

ADDENDUM No. 2

Request for Proposal: RFP# 2024-05-13
TELEPHONY SOLUTIONS

Addendum Issue Date: Friday, May 23rd, 2024

RFP Closing Date & Time: Monday, June 10th, 2024 (17:00 EST)

To All Potential Proponents:

Addendum No. 2 is issued to modify the previously issued RFP document and/or given for informational purposes and is hereby an official document of the RFP. Please attach this addendum to the original RFP package. As per the RFP, the Proponent shall acknowledge receipt of any and all addendums, if any, by listing the Addenda by number(s) and date(s) in their proposal.

- 1. Are all DID's required? Some providers automatically assign a DID to each extension, but they are often not used. If not all are required, how many are used?**

Ans. Yes, all DIDs are required. This might change depending on our operational needs.

- 2. Do the "321 lines" refer to SIP channels?**

Ans. Digital licensed numbers or virtual lines as additional local numbers.

- 3. Do the "7 Paging numbers" refer to extensions used for overhead paging or something else? (i.e SMS "paging" notifications)**

Ans. Paging is limited to a physical phone in a centralized location per site. Overhead paging might be required at a later date with the increased use of softphones.

- 4. What do the "12 limited extensions" refer to?**

Ans. The 12 limited extensions are located in our client areas/interview rooms for outgoing calls only.

- 5. Are toll-free numbers needed? Or are any of the company numbers also toll-free?**

Ans. We currently do not have any toll-free numbers but based on the business needs, this could be a requirement down the road.

- 6. How many SoundStation IP 7000 devices do you currently have?**

Ans. Two (2) devices.

7. Is the "1 conference number" a conference bridge? (outside callers call directly into a conference and optionally join with PIN)

Ans. This number is currently not assigned but is required. Depending on the use case, a PIN may be required.

8. Is there an inbound fax number or is only outbound eFax required?

Ans. All users have the ability to send and receive eFax.

9. What is ACCES's current call center solution?

Ans. IVR, Virtual call queues

10. Do you have live receptionists/front desk workers who are NOT part of your call center agents?

Ans. No. Front desk staff (receptionists) are part of the call center agents.

11. What are the expected future expansions or increases in telephony needs?

Ans. ACCES is looking for a partner to help design a telephony solution based on current business needs and best practices. The proposed system should be versatile to be able to accommodate our business needs.

12. Are there any specific workflows or processes that need special attention in the new system?

Ans. No, we do not have any unique workflows or processes.

13. Are there any specific call routing or call management features you require that are unique to your operations?

Ans. No, not at this time.

14. How important is it for the new system to have advanced features like speech recognition or artificial intelligence capabilities?

Ans. Speech recognition is required, and AI technology is considered an asset.

15. Does ACCES's current sets have any proprietary firmware i.e. Ring Central, or just regular Polycom firmware?

Ans. ACCES's current sets are Polycom firmware.

16. Will you need any desk phone upgrades or are all current devices in proper working condition?

Ans. Current devices are in proper working condition. In the event that the proposed solution is not compatible with existing hardware (list provided in the RFP, section 2.1), the upgrade would be based on user needs.

17. Will all lines be used for international calling or are there specific users who will be making those calls regularly? Is this limited to specific countries? If so, which ones?

Ans. No, all lines do not require international calling. This feature is limited to a small group of individuals. There are no specific countries.

18. What does ACCES currently use for a soft client on PC and Smart Phones?

Ans. We use vendor proprietary software.

19. Does ACCES currently have QOS enabled on its network?

Ans. No.

20. Does ACCES have internal IT Staff resources who will be internally managing the system? If so, how many and what are their roles?

Ans. Yes, ACCES has an IT team of 5 members, ranging from Management to deskside technicians.

21. How long do call recordings need to be stored?

Ans. Call recording is not used at this time but could be considered for future use cases.

22. Is it acceptable to submit references for projects that started over 3 years ago (still current customers), but better match the size and scope of the RFP in the preferred sectors?

Ans. Yes, Proponents can submit references for projects that started over 3 years ago if they are from current customers.

23. Is it acceptable to submit more than 3 references (say 4) if all match the size and scope of the RFP in the preferred sectors?

Ans. Yes, Proponents can submit more than 3 references, although there is no benefit in doing so.

24. Please confirm APPENDIX A (Cover Page) should be 1 page in length and more detailed services information can be included in APPENDIX F System overview.

