

Central Arkansas Water - CAW# 23-21
UCaaS Cloud-Based Phone Solution
Clarification Questions:

2.2 Solution Elements

- Will CAW be bringing in their own carrier?
Will bring our current carrier ATT if necessary.
- Are there any third-party apps being used that would require integration?
Yes, our billing system Cayenta.
- What communication channels are required? Twitter, Facebook, Next Door.
RFP states only Chat, Voice, and Email. The Excel attachment CCaaS tab includes the addition of SMS as well.
 - If SMS will be utilized, how many SMS numbers will be required? One
 - Long code or short code? Long, we have our own code.
 - How many email addresses? 1
 - How many email domains? 1
 - How many different chat windows? 1
- Inbound/Outbound?
 - How many queues? 4, one for each call center.
 - How many flows/routes? TBD
- How many interactions are handled on a daily basis? 65
 - Can you break that down by department? 1, Customer Service
- How many Conference/Lobby phones? 13 RFP states 11, Excel Pricing attachment states 15.
 - Conference – 2
 - Lobby - 13
 - What type of phones are these? Currently Cisco 7940, 7960, 8845
- What type of phones are the Department phones? Cisco 7940, 7960, 8845
- Is CAW open to using softphones/WebRTC? Yes
- RFP states 50 total call center agents; how are these users divided up by department?
 - Customer Service – 30
 - Emergency/After-Hours – 5
 - New Service – 5
 - Cross Connection – 3
 - Extra – 7
- Provided agent count does not add up to 50 total users; is the current agent count less than 50? Yes
- 31 different buildings at 7 different locations. Do all these locations exist as the same Org, or are they separate from one another? Same Org
 - 24 Fax lines.
 - What is faxing currently being used for? Daily business activities.
 - How many CC agents will be utilizing faxing? Call Center (CC) – 50, Other Employees/Varies, 200

- Does each CC agent need to have faxes sent to their DID? **No**
- Is CAW looking to have faxes come into an inbound email queue after being converted to a PDF attachment? **Yes, will look at this option.**
- What are the necessary capabilities of the 250 Office users? **Normal business activities.**
- Is CAW looking to upgrade other aspects of their IT environment? **No** Are there any other platforms that will be connecting to the contact center that CAW is planning on upgrading? **No**

Excel Pricing Attachment

- 4 contact centers are stated. Are these completely separate from each other? **Yes** Separate Orgs? **No**
 - Are the 4 separate contact centers Customer Service, New Service, Emergency/After Hours, and Cross Connection? **Yes**

Excel Functional Requirements Attachment 2

- Will WFM be necessary? **Yes.**
 - If so, for how many of the CC agents? **50**
- Will AI/bots be necessary? **Yes**
 - If so, please describe the desired use cases. **Replying to Chats, Scoring all CC calls.**
- What types of training will be required? Agent, Supervisor, Admin, WFM, etc. **Yes**
 - End-User or Train-The-Trainer? **Train-the-trainer**
 - Beyond subscriptions? **Need more clarification.**

Licensing Fees and Costs

- What is your current Microsoft licensing
 - a. **Microsoft 365 Business Basic – 81**
 - b. **Microsoft 365 Business Premium – 49**
 - c. **Microsoft 365 Business Standard – 258**
- Are there other initiatives -like security- that may lead to G5/E5 licensing. **Not currently.**

1. RFP 23-21 UcaaS Line 172 Do you have existing handsets, or will you be purchasing new handsets? If existing, who is(are) the vendor(s) **Purchase new.**
2. RFP 23-21 UcaaS Line 76 What is your SMS call volume. **68 per day.**
3. RFP 23-21 UcaaS Line 159 Fax volume each month page count sent and received. **Fred?**
4. RFP 23-21 UcaaS Line 159 Do you have a Fax server? **No, but would like to see options.**
5. RFP 23-21 UcaaS Line 159 Do you require encryption on your fax transmittal. **No**
6. RFP 23-21 UcaaS Line 209 What are your API requirements? **Ability to pull customer service information from the billing system (Cayenta)**

7. RFP 23-21 CcaaS Line 68 CCaaS Number of minutes each month. July – 27.5 hours
8. RFP 23-21 UcaaS Line 43 Define Chat Roster. List of employees who are available to chat or chat skill set.
9. RFP 23-21 UcaaS Line 73 What Integration is need for O365/Teams. Should have the ability to look and feel as if it's part of Teams and have a stand-alone app if we need to use it.
10. RFP 23-21 UcaaS Line 86 Define 8xx Support. Support Toll-Free Calling
11. Not in reference to any specific question but relevant. Do you require any overhead paging as in warehouses? Currently, the only paging we have is at JTH (Main office building), it would be nice to have that option at other locations.

