

## CACOST Cloud Hosted VoIP Services RFP – Q&As

Does your Collaboration Strategy include meeting, web conferencing, mobile, presence, voice-enabled and more?

Yes - Please see Required Features Checklist Form.

Do you also have a need to for the sharing of files, screen sharing, scheduling, and calendars?

Yes - Please see Required Features Checklist Form.

Are you adding more to your workforce?

Yes.

Do you have a Work From Home (WFH) Strategy in place for your employees?

Yes.

What kind of applications do your employees access while they are mobile?

Google Apps, O365 Apps, Adobe, Softphone

How will they access applications, hosted on-premises, or collaborate when remote?

Through agency-provided equipment along with UC resources.

What is your Bring Your Own Device (BYOD) policy?

We do not have a BYOD policy.

Do you have a Business Continuity Plan in place to carry out business as usual during a health crisis, natural disaster, or geopolitical issue?

Yes.

How many users will be in need of service?

Please see Attachment A.

How many of your workers are mobile, or on the field, and will need access to cloud-based UC resources?

Please see Attachment A. Almost all phones/users will need access to cloud based UC resources.

Do you have an 800 number?

We have multiple 800 numbers - Please see Attachment A.

What are the 'must-have' requirements for your collaboration solution?

Please see Required Features Checklist Form.

What are the core needs and features that you absolutely must have from your phone system?

Please see Required Features Checklist Form.

Do you want your phone system integrated with your collaboration software?

Yes - Please see Required Features Checklist Form.

Do you and your associates leverage O365 today?

Yes, full O365 integration is possible in the near future.

Have you deployed Microsoft Teams or plan to adopt Microsoft Teams in the next 12 months?

Not for all personnel at the moment, but possibly in the future.

What video conferencing tool are you using currently?

Zoom, Google Meet, and current provider

How important are video meetings for your organization?

Video calls are a part of the Required Features Checklist Form.

Do you need your meetings recorded?

Yes - Please see Required Features Checklist Form.

How many minutes do you use on calls?

We currently have unlimited state and local minutes.

Do you send or receive faxes?

Please see Required Features Checklist Form.

Do you make international calls?

Yes.

Will there be a scheduled information call or should I email you directly with any questions?

There will not be a scheduled information call. All questions should have been submitted before 7.21.21 deadline.

I saw the VoIP RFP CACOST has out, and realized this is the third round of RFPs for this project. Any insight into why you weren't able to find the right fit in the previous rounds?

Almost all of the submitted proposals did not fully answer all required sections of the previous RFPs in the format requested. This prevented accurate scoring and led to evaluation irregularities.











Also, are you open to other vendors submitting that weren't part of the previous rounds?

Yes.

Are you free for a quick meeting to help us understand the differences in this RFP vs. the previous three submissions our team has made?

Please see section "Inquiries & Contact Information" section of the RFP. The main difference will be the addition of the Required Features Checklist Form.

I understand that you are using Poly desk phones currently, do you have an estimate on how many of each phone type are currently deployed (e.g., how many 300 series phones, vs how many 400 series phones are deployed currently)?

 Polycom VVX 411	5
 Polycom VVX 311	102
 Obihai OBi Handset	5
 Polycom VVX 310	316
 Polycom VVX 410	0
 Polycom IP 6000	8
 Panasonic KX-TGP600 DECT Base and Handset	0
 Panasonic KX-TPA60 DECT Handset	103
 Cisco SPA 122 ATA	0
 Obihai OBi 300 1 port SIP ATA	5

Would your users rely on a softphone or app feature?

Please see Required Features Checklist Form.

Can you elaborate on what the ATA devices will be used for? (e.g. faxes, paging, etc.)

Faxing.

Do the cordless phones require voicemail capabilities?

It is preferred.

For the cordless phones – are Wi-Fi phones acceptable?

Alternative features will be accepted as long as they meet or exceed requirements.

What are the expectations for onsite phone installation? Are there any exemptions, or will the provider be expected to provide onsite, turnkey implementation and training for all sites?

Provider will be expected to provide onsite, turnkey implementation and training for all sites

Would you allow ICS to provide 2 pricing options? One being a hybrid model, and the second being a fully hosted model?

All proposals will be accepted as long as they meet or exceed requirements.

Is CACOST eligible to be quoted through BuyBoard, DIR, Sourcwell, or any other governmental pricing models?

Yes.

Lastly, can you confirm the number of DIDs is currently 22, with 4 additional toll free numbers?

This is correct.