, The solution must have the ability to integrate with physical equipment such as loudspeakers, if needed (ref UCaaS RFP Requirements Workbook, Requirements Scoring Sheet tab, PAG-004)

Q54: Are there any door phone requirements? Please describe per location including zones and make/model of paging equipment?
A54: Not at this time.

Q55: Do you have any other analog devices that run through the phone system (not including fax / fire / alarm or paging / door phones as requested above)? Please describe per location.
A55: Not at this time.

Q56: For phone drops, will each user have a dedicated voice drop or be sharing the data drop / PC for network connectivity? What cabling is being used (Cat5 etc.)?
A56: Each handset will connect to a network drop, a computer will connect to the handset for network access. Cat5e and Cat6 is currently used depending on the location.

Q57: How many DIDs do you have? Can you provide a detailed list per location.
A57: The County has 4 PRI's. Associated PRI's and DID's are listed below:
- Data Center 1 - 215
- Data Center 2 – 234
- Hampstead Data Center - 82
- Emergency Operations – 49

For Security reasons, a detailed list will only be provided to the short list of finalists.
Q58: Is it possible to bid on everything under your UCaaS solution requirements except the Call Center Service option?
A59: No, the call center is a requirement of the system. See RFP Document Section 4.1 Project Approach.

Q59: Will you accept any non-government references?
A59: Per the RFP, section 5 Vendor Qualifications & References: Three (3) local government customer references, of a similar size, within the United States.

Q60: For distribution of addenda with your written responses to vendor questions, will you be sending each response to all vendors? And will you send them via email only?
A60: The County will post the Questions and Answers on the RFP & Bids section of its website via Addendum (https://www.pendercountync.gov/public-notices/open-rfps-and-bids) by July 23 at 5:00PM. In addition, the County will reply to each vendor contact that submitted questions.

Q61: IF-002 - Do you plan to utilize 4 PRI's listed for redundancy?
A61: No, See UCaaS RFP Requirements Workbook, Requirements Scoring Sheet tab, IF-001 & 1 Statement of Work, 1.1 Purpose of the RFP

Q62: IF-002 - Zoom Phone bandwidth requirement approximately 100KB per call. Does Pender County utilize or plan to utilize network segmentation/QoS to ensure available bandwidth for voice and other real time applications?
A62: Yes, the majority of our buildings feature Layer 3 switches with segmentation via VLANs. In addition, the County currently utilizes QoS for the on-premise VoIP Phone System.
Q63: PAG-004 - How many IP paging endpoints plan to deploy?
A63: The County does not currently have a paging system. However, The solution must have the ability to page all endpoints subscribed to the system including, but not limited to, handsets, soft-phone applications, mobile applications. (ref UCaaS RFP Requirements Workbook, Requirements Scoring Sheet tab, PAG-001)

Q64: RFP in 2.2 CURRENT ENVIRONMENT - What make and model of the 8 voice gateways (ATA) in use today?
A64: The County will not be utilizing the voice gateways with the new system. See UCaaS RFP Requirements Workbook, Requirements Scoring Sheet tab, IF-001 & 1 Statement of Work, 1.1 Purpose of the RFP

Q65: PAG-005 - For overhead paging and mass communications what system is in use today?
A65: The County does not currently have a paging system. However, The solution must have the ability to integrate with physical equipment such as loudspeakers, if needed (ref UCaaS RFP Requirements Workbook, Requirements Scoring Sheet tab, PAG-004)

Q66: RFP Section 1.1 and DATA-002 - Who is your current contact center provider?
A66: Since the vendor may also choose to provide a bid for this project, the County will not disclose this information.

Q67: RFP Section 2.2 - Is your Microsoft O365 deployment a hybrid deployment or purely cloud-based? If a hybrid, are there plans to move to a pure cloud based system?
A67: The County's O365 deployment is cloud based.

Q68: RFP Section 6 - Can you further define project management? Zoom offers ongoing premier support (https://zoom.us/docs/en-us/support-plans.html). Is this considered project management or other?
A68: The awarded vendor will be required to provide a dedicated project manage throughout each phase of the project; from kick-off through closure. This will include a direct line of communication for all project related items, detailed implementation plan, coordination of each department setup and cut-over, etc.

Q69: UCaaS-RFP-Requirements-Workbook - Do we need to address each line item in the Notes column of the workbook?
A69: Each vendor is to complete columns E (Vendor Response Supported Y/N), F (Vendor Score) and G (Notes).

Q70: SCT-006 - Is CJIS compliance **required**? I.e. "don't bother to respond if you aren't CJIS compliant"?
A70: Each vendor is to describe compliance with the following: CJIS, HIPPA and PII (data at rest/in transit encryption, password compliancy, data center, employees with access to your data center/systems and any 3rd party vendors).

Q71: RPT-010 - Direct billing to departments – is this a requirement of the phone system – ie we would need to bill departments separately? Or is it sufficient if you can build billing groups to group phones/costs by department, making it easier for you to bill each department?
A71: The purpose of this is to allocate the costs to the respective departments. This could be accomplished by each department receiving a bill or an invoice with billing groups with costs by department.