General Voice Questions Pertaining To Information Provided In Section 2.2, Solution Elements

- What are the current model of phones and quantities, and would CAW be interested in re-using existing phones if possible? Yes, if possible.
- Is the desire to move all PSTN to cloud as well, or maintain on-prem PSTN connectivity? Yes, move everything to the cloud.
- Are all of the Fax lines in a central location, or will multiple gateways need to be deployed in different areas? If multiple how many locations and quantity of lines per location? Multiple locations. Fax Machines – 15
- Locations
 - JTH – 6
 - CLW – 3
 - WIL 1 – 2
 - WIL 2 – 1
 - OZK – 1
 - MAU – 1
 - MAC – 1
- The RFP document and the spreadsheet specify a total quantity of Conference/Lobby phones. RFP section 2.2 states a total of eleven (11) combined Conference/Lobby phones, and Excel Attachment 1 states a total of fifteen (15) combined Conference/Lobby phones. Could we get clarification on the total and the count for each type?
 - Conference phones – 2.

- Lobby phones – 13.

Communication Channels – Call Center – Also Related To Section 2.2, Solution Elements

- Should we include services for chat and email in the proposal? **Yes** If so:
 - How many chat entry points on your website? **1**
 - How many unique email addresses for communication with customers? **1**

Contact Center – In Reference To Section 2.2, Solution Elements, and Excel Attachment 1

- Is the quantity of 50 Contact Center Users listed in the Excel Attachment 1 the total number of named agents, or is it the concurrent total number of agents logged in at busiest time?
 - **Concurrent.**
 -
- How many total contact center supervisors are needed?
 - **Five for each contact center.**
- How many current contact center supervisors are needed?
 - **Five for each contact center.**
- How many call flows today?
 - **Need the ability to accept 100 calls at a time. Need clarification.**
- How many queues today?
 - **One for each of the four contact centers.**
- How many toll numbers?
 - **1**
- Do you want to port your numbers to the CCaaS provider?
 - **Yes**
- Are you using SSO today? Who is your SAML provider?
 - **Not currently.**
 - **None**
- What are the custom reports you are using today?
 - **Only what Cisco provides. No custom.**
- Do you have self-service application in place? If so:
 - How many? **Chat, 1.**
 - What is the backend system we will be integrating with? **Cayenta**

General Question:

1. Would CAW be willing to receive two quotes for different systems from the same provider? **Yes**
2. CAW is looking for hard copies of the response. The formatting of the excel spreadsheet makes it extremely hard to include diagrams and images. Can we list the questions in a word document?(as long as we follow the same numbering)? **Yes**
3. What level of WEM (Workforce Engagement Management a combination of WFO and WFM) do you require? **All four(Operational, Tactical, Strategic, and Visionary)** Do you currently have that level of expertise? **Operational**
4. Is CAW willing to sign an NDA prior to receiving the RFP responses? **No, FIOA.**

5. The type of contract states that the first year of the contract will be from award date to December 31 (approximately 3 months) and then yearly renewals after that for no more than 7 years. Would you be willing to sign a 7 year contract? **No, 3 to 5-year contract, then review.** We will be putting a lot of effort in at the beginning for a 3-month contract.

Pricing Document

6. You list 15 lobby/conference phones on the pricing document. Do the Lobby phones need to make outgoing phone calls? **Yes.** What is the count of the lobby versus conference? **Lobby – 13, Conference – 2.**
7. Department phones on the pricing document, are these just phone numbers that will ring to one of the normal office users, or is this a physical phone that will require a user license? **Normally yes, but it could be a stand-alone phone.**
8. Fax lines are they tied to physical analog fax machines or do you want eFax solution? **Currently, yes, but open to an eFax solution.**
9. There is no mention of the type of physical phones that you will requiring. Do you have any requirements or will everyone be using a softphone? **I want a list of physical phones you offer with your system and prices, some will use softphones.** Do you want our recommendation for a physical phone listed in the telephone/equipment column?
10. Do you want to purchase the phones or would you like to rent them? **Purchase**

Functional Requirements

11. Under the calling plan section on the UCaaS tab (lines 164 -168) the drop down has Option 1 and Option 2. Can you please explain the differences? **That should be Yes/No.**
12. Under the company info tab you are asking for a non-collusion certificate and a conflict of interest disclosure statement. Do you have specific forms you want filled out? **No.**

