

Rhode Island Turnpike and Bridge Foundation

Jamestown, Rhode Island

ADDENDUM No. 1

Questions relating to Contract 18-15

Project: Contract 18-15: Phone System with Unified Communications, Interactive Voice Response, and Support Services

Date: January 17, 2019

Phone System RFP Questions and Answers

What service comes into the building?

There are two T1 lines with PRI service.

How many phones are in use and which types are they?

Model 5330e (7 units)

Model 5304 (9 units)

Model 5330 (6 units)

Model 5324 (10 units)

Model 5312 (15 units)

Can you provide the IVR flow?

Contact RITBA to request a copy of the document.

How many agents and supervisors are in the call center?

There are 12 agents and four supervisors.

Is the networking infrastructure in place and is PoE available?

Yes.

What is the virtualized environment?

VMWare

Are analogue phones in use?

Yes, there are three analogue phone in use. These phones do not need to be replaced.

Is SIP infrastructure in place?

No, but the authority is open to moving to SIP.

Can the bidder quote new phone service for the Authority?

Yes

How is the IVR connected to the Emovis system?

The connection is SQL to SQL via VMWare.

What is the existing phone platform?

The authority uses two Mitel 3300CX units.

What is the existing carrier service?

The authority uses Windstream.

What kind of reporting is used in the call center?

The Authority uses live and historical reporting. The Authority does not use live boards, but it open to considering it.

Describe the data drops available?

Each drop has four separate Cat6 cables.

Are any soft phones in use?

No, but the Authority is open to using them.

How many conference call lines are in use or required?

The Authority estimates the current need at 15-20 lines.

How many analogue voice lines are available?

12

Does the Authority do outbound calling in the call center?

Yes, approximately one third of the staff perform outbound calling.

Can we get a copy of the network diagram?

The selected bidder will be given the network diagram.

Are there any remote workers?

There are four remote workers at a location serviced by a point-to-point data connection.

Is the Authority open to using a cloud solution for redundancy?

Yes

What is meant by on-demand training?

The Authority would like pre-recorded training for new call center staff.

Does the call center use web chat with customers?

No, but the Authority is open to considering it.

What is the implementation schedule?

Go-live cannot occur during the summer months—the peak call center months. The Authority anticipates go-live after the summer; however, the Authority is open to a schedule that is completed prior to mid-May.

What is the desktop operating system?

Windows 7 Enterprise 64bit

Can companies from outside of the US apply for this RFP?

Yes

Can bidders submit proposals via email?

No, proposals must be submitted in hard copy. Electronic versions may be submitted with the hard copies, but the hard copy will prevail in the event of any differences in the documents.

Do you prefer an on-premises solution?

Both cloud and on-premises solutions are acceptable.

Do you have technical staff to manage the system, or do you require on-site support person?

The Authority has on-site IT staff.

Is the Authority open to upgrading its current system, or does it require a new and different solution?

The Authority will accept proposals for any system that meets the requirements of the RFP.