Utah Community Action

Request for Proposal

For Telephone System

Question & Answers

1. Emergency Paging and Broadcast Functionality: For requirements referencing the ability to receive broadcasts as part of a location paging group (or similar solution), does UCA require this capability to be native within the phone system, or would an integrated third-party IP paging solution be acceptable provided it supports location-specific and emergency broadcast scenarios?
   a. An integrated third-party paging solution would also be acceptable.
2. Scope of Paging Coverage: Should emergency paging be designed to function across multiple buildings or sites simultaneously, or is paging expected to operate within individual sites or campuses only?
   a. Our greatest need is to have paging operate within individual sites or campuses rather than across the agency. However, there would be no issue if it did have a capability to page across multiple buildings so long as there is a way to restrict the ability to do so to a specific subset of users.
3. Location Connections to Network: Do each of these locations operate independently, or do they all work off the same network?
   a. Most of them work off the same network, though we have some partner sites that staff work at in which they use the partner's network. We also have people working from home in a few cases.
4. Definition of "Sites" for Paging Base Stations: When the RFP references pricing for base stations across a minimum of 32 sites, does UCA define a site as a distinct physical location/building, or as a paging zone or coverage area within a larger facility?
   a. A site would be a distinct physical location or building.
5. Classroom Phone Architecture Preferences: For classroom phones, does UCA have a preferred approach between cordless DECT handsets versus Wi-Fi– connected phones, or should both options be included and priced as alternatives?
   a. We want both an option for a cordless handset (either DECT or Wi-Fi) and an option for a corded handset (a desk phone) that can connect via Wi-Fi in case there is not a physical network connection available nearby.
6. Base Station Clarification: Does each classroom phone require its own base station or of the 86 phones will multiple share a base station?

    a. Preferably, multiple phones would share a base station. Our current system utilizes base stations that support up to 5 cordless phones per base.

7. Device-to-Device Paging Expectations: Is there an expectation for direct device-to-device paging between classroom phones, or is paging via a centralized paging system acceptable?

    a. The purpose of the paging system is to provide office receptionists and supervisors with a way to send out broadcasts to people at their site in case of emergencies or safety hazards. A centralized paging solution is acceptable so long as the system allows a non-technical user a way to do this quickly and easily. For example, if the solution would require the user to log into a separate system while navigating a stressful situation, this would not be acceptable.

8. Evaluation of Integrated Paging Solutions: For evaluation purposes, how will proposals that utilize integrated third-party paging solutions be assessed relative to native paging functionality, particularly within the "Product Quality" and "Overall Service Convenience" scoring categories?

    a. A product that does not allow for quick and easy paging in an emergency will score poorly in the "Overall Service Convenience" category. If the third-party paging solution would require significant administrative effort to maintain, that could also negatively impact its score.

9. References: Will references be contacted?

    a. References will potentially be contacted, yes.

10. Escape Clause: Can the customer expand upon the requirement of the 30-day escape clause? Is UCA open to negotiating this requirement?

    a. UCA is required by its Federal Funding Sources to have a clause in its contracts, although we are open to negotiating within a slightly larger timeframe.

11. Proposal Submission Method: Could you please confirm whether proposals should be submitted via email or delivered by courier in hardcopy form? The RFP notes that electronic submission is preferred; however, it also references hard-copy submission requirements when applicable.

    a. Proposal can be submitted in either format, but our preferred format is to be delivered electronically.

12. Question Submission Deadline: There appear to be two different dates listed in the RFP for when written questions are due: The Proposal Key Dates section on page 2 indicates questions are due on the 19th (which is a holiday), while Part 4 – Written Questions states that questions are due on the 22nd.

    a. Questions are due on January 22nd.

13. Question #1: Under the section entitled "Product E: Classroom Phone," the option for a wireless-type phone is discussed. However, the section mentions

two different wireless technologies: wireless with "base stations" and wireless via Wi-Fi.   Wireless with base stations typically refers to DECT wireless technology where the handset has an approximate 300-to-500-foot radius from the DECT base station. Wi-Fi handsets would work off of Utah Community's wireless network allowing the handsets to work wherever an internal Wi-Fi signal is available. Will you clarify which of the above two technologies is preferred for the wireless handset option?

    a. We want both an option for a cordless handset (either DECT or Wi-Fi) and an option for a corded handset (a desk phone) that can connect via Wi-Fi in case there is not a physical network connection available nearby.

14. Question #2: Most cloud-based phone system solutions are proposed using remote project management, remote programming, remote training, and remote go-live/first-day support. The customer's IT staff typically handles the onsite physical deployment and swap-out of old phones for new phones. Is this methodology of deployment suitable for Utah Community Action?

    a. Yes, this is acceptable.