



## Questions and Answers

### Request for Proposal #ELCMDM2025-06 Phone Services

Please be advised, all questions are keyed as submitted.

#### **1. Supply and Configuration of 50 to 130 Yealink MP56 E2 Teams Desk Phones**

- Will these phones be deployed at a **single location or across multiple sites**?
  - **Multiple sites all in Miami Dade/Monroe.**
- Do you require any **custom configurations** (e.g., pre-provisioned accounts, specific firmware versions, or button mapping)?
  - **Pre-provisioned accounts.**
- Do you have an Internal IT Team, External IT contractor, or Telco provider that will help with deployment?
  - **Internal IT Team**

#### **2. Upgrading Extensions for the 305.359.5550 and 305.359.5551 Lines**

- Could you clarify what is meant by "upgrading extensions"? Are you looking to:
  - Add **new features** (e.g., call forwarding, auto-attendant, hunt groups)?
    - **Yes**
  - Convert them to a different **calling plan or service tier**?
    - **No**
  - Expand to additional users or departments?
    - **Yes**
- Will these extensions require any **call routing changes or integration with other systems**?
  - **Integration with the call center software.**

#### **3. Integration with Existing Features and Department Call Systems**

- Can you provide details on your **current telephony system and call flows**? (e.g., auto-attendants, hunt groups, IVR, call queues) VOIP, IVR, eFax and call center
  - **Not at the moment. Only questions pertaining to the RFP.**
- Are there **third-party applications or CRM integrations** that you are looking to integrate with your phone system?
  - **Please refer to the Scope of Work.**
- Will any departments require **customized call routing or permissions**?
  - **Yes, please refer to the Scope of Work.**

#### 4. User Training Sessions on System Operation, Features, and Reporting Tools

- How many users and administrators will need training?
  - Approximately 10 admins/leads
- What format do you prefer for training? (e.g., live virtual sessions, in-person training, recorded tutorials)
  - Recorded tutorials, virtual sessions.
- Would you like ongoing access to knowledge base resources and follow-up Q&A sessions?
  - Please refer to the Scope of Work for services needed.
- Are there any specific reporting or analytics tools your team needs training on?
  - The call center software is expected to have all the necessary reports, customization might be required.

#### 5. Project Phases: Installation, Configuration, Testing, and Go-Live

- Do you foresee any potential obstacles for your desired Go live date?
  - Not at present.
- Are there any compliance or security requirements we should be aware of during implementation?
  - Not at present.