

Enterprise VoIP Telecommunication System Request For Proposals Q & A

1. Attachment A shows 791 Extensions and 34 “Non-DID” Extensions, do they all have phones?

No, not all extensions utilize phone sets. Phone set models and quantities currently in place are identified in Attachment B.

2. Attachment B shows 397 devices. What are the other 400 extensions using?

The configured extensions which do not use phone set devices are one of these use types: soft-phone client, fax number (fax device or e-fax), rollover line, ring group, or alarm system phone line.

3. Are the 34 non-DID extensions in common areas like lobbies, floater desks, conference rooms, etc.?

The 34 non-DID extensions identified in Attachment A are one of these use types: common area phone sets, paging groups, and extensions configured in the existing system for linked components/modules.

4. What would the cutover plan for phone system be? All at once or in phases? How many phases?

As indicated in the Implementation Plan section of the RFP, on page 12, the vendor should describe their recommended approach, ensuring minimal disruption to telecommunication services.

5. How many new phones? What model?

The vendor should propose the appropriate phone model(s), as needed, for their proposed solution to replace any non-compatible device listed on Attachment B of the RFP.

6. UMOS’ current Poly phones are supported on Zoom Phone. The 193 Avaya devices are not. Would UMOS want to replace those devices, or would you envision moving more users to soft phones? If replacing, do you have a desired phone model(s)?

For the sake of consistency for all vendors/bids, the vendor should propose the appropriate phone model(s), as needed, for their proposed solution to replace any non-compatible device listed on Attachment B of the RFP. Any changes to quantities will be negotiated with the selected vendor, as needed, after proposal selection.

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- 7. How many Emergency response locations do you have? RFP document says “over 60 locations” and there are 58 locations listed in Attachment A. Should we use 58 as the correct # of locations**

For the sake of consistency for all vendors/bids, the vendor should propose based on the 58 locations listed in Attachment A. Any changes to quantities will be negotiated with the selected vendor, as needed, after proposal selection.

- 8. For analog devices we count 72 standalone fax devices and 8 alarm lines, are there any others?**

For the sake of consistency for all vendors/bids, the vendor should propose based on the counts listed in Attachment A. Any changes to quantities will be negotiated with the selected vendor, as needed, after proposal selection.

- 9. Are you looking for a Contact Center solution?**

UMOS is not looking for a Contact Center solution at this time. Information regarding the proposed system’s Contact Center capabilities can be included in the system overview for consideration of potential future needs.

- 10. What other VOIP vendors and PBXs are you using at other locations?**

UMOS believes that all information necessary for a vendor to develop a solution proposal has been provided. UMOS will not disclose current hardware makes, models or VoIP vendor information.

- 11. I understand there are 800 employees, but how many users need a phone license?**

For the sake of consistency for all vendors/bids, the vendor should propose based on the counts listed in Attachment A. The total DID count includes DIDs associated with Ring Groups, Auto Attendants, Fax to email, Stand-alone Fax & TTY devices, Toll-Free, and Alarm lines. Therefore, the remaining 545 DIDs would be presumed named users for proposal purposes. Any changes to quantities will be negotiated with the selected vendor, as needed, after proposal selection.

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12. Do you have a feature and license breakdown for users?

We do not have a feature and license breakdown for users. We recommend that vendors refer to the Systems Features section on pages 8 and 9 of the RFP and identify those which are included in the proposed system's standard pricing, as well as any which are available but subject to an additional cost per license/user. Any additional costs should be clearly identified/indicated, as applicable.

13. Attachment A shows Extensions-DID, is that the number of users that need a phone/softphone?

For the sake of consistency for all vendors/bids, the vendor should propose based on the counts listed in Attachment A. The total DID count includes DIDs associated with Ring Groups, Auto Attendants, Fax to email, Stand-alone Fax & TTY devices, Toll-Free, and Alarm lines. Therefore, the remaining 545 DIDs would be presumed named users for proposal purposes. Any changes to quantities will be negotiated with the selected vendor, as needed, after proposal selection.

14. Is the team wanting to keep all of their stand-alone devices?

Yes, all existing stand-alone devices will remain. UMOS is open to exploring other options available for future consideration.

15. What are the alarm systems?

The lines identified in Attachment A are analog lines used for burglary and fire alarms.

16. How many minutes of toll-free do the team use on average per month? Do you all prefer a block rate, or a flat rate per minute?

Our toll-free usage varies by location, department, and in many instances may be impacted by peak operational seasons, therefore UMOS would prefer a flat rate per minute.

17. If all current device types are not supported does the team want equivalent devices quotes on the RFP?

Yes, as indicated in System Requirements section of the RFP, page 8, "Utilize any existing phone sets, as shown in Attachment B, compatible with proposed system; propose comparable phone sets to replace non-compatible hardware."

18. How many users/agents need real-time reporting?

Live/real-time reporting is needed by two users/agents.

19. Are the phones listed what the team uses today or what they are looking to buy?

The phones listed in Attachment B of the RFP are what is actively used today throughout UMOS operations.

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20. How many total users?

For the sake of consistency for all vendors/bids, the vendor should propose based on the counts listed in Attachment A. The total DID count includes DIDs associated with Ring Groups, Auto Attendants, Fax to email, Stand-alone Fax & TTY devices, Toll-Free, and Alarm lines. Therefore, the remaining 545 DIDs would be presumed named users for proposal purposes. Any changes to quantities will be negotiated with the selected vendor, as needed, after proposal selection.

21. SMS Bulk Blasting text messaging: How many messages does the team want to blast and what type of campaigns? Is this a feature/require day one or grow into as there are no other details than that comment? If needed on day one, how many agents will be needed to manage and respond to text campaigns?

UMOS does not currently utilize SMS Bulk Blasting features but is considering the feature for future use.