Q72: QA-all – are any of these requirements applicable to calls or just to call center contacts?
A72: These are Call Center quality assurance requirements.

Q73: PAG-001 – Is it a deal breaker if we do not have the ability to page the softphone or mobile app? (they would just ring)
A73: Please describe your systems capabilities in the Notes section.

Q74: REC-005 – What is meant by "Court Admissible"?
A74: An audio recording that is an authentic, accurate, and unaltered.

Q75: Valid Microsoft agreement are they looking to leverage Teams integration? "In addition, other features such as Paging, Call Recording, and Office 365 Integration would be invaluable to County Operations." - would we an integrations with Office 365 for all agents? When we say integration what are you looking for?
A75: See UCaaS RFP Requirements Workbook, Requirements Scoring Sheet tab.

Q76: Would we like to replace all hardware, or reuse any if we support some of their existing Cisco devices?
A76: The County will be replacing all handsets that are not compatible. Compatible Cisco phones can be utilized provided they are fully compatible with the system.

Q77: Any overhead paging/loud horn integrations needed.
A77: The County does not currently have a paging system. However, The solution must have the ability to integrate with physical equipment such as loudspeakers, if needed (ref UCaaS RFP Requirements Workbook, Requirements Scoring Sheet tab, PAG-004)

Q78: Any additional details around the needs of the call center, present or future, for agents/supervisors. (inbound/outbound calls, statistics needed, any other channels needed beyond voice?)
A78: See UCaaS RFP Requirements Workbook, CC Profiles & Volume tab.

Q79: Do we have any common space, or courteous phones? Or are all end points full users.
A79: At this time, there only a few common space phones; estimated 10. There may be additional phones added for this purpose in the future.

Q80: Integration Section of the worksheet – Vendor to describe integration to emergency communication services. Can you elaborate on what you are looking for? The CodeRed appears to be a standalone system.
A80: If you support integration with CodeRed, please provide details. If you have an offering that could replace the system, please detail that as well.

Q81: Call Center - Maximum number of agents logged into the call centers simultaneously. Agent licenses are concurrent.
A81: See UCaaS RFP Requirements Workbook, CC Profiles & Volume tab.

Q82: Handsets under the Count and Lines. Is the reference to the number of line appearances that you are currently receiving on the various models?
A82: Number of lines references the total number of lines the particular handset supports.

Q83: Are the call centers only taking voice calls? Any plans for email or chat?
A83: Voice, Text, Web Chat and email may be utilized due to the department requirements.
See UCaaS RFP Requirements Workbook, CC Profiles & Volume tab.

Q84: Budget & Estimated Pricing - You have given us the approximate number of users but not the individual requirements. Employees that need access to analytics and reporting is a different license than a basic user. Can you supply a breakdown of the number of employees that require various features? Or how should we answer the 5 year cost on licensing?
A84: See Section 6 of the RFP. Each vendor has the flexibility to detail how their licensing costs would be generated. Each vendor should list its initial licensing cost, but explain what additional costs would occur if features fall into a higher-tier licensing plan (such as analytics and reporting). Any assumptions the vendor makes in the pricing should be outlined by the vendor. Pender is asking for pricing estimates. Pender will have detailed discussions about what license would be appropriate per employee once we narrow our decision to 2-3 vendors and have a good idea of what offerings are available.

Q85: Who is your current CCAAS provider?
A85: Since the vendor may also choose to provide a bid for this project, the County will not disclose this information.

Q86: RFP Stated 8 Contact Center agents, of the 8 how many are supervisor, or how many supervisors do you need beyond the 8.
A86: See UCaaS RFP Requirements Workbook, CC Profiles & Volume tab.

Q87: Do you want agents to take calls from their Mobile phones?
A87: Yes, if the need arises. This is outlined in the RFP, 1 Statement of Work, section 1.1 Purpose, paragraph 3.

Q88: Is the county considering using AI within the Call center to off-load common questions which can be answered without transferring the call to a live agent?
A88: This could be a future need but not at this time.

Q89: Does the county in vision the call center integrating with other applications to support such things as, Property Tax amount. Obtaining water bill balance by entering phone number associated with account?
A89: This could be a future need but not at this time.

Q90: What is the trunk utilization of the 4 PRIs?
A90: Number of Calls per day Utilization Peak is as follows
- Internal – 890
- Local – 280
- Long Distance – 573

Q91: Are the Covid Calls coming in on the PRIs today?
A91: No, the County utilizes a cloud-based Call Center as a Service.

Q92: Is the county looking for the call center to support for Omni Channel Functionality such as Voice, Text, Web Chat, email, and Fax? Can you list the required channels?

A92: Voice, Text, Web Chat and email may be utilized due to the department requirements. See UCaaS RFP Requirements Workbook, CC Profiles & Volume tab.

Q93: For pricing purposes and user profiles, is the county expecting every user to support desk, Softphone and Mobile phone access?
A93: Yes, this is outlined in the RFP, 1 Statement of Work, section 1.1 Purpose, paragraph 3.

Addendum 2 is being issued to address questions from interested parties.

– END –