

Vendor Questions and Answers

RFP OCLS-VOIP-24-001

Question: For clarification, may respondents submit exceptions to the RFP's terms and conditions, and/or provide supplemental terms and conditions for Orange County Library System's consideration in order to align the final contract with the respondent's solution?

Answer: The final contract will be negotiated after final ranking of the proposals. Adjustments to any terms and conditions can be determined at that time.

Question: Will Orange County Library System consider respondent's standard master service agreement with the inclusion of applicable service schedules as the baseline for developing any contract between the parties?

Answer: Yes, any service agreement terms will be negotiated and determined after the final rankings of proposals.

Question: Is Orange County Library System willing to negotiate further terms and conditions after bid submission?

Answer: Yes.

The solicitation document does not list any Contact Center requirements other than those listed under C-1-A. The pre-bidders call mentioned that quality management, workforce management, performance management and screen recording are included with the current service but are not currently being used.

Question: Should vendors include this added on functionality in our response or limit to what is asked solely under C-1-A?

Answer: Yes, please include quality management, workforce management, performance management and screen recording.

Question: If added, should these aspects be quoted as part of the licensing or as optional add-ons? Do all agents/supervisors require the same functionality (e.g., QM or WFM)?

Answer: Add as part of the licensing as additional line items.

Question: If added functionality is preferred in the response, is there any other additional functionality vendors should include?

Answer: Vendor should include any additional functionality they see beneficial to expand services.

Question: Are you using a CRM & if so, which one? Will this CRM be integrated into the UC/CC solution going forward?

Answer: No, there is no need to integrate a CRM.

Question: There is mention of wanting to store records for a minimum of 6 months, what do they mean by/consider a "record"?

Answer: Call details (time, duration, etc.), SMS messages, and call recordings.

Question: Exhibit A states: "Ability to turn off or turn on ringing for ring groups/pickup groups leaving only a flashing assigned button as an indicator", can you explain the scenario/use case for this? There are a few different ways we can do this, but each option differs based on the use case & we just want to make sure we position the right solution.

Answer: Currently we have Ring groups and Pickup groups. Employees in the Ring group have their phone ring when the group is called. The Pickup group is only visually notified of a ring incoming to the group.

Question: Can you please clarify what is included with the Quality Management capability from Ring Central? Do you use the QM features now and do you want to incorporate them in the future solution/service?

Answer: ACD with skills-based routing, Advanced IVR with visual flow designer, Click-to-call, 90+ real-time and historical reports, 300+ APIs for integrations with third-party apps, Advanced Voice Recording, 30+ digital channels with omnichannel routing, Quality Management, Screen Recording, Workforce Management, Performance Management, Global telephony with free domestic calling and choice of endpoint, Online self-serve global number procurement and management, Company-wide communication and collaboration via RingCentral MVP, Instant Ask the Expert via global phone directory, presence, conference call, and transfer, Real-time metrics notifications from RingCentral Contact Center to RingCentral MVP via Pulse, Configurable routing from front to back office to Contact Center, inbound, outbound contacts, real-time and historical reports, agent notification, queue callback, call recordings, skills-based routing, post-call speech. Would like to incorporate Advanced IVR, dialer preview, predictive, real-time AI assistance for agents and supervisors, keyword tracking, post-call speech analytics, automated AI summaries.

Question: Is the WFM a separate service that integrates with the RC CC or is it bundled in through the current CCaaS (i.e. what WFM software are they using today)?

Answer: It is a separate service.

Question: How do you use your WFM today and do you want that capability included in the future solution/service?

Answer: We don't use WFM, however, we would like to see what future solutions/services are available.

Question: Are there any features or capabilities in the current CC solution from Ring Central that you do not use and that you are okay excluding from any future CC solutions or services?

Answer: We use all of our current features.

Question: Will you consider "FIRMS" that resell the 3rd party UC and CC services like the services you have today from GoTo and RingCentral?

Answer: Yes we will consider 3rd party seller, however the provider such as GoTo and Ring have to be the point of contact if there is an issue with the system after installation.

Question: Per G-21 Subcontracting, If the responding FIRM is a reseller of say RingCentral, GoTo, Avaya, Cisco, etc. (known as the Service Provider) and the contracted services are delivered by the Service Provider is this acceptable? In this case ongoing services and invoicing would come directly from the Service Provider and not the FIRM.

