



## **Request for Proposals (RFP)** **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 preferred in a vendor.

**Question: Are the following features nice to have or required? Ability to give the customers accurate on hold wait times.**

Answer: Nice to have

**Question: Ability to have a place in line (phone queue)**

Answer: Required

**Question:** Ability to have a caller survey

Answer: Required

**Question:** Ability to have the system automatically call back a customer if there are long wait times

Answer: Required

**Question:** Ability to have a Text message queue - Do you want this to function similar to a customerservice@mycompany.com email inbox where multiple agents can send and receive messages for the same number, or can a single user manage this volume?

Answer: The system must have a single user text message queue but a managed queue for text messages would be nice to have.

**Question:** Website Chat - Do you have to replace your website chat or are you open to keeping this the same? We can quote our package both ways but it seems that you have invested quite a bit into your chat already, do you want to change vendors on this?

Answer: The chat feature is a must have.

**Question:** Failover and backup solution - Is this referring to VoIP provider's failover scenario or network failover at customer premises.

Answer: Yes, VOIP failover. We need to have the ability to transfer our main line to our partner in case of an outage. Required

**Question:** Email and Calendaring Integration - Microsoft? Google?

Answer: Microsoft. Nice to have.

**Question:** Will there be physical phones or soft phones only? Mainly soft phones.

Answer: We may need 2 or 3 physical phones. Nice to have.

**Question:** Extension Expansion - Is this a sidecar for a receptionist phone? Please clarify what this is.

Answer: Ability to add more extension if needed. Required

**Question:** Who is your exiting system provider? If Mitel, are you leasing the phones? Would you sign an CPNI so we can get CSR to know exactly phone types, users, features being used, etc...?

Answer: We are currently using Revation/Link Live. We only have one physical phone at the moment. We will discuss features once a vendor is selected.

**Question:** How many calls are contact center agents receiving per day? What is the average calls per person per day?

Answer: The contact center agents are receiving about 360 Calls per day and the average call per person is 27 per agent per day.

**Question:** Is Early Learning Coalition of Broward County, Inc. tax exempt? If so, can you provide tax exempt paperwork to narrow down the quote?

Answer: Yes we are tax exempt, we will post the tax exempt paperwork on our website