



Unified Communication Services 2024 Response to Questions

1. The RFP references "Attachment 2, DESC Current Environment Fact Sheet" – this document is not included in the RFP zip file. This information will be crucial to preparation of an accurate proposal. Please advise.

Upon review of published RFP, Attachment 2 is included as page 23 of 25.

2. Required coverage may include Commercial General Liability Policy (A \$3,000,0000 per occurrence). Would a \$10,000,000 Umbrella Liability policy for each occurrence meet the requirements?

If umbrella policy meets general liability policy requirements outlined in the RFP.

3. Under requirements, section A. Items 1 and 2 ask for five years' experience but in the bracket, it says 3 years. Can you please clarify?

Statements should read as follows.

1. At least five (5) years' experience providing communication services to public agencies, non-profit organizations, federal grant recipients and organizations of similar scope and size.

2. At least five (5) years' demonstrated experience providing Communication services for businesses, including experience providing Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS). Ages.

4. How many users will require an efax solution?

All Users currently have and will require the continuance of a personal eFax solution. There are approx. 4 group fax accounts.

5. Do any users outside the contact center require SMS messaging?

Yes, All users currently have access to SMS thru UCAAS Platform

6. Representations and Certifications calls for complete and provide DESC Representations and Certifications for RFP Offerors as provided in this RFP. Can you please direct where in the RFP this report is located??

Form has been included with this response and in the updated RFP packet.

7. Please provide Current Environment Fact Sheet referenced in Section 4 Scope of Work.

Refer to Question 1.



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8. Please provide quantity and type of MS Teams Licenses in use by location.

For the purpose of this RFP please list your capabilities or requirements as it related to Teams License Requirements.

- a. Please provide quantity, type, and facility where each device is located.

Based on the solution chosen, and their capabilities. we will discuss prior to contract.

- b. Name and address of each facility.

For the purposes of local support, all locations are within Detroit city limits.

9. Wiith regards to the Algo 8201 doorphone units, do you utilize the video portion of this device? ?

Video portion not currently in use.

- a. Who answers these calls on what type of existing device?

Calls are programed to go to receptionist on our platform (extension), tenants on the First Floor (direct dial), Emergency Services (direct dial)

10. Do you currently have appearances of other extensions on individual telephone sets or are they all just single SIP stations?

Not currently but have enabled in the past

- a. Do people answer other people's telephone calls directly from their own phone?

Not currently but have enabled in the past

11. Do you utilize the line keys on existing phones for extension appearances?

Not currently but have enabled in the past

12. Please define IVR – is this truly Interactive Voice Response where callers are able to retrieve some information from a database over a phone call? Or is this auto-attendant where callers are able to select an option after listening to an audio menu?

IVR as defined within our environment is the ability to select options by voice or by dial pad. Call Center IVR Currently instruct callers to choose from a list of options. Auto Attendants in UCAAS platform do the same. Database retrieval is not currently available but please share information on proposed system's capabilities.

13. Please confirm that all office locations feature broadband internet access.

Yes

14. Do the 445 UC users include the 15 Call Center Agents?

Yes, they are Currently licensed as users in both platforms.



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15. Does DESC have the ability to manage firewalls at all locations?

No, DESC manages firewalls at 4 locations and our contracted partners manage their own network at the others.

16. SMS Volume Monthly. Could you clarify whether the 60,000 SMS messages per month listed applies exclusively to UCaaS usage, or does it include CCaaS as well?

UCaaS is the only platform that currently offers SMS, DESC is implementing other solutions to drastically offload or reduce our customer facing SMS Volume.

a. If possible, could you provide a breakdown of SMS volume for both services?

SMS is currently limited to our UCaaS platform.

17. Device Models. For the listed device models, specifically the Yealink SIP-T42U and Yealink SIP-T21P_E2, could you confirm the number of each device currently in use?

The number of devices per location will be discussed during contract negotiations. DESC wants to ensure that the selected provider can support most of the device models listed and or alternative models with similar features.

a. Would you consider replacing these devices with equivalent models, such as the Yealink T33W or Yealink T34W in place of the T21P_E2, and the Yealink T44W in place of the T42U, if they were provided at no additional cost?