Under the CCaaS tab, how many of the features are to be implemented immediately and which ones would be a nice to have for future use? **Phase II Rows: 32, 38, 49, 50, 53, 54, 103, 104, 108, 109, 110, 111, 112, 114, 115, 116, 117, 118, 119, 120, 121, 122, all other need to happen at go-live.**

13. How many agents are going to need voice, chat, email? **50** Are all channels needed by all agents? **No, only a few will have the skill for a particular channel.**
14. On the CCaaS Tab line 20, Can you please tell us what CRM package we need to integrate with? Or do you just have a ticketing system? **Billing System (Cayenta)**
15. Would just like to confirm that you will require 50 concurrent call center licenses? **Yes, this gives me room to grow.**
16. Just to confirm that 50 agents are spread over 4 separate call centers? **Yes**

2. For phone devices, do you prefer purchase or rental – **Purchase.**
3. What term would you like to see in a proposal – **3 and 5 year.**
4. Do you use a CRM or Ticketing system? **Billing System – Cayenta**
5. What UC and CC platforms are being used today? **Cisco**
6. What phones they are using today? **7960, 7940, 8845**

7. Who is your current carrier? **ATT**
8. What platforms are you currently using today to solve your needs? **Cisco**
9. Can you please clarify you contract request? Is December 2023 correct? **I want to be live in November, so 2023 would be for November & December. Then the following years will be from January – December.**
10. Are you a member of any purchasing contract entities? **Yes**
11. We are a WOSB firm with the abilities to contract with multiple top tier vendors. Will you be looking at WOSB status when making your decision? **No**
12. Will you allow our firm to submit a bid on behalf of one of the large telecommunications carriers? If so, one entity is the UCaas and one is the CaaS. Would this still be considered 2 vendors or would this make it 3? **No**
13. Will we be able to see questions from all bidders? **Yes, posted on our website.**
14. Are you currently a Microsoft shop? **Yes**
15. Can we as a firm, present more than one telecommunications company for your review? **Yes.**

| | RFP Section | QUESTIONS | ANSWERS |
|---|---|--|---|
| 1 | Section 1 - General Information; 1.3 Type of Contract | The term of the agreement states through December 31, 2023. Can CAW confirm if the term would be October 2023 through December 2023? | This year it will be for November & December. Going forward it will be January – December. |
| 2 | Attachment 2: Functional Requirements; CCaaS sheet; PCI/Credit Card | Can CAW provide use cases surrounding the PCI compliance requirement? | Wanted to know if this was an option for future expansion. |
| 3 | Attachment 2: Functional Requirements; PS and CX; Phone Implementation: Location | Can CAW confirm the count of each physical location (building as well) where phones will be deployed would be 31 different buildings over 7 different sites in Central Arkansas? Please include the users licenses for each site/building. Please do not include remote users as a location. | See below. |

| Building | Phone | Analog | ContactCen terUsers | RoomPhone s | Fax | Contact Center |
|---------------------------|-------|--------|------------------------|----------------|-----|-------------------|
| Clearwater | 20 | 1 | 4 | 2 | 3 | 1 |
| JTH - Downtown | 77 | 2 | 30 | 6 | 6 | 3 |
| JTH - Deli | 5 | | | 1 | | |
| Lake Maumelle - Control | 4 | 3 | 2 | | 1 | |
| Lake Maumelle - Generator | 1 | | | | | |
| Lake Maumelle - House | 1 | | | | | |

| | | | | | |
|----------------------------|---|--|---|---|---|
| Lake Maumelle - New Intake | 1 | | | | |
| Lake Maumelle - Rock Shop | 1 | | | | |
| Lake Maumelle - Surge Tank | 1 | | | | |
| Lake Maumelle - Switchgear | 1 | | | | |
| Maryland - Main | 3 | 2 | | 1 | 1 |
| Maryland - Training | 1 | | | | |
| Maryland - Warehouse | 1 | | | | |
| Ozark - Chlorine Dioxide | 1 | | | | |
| Ozark - Electrical | 1 | | | | |
| Ozark - Hypo | 1 | | | | |
| Ozark - Mixing | 1 | | | | |
| Ozark - Plant | 5 | 3 | 1 | | 1 |
| Ozark - Pumphouse | 1 | | | | |
| Ozark - Switchgear | 1 | | | | |
| Ozark - Waste Building | 1 | | | | |
| Paron | 2 | | | | |
| Wilson - Admin/Lab | 11 | 1 | 2 | 1 | 1 |
| Wilson - Blower | 1 | | | | |
| Wilson - Chlorine Dioxide | 1 | | | | |
| Wilson - Electrical | 1 | | | | |
| Wilson - HSPS1A | 1 | | | | |
| Wilson - HSPS1B | 1 | | | | |
| Wilson - Maintenance | 24 | | 1 | | 1 |
| Wilson - Plant | 15 | 1 | 3 | | 1 |
| Wilson - Switchgear | 1 | | | | |
| 4 | Attachment 2: Functional Requirements; PS and CX; Phone Implementation | Can CAW confirm the quantity of users that will be assigned a DID/DDI and the quantity of extension-only users. Will there be any common area lines? | See #3, phone. Standard Lines – yes. | | |
| 5 | Attachment 2: Functional Requirements; PS and CX; Phone Implementation | Can CAW confirm the count of Toll-Free Numbers to be ported? Please also confirm the count of reserved DID numbers to be ported. | 1 | | |

