



Answers to Inquiries
ITB #2026-03 | VoIP Phone System

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Question	How many of the approximately 160 users are on the dedicated call center team, and what specific capabilities does that team need? For example, real-time wallboards, quality management scoring, and workforce management point to a different tier of solution than standard call queues with monitoring and reporting. How many agents and supervisors? Can you describe a few of the call center use cases?
Response	29 licensed call center users (5 supervisors amongst them); some additional DID licensed staff hold monitor/supervisor permissions. In use: live dashboards, per-agent status, call recording, AI transcription, AI keyword/sentiment analysis, and partially integrated QM scoring. WFM (scheduling/forecasting) is not a priority. Typical flow: main line → auto-attendant menu → branch or route to a department/contact center.
Question	What is the intended function of the “Caller Survey” line item on Exhibit A? A post-call satisfaction survey, an IVR feedback loop, or something else. This determines whether it is a standard feature or requires an add-on.
Response	Post-call survey: caller rates the handling agent 1–5.
Question	What is the desired behavior for “Text message queue” on Exhibit A? A shared team inbox for inbound SMS, or a queued and ticketed workflow.
Response	Shared team inbox for inbound SMS.
Question	What type of integration does the Coalition need with the Webauthor CRM: real-time screen pop, click-to-dial, call logging, data sync, or a combination? Is API documentation for Webauthor available, and is there a technical contact at Webauthor or on the Coalition's IT team we could coordinate with directly?
Response	No public API (or any API accessible even by sys admins). Not needed: screen pop, click-to-dial. Call logging = custom dev required. Data sync = would need an external database synced with Webauthor; scope TBD.
Question	How many fax lines and direct dial numbers (DIDs) are in use today that would need to port to the new system?
Response	4 fax numbers; unlikely that DIDs can be ported as we do not hold exclusive rights to them – meaning existing users (with DIDs) would likely be assigned new numbers.
Question	Does Coalition want physical desk phones for all staff, or is a softphone-first approach (desktop and mobile app only) acceptable for some or most users? Exactly how many phones should we quote? Do you want different types of phones like a basic common area and a more advanced user or the same phone across the organization?
Response	Softphone-first (desktop + mobile app). No desk phones required.



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Question	Does the completed Exhibit A Requirements Checklist count toward the 18-page response limit described in Section IV.F.3, or is it treated like the budget pages and mandated certifications, and excluded from that count?
Response	It is Excluded
Question	Please confirm that the “Total Amount Quoted” fields for Renewal 1, Renewal 2, and Renewal 3 on Attachment A refer to the three optional one-year renewal periods described in the Background section.
Response	Confirmed.
Question	Please describe the expectations for this Exhibit A requirement. Are you asking if the cloud solution has failover and backup in the cloud or are you asking for local survivability? If this is related to local survivability, we would be interested in more detail about your Network infrastructure. Multiple sites? Internet design? Single or redundant?
Response	Cloud-based failover/backup with data redundancy. Current environment is fully cloud-based.
Question	What CRM, email platforms, and business tools are you planning on integration? What functionality would you like to incorporate?
Response	The CRM is Webauthor – not planning on any integration currently with Outlook/other tools. No public API for the CRM -would require a custom solution on our end via the CRM. No specific functionality currently in mind, more so the capability to eventually communicate with the system via our CRM if needed.
Question	How many users are needed for contact center features?
Response	Currently 29 contact center users- would need overhead to increase by possibly 25%.
Question	On the ability to integrate Machine Learning: What are some examples of what this function would be used for?
Response	Live AI transcription, AI keyword/sentiment analysis.
Question	Out of the 160 users how many are part of sub-group call center agents?
Response	Of the 160, currently there are 29 individuals assigned our contact center licenses.
Question	Do Call Center Agents need a DID?
Response	Agents currently do not have a direct number and are instead assigned an extension (which isn’t actually utilized internally or externally). All calls are routed to them via our main menu. For calls outbound by these individuals, they are assigned access to our mainline number and can text/call as needed.
Question	What type of data do you share from the VOIP platform to your CRM?



