



## Unified Communications as a Service RFP # 210706-200

### ADDENDUM 2 - Questions and Answers

August 03, 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: Please breakdown the handsets: Users (Basic User, Manager, Executive Phones, etc....)

A1: Pender currently issues phones based on the end-user needs. We are seeking comparable replacements (by supported lines per handset) to our current models. The list of phones are listed in the RFP.

- Conference Phones: 13
- 1 Line Phones: 59 (The County wishes to standardize on 2 Line Phones instead of 1 line phones)
- 2 Line Phones: 287
- 4 Line Phones: 45
- 5 Line Phone: 4
- 6 Line Phone: 92

Q2: Please breakdown the handsets: Common Area ( breakroom/ IT Room) etc..

A2: At this time, there only a few common space phones; estimated 10. There may be additional phones added for this purpose in the future.

Q3: Please breakdown the handsets: Any Softphone or all handsets?

A3: Pender currently uses a very small number of softphones with the Cisco system. Pender is seeking to provide softphones to users with the new system.

Q4: Can you explain in more detail about the IVR?

A4: Pender currently uses auto attendants to provide a menu to callers with options. The caller's selection will direct them accordingly.

Q5: IVR: Is anyone inputting information or just requesting a department/name?

A5: At this time, callers would be simply selecting a menu option and directed accordingly. Future needs may arise that would require callers to input information but not at this time.

Q6: IVR: Is it more like an Auto Attendant that you are looking for?

A6: Yes. The ability to provide a menu driven recording in which callers can select options and directed accordingly.

Q7: How many users are to be recorded?

A7: See UCaaS RFP Requirements Workbook, Requirements Scoring Sheet tab, REC-001. At this time we have not determined how many users need to be recorded. If your recording feature is an add-on, please include costs based on your pricing model (per user and/or per device).

Q8: PAGE: What is the existing Paging system?

A8: The County does not currently have a paging system in place. We are seeking this feature through the new UCaaS system.

Q9: PAGE: Is this per building or all buildings

A9: 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). This could be per building or all buildings at once, depending on the information that needed to be relayed.

Q10: PAGE: Is this overhead or through the phones?

A10: 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) and 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).

Q11: PAGE: Are there any door strikes/door releases?

A11: The County currently has door strikes, maglocks and releases. If there are options to support integration with this equipment, please provide in your response to include supported hardware.

Q12: Any Toll-Free #'s?

A12: Not at this time.

Q13: Minutes?

A13: If referring to toll-free, see A12.

Q14: Do your current switches support POE?

A14: Yes

Q15: Do you need a vendor to provide POE switches?

A15: No

Q16: Do you have dedicated ports for the phones or plug the PC into the back of the phone

A16: PC's plug into the back of phones and share a data port for the majority of locations.

Q17: Are you looking for onsite installation?

A17: No. However, we are seeking the cost of pre-programming handsets and shipping to Pender's desired location. Once delivered, County ITS staff will deploy the handset and test.

Q18: What is the preference for cutover? All at once or phased?

A18: A phased in approach. Please provide a sample implementation plan per section 5 of the RFP.

Q19: Phones on a Capex or Opex Model?

A19: Phones on a Capex. However, Pender would be interested in an Opex model if available. Please provide costs for both Capex and Opex if available.

Q20: Preference on Polycom or Yealink Phones?

A20: Pender does not have a preference. However, costs for both would assist in the decision-making process.

Q21: Recording: Do you have the ability to store voice/screen recordings on-prem?

A21: Yes. However, the County is moving away from storing data locally if possible. Please detail options for storing locally and in the cloud, to include SharePoint On-Line, One-Drive, Azure, AWS, Wasabi, etc.

Q22: RECORD: They can be exported via the provider monthly.

A22: Please explain the process and options.

Q23: RECORD: Do you know how much storage you are using monthly today?

A23: Pender does not currently have Call Recording in place. For Voicemail, the County has 456 voicemail boxes. Total size of all voicemail messages and attachments: 3 Gb

Q24: RECORD: Is screen recording a Mandatory Requirement?

A24: See UCaaS RFP Requirements Workbook, Requirements Scoring Sheet tab, QA-001. If this feature is not available, score accordingly and enter as much information possible in the Notes column.

**- END-**