| | | | |
|----|---|--|---|
| 6 | Attachment 2: Functional Requirements; PS and CX; Phone Implementation | Please provide the total quantity of Auto Receptionists (IVR Tree) and Call Queues required. | Auto Receptionists - 4 Call Queues - 4 |
| 7 | Attachment 2: Functional Requirements; PS and CX; Phone Implementation | If Bring Your Own Carrier (BYOC) is needed: please provide the quantity and MFG name of each Session Border Controllers (SBC) in their current or proposed topology. | Currently with AT & T, but open to discuss options. |
| 8 | Attachment 2: Functional Requirements; PS and CX; Phone Implementation | Please confirm the quantity of Analog Telephony Adaptors needed, and port count of each that will provide connectivity to Analog devices, for each location. | See #3 |
| 9 | Attachment 2: Functional Requirements; PS and CX; Phone Implementation | If you require a trunk to the PBX (BYOP) for extension dialing, please provide the number of trunks and PBX Mfg. | N/A |
| 10 | Attachment 2: Functional Requirements; PS and CX; Phone Implementation | Please identify if you will require/prefer one of the following: <ul style="list-style-type: none"> ● Purchasing new phones ● Using existing phones ● Not deploying phones at all (softphones only) ● Hybrid (combination of new and existing/softphones and hardware) ● Leasing hardware | Purchase new phones/Softphones (Hybrid). |
| 11 | Attachment 2: Functional Requirements; PS and CX; Contact Center | If Contact Center solution is currently being used for 50 total call center users, who is the current provider? Are those 50 call center | Cisco Contact Center, yes. |

| | | | |
|----|---|--|---|
| | Implementation: Current Provider | users part of the 250 office users listed or are those separate licenses? | |
| 12 | Contact Center Implementation: Locations | CAW lists multiple call centers used. Please provide the geographical location of all agents. | See #3; the contact center at Clearwater is for after-hours, and users need to be able to connect to it from several locations. |
| 13 | Contact Center Implementation: Omnichannel options | What channels are required for the contact center in current iteration: voice, video, SMS, and/or Chat? CAW lists Email as a communication channel - is this used by contact center users as well? | Voice, sms, chat, and email. |
| 14 | Contact Center Implementation: Voice channel | For the voice channel, how many main numbers will be pointed at the contact center? | Our main number points to an auto-attendant which has option #6 that points to the contact center. |
| 15 | Contact Center Implementation: Voice channel | For the voice channel, how many main numbers will have a unique IVR that points to the contact center (Each one equals a call flow) | 1 |
| 16 | Contact Center Implementation: Voice channel | For the voice channel, how many call queues or (groups) will you have in the contact center for Voice? | 1 for each cc |
| 17 | Contact Center Implementation: Voice channel | For the voice channel, will any of the voice queues need skill base routing? Language and or expertise? | Yes, skill & language |
| 18 | Contact Center Implementation: Video channel | If video channel is needed, how many websites will need it's own unique URL pointing to the contact center (Each one is a call flow)? | Not required at this time, subject to change later. |
| 19 | Contact Center Implementation: Video channel | If video channel is needed, will the customer need IVR's before reaching the contact center? | Not required at this time, subject to change later. |
| 20 | Contact Center Implementation: Video channel | If video channel is needed, how many IVR's will they need? | Not required at this time, subject to change later. |
| 21 | Contact Center Implementation: Video channel | If video channel is needed, how many queues or (groups) will you have in the contact center for Video? | Not required at this time, subject to change later. |
| 22 | Contact Center Implementation: Video channel | If video channel is needed, will any of the video queues need Skills-Based Routing? Language and or expertise? | Not required at this time, subject to change later. |
| 23 | Contact Center Implementation: Chat | If chat is needed, how many different websites will need the Chat feature? | 1 |