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Response	Currently only call transcription and call recording data.
Question	How many of the 160 users require enhanced call center features vs standard features?
Response	Approximately 35 contact center features and 85 standard features
Question	Is there any hardware needed like headsets or physical phones if so, how many?
Response	No
Question	Are there existing phones that are being repurposed if so, what are the make/ models?
Response	No
Question	Is vfax in scope and if so, how many fax lines?
Response	4 fax lines
Question	For SMS how many numbers require it?
Response	All DID numbers need the capability, as well as a subset of contact center users that receive/send texts.
Question	For “text message queue” does this mean inbound messages routed to a shared agent queue?
Response	Shared messaging inbox accessible by designated contact center users.
Question	Please clarify the required integration between the proposed VoIP platform and Coalition’s Webauthor CRM. Specifically: (a) what UCaaS/contact-center data, events, and functions must be exchanged with Webauthor; (b) whether the integration is one-way or bi-directional; (c) whether functionality such as caller lookup/screen-pop, click-to-dial, automatic call logging, SMS logging, dispositions, recordings/recording links, voicemail, and call-center metrics is required.
Response	Capability only needs to be possible; nothing specifically is currently built in.
Question	Who will be responsible for developing, testing, deploying, and maintaining the integration—the selected VoIP vendor, Webauthor, Coalition staff, or a third-party developer?
Response	Coalition staff, if applicable
Question	Please clarify whether any integration development expected of the selected VoIP vendor should be included in the implementation cost proposal.
Response	No



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Question	Does Webauthor currently provide APIs/webhooks that the selected solution should consume?
Response	No
Question	Please provide an example of a Webauthor workflow as it relates to the UCaaS/CCaaS solution.
Response	This does not exist
Question	Please clarify whether “up to 160 concurrent users” refers to 160 named users, 160 simultaneously active sessions, or both. Please provide anticipated quantities by standard user, contact-center agent, supervisor, administrator, common-area user, and fax account.
Response	Both concurrent sessions and named users; system needs to be expandable as necessary. Anticipated quantities: approximately 35 contact center agents, 85 standard users, 10 supervisors, 2 admins, and 4 fax accounts.
Question	How many of the approximately 160 employees require enhanced contact-center functionality, and how many concurrent agents, supervisors, queue managers, and reporting users should be licensed?
Response	Approximately 35 users require enhanced contact-center functionality.
Question	Please provide the number of office-based, remote, hybrid, and mobile users, together with all physical locations from which the proposed service will be accessed.
Response	Users are based in Orange County and surrounding counties. Exact breakdown of office/remote/hybrid/mobile is not currently available/tracked.
Question	Please identify the incumbent VoIP/contact-center platform, current service provider, licensing model, contract expiration date, and any known technical or contractual migration constraints.
Response	Dialpad is the incumbent platform, licensed per-user, with the current contract expiring 1/17/27
Question	Will Coalition provide exports of current users, extensions, DIDs, auto attendants, IVRs, queues, hunt groups, business-hour schedules, greetings, voicemail configurations, and call-routing rules for migration?
Response	Current user data can be exported. Unused extensions are not a migration concern. DIDs are unlikely to be portable. Remaining configuration (call trees, queues, etc.) can be exported or rebuilt as needed — not highly complex.
Question	Please provide the inventory of DIDs, main numbers, toll-free numbers, SMS-enabled numbers, and fax numbers to be ported. Who is the current carrier, and will the Coalition provide the required LOAs, CSRs, billing records, and authorized signatories?
Response	Inventory: 81 DIDs, 1 main number, no toll-free numbers, 4 fax numbers. All DID-holders and the main line are SMS-capable. Unsure of the 81 lines but the main line should be portable.
Question	Please provide recent busy-hour and monthly call statistics, including inbound and outbound minutes, peak concurrent calls, queue volumes, average handle time, abandonment rates, and maximum expected queue depth.



