

RFP for VOIP: Addendum Q&A

Question	Answer																								
Do you know if each location has a POE switch for each cable drop per workstation/handset to run back to? Or should I quote POE switches too?	Yes we have POE switches in Abilene, Wichita Falls and Crowell offices. Several of the remote Head Start centers have 5 port POE switches.																								
Kindly mention the existing system specs of the previous system	NEC 8100 in Abilene and Crowell ESI in Wichita Falls																								
Does the proposed solution need to support analogue devices? What is the total count of analogue devices? Are they mostly Fax and Card Readers or do they have analogue phones too? Mention the count of each	No analog devices																								
Do you need Paging? Do they have existing Paging solutions that need to be integrated? Please share number of devices that would require analogue connectors for Paging.	No paging																								
Where are your emails hosted?	Office 365 Exchange in the Cloud																								
Are you open to switching existing Telecom Provider? What is the name of existing provider?	Yes, we are open. Big BUT, Crowell is a very rural area and RPMC is limited to providers. <ul style="list-style-type: none"> • Santa Rosa Communications of Vernon is our current carrier. • AT&T for long distance. • US Cellular for mobile devices. 																								
Do you already have existing Microsoft 365 licenses? Please mention exact count of O365/M365 G1, O365/M365 G3 and O365/M365 G5 licenses.	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Product Title</th> <th style="text-align: center;">Total Licenses</th> <th style="text-align: center;">Expired Licenses</th> <th style="text-align: center;">Assigned Licenses</th> </tr> </thead> <tbody> <tr> <td>Microsoft 365 Business Premium</td> <td style="text-align: center;">260</td> <td style="text-align: center;">0</td> <td style="text-align: center;">247</td> </tr> <tr> <td>Microsoft Power Automate Free</td> <td style="text-align: center;">10000</td> <td style="text-align: center;">0</td> <td style="text-align: center;">41</td> </tr> <tr> <td>Microsoft Stream Trial</td> <td style="text-align: center;">Unlimited</td> <td style="text-align: center;">0</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Office 365 E2</td> <td style="text-align: center;">296</td> <td style="text-align: center;">0</td> <td style="text-align: center;">40</td> </tr> <tr> <td>Power BI (free)</td> <td style="text-align: center;">Unlimited</td> <td style="text-align: center;">0</td> <td style="text-align: center;">3</td> </tr> </tbody> </table>	Product Title	Total Licenses	Expired Licenses	Assigned Licenses	Microsoft 365 Business Premium	260	0	247	Microsoft Power Automate Free	10000	0	41	Microsoft Stream Trial	Unlimited	0	1	Office 365 E2	296	0	40	Power BI (free)	Unlimited	0	3
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On page 8, section VI. Project Scope: the RFP states, "All RPMC offices need an 800# to	YES outside callers use it to avoid paying long distance calling to RPMC.																								

transfer calls amongst each other.” Is that the only function of the 800# or will outside callers use it to avoid paying long distance calling you? One of the benefits of an integrated VoIP system is that you can simply transfer calls between the offices using the system and not calling toll-free numbers; thus, realizing substantial cost savings. If the only purpose of the toll-free numbers at each location is to provide intra-office transfers, they will not be needed. Please clarify and advise.	
Who manages the switches? (to enable VLAN for VOIP phones)	Webfire has done our VLANS for VOIP
a) When you say 5 iFax connections, are you meaning 5 fax numbers?	This is an add-on feature that is not a requirement for VOIP.
b) by connections are you meaning that is how many fax numbers are needed per location to be ported to iFax? So for example, 5 iFax connections = 5 fax numbers?	Yes that is correct.

Bidder's Conference Q&A

Questions	Answers
Regarding the internet, that might be part of Phase II, is that something that you would like us to quote? I see that speeds kind of vary widely from one site to another. So I didn't know if there was an ideal speed we should be looking for in quoting an apples to apples kind of what you currently have today	No there is not really any particular speed. What I have done is I usually put about 3 megabits per device in a building. So if I have 10 devices, I'm going to have 30(megabytes) on that (site). So your overhead on your Voice Over IP will come into play so we'll have to adjust Stage II as far to be remote centers we'll just have to play with that. It will go up and down. Some of the centers are really small and some are fairly good size. It will vary. I am not against getting one ISP to do the whole thing but remotely speaking I don't think its gonna happen. I think we're gonna have to do multiple ISPs. -Wade Davis (IT Dir.)
This RFP is for telephone service and does not include the actual internet bandwidth?	No it doesn't but if we need to adjust our...If your system, if we can do something with the internet we will be glad to take a look at it. -Wade Davis (IT Dir.) Ripley it was an option. If someone could offer us an opportunity to increase our operational capacity with some system they got, its not necessary, obviously if we can run the Voice Over with our existing systems that sounds simpler but if its not... its not required. -Debra Thomas (Exec. Dir.)

