

1920 Mariposa St., Suite 330  
Fresno, CA 93721

**Fresno EOC IT Department - Phone System RFP 04292024\_QandA**

1	<p>Q: Will you clarify what dynamic notifications for campaigns via voice, SMS, and email requirement entails?</p> <p><b>A: Create different templates to target specific sections of our audience. Allow recipients to RSVP, access event details, and add calendar reminders, Schedule appointments directly from the email/SMS.</b></p>
2	<p>Q: Is the announcement of the position in the queue a hard requirement for your contact center?</p> <p><b>A: No, but is high on our list of wants.</b></p>
3	<p>Q: Is a hard copy/original RFP response required or can we submit it solely electronically?</p> <p><b>A: Hard copy is a requirement.</b></p>
4	<p>Q: Will you confirm the UCaaS and CCaaS user counts? And are there locations that require phones but have limited use (common areas, break rooms, etc.)?</p> <p><b>A: Currently 417 extensions in use. 384 Ucaas, 25 CCaaS, 8 Limited use locations.</b></p>
5	<p>Q: Is there a desired contract term length for the price proposal portion?</p> <p><b>A: We would like to see 1, 3 and 5-year contracts.</b></p>

6	<p>Q: Current number of DID's in IPFlex System?</p> <p><b>A: 460</b></p>
---	--

7	<p>Q: How many of the 25 CCaaS users are supervisors or admins?</p> <p><b>A: 5 will be supervisors or admins.</b></p>
---	---

8	<p>Q: How long do we require to store audio recordings?</p> <p><b>A: 60 days</b></p>
---	--

9	<p>Q: Do we require installation of the phones?</p> <p><b>A: Yes, we would prefer to have the phones installed by the selected vendor.</b></p>
---	--

10	<p>Q: Total number of phone handsets</p> <p><b>A: 417</b></p>
----	---

11	<p>Q: How will we schedule training sessions?</p> <p><b>A: Selected vendor will work with the IT Department to schedule training with our Individual programs.</b></p>
----	--

12	<p>Q: Do we want to purchase phones?</p> <p><b>A: We would like to see an option to purchase and an option to lease with a buy-out option.</b></p>
13	<p>Q: Phone handset requirements?</p> <p><b>A: (4) Comparable to <a href="https://www.esi-estech.com/phones/desktop/ephone-x">https://www.esi-estech.com/phones/desktop/ephone-x</a> (210) Comparable to <a href="https://www.esi-estech.com/phones/desktop/ephone-4x">https://www.esi-estech.com/phones/desktop/ephone-4x</a> (203) Comparable to <a href="https://www.esi-estech.com/phones/desktop/ephone-3">https://www.esi-estech.com/phones/desktop/ephone-3</a></b></p>
14	<p>Q: Do we require phone integrations?</p> <p><b>A: We currently do not use any integrations but would like to have the ability in the future.</b></p>
15	<p>Q: What core feature set do we require?</p> <p><b>A: Dial tone, incoming and outgoing calls, voicemail with voicemail to email option, phone app for PC and Mobile.</b></p>
16	<p>Q: What is the number of Hunt Groups that are currently needed?</p> <p><b>A: 0. Programs only have 1 main number.</b></p>
17	<p>Q: What is the number of Auto Attendants that are currently needed?</p> <p><b>A: 5 Auto Attendants are currently in use.</b></p>