



Pre-Proposal Meeting Notes and Additional Submitted Questions

1. RFP Pages 11-13 seem to have the only questions to be answered about our services. Are we missing any questions that specifically ask about UCaaS?

No

2. Our business doesn't sell physical products as much as service. Are we required to submit part numbers for our services?

No, but description of services must be clearly identified

3. How do we address any professional services that may need to be delivered?

Offeror should provide their plan to meet the scope outlined in the RFP

4. Will there be an ability to add service offerings to this contract over time once it is in place?

Yes, please refer to Appendix A, # 20

5. Page 14 – Admin Fee --- Is the fee determined at this stage as a standard fee through Region 4 or TBD on this contract?

Standard Fee

6. Are any changes or redlines able to be submitted in Exhibit B or is the supplier expected to adhere to all stated guidelines with no alterations.

Yes, Offeror may submit a redline version

7. Page 19: #8 - Is the pricing we submit supposed to represent "not-to-exceed" pricing?

Yes

8. How do we submit redlines or questions that come up in legal review?

Redlines to Appendix A and Exhibit B may be submitted with response. If Offeror reaches the negotiation phase, any exception will be addressed at that time

9. Is the drop-dead date for any and all questions even from a legal perspective tomorrow?

Yes

10. There are a number of sections that do not apply to Cloud based technology. What would be the acceptable way to identify that the section is not applicable to our technology?

Simply state non-applicable

11. How do we enable a better understanding of our technology?

Offeror may submit any information to further define their level of service.

12. Is there a place to provide an Executive Overview of our response?

Yes, may include as cover page in response.

13. When you foresee this contract being awarded and UC services being ready for consumer purchase off the Region 4 contract vehicle.

Please refer to Calendar of Events in RFP document

The following statement is provided as response to questions 14-26 below:

This is a new contract category that will be marketed across the country to Participating Public Agencies therefore, location, solutions, technical service requirements, hosting, licensing, etc. will be determined by the Participating Public Agency's own environment and need.

14. Can you tell us what your current UCaaS environment looks like today? Are you using Cisco, Google or Microsoft? What type of licenses do you have currently (example; for Microsoft do you have E1, E5)?

15. Do you offer employee reimbursements and is there any standardizations with that?

16. Are you looking for a complete cloud-based solution or do you need an on prem solution as well?

17. Can you please provide a full technical scope for all requested Unified Communications capabilities?

18. Can you provide a full list of locations and total number of end users that will use the UC platform?

19. Can you provide a full set of technical service requirements to be associated?

20. Can you provide required SLA's for associated UC services?

21. Will you require hosting of the UC services to be in a Texas, or localized data center or cloud infrastructure?

22. Are you intending the UC services to be fully managed by the offeror?

23. Are you expecting an As a Service consumption model, based on licensing per user, for purchase of UC services through this contract vehicle?

24. Would the UC offering intend to be sold on to US based customers?

25. Do you require day two (2) help desk and NOC support to be us based?

26. To level set - there is not enough information in the RFP to understand the technical intent of the proposed UC platform request and how services are to be consumed and supported.