| | | | |
|----|--|--|--|
| 24 | Contact Center Implementation: Chat | If chat is needed, will the customer need IVR's before reaching the contact center? | No |
| 25 | Contact Center Implementation: Chat | If chat is needed, how many IVR's will they need? | 0 |
| 26 | Contact Center Implementation: Chat | If chat is needed, how many queues or (groups) will you have in the contact center for Chat. | 1 |
| 27 | Contact Center Implementation: Chat | If chat is needed, will any of the chat queues need skills-based routing? Language and or expertise? | Yes |
| 28 | Contact Center Implementation: SMS | If SMS is needed, how many different phone numbers will point to the SMS queue (each will be a call flow) | 1 |
| 29 | Contact Center Implementation: SMS | If SMS is needed, will the customer need IVR's before reaching the contact center? | No |
| 30 | Contact Center Implementation: SMS | If SMS is needed, how many IVR's will they need? | 0 |
| 31 | Contact Center Implementation: SMS | If SMS is needed, how many queues or (groups) will you have in the contact center for SMS | 1 |
| 32 | Contact Center Implementation: SMS | If SMS is needed, will any of the SMS queues need skills-based routing? Language and or expertise? | Yes |
| 33 | Contact Center Implementation: SMS | If SMS is needed, customer is aware that SMS does not support toll free numbers? | No, need notification. |
| 34 | Contact Center Implementation: Integrations | What integrations would be necessary to connect to the Contact Center solution? Please list all. | Billing System, Cayenta. |
| 35 | Attachment 2 Functional Requirements; CCaaS Sheet | Are all functional requirements listed current functionality that CAW's contact center has or are some items considered 'nice to haves' or planned for future implementation? | All except for the following lines, which will be in Phase II: 32, 38, 49, 50, 53, 54, 103, 104, 108, 109, 110, 111, 112, 114, 115, 116, 117, 118, 119, 120, 121, 122. |
| 36 | Section 5 – General Contractual Requirements | May Proposers plan to negotiate final terms and conditions upon award, or submit exceptions to the RFP terms and conditions or technical requirements for Central Arkansas Water's consideration which can be finalized at | Liz Proposers may plan to negotiate final terms and conditions upon award or submit exceptions to the RFP terms and conditions or technical requirements for Central Arkansas Water's consideration |

| | | | |
|--|--|---|--|
| | | negotiation, in order to align the final contract with the Proposer's solution that best meets the needs of CAW ? | which can be finalized at negotiation to align the final contract with the Proposer's solution that best meets the needs of CAW. |
|--|--|---|--|

1. How many analog fax machines need to be maintained and based upon fax machine location can they be connected at one centralized MDF location or do you have separate IDFs connecting back to the MDF we should consider?
 - a. Fax Machines – 15
 - i. Locations
 1. JTH – 6
 2. CLW – 3
 3. WIL 1 – 2
 4. WIL 2 – 1
 5. OZK – 1
 6. MAU – 1
 7. MAC – 1
 - b. Separate IDFs
2. Are there any paging requirements? Are you currently paging too different buildings?
 - a. Yes, only on site has paging; it only needs an analog line.
 - b. No
3. Do you need to page to interior/exterior paging horns/paging devices?
 - a. No
4. Are you currently using any analog paging equipment, if so please provide make/model of all paging equipment GoTo would need to integrate to?
 - a. Valcom
 - b. Only needs an analog line.
5. Are you using any type of access control for entry/exit points for buildings?
 - a. Yes
6. How many analog phones need to be supported?
 - a. 13
7. How many users would need to use the Microsoft Teams integration for direct routing?
 - a. 300
 - b.
8. What type of O365 licenses are currently being used?
 - a. Microsoft 365 Business Basic – 81
 - b. Microsoft 365 Business Premium – 49
 - c. Microsoft 365 Business Standard – 258
 - d.