Answer: Yes, this would be acceptable.

Question: Are Teaming agreements between the FIRM and Service Provider acceptable?

Answer: Yes, this would be acceptable.

Question: How do you expect to account for license/user increases over the course of the contract? Will you approve increases to the annual costs as users and hardware are added and modify the annual total from the initial awarded amount per year?

Answer: If an increase is required during the terms of the contract, it would be expected to be able to upgrade the numbers based upon the contracted price.

Question: If we do not have a separate rate for Software License and Support, but instead include both in one rate per user would you prefer we leave the Maintenance Support cost blank and put the total annual charge on the Software Licensing line?

Answer: It would be preferred to have these broken down as separate line items in order to properly compare and understand the cost of each area of service.

Question: In the draft contract, under fees, you mention paying monthly for services, but the pricing sheet asks for an annual cost. Please clarify if you intend to pay monthly or annually for the system/service?

Answer: We intend to pay monthly. The annual fee will be divided by 12 to get the monthly price.

Question: The Draft Contract refers to party contracting with the library as the CONSULTANT but the solicitation refers to the offerer as the FIRM. Is the Library anticipating the possibility of both a CONSULTANT (referring/consulting/offerer company) and a FIRM (manufacturer) may be involved in providing and negotiating the final solution?

Answer: The “ FIRM “ in the RFP solicitation is the same as the “ CONSULTANT “ in the draft contract. We can change the reference in the contract when the time comes to sign.

Question: Can the library system confirm what type (Fiber, copper broadband, wireless, dedicated ethernet, T1/PRI) internet and carrier voice services you have in place at each existing library? Can you please confirm the bandwidth you have for internet at each site, if a private MPLS, SD-WAN, or Dark Fiber network exists between all locations, and the quantity and type of voice channels provided at each location?

Answer: All locations are connected by a Metro Ethernet network at 250Mbps and a 2Gbps Internet Fiber Link at the central location, both provided by SmartCity Solutions. The branch locations do not have their own internet service and are exclusively routed through the central location's 2Gbps Internet Fiber Link. Each location has between 10 – 300 voice channels between soft phones, desk phones, cordless phones, paging accessories, and ATA analog lines.

Question: Will you have any of the call center or UC users permanently or for the majority of the time working remotely?

Answer: Yes, the call center employees will be working remotely.

Question: How many users will have soft phone (mobile app) requirements and how many will have soft console (desktop soft client) requirements?

Answer: Any user of the system should be able to choose either of these options.

Question: The Required Forms section on page 25 lists “Checklist OCLS-VoIP-24-001”. There is no form with this title in the RFP package. Will this required form be provided?

Answer: This form is currently posted on the Solicitations page as “Checklist” on the following link:

Direct Link: https://ocls.org/wp-content/uploads/2024/08/Checklist-RFP_OCLS-VoIP-24-001.xlsx

Site Link: <https://ocls.org/board-trustees/advertised-solicitations/>

Solicitation: RFP OCLS-VOIP-24-001

Question: In addition to the provided Bid Sheet, can more Bid Sheets and/or supplemental pricing documents be provided in the sealed pricing package?

Answer: Yes, please provide as much information as possible supporting the pricing on the bid sheet. If a cost or item is not on the bid sheet and is part of the implementation or on-going cost make it clear in the documentation.

Question: There does not appear to be any place to showcase one-time costs versus monthly recurring costs. Does OCLS only want to see annualized pricing figures?

Answer: The bid sheet has a one time cost for hardware and implementation if additional one time costs are involved provide on additional sheets and make it clear to add them in to the bid cost.

Question: OLCS states 450-500 extensions. Can OCLS provide, how many of these extensions are for users, common area phones and additional DIDs/hold numbers?

Answer: In our current phone system, approximately 110 phones / extensions are low-usage common area phones. Approximately 300 extensions go directly to users, and the remainder are extensions used for paging / ATA accessories.

Question: OCLS states in 7.A System Requirements and System Specifications there are 15 soon to be 17 locations and also states in A-1: SCOPE OF SERVICES 14 soon to be 16 locations. Can OCLS confirm the number of locations

Answer: We currently have our headquarters in Downtown Orlando and 14 satellite branch locations. During the duration of this contract, we will be adding 2 additional branch locations. This will bring the grand total of physical locations to 17.

