COLUMBUS METROPOLITAN HOUSING AUTHORITY

880 East 11th Avenue

COLUMBUS, OHIO 43211

DATE: September 29, 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.

1. Will there be a final date for questions?
    a. Monday September 27, 2021 @ 4:30pm
2. SOW 1.1.7 can you elaborate on the CRM in use now?
    a. CMHA does not use a CRM
3. SOW 1.1.3 Estimated 150 users (135 Standard and 15 Executive) Can you elaborate what the difference between Standard and Executive means?
    a. None
    b. Phone type
4. How many sites are there?
    a. Two (2) central office buildings.
    b. 130 home users
5. On 1.1.4 Electronic fax (9 lines) Can you elaborate on what you need for electronic fax?
    a. E fax through outlook
6. On 1.1.5 Provide training for all users Can you elaborate the level of training, in person or online, you are requesting?
    a. In person or online acceptable
7. On 1.1.6 Supervisory monitoring Can you elaborate what you want to be monitored?
    a. Access to listen to staff live phone calls (Call Center)
8. On 1.1.7 Ability to identify caller and automatically retrieve custom data to display Can you elaborate what custom data you want retrieved?
    a. Reports on inbound/outbound calls
    b. Reports voicemail usage and capacity
    c. Reports on call backs
9. On 1.1.8 Paging/Intercom system for paging staff to any extension Can you elaborate if you are using any current PA system to interface with?
    a. Must have ability to page staff from an to handset/speaker
    b. There is no current PA system
10. On 1.2 Required Accessible to users through different mediums with minimal effort
    a. Soft phone
    b. Smart phone app
    c. Desk phone
    d. Web access

11. On 1.2.1 Desk Phones with hot desking capabilities Can you elaborate the different mediums?
    a. Ability to log in and log out of desk phone
12. On 1.4.4 Users can update and maintain software without administrative access Can you elaborate what updates you are requesting the users to be able to make?
    a. Staff must be able to update telephone software without administrative access
13. On 1.4.5 Fast and responsive tech support line. Can you elaborate what turn around response time you are requesting?
    a. Within 24 hours
    b. Emergencies 4 hours (system down)
14. Based on the review of your website in comparison to the information included in the RFP, are you open to additional customer channels such as email, SMS and webchat to give additional communication options?
    a. Yes
    b. optional
15. Can you please provide how many of those users who will work from home who will require those power adapters?
    a. 125
    b. 100
16. How many ISP do you currently have?
    a. 1
17. What are the ISP speeds?
    a. 300
18. Do you have an available public IP we could use for each of your ISP?
    a. Yes (15)
19. SOW 1.1.8 Are you request IP Phone paging or is the external Public Address System?
    a. IP Phone paging
20. How many phones are designated for remote users and would they be considered "Standard" or "Executive" types?
    a. Executive 16
    b. Standard 175
21. SOW 1.3.1 - 5 concurrent agents or named Agents?
    a. 6 concurrent agents required
22. SOW 3.1 & 3.2 provide detailed information about the legal experience and qualification?
    a. Provide details your companies qualifications
23. As related to MS Teams integration, what is the current type of licensing you have. Is it E1, A1, E3, A3, E5, A5 etc.?
    a. E5
24. How many of each?
    a. 140
25. Are you currently using MS Teams or Webex for internal or external collaboration?
    a. Microsoft Teams
26. SOW 1.3.4 - Please elaborate on Post Call Data Entry. What are your needing to accomplish?
    a. CMHA requires to collect data on the nature of calls
27. Will CMHA need help with cut over and porting or will your IT staff do that?
    a. Assistance will be required
28. 1.3.5 - Please elaborate. Is there a appointment reminding system in place today that needs integration or is a solution required?
    a. No

29. What is driving the exploration of a new telephone provider?
    a. Exploring options
30. Does your current call center solution do data dips to provide a screen pop to agents? If so, what is the current call center platform.
    a. Mitel
    b. Does not do a data dip
    c. CMHA would prefer a data dip
31. Is there any requirements for disaster recovery, backup or High Availability?
    a. If the system is cloud based recovery is not required.
32. Are you interested in using direct routing to your current Teams environment, if so could you please explain the licenses you currently have for 365?
    a. No
33. What is the installation timeline?
    a. 90- 120 days
34. How many of the 150 user need the ability to work Remote or from the Field using SoftClient or Mobile Phone vs an actual Deskphone ????
    a. All users
35. What physical phone models do you currently have?
    a. Mitel 6920 & 6940
36. Are you currently using a fax server?
    a. Yes
    b. Mitel cloud
37. Would it benefit your users to make calls and receive calls directly inside of their teams instance?
    a. Capabilities would recommended, not required
38. What are you using for failover SD-WAN -Failover solution?   LTE Redundancy?
    a. No
39. How many calls does the Call Center take monthly
    a. 6,000
40. Is there a requirement for Omni-Channel Contact Center or Voice only Call Center?
    a. Not required
41. Are you partnered with a Consultant to assist with RFP scoring, matching business requirements, and assisting with onboarding transformation services?
    a. No
42. Do you record calls? How long do you store your calls? 30 / 60 / 90 days or longer?
    a. Yes
    b. 30 days
43. Will CMHA staff be able to place the physical handsets?
    a. Yes
44. Will you be extending the submission date to accommodate questions that may be asked and need answered up until the 30th? Questions answered could change configurations
    a. Submission date has been extended to October 8th , 2021 @ 2pm.
45. Why are you looking cloud/hosted system if you have an onsite data center?
    a. Exploring options
46. Are You currently using a Workforce Optimization (WFO) Solution (i.e. Analytics etc)?
    a. NO
47. Does the district have a need for (2FA) 2 factor authentication?
    a. Not required for telephone system

48. Conference phones, how many, conference room sizes (number of participants per room avg).
    a. 5
49. What Model Mitel is in place? If Premise MiVoice Business or MiVoice Office? If Cloud Mitel Anywhere or other?
    a. Mitel Cloud
50. For call recording of all calls, our solution is priced per number. How many numbers would require call recording?
    a. 75
51. What type of backend system do you currently store your client data in. The system you would like queried for screen pops?
    a. SQL
52. Do you have any international calls, besides Canada & Mexico? If so what countries?
    a. No
53. How many DID's and Toll-Free Numbers (TFN) (800#s) do you have?
    a. 186
    b. No tollfree numbers
54. Are you planning on using all DID's or parking some of these? If so, how many would be parked?
    a. Use all
55. How long have you had Mitel?
    a. March 2018
56. What router & firewall are you using today?
    a. Sonic wall/firewall
57. Is there a hard copy requirement as stated on page 3
    a. Electronic submission is preferred
    b. Hard copy is acceptable please follow directs listed in RFP
58. Is Zoom voice an option to go along with licenses already acquired?
    a. No
59. Can you reuse existing 69xx phones?
    a. Yes
    b. Current phones on lease
60. Can you estimate your volume (pages) In/Out per month
    a. CMHA does not currently paging system
61. Can a supplier provide a proposal **only** for the Call Center portion?
    a. No
62. Expand on live dashboard – Is that for individual supervisors, do you want a live wallboard that would show on a monitor you provide
    a. Not required
63. Can you provide a recent phone bill?
    a. Not available
64. Is Vendor registration require?
    a. No
65. Is providing a general sample sufficient?
    a. Yes
66. RFP response format
    a. Please reference page 6-8 for description details
    b. Page 19 of the RFP is a checklist for submitter.
67. Does CMHA want automated outbound calling abilities for call center or all staff?
    a. Call center required

b. All staff preferred