

QUESTIONS SUBMITTED FOR CLARIFICATION
(PLEASE NOTE ANSWERS ARE IN RED)

1. Requesting total number of phone numbers.

800 numbers	None
DID -direct inward dial numbers	613
Main phone numbers for each location	Varies by dept.
fax numbers	25

2. RFP Statement: Analog lines must be Analog only; digital lines converted to analog lines are not acceptable.

Will a NFPA 72 and UL 864 Compliant wireless POTS replacement solution be allowed to replace the Analog Line? **Yes, any solution that keeps us compliant with local codes/ordinances.**

3. What version (licensing) of Teams are you using? **The users with Teams get it from our Office 365 E3 licensing.**

4. What is your Internet connectivity? Do you have a primary and backup/secondary pipes into/out of the county MAN? **We have a mix of Comcast and City of Griffin Fiber for Internet. The only locations with redundant connections are 911, the Correctional Institute and the Sheriff's Office.**

5. How many call groups/call center groups do you have (such as the Sheriff's office) and how many within each group. Will you require advanced call center functionality (such as various reporting functions), or Omnichannel functionality (SMS text queueing, email queueing, online chat, etc.)? **We have eight locations with basic auto attendant functionality and would like the ability to expand and improve that customer experience.**

6. If we continue to use one-wire-to-desktop, will there be a need for a physical LAN and the corresponding equipment in the new facilities currently under construction? **Yes, new facilities will need the same connectivity.**

7. How many extensions will need full-time (always-on) recording? **Currently we only record the lines at the SCSO locations. The location spreadsheet shows 111 phone sets for the Jail and the Hangar.**

8. Return dial for Office365: Are you using native clients or web based O365? **The installed client.**

9. Please provide the list of phone numbers, types, notes, and locations. **An Airespring email comprises our list of numbers. Posted you will find our location list with addresses.**

10. For phone devices requirement to "Integrate with MS Outlook Email", what is the expectation of integration? **An email containing an audio file of the voicemail.**

11. The County is requesting a T1 line in place in case of phone loss, will the county accept alternative solutions that provide the desired functionality? **Yes.**

12. Can the provided training be virtual? **Yes.**

13. The RFP mentions requiring CAT5e/6 cabling to be run at our expense, but also mentions that inside wiring is the County's responsibility. Please explain further the demarcation of responsibilities for wiring. **If the solution provided requires a new network then vendor should provide. If solution uses existing network, the County will provide.**

14. Please provide addresses of sites requiring Analog lines, and total number of analog lines required at each site. **This list is also posted.**

15. Please confirm number of phones needed- 450? **Yes.**

16. Number of locations listed is 29- Do you have addresses for 3 new locations? **See posted list.**

17. How many extensions will need full-time (always-on) recording? **Currently we only record the lines at the SCSO locations. The location spreadsheet shows 111 phone sets for the Jail and the Hangar.**