

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

Date of Issuance: 2/17/2021

The purpose of this modification is to respond to Offeror questions submitted on or before 16 February 2021.

1. We need clarification on the amount of licenses/phone lines you need as well as phones .

ICMA requires 100 licenses currently, which may go up or down as staffing changes. ICMA currently has a set of 200 DID lines and two 800 numbers to port over. We are anticipating no more than 40 physical phones, but we may require much less than that.

2. There is a requirement for Compliance with NDAA Section 889. Is compliance with 889 a must have?

As a US government contractor/funding recipient, ICMA must certify compliance with NDA Section 889 is a must have requirement, which states, in part, that a contractor cannot use prohibited telecom services or equipment. Therefore, all Offerors must certify compliance with NDAA Section 889.

3. What does the 'camp' feature mean to you?

Camping is the ability to forward a phone call to another extension, and put it on hold there if that extension is busy. It's useful if you're forwarding a call to an agent-enabled hunt group and the queue is full. It's most of a nice-to-have feature than a requirement at this time.

4. In the speakerphone referenced, how are you all using the speakerphone today, and what brand is your current speakerphone device? Also, how are you all using the speakerphone today?

In reference to speakerphones, I'm referring to using PC or mobile phone speaker capabilities. We do have 6 conference rooms at the office but we aren't going to purchase any dedicated speakerphones at this time, as we're not using our office space at this time. We assume the product will allow for specialty speakerphones when we're ready to purchase those.

5. What does Call Accounting mean to you?

In ICMA's current system, an on-premise Cisco phone system, we have another utility that downloads call logs and applies estimated call costing to those. We also input account codes before long distance calls, and the utility provides costs for each account code. It would be nice if the new system was similarly equipped, but we're not requiring that functionality.

6. What does Auto-provisioning capabilities mean to you?

ICMA would like to be able to easily install, update and remove the PC telephony app, rather than having to manually install it on every laptop.

No additional changes have been made.