9. What features need to be supported for the listed Slack Integration?
 - a. Cayenta billing system, website text.
10. Are you currently using conferencing room solutions for video conferencing within conference rooms, huddle rooms, or other workspaces?
 - a. Yes, we use Microsoft Teams.
11. How many end users will be working fully remote, how many users will need to be supported in a hybrid work model?
 - a. Remote workers vary, currently, there are 32 remote workers.
12. How many end users will require desk phones?
 - a. 300, but some may use softphones.
13. How many phones will need to be placed/used for public access, common spaces, shared spaces, and breakrooms?
 - a. 31
14. We noted "Polls" were included within the video/audio conferencing of the excel sheet CAW shared with our team. Does the polling feature need to be supported within the video conferencing software? GoToWebinar supports this feature for live webinars, town hall meetings, etc. How many attendees would need to be supported for the webinars?
 - a. TBD, again, we are a Microsoft Teams shop.
15. Is CAW O365 on-premise or O365 Azure cloud instance?
 - a. Azure
16. What is your call recording storage retention length requirement for call recordings?
 - a. 60 Days
17. How many users need on-demand call recording? Will contact center agents and business users need the ability for on-demand call recording?
 - a. 20
 - b. Only Business Users
 - c. Contact Center agents – all calls recorded.
18. Is CAW using any CRM applications (including proprietary CRMs) that would need to integrate with our UC GoToConnect solution?
 - a. Yes, our billing system is Cayenta.
19. Are you using an IDP with Enterprise SAML SSO?
 - a. We are currently not.

Does Central Arkansas Water currently utilize Microsoft Enterprise licensing, and if so, which of the following? No.

- a. Microsoft E3 or A3 licensing – 0
- b. Microsoft E5 or A5 licensing – 0

1. Microsoft 365 Business Basic – 81
 2. Microsoft 365 Business Premium – 49
 3. Microsoft 365 Business Standard – 258
1. Please define “Department Phone” in Attachment One Pricing Document, Line item 9.
 - a. Phones in public areas around the buildings/complex.
 2. How many Call Ques/Auto Attendants are required in Attachment One Pricing Document, Line item 23 and Attachment Two functional requirements Line item 9?
 - a. 4 – Auto Attendant
 - b. 1 – Queue per call center.
 3. What is the current Microsoft Licensing type at CAW E3 or E5? And what is the seat count?
 - a. E3 – 0, E5 – 0.
 - b. Microsoft 365 Business Basic – 81
 - c. Microsoft 365 Business Premium – 49
 - d. Microsoft 365 Business Standard – 258

This information is needed to complete Attachment One Pricing Document.

4. Does CAW have a preferred Collaboration tool? This information is needed to complete Attachment One Pricing Document.
 - a. Microsoft Teams
5. What phone models are currently deployed at CAW? This information is needed to complete Attachment One Pricing Document and Attachment Two Functional Requirements.
 - a. Cisco 7940, Cisco 7960, Cisco 8845.

| No. | RFP Document / Section Reference | Avaya Question |
|-----|---|---|
| 1 | RFP Doc, Section 2: Minimum Requirements Section 2.2 Solution Elements (b) | a. What is the approximate number of Call Tree/Menu’s that are expected to be implemented? 1 b. Does each location require its own Call Tree/Menu? Yes. |
| 2 | RFP Doc, Section 2: Minimum Requirements Section 2.2 Solution Elements (c) | a. Does the Call Center require Day One implementation for (41) concurrent Call Center agents, with licensing for (50) agents? Yes b. Of the 50 total contact center users, what is the maximum number concurrent users CAW has on the platform at any time? 50 talking, and at least 50 more in the call queue. |
| 3 | RFP Doc, Section 2: Minimum Requirements Section 2.2 Solution Elements (e) | Are these Fax Lines requiring analog station ports for existing fax machines, or would a user-based fax client be acceptable for these Fax Lines? Yes, but would be open to a fax client. |

