

## Brunswick County Telephony RFQ

Questions/Answers 9/30/16

Your chart that shows analog devices refers to a number of “Line Extension Ext. Modules” – Are these “Button boxes”, that is, are they side cars with 12-buttons that are indicators of busy status and direct station selectors (BLF/DSS) units for other extensions? **Yes**

Is the County open to discussions to add a secondary VMWare site (the County installs and supports) for enhanced redundancy of both the voice and current data environment? **A full production secondary voice and data environment is out of the scope for this project but the county is open to discuss any ideas or solutions.**

Can you tell me how many administrative type phones and how many basic type phones will be needed? **Please refer to Section 4.5 and Figure 2**

One of the usual capabilities of a Client Contact or Call Center system is to pull information from an existing Customer Relationship Management (CRM) system, like Salesforce, NetSuite, SAP, Oracle, Microsoft Dynamics, etc. Do you have one of those installed and working now, with a database of your constituents that receive services? **The county is not using any CRM system but we want to be able to pull from a SQL server database or through a web service.**

If so, how much of that client contact information do you want to appear on a screen pop when Call Center workers receive phone calls from constituents? Or do you just want the incoming phone number and whatever Atlantic Telephone Membership can provide you dynamically to appear on a screen pop? **Depends on the department and the type of call. It needs to be configurable per call type.**

Section 4. How many IPE cabinets are currently working in the existing Meridian 1 system? **2**

Section 4. Are the IPE Cabinets equipped with MG-XPEC Cards? **The current system is an Option 61c that was upgraded to a CS1000 with Succession software. The processors are Pentium Four (CP-IV). The rest of the hardware is legacy equipment. The system has 5 “XPE” records built that define the Intelligent Peripheral Equipment (digital and analog line cards). This system was designed with the Loops and XPE using the same number. There are no Xpec cards just Controllers and NET cards.**

In relation to section 5.7 SIP Trunking – Per this RFQ will you utilize in place telco service or convert over to SIP? Is it an option? **The county will have SIP in place utilizing the local telco provider.**

Can we redline the insurance section? **A vender can specify as to what part of the insurance section they will be unable to meet and the county will determine if these portions are critical or not in the selection of a qualified vendor.**

Do we have to submit Risk Certificate with response or can we submit with contract if we are chosen? **Submitting a Certificate will not be necessary until a vendor has been chosen and a contract is being negotiated.**

To the extent that the response doesn't impact the solution, is it your intent to get feedback on terms and conditions or negotiate these in the final contract? **It is the county's intent to get feedback on terms and conditions addressed in the RFQ at the time that vendors submit responses to the RFQ**

Will we be able to utilize the County's Office 365 licensing to provide a fully integrated cloud based offering which includes Unified Communications, Contact Center and the County's licenses to provide a turn-key hosted solution including PSTN? **Yes**

(Section 2.1, 3 rd Paragraph) The new system must integrate with Office365 and Active Directory. Can you please elaborate on the integration the county is seeking? The ability to deliver voicemail to an Exchange mailbox. For A/D we would prefer names, phones, faxes and other data to be populated from A/D. And also any SSO using A/D credentials. Will Active Directory Password Sync be an acceptable alternative? **We are open to alternative solutions so please specify this in the response in the RFQ**

(Section 5.10) What type of MOH is required? Streaming or static file based? Will Static file be sufficient? **Yes**

Is Active Directory integration a must-have? **Yes**

What version of MS O365 licenses do you use – E3 or E5? **G3 (Government Tenant equivalent of E3)**

What third-party applications does the UC client need to integrate with? **Depends on solution, we want to know what your UC client can integrate with**

Is the SFB/Lync the preferred UC client? **Depends on solution**