Q&A #10

RFP #582581

VOIP System

Question:

A Cloud/Hosted solution has been specified, but will a premise phone system (hardware and software reside on‐site) be considered as an alternative? Most premise systems can more closely meet the requirements outlined in the RFP.

*Answer:*

*The U of A System office prefers a hosted or cloud-based solution but will consider both on-premise and cloud-based solutions.*

Question:

On Page 9, it is specified that “approximately 55 employees” are located at this site. Page 17 lists a total of 63 user handsets. Should phone handset quantities and pricing be based off the 55 users, or the 63 handsets?

*Answer:*

*Pricing should be based off the 63 handsets, which includes conference phones, empty offices, etc.*

Question:

How many concurrent calls are anticipated? Typically a 50% ratio is used (i.e. 55 users / 2 = ~28 concurrent call paths).

*Answer:*

*We do not have any unusual requirements for concurrent calls; please use standard best practices for recommendations.*

Question:

Are Power over Ethernet (PoE) network switches deployed at this facility, or should we include them in our bid? If quoting, what brand preference and port density is required?

*Answer:*

*PoE switches are already deployed.*

Question:

Of the 55 total anticipated users, how many would be classified as needing contact center functionality such as ACD call routing, workforce management, etc.?

*Answer:*

*Our initial implementation would include 3 agents and 1 supervisor.*

Question:

What is the make/model for the current zone paging system?

*Answer:*

*We do not currently make use of a zone paging system, but want the system to have that capability for future expansion.*

Question:

How quickly would U. of AR anticipate rolling out the following features (immediately, 6-12 months, 12+ months)

a. Simple speech recognition

*Answer:*

*This is not an immediately required feature; we could make use of it immediately, or could delay implementation for 12+ months if necessary.*

b. Natural language speech recognition

*Answer:*

*This is not an immediately required feature; we could make use of it immediately, or could delay implementation for 12+ months if necessary.*

c. Audio-only conferencing calling for large parties

*Answer:*

*Immediately*

d. Video conferencing for large parties

*Answer:*

*Immediately*