

- Are you open to a formal introduction to my organization via a quick video call?  
No introduction calls after the RFP process has started.
- Do you have a preferred provider and/or manufacturer?  
No preferences
- Does your organization prefer doing business with a HUB?  
We will review all businesses for the products or services being supplied.
- Are you open to a UCaaS solution that offers?  
We will look at UCAAS
- On page 7 under Vendor Response – System Functionality #11 – What do you mean by multiple systems? How do you define “multiple systems”?  
Unified system to call internal and communicate with other internal phones. Currently the internal phones have 4 digits dialing among internal phone to phone communication.
- On page 8 under System Administration Management Section #1 you ask, “Can the attendant console GUI monitor multiple systems at the same time? Please define “multiple systems”.  
Desktop GUI to manage phones or handsets primarily on windows but there are some apple's still in the environment.
- On page 9 under Maintenance and Support #1-c. what do you mean by “call tracking system”?  
Call history to be able to see who might have called a phone if it was unattended.

## Questions Asked Regarding VOIP Telephone System

- Are you looking for on prem or hosted?

We are not opposed to the on prem option, but we are leaning towards a VOIP system.

- Do you have any call center agents?

We do not have any call monitoring other than we will need to record phone call through the system for our Sheriff's office. Those agents are about 20 who have that ability now. Barging in or auditing calls are not needed in any of our departments.

- Do we have a budget approved for this project?

They do not set a budget, but we go out for RFP and that sets the budget.

- Do you have a target # in mind per users?

We do kind of have an idea of the cost but we cannot provide that number due to the RFP guidelines.

- Confirm bid dates & time.

September 15, 2021 at 10:00 AM

- Please include a current plan holders list for the project.

N/A

- If other addenda have been issued.

None

- The square footage, if applicable.

N/A

- The budget estimate for the cost of construction.

RFP chosen sets the budget

- Prebid meeting bid date and time

None

- It is not specifically state whether you would prefer a Cloud Base solution or a Premise.

We are not opposed to the on prem option, but we are leaning towards a VOIP system.