Yes

18. Social Media Integration. Could you provide more details on the Social Media Integration requirement? Specifically, which social media platforms you would like integrated, and what functionality you are seeking (e.g., monitoring, messaging, reporting, or customer interaction tracking)?

Social Media integration is no longer a required feature, but please share the existing capabilities of your platform.

19. Workforce Management. Regarding the Workforce Management feature, if Forecasting capabilities were not available, would that be a deal breaker?

No

a. Since Agent Scheduling is included and supported, would that fulfill your primary requirements for this feature?

Provide a response with the capabilities of your system. See answer to 19



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20. All the devices below can be provisioned to the new service, but the three phones highlighted will not be supported by our customer service. Is that acceptable?

- a. Polycom VVX 310 IP Phone
- b. Yealink SIP-T42S IP Phone
- c. Yealink SIP-T42U IP Phone**
- d. Yealink SIP-T46S IP Phone
- e. Yealink SIP-T21P_E2 IP Phone
- f. Yealink SIP-CP960 IP Phone**
- g. Yealink SIP-T46S IP Phone
- h. Yealink W60B IP Phone**
- i. i) Algo Algo-8201 IP Phone
- j. j) Algo 8036 SIP Multimedia Intercom ATA Grandstream HT802?

Please see answer to question 17.

21. Yealink SIP-CP960 IP phone – Does that mean the whole series? We support CP965?

Yealink SIP-CP960 is a specific model. CP965 Acceptable as an alternative.

22. Yealink SIP-CP960 IP phone – Does that mean the whole series? We support CP965?

See question 21

23. Page 5 – Last paragraph. As long as one carrier has provided UCaaS and CCaaS for 5 years is that sufficient? We will be bidding with a partner.

This is not sufficient. If one or more Applicants enjoined in the response as a co-applicants (co-grantee); each co applicant must meet requirements stated in the RFP. Each applicant is required to provide a response to the RFP as detailed in the response. Refer to Section B. Preparation of Proposals in the RFP.

For example: In the event one or more co-applicants cannot fulfill contract obligations, remaining co-applicant(s) may assume responsibility of the contractor.

24. Page 11- First paragraph. Co -applicants, are they limited to 30 or 40 pages for the RFP?– Does that mean the whole series?

Consideration will be provided allowing each co-grantee to provide a response not to exceed 30 pages. Please note documents for which page limits do not apply as it relates to each co-grantee response.

25. Page 6 – Under General requirements. Questions 1 & 2. Is that 3 or 5 years for experience requirements?

Refer to Question 3.

26. I am a authorize seller and am responding to the RFP with Dialpad. We cannot locate the DESC Representations and Certifications forms. Can you please provide?

Refer to Question 6.



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27. Does your current IVR have any self-serve features like Authentication, Payments, opening a claim?

No

28. ACD Emails and SMS messages may not be HIPPA compliant. Is that Ok ?

Please indicate which features of your platform are not HIPPA Compliant within your response.

29. Why is IVR under UCaaS and CCaaS separately?

Our current platform has it separated.

30. Do you agents currently use Yealink SIP phones to answer calls?

- *CCAAS, Call Center Agents use a Desktop App and Headset.*
- *UCAAS Licensed users mostly use a Mobile/Desktop App.*

31. What current features do your agents have? Do you use screen pop?

Please provide the available features of your platform.

32. How can we see you Current CCaaS and UCaaS architecture?

We can discuss if selected, but showing may violate agreements with our current providers. Please provide your platform's capabilities within your response.

33. Our Architecture is extensively customizable for API Integration. What Current API integrations do you have in place and what does it accomplish?

Please provide your platform's capabilities within your response.

34. Can we engage remote or overseas employees?

We do not impose any restrictions in this area.

35. Post call survey for CaaS is only available via Email. Is this acceptable?

Please provide your platform's capabilities within your response.

36. What type of Campaign Management are you interested in for CaaS?

Please provide your platform's capabilities within your response.

37. What CRM integrations are you interested in for CaaS?

Please provide your platform's capabilities within your response.

38. Which languages are you interested in for the feature – multi languages IVR on CaaS?

User interface is English, our customer base primarily speak the following languages. English, Spanish and Arabic



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39. CcaaS, the only social media integration is WhatsApp. Is this acceptable?

Yes, please provide your platform's capabilities within your response.