Ans. Confirmed.

25. Please confirm that the Title on the Appendix E Bid Form row 3 should read APPENDIX E (and not F).

Ans. Confirmed. The title on Appendix E – Bid Form should read “APPENDIX E – Bid Form” (and not “APPENDIX F – Bid Form”).

26. If the Proponent is not GST/HST exempt, does APPENDIX D still need to be signed?

Ans. “APPENDIX D - GST/HST Registration - Confirmation of Exemption” doesn’t need to be signed if the Proponent is not GST/HST exempt.

27. Appendix A, item #3 mentions "represents and warrants its ability to provide the deliverables of this RFP and comply with the contractual terms (APPENDIX F –

Services Agreement)"; Appendix F is the Bid form and does not have a detailed service agreement. Is there a specific Service agreement you will require us to sign or is this a wording error?

Ans. The Services Agreement template was removed from this RFP. Appendix A, item #3 should read: "represents and warrants its ability to provide the deliverables of this RFP".

28. The Bid form lists pricing per license. Is this for a standard extension? Assume other options (i.e multiple fax implementation options, other extension types) can be placed in Additional Fees?

Ans. Proponents are asked to quote the monthly standard license per user, describing the feature sets included in the standard license in their proposal. Any additional fees should be described in the "Additional Fees" section.

29. Notifications (item no. 4 in Appendix F – Technical Requirements)

a) Please describe the equipment ACCES currently uses for overhead paging.

Ans. Currently, a centralized handset acts as the paging system.

b) Please confirm which paging method ACCES is using.

Ans. Currently, we do not use a true paging service.

c) Please confirm if the Paging is SIP or analog-based.

Ans. SIP

d) What type/model numbers of paging devices/overhead paging system/mass notification devices do you have?

Ans. See question (a), Polycom IP 335 HD

30. Feature Sets (item no. 14 in Appendix F – Technical Requirements)

a) Please clarify what "User inquiry (by category)" refers to.

Ans. Programs, events, general questions, etc. part of a live dashboard

b) Please expand on "Action taken (transferred call, provided info, helped them register for an upcoming info session, etc.) AND Trigger off sending the registration form to callers". As we understand the flow, ACCES gets a call inbound. The agent talks to someone who determines they need to transfer the call to another user. Does ACCES want any information already gathered to be automatically sent to the new User? If so, how do you expect that information to be sent over?

Ans. ACCES is looking for a Salesforce integration to enhance our workflows while communicating with new and existing clients (e.g., add each call and key details of that call to client records automatically, and if applicable, trigger off sending a registration form).

- c) **What type and quantity of Microsoft 365 Licenses does ACCES currently have (e.g., Business Premium, E3, E5, etc.)? Is this the same across every user within the company?**

Ans. Our Microsoft 365 is Business Standard, and all users are assigned E3, EMS3. Our user base is between 270 and 285.

- d) **What business applications, other than O365, Salesforce & Outlook, do you have in place that you'd like to see integrations with?**

Ans. Currently, nothing else at this time.

- e) **Please provide more details on integration requirements for Microsoft Teams and Salesforce.**

Ans. Proponents are asked to confirm and describe if the proposed solution integrates with Salesforce and Teams.

- f) **What other communication channels do you use that you want the proposed solution to integrate with?**

Ans. Currently, nothing else at this time.

- g) **Does ACCES require any specific reporting or analytics capabilities from the new telephony system?**

Ans. We expect ACCES to have the ability to create reports as needed as well as use out-of-box reports (e.g., possibility to pull data and leverage Power BI to build custom reports, call centre dashboards, etc.).

- h) **How many people will need access to the reporting and analytics features? (Typically this is admin, supervisor & management roles)**

Ans. We expect 5 to 10 staff to have access to this information. It would be beneficial to have licenses that can be transferred to other users on an as-needed basis.

31. Security (item no. 15 in Appendix F – Technical Requirements)

- a) **Are there any specific regulatory needs and security standards that the new system must ensure compliance with?**

Ans. Proponents can mention best practices and how their solution would enhance our security standards in relation to Personally Identifiable Information (PII).

32. Training (item no. 16 in Appendix F – Technical Requirements)

- a) **How many users does ACCES anticipate will need training on the new system, and what is the preferred training method (e.g., in-person, online, hybrid)?**

Ans. The five (5) IT members are to be trained on the system, either online or in person. A combination of online and video training is preferred for end-users.

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