Category 5 wiring in place today at all sites?	Yes. –Wade Davis (IT Dir.)
How about switchboards and power over Ethernet switchboards? Can you give more specifics?	We have them in Wichita Falls. We have them in Crowell. We do have in the smaller facilities a 5 port POE switch. –Wade Davis (IT Dir.)
So if they're not accounted for it is something you are aware of? And handle at least at this point?	Yes. –Wade Davis (IT Dir.)
Are there any special features that are required at some of the larger locations versus maybe limited features at the one-user locations? Is there anything specific the Voice Over IP that your organization is looking for?	I think in the Wichita Falls, Abilene, and Crowell locations I think one of the features they were wanting was caller ID. But caller ID is not required at the smaller locations. It would be nice to have but not required. –Wade Davis (IT Dir.)
Are there users that want to be able to answer their business line on a cellphone?	Yes. –Wade Davis (IT Dir.) Absolutely. –Debra Thomas (Exec. Dir.)
Now would that be a cross the board? Do you think everyone would want those type of features?	It is a mix. So if that is a pricing differential for you, purpose that. I think that's what we intended on the Pricing Matrix. That if you had separate levels of service go ahead and just present it one way and give us additional options. We got directors who are mobile quite a bit that may need to be able to transfer their calls to their cellphones when they are out of the office. We've got other reasons to transfer but just to see what options are available would be very helpful. –Debra Thomas (Exec. Dir.)
Is it safe to assume that all phones are close to a network drop or do we need to include network drops for certain phones?	There will not be any need for any drop. –Wade Davis (IT Dir.)
Any call center software, advanced call center software, are there any call center softwares that we want to be concerned about? Either in place or something that we may want to be quoting?	We don't have anything in place. One of the things that would be an improvement for us is for the Transportation Department to have a call center. We get one call in that can go to multiple locations. That's one thing but we really don't have anything in place. So if you want to include some type of software for that that would be fine. –Wade Davis (IT Dir.)
Voice Recording clarifications.	Now they have requested at some locations to get voice recording. I don't know if that would be a nice feature to have especially we have CSBG that deals with the public quite a bit that could use a voice record so they could go back and review any phone calls that they have. That would be nice. –Wade Davis (IT Dir.) Debra: Actually I think we put that in the RFP. I would like to see options for Recording. –Debra Thomas (Exec. Dir.)

<p>How long would you want to keep voice recording on hand? Is there a max? Or keep them as long as you need?</p>	<p>I would say at least 30-60 days. If we haven't reviewed it by then we should be able to. If we can take a voice recording and offload it if they want to keep it as an archive situation that would be fine. But I think 60 days would be enough. –Wade Davis (IT Dir.)</p>
<p>Any overhead paging requirements within the building?</p>	<p>We don't have any paging in here and I don't think we need paging. –Wade Davis (IT Dir.)</p>
<p>Do you guys have specific payment terms? As in 30-days, net 40, net 60? What is the minimum requirement?</p>	<p>Generally we will pay within 30-days receipt of an invoice. –Debra Thomas (Exec. Dir.)</p>
<p>Do you guys have an anticipated rollout date for this?</p>	<p>My hope is prior to January 25, 2023. We are currently in the construction for a new building. So in the RFP what we tried to communicate is that we have an office in Wichita, Abilene, and Crowell. The Crowell office we are building an adjacent building and it has no telephone service other than this [VOIP]. And it should be complete, right now contractors are telling us January 25 for move in date. I would hope that we have it in place at least by January 25. –Debra Thomas (Exec. Dir.)</p>
<p>Do you have a preference on references? Industry? Size?</p>	<p>What I am looking for there is a customer that you have worked with that they've got what have you prepared for us. I would like to talk to a client that has it and just pick their brain for two minutes. Does he like it? Does he like the service? Is there anything he would change in hindsight? Just some general questions. –Wade Davis (IT Dir.)</p>
<p>Are you guys going to be having a centralized auto attendant were they are going to be calling in to one main phone number? Then you know English to Spanish or anything like that? Are you looking for any specifics on auto attendant for your main location or all locations?</p>	<p>We will need to have a minimal of auto attendant for the 4 separate building locations. And when we get to the second phase, if we add in the individual child care centers each one of those would have their own auto attendant. –Debra Thomas (Exec. Dir.)</p>
<p>Are y'all looking to purchase the phone system out right? Or would you be opposed to equipment as a service? To were you pay a monthly price that way you are not paying so much up front.</p>	<p>I would be more interested in paying for it up front. Unless you are going to tell me its beneficial. I would be interested in seeing both options if you want to submit it that would be great. –Debra Thomas (Exec. Dir.)</p>