

ADDENDUM 2

PROJECT: County Wide Phone System
PROJECT#: 2025.04

Question and Answer

2.1 General System Requirements Call Recording: Provides the ability to record phone calls for later review. This feature is useful for training, quality assurance, and maintaining records of important conversations.

-Is this something you are using now or would like to have? - This is something we have now for certain departments

-Would you like call recording for all users or just ACD contact center agents? Only certain departments require this such as Jail, and DHS

-Interactive Voice Response (IVR): An advanced feature that allows callers to interact with the phone system using voice or keypad inputs. IVR systems can automate tasks such as account inquiries, appointment scheduling, and customer service. How do you plan on using the IVR, is this something you are using now or would like to have? Would IVR be used to answer all calls or be used for a specific department? what systems would you like to integrate with? We do not need to integrate this with other systems. Only 13 have an external DID assigned. So we would only have 13 departments that require a Auto Attendant.

2.2 User Features Call queue management, allowing for efficient handling of multiple inbound calls by distributing them among available personnel. How many call Queue groups and ACD contact center agents will the County need? How many departments require this and how available persons per department. The other way is called Group Hunt, which means I can direct a specific phone number to a department and setup a hunt between the extensions of that department. The contact center gives you better reporting and capabilities for management which goes hand-in-hand with 'Role-based access control' in Section We currently have 32 Hunt groups, 25 of them have a DID assigned. There would be 17 departments.

2.3 Administrative Features Call monitoring, whisper, and barge-in capabilities, enabling supervisors to listen in on live calls, provide coaching, or intervene when necessary Is this only for the ACD agents? Could you give an example of what is required? This is only required for 1 department in DHS. Ability for manager to listen in during a training session.

3.2 Integration Capabilities API access for custom development and integration with proprietary applications What API applications are you using? is this something that would be requested in the future and the RFP is requesting that whichever solution proposed 'is capable of doing'?? **Microsoft Graph**

Phone types and quantities. 1. Number of executive phones 2. Number of standard Phones 3. Number of conference phones

Current phones:

Executive phones - 0

Standard Phones IP 655 - 380

Budget phone IP 115 - 56

Conference phones (Currently IP 655)- 15

Cordless phones - 10

External Paging Does the County have any external paging systems you would like to integrate with the hosted VOIP system - **The county currently does not have an overhead paging system.**

Just to confirm, 455 total users and as far as the overhead paging question.....is there currently overhead paging in any of the buildings that the phone system will need to connect to?

We currently do not have a paging system, some phone systems can use the existing desktop phone or softphone for paging.

Compatibility with Microsoft Teams, are you using MS Teams now and if so, will all users require integration? If not, how many would require integration? **This depends on how well the integration works and the cost. We currently do not have a count on the number of users who would prefer a soft phone or app integration through team.**

Support for Single Sign-On – does some of the departments have hourly shifts that require user A to log on to a phone from 9-3 and user B log on to the same phone from 3-9 and etc.?

We do have multiple shifts but we generally use common area phones in those locations so this is not required.

Integration with CRM – is this something you are using today? What CRM software are you using and how many users? **We do not have this integration today.**

What Mitel system model does the county currently have? MiVoice Connect or MiVoice Business? **Mitel Connect**

-What type and how many voice trunks are currently in place? - **3 voice trunks in place**

-Are the current voice trunks under contract with the carrier? If so, what is the contract term date? **Billed monthly can drop at anytime**

-Does each site have its own internet circuit? If not, what is the current connectivity between the building sites? **All sites are inner connected with fiber to the Gov Center building**

-How many users are there in total? - **305 requiring extensions**

-How many users require a desk telephone? What are the models and quantities of your current Mitel telephones?

IP 655 (Used as Standard user and conference room phone) - qty 380

IP 115 (Used for public access and small conference rooms) - qty 56

IP 930D (Used at Neighbors of Dunn County for families) - qty 10

-Does the county wish the telephones to be leased (warranty included for full lease term) or a one-time purchase with one-year warranty? **They can be leased, 1 year warranty is fine as an option if the phone are bought outright too**

-How many users require mobile and desktop app capability? **305**

-Do you currently have overhead paging in the buildings? If so, are we to integrate the new solution with that overhead paging? **currently we do not have**

-For call recording, do you want on-demand call recording that would allow the user to press a button(s) on the phone to start and stop call recording or do you require full time recording of all calls? **Press button to start and stop is fine**

-Is there a need for contact center agents and supervisors? If so how many, and in addition to the number of groups, agents and supervisors, please describe call flow within the group(s) ? **No need for a call center, DHS has one that we call into but it is hosted by another agency.**

- Is there a need for omni-channel contact center functionality (email, chat, SMS)? **We do not require this**

-The document states in Section 3.1 "Onsite and remote setup assistance" Please explain the requirements for onsite installation of desk telephones and ATA devices to interface with fax and paging. If the units are plug and play is onsite installation required?

On site installation is not required, this will be handled by County IT staff.

-Please describe the requirements for training. Is training to be onsite or does instructor-led web based training suffice? **Instructor-led web training will suffice**

-Please list the CRM that is in place. **No CRM in place**

-Does the county require a 36 month or 60 month contract term? **60 month**

-Does the county require monthly or annual pay? **Annual pay is preferred**

-How many references are required? **3**

-Would the county accept emailed RFP responses instead of a physical printed RFP response documents? **a digital copy would be fine**

Reminder, bids are due **March 31st, 2025 at 2:00pm Local Time** Dunn County reserves the right to terminate the selection process at any time and reject any or all offers. The County shall not be liable for any pre-contract costs incurred by interested firms participating in the selection process.

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