| No. | RFP Document / Section Reference | Avaya Question |
|-----|---|---|
| 4 | RFP Doc, Section 2: Minimum Requirements Section 2.2 Solution Elements (f) | Please provide detail around current carrier trunking and Internet services provided across the locations. SIP trunks come in two different locations through AT&T. |
| 5 | RFP Doc, Section 2: Minimum Requirements Section 2.2 Solution Elements (g) | This section calls for (11) Conference/Lobby Phones as part of the solution; however, the Attachment Once Pricing Document specifies (15). Please confirm the correct quantity. 15 |
| 6 | RFP Doc, Section 2: Minimum Requirements Section 2.2 Solution Elements (h) | How long does CAW want the recordings to be stored and/or archived? 12 Months and 12 Months archived. |
| 7 | RFP Doc, Section 2: Minimum Requirements Section 2.2 Solution Elements (i) | How long does CAW want the recordings to be stored and/or archived? 12 Months and 12 Months archived. |
| 8 | RFP Doc, Section 2: Minimum Requirements Section 2.2 Solution Elements (j) | <p>a. Should screen pops be implemented as part of Day One for all agents? No, Phase II.</p> <p>b. Would it be possible to get some detail around the database types? Alpha-Numeric</p> <p>c. Please provide the name of billing system that CAW wishes to connect via API. Cayenta</p> |
| 9 | RFP Doc, Section 2: Minimum Requirements Section 2.4 Intellectual Property | <p>Avaya (and likely every other bidder) will be proposing cloud-based Unified Communications as a Service and Contact Center as Service solutions based on our intellectual property, technology, patents, and processes and are not considered “work for hire.”</p> <p>We respectfully request that CAW remove Section 2.4 in its entirety. Can discuss this during contract negotiations.</p> |
| 10 | Attachment Two Functional Requirements UCaaS Tab, Line 9 | Please provide average minutes of use for inbound, outbound, and international calling. Need unlimited calling for both inbound and outbound. International calling 0. |
| 11 | Attachment Two Functional Requirements UCaaS Tab, Line 10 | <p>Line 10 States: Tier 1 Phone number and extension.</p> <p>Please clarify this requirement. What is meant by a Tier 1 phone number? Calls will come into your service through a Tier 1 internet provider.</p> |
| 12 | Attachment Two Functional Requirements UCaaS Tab, Line 16 | <p>Line 16 States: Geo routing</p> <p>Please clarify this requirement. The system automatically routes calls based on the area code provided through caller ID.</p> |
| 13 | Attachment Two Functional Requirements | Line 58 States: Extension Swap |

| No. | RFP Document / Section Reference | Avaya Question |
|-----|---|---|
| | UCaaS Tab, Line 58 | Please clarify this requirement. Is this similar to Hot Desking in Line 27? No, Temporary reassignment of an extension to another user. |
| 14 | Attachment Two Functional Requirements UCaaS Tab, Line 64 | Line 64 States: Call Park Please clarify this requirement. Is this similar to Personal and Public Call Park in Line 33? Yes |
| 15 | Attachment Two Functional Requirements UCaaS Tab, Line 72 | Line 72 States: TEAMS direct routing Does CAW want this feature included in the pricing? Yes, as an option. |
| 16 | Attachment Two Functional Requirements UCaaS Tab, Line 74 | Line 74 States: Slack Integration Does CAW want this feature included in the pricing? As an option. |
| 17 | Attachment Two Functional Requirements UCaaS Tab, Line 77 | Line 77 States: Analog/Digital support Please clarify this requirement. what digital devices will need to be connected? Digital signals are usually proprietary to a specific solution, not generic like analog. Telephones/Computers/Mobile Devices. |
| 18 | Attachment Two Functional Requirements UCaaS Tab, Line 79 | Line 79 States: Redundancy / Failover Please clarify this requirement. For example: Do you need redundant TEAMS Direct Routing? Are you requesting local survivability for each office meaning a gateway is installed at each office and has back up dialtone ready to support if an outage occurs. No, but do require Avaya to maintain service through your redundant sites. |
| 19 | Attachment Two Functional Requirements UCaaS Tab, Line 82 | Line 82 States: Extension Dialing Is this different from Line 32: Extension to extension calling No |
| 20 | Attachment Two Functional Requirements UCaaS Tab, Line 86 | Line 86 States: 8xx Support Please clarify this requirement. Toll-free services |
| 21 | Attachment Two Functional Requirements Video Tab, Line 142 | Line 142 States: Transcriptions Please clarify this requirement. Do you want the solution to transcribe under the video or provide a transcript only. Yes, and all the calls for a call center if an admin selects that option. |

| No. | RFP Document / Section Reference | Avaya Question |
|-----|---|---|
| 22 | Attachment Two Functional Requirements UCaaS Tab, Line 143 | Line 143 States: Branding Please clarify this requirement. All customer-facing pages look and feel like CAW's themes. |
| 23 | Attachment Two Functional Requirements UCaaS Tab, Line 158 | Line 158 States: Are Channels available (e.g. Slack) Is this in addition to O365, Google? Besides asking for Slack are there any other integrations needed or desired? Facebook, Twitter, Next Door |
| 24 | Attachment One Pricing Document | Can CAW provide a distribution of user types that may be assumed for phones: Department Phones, Admin multi button, standard user, etc. Not currently, I need pricing for all types of phones. |
| 25 | Attachment Two Functional Requirements CCaaS Tab, Line 32 | Screen pop Please clarify where and provide more detail. The system asks the caller for the service address/phone number or other identifiable information specific to this customer, pull that information through API to present that information to the agent. |
| 26 | Attachment Two Functional Requirements CCaaS Tab, Line 50 | "insert available customer information" Can you specify where this data is coming from? Cayenta Billing System. |
| 27 | Attachment Two Functional Requirements CCaaS Tab, Line 69 | Mobile app for agent to log into queue a. Are your agents typically working from their mobile phones today? No b. What percentage? 0% c. Can you provide a use case? No |
| 28 | Attachment Two Functional Requirements CCaaS Tab, Line 111 & 112 | Integrations Can you clarify (or provide use case) on how your contact center integrates with your CRM and Ticketing System today? For chat and screen-pop into the Billing System (Cayenta). Cayenta has an API. And if it does not, please clarify how you would like them to communicate in the future. |
| 29 | Attachment Two Functional Requirements CCaaS Tab, Line 176 | "Does the solution provide unified reporting across sites" Can you clarify what you mean by "across sites?" Across all areas and contact centers. |

