



Request for Qualifications (RFQ) **For Voice Over Internet Protocol** **Software as a Service and Support**

Questions and Answers

May 23, 2024

Question: For submitting the RFP, did you want all the requested documents submitted to RFQ@ELCBroward.org?

Answer: Yes, all documents will be submitted to RFQ@ELCBroward.org.

Question: Are there any physical fax lines or fax machines?

Answer: We do, but they are not part of this procurement package. Additionally, we do not have physical fax machines, it is an online fax.

Question: Is this a single location or multi-locations?

Answer: We have a central office, but the majority of our staff work remotely.

Question: Do you have any current toll-free numbers?

Answer: No, we have a main line number that most of our calls come in through.

Question: Is there only one main number that will need to be ported?

Answer: We have 170 numbers that would need to be ported, this includes the main line and direct lines.

Question: Will any additional points be award for Certified Minority Businesses?

Answer: Additional points are not awarded but is a preferred in a vendor.