

COLUMBUS METROPOLITAN HOUSING AUTHORITY

880 East 11th Avenue

COLUMBUS, OHIO 43211

DATE: September 20, 2021

RFP# 2021-008

TO ALL BIDDERS:

The specifications are hereby amended and supplemented by this addendum, which will form a part of the contract documents and should be considered in preparation of bid.

ADDENDUM # 3

1. Please clarify question #10 on page 20: (10) Columbus, Ohio Business License No: _____
 - a. A business license is required.
 - b. The business license is not restricted to Columbus Ohio.
2. Whether companies from Outside USA can apply for this? (like, from India or Canada)
 - a. There is not location restriction
3. Whether we need to come over there for meetings?
 - a. The pre-proposal conference attendance is not mandatory.
4. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
 - a. There is no location restriction
5. Can we submit the proposals via email?
 - a. The RFP list email submission instructions
6. Does CMHA assume this is a Plug and Play Self Serve Proposal or does CMHA assume that onsite help will be dispatched if needed? And Installation will be done by the Awarded Vendor?
 - a. CMHA will perform 1st level support and will need remote support for after sales troubleshooting and assistance. CMHA will add/delete users, after system is setup.
7. Is CMHA looking to Own or Lease the Phone Devices?
 - a. LEASE
8. For Fax Service is CMHA looking for EFax Product or Actually SIP trunk with Phone lines?
 - a. SIP Trunk
9. Who is is CMHA current Carrier/Vendor?
 - a. Mitel
 - b.
10. Do they also currently provide the Contact Center portion of the System, if not who does?
 - a. Mitel
11. Does CMHA currently have or will Provide POE/CAT6 Connections for the use of the phones?
 - a. We currently have PoE Switches with CAT 5e to our desktop phones in the office / No PoE for home users
12. Who is the Current Internet Carrier and what is the Speed of the Service? Does CMHA IT dept Manage the Firewall Device?

- a. Internet is through Lumen and it's a 300 Mps line. IT does manage firewall.
- 13. How many current DID's?
 - a. 186 DID lines
- 14. How many Physical Locations? and How Many Remote (For E911 Purposes)
 - a. We have the main building (880 east 11th ave) and the client center across the street (1407 Cleveland ave)
- 15. Does CMHA wish to have Hosted off premise? On Premise? or Hybrid?
 - a. We wish it to be in the Cloud / off premise phone system
- 16. Is there a need for Call Recording?
 - a. yes
- 17. Fax- Efax or True Phone lines? or IP?
 - a. We currently have 9 fax lines going to Outlook into shared inbox. All e-fax no physical fax machines.
- 18. Is a performance bond required for this service?
 - a. No,
 - b. Performance Bond is not required