Question: OCLS states one of the RFP responses should be labeled as the original. Does OCLS require the original response document include wet signatures for the required documents.

Answer: No, electronic signatures for the original is fine.

Question: OCLS states in A-2: System Requirements and System Specifications 40 analog fax lines to the VoIP phone system and also states under section 6. Project Overview approx. 30 analog fax machines. Can OCLS clarify how many fax machines they expect to keep and/or if any of these lines will move to sfax.

Answer: The correct number is a need for 40 analog fax lines. There is currently no need for sfax.

Question: Can OCLS provide how many analog lines per location.

Answer: 2 lines per branch and 30 at the headquarters. A total of around 60 lines.

Question: Would you consider issuing 2 awards: one for the services, and one for the implementation.

Answer: Preference would be that these are the same vendor.

Question: There are two sets of seats with differing capabilities listed in the RFP instructions. Please describe the capability required for ALL seats. Please specify how many of each seat licenses will be needed going forward?

Answer: We have 365 devices and 380 users in our phone system that require the capabilities listed in section A-2 beginning on page 71 of the RFP. We currently have 12 licenses with the capabilities described in Appendix C-2 and additional features requested in section C-1-A beginning on page 46 of the RFP, and expect that it may grow to require 15 licenses in the future.

Question: OCLS could you provide clarification on abbreviated dial.

Answer: Also known as speed dial. Ability to quickly dial favorited phone numbers.

Question: Is overhead paging required/needed?

Answer: Yes, this system should integrate with existing Algo controller and speakers for paging needs.

Question: OCLS could you provide information and clarification on payment processing.

Answer: System should provide a way for secure payment processing if needed during call center engagements.

Question: OCLS please confirm the total list of existing hardware. The phones referenced in the RFP:

- Three hundred (300) Polycom VVX300, thirty (30) Polycom VVX500, twenty (20) YeaLink W60B and ten (10) YeaLink CP960 phones. (page 2)
- Cloud-based (aka hosted) VoIP – compatible with existing Polycom VVX250, VVX300, VVX500, SoundStation7000 phone models as well as YeaLink W60B / W56H / CP960 phone models and Algo 8188 / 8310 Paging Controllers and Speakers (page 4)

Answer: Yes, these are the confirmed numbers.

Question: What existing CRM, systems or applications will need to be integrated with the voice system?

Answer: We do not currently use a CRM.

Question: What are the expectations regarding API access and integration capabilities?

Answer: There is not currently a need for this but access would be preferred in case of future needs.

Question: The RFP indicated a preference for features available with RingCentral's Ultimate platform. Could you please specify which Call center features the Library is seeking?

Answer: Would like to incorporate Advanced IVR, dialer preview, predictive, real-time AI assistance for agents and supervisors, keyword tracking, post-call speech analytics, automated AI summaries. We would like to make an outbound call while using chat, send email in the same software, use teams, and make outbound calls to internal extensions as well as long code number.

Question: What is the anticipated volume of incoming and outgoing calls?

Answer: Estimate 5,300 per month

Question: How many phones does OCLS currently have in each library?

Answer: Each branch location has between 6-12 physical phones, paging accessories, and ATA lines. The central location has approximately 250-300 physical phones and ATA lines.

Question: How many auto-attendants are in each location, how many total?

Answer: We currently have 25 auto attendants in place centrally serving all locations.

Question: What is OCLS desired timeline for a full migration?

Answer: OCLS desires to have the system functional by April 1, 2025 and must have system functional by May 31, 2025 as the current contract ends June 1, 2025.

Question: In terms of migration, is there a preferred order for migrating the locations. If yes, please specify.

Answer: No preference of order for locations. There is an outlined timeframe for deployment and we need to have all locations online by that time.

Question: Will the phone system need to integrate with a CRM, ERP, Microsoft Suite (Teams, Outlook, etc), or any other software that the library uses? If so, which software(s) and desired outcome from that integration?

Answer: Yes

Question: Are the 400 users who will need their own voicemail included in the count for 350-500 extensions, or will this project require 350-500 extensions to common area phones, fax devices, paging extensions, etc + 400 *additional* extensions to assigned users?

Answer: This number is included in that user count.

Question: On the call center side, what media channels outside of voice are being leveraged?

Answer: Chat, voice, email, Teams.