| No. | RFP Document / Section Reference | Avaya Question |
|-----|---|--|
| 30 | Attachment Two Functional Requirements CCaaS Tab, Line 222 | Are you currently using a BI tool today? If so, which one? Limited, but Microsoft's Power BI will be our main reporting tool in the future. |

1. Regarding Locations, 31 different buildings at 7 different locations in Central Arkansas, can these be identified by physical address?

| Address | Building |
|---|----------------------------|
| 5300 South Shackelford Road, Little Rock AR 72204 | Clearwater |
| 221 East Capitol Avenue, Little Rock AR 72202 | JTH - Downtown |
| 221 East Capitol Avenue, Little Rock AR 72202 | JTH - Deli |
| 10629 Arkansas Highway 300, Roland AR 72135 | Lake Maumelle - Control |
| 10629 Arkansas Highway 300, Roland AR 72135 | Lake Maumelle - Generator |
| 10629 Arkansas Highway 300, Roland AR 72135 | Lake Maumelle - House |
| 10629 Arkansas Highway 300, Roland AR 72135 | Lake Maumelle - New Intake |
| 10629 Arkansas Highway 300, Roland AR 72135 | Lake Maumelle - Rock Shop |
| 10629 Arkansas Highway 300, Roland AR 72135 | Lake Maumelle - Surge Tank |
| 10629 Arkansas Highway 300, Roland AR 72135 | Lake Maumelle - Switchgear |
| 1500 West Maryland Avenue, North Little Rock AR 72120 | Maryland - Main |
| 1500 West Maryland Avenue, North Little Rock AR 72120 | Maryland - Training |
| 1500 West Maryland Avenue, North Little Rock AR 72120 | Maryland - Warehouse |
| 701 N. Martin Street, Little Rock AR 72205 | Ozark - Chlorine Dioxide |
| 701 N. Martin Street, Little Rock AR 72205 | Ozark - Electrical |
| 701 N. Martin Street, Little Rock AR 72205 | Ozark - Hypo |
| 701 N. Martin Street, Little Rock AR 72205 | Ozark - Mixing |
| 701 N. Martin Street, Little Rock AR 72205 | Ozark - Plant |
| 701 N. Martin Street, Little Rock AR 72205 | Ozark - Pumphouse |
| 701 N. Martin Street, Little Rock AR 72205 | Ozark - Switchgear |
| 701 N. Martin Street, Little Rock AR 72205 | Ozark - Waste Building |
| 23968 AR-9, Paron AR 72122 | Paron |
| 338 Pleasant Valley Drive, Little Rock AR 72212 | Wilson - Admin/Lab |
| 338 Pleasant Valley Drive, Little Rock AR 72212 | Wilson - Blower |
| 338 Pleasant Valley Drive, Little Rock AR 72212 | Wilson - Chlorine Dioxide |
| 338 Pleasant Valley Drive, Little Rock AR 72212 | Wilson - Electrical |
| 338 Pleasant Valley Drive, Little Rock AR 72212 | Wilson - HSPS1A |
| 338 Pleasant Valley Drive, Little Rock AR 72212 | Wilson - HSPS1B |
| 338 Pleasant Valley Drive, Little Rock AR 72212 | Wilson - Maintenance |
| 338 Pleasant Valley Drive, Little Rock AR 72212 | Wilson - Plant |
| 338 Pleasant Valley Drive, Little Rock AR 72212 | Wilson - Switchgear |

2. Windstream's Office Suite can use a customer's existing internet connection or we can provide one specifically for each location, and provide diverse carrier backup for 100% uptime via SD Wan. Is there a preference on these options?

Existing Internet Connection