

Amendment #1 to Request for Quotation No. ICMAHO/Telephony/2021 -2

Date of Issuance: March 30, 2021

The purpose of this modification is to respond to Offeror questions submitted on or before 29 March 2021.

1. What will be the minimum users and max users needed for your VoIP Phone System?

Answer: We have about 100 phone users currently but anticipate reducing the number of users in the future.

2. It seems that this RFQ was originally issued back in February. What was the reason that the RFQ was cancelled? Are the Q&A from the original RFQ still valid?

Answer: We re-published a new RFP to solicit additional bids. The Q&A from the first RFQ is still valid.

3. How frequently do you anticipate the need to scale usage up and down? Would a 5% downturn clause meet your requirements?

Answer: We cannot anticipate how frequently we would need to scale usage up or down and therefore, would prefer to be as flexible as possible

4. There is no mention of the need for any analog connections. Do you have any traditional fax machines? Would you like the ability for users to have an efax?

Answer: An efax option would be a value-added benefit, but we don't require traditional fax lines.

5. Can you please elaborate on the need for a month-to-month contract at the outset?

Answer: We are looking for all possible pricing options. Monthly, yearly, and multi-year.

6. Is ICMA currently a Sourcewell member or eligible for other government pricing schedules?

Answer: No, but we are a non-profit entity.

7. Is ICMA a non-profit entity/organization? Tax Exempt?

Answer: Yes, we are a non-profit entity and are tax exempt.

8. Does the RFQ require POE switches to be provided as a part of the bid? a. If to be provided as a part of the bid, please provide MDF, IDF, port density, and floor plans, if available.

Answer: We will not require PoE switches. We are entirely virtual at this time.

9. What is the desired implementation process and timeline after the June 1st award date?

Answer: Once the RFQ is awarded, we would prefer to begin immediately, with a reasonable timeframe.

10. How many DID's and Toll-Free numbers will need to be ported to the new solution?

Answer: 200 DIDs and 2 toll free numbers.

11. What is the desired functionality of the integration with NetForum? (i.e. screen pop, click to dial, call logging)

Answer: If possible, a screen pop for NetForum would be a value added feature, but not required.

12. Can ICMA provide a breakdown of remote vs in-office users?

Answer: Our entire staff is remote for the foreseeable future.

13. Does ICMA have an existing Dedicated Internet Circuit that can be leveraged to provide connectivity to the proposed hosted solution?

Answer: As our staff is all virtual, a dedicated circuit is not needed.

14. Can ICMA confirm quantity of users (about 100 Employees)?

Answer: About 100 users, confirmed.

15. Can ICMA provide a quantity of IP Phones to be included in the quotation?

Answer: We anticipate that we may use up to 40 IP phones, with the remaining staff using other devices for their communications (mobile phone or computer).

16. Is there a requirement of the phone set type to have a minimum quantity of programmable buttons?

Answer: No requirement on minimum phone features, but a few phones may need 2-3 lines, and the call center phones may need additional functionality, depending on the solution.

17. Can ICMA provide a quantity of phones for any common/courtesy area?

Answer: No common/courtesy phones are needed.

18. Can ICMA provide a quantity of conference room phones?

Answer: No conference room phones at this time, but we may add those later.

19. Are there any overhead paging or door phone/intercom requirements?

Answer: No paging or door phone needed.

No additional changes have been made to the solicitation.