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Response	For a representative busier month (August 1–31), the Coalition logged 38,516 total calls, with 13,807 handled calls
Question	How many physical desk phones, conference phones, common-area phones, headsets, and mobile/softphone-only users are required? Should vendors price new hardware, reuse existing devices, or present both options?
Response	No physical desk phones required; fully softphone/mobile — users operate via the mobile app or desktop app.
Question	Are there any analog or specialty services—including physical fax machines, alarms, paging systems, intercoms, door-access devices, elevator phones, or modems—that must be retained or integrated?
Response	None
Question	Please provide the required number and complexity of auto attendants, IVRs, hunt groups, queues, routing workflows, escalation paths, business-hours schedules, holiday schedules, and multilingual prompts.
Response	No fixed number required; needs to be dynamic and adjustable as needed. Currently ~6 call trees (2 per supported language). Menus are simple ("press 1 for... press 2 for..."). Business hours and holiday schedules need to be dynamic and editable.
Question	Are estimated wait time, queue-position announcements, and automatic callback mandatory at go-live? Please identify the queues to which each feature will apply and any required callback rules or retry limits.
Response	Estimated wait time and queue-position (or similar) functionality is mandatory and should be available on any queue, regardless of whether it's currently utilized.
Question	Please describe the required caller-survey workflow, question types, delivery method, reporting requirements, and whether responses must be associated with an agent, queue, or CRM record.
Response	Currently limited to a post-call agent-performance survey (1–5 scale). Results should be associated with both queue and agent.
Question	Does “call monitoring” require listen-only capability, whisper coaching, barge-in, or all three? For recording, please specify which users/queues must be recorded, on demand versus automatic recording, retention period, storage volume, pause/resume requirements, and authorized playback roles.
Response	All three monitoring modes required: listen, whisper, and barge. All users and all queues must be capable of being recorded. Recording should be automatic, with retention for up to 5 years, or the ability to export recordings to Coalition’s own storage system. Storage volume is not yet known. Pause/resume and authorized playback controls are expected.
Question	Please provide Webauthor CRM API documentation, supported authentication methods, sandbox/test access, vendor technical contacts, and the exact workflows expected—such as screen pop, click-to-dial, contact lookup, activity creation, and call-disposition synchronization.
Response	There is no public or internal API for Webauthor. Basic operations run on triggers, routines, rules, and routing that are constrained to specific applications; broader API-based integration is not currently available.



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Question	Besides Webauthor, which applications, databases, email platforms, and business tools require integration? Please clarify whether the successful vendor is responsible only for providing APIs or also for designing, developing, testing, and supporting the integrations.
Response	Microsoft integration is a "nice to have," not a requirement. The vendor is not expected to develop, test, or support integrations themselves.
Question	Please identify the required Microsoft 365 integrations, such as Outlook contacts/calendar, presence, Teams interoperability, voicemail-to-email, SSO, and Entra ID provisioning. What Microsoft licenses and administrative access are currently available?
Response	Outlook/Calendar integration and voicemail-to-email are nice-to-haves; Teams interoperability is not expected. SSO login via Microsoft is a nice-to-have. Entra ID provisioning is still to be determined. All users hold M365 Business Premium licenses.
Question	What external databases or data sources must be integrated or uploaded? Please provide expected formats, data volumes, synchronization frequency, direction of data flow, data-quality rules, and security requirements.
Response	To IT's knowledge, no integration or update is needed beyond shared contacts
Question	Please identify the mandatory standard and ad hoc reports, required KPIs, dashboard users, real-time versus historical reporting needs, scheduled report distribution, export formats, data granularity, and required retention period.
Response	Reporting needs to be available as soon as the system is rolled out. Supervisors need delegated access, alongside admin-level access for system managers. Both real-time and historical reporting are required. Export formats expected: PDF, XLSX, CSV. Reports need to remain retrievable as long as call data is logged.
Question	Please clarify whether messaging includes SMS, MMS, internal instant messaging, web chat, or all of these. How many numbers and shared messaging queues are required, and who will manage customer consent, opt-out, and A2P 10DLC registration?
Response	SMS/MMS required; all users with a DID, plus the main line, are expected to have SMS/MMS capability. The Coalition will manage consent/opt-out. I am unsure whether A2P 10DLC registration applies in this case.
Question	Please provide the number of eFax users and fax numbers, monthly inbound/outbound page volumes, shared versus personal mailbox requirements, retention period, file-format requirements, and any need to migrate historical faxes.
Response	4 fax lines currently in use, low volume (under 30 messages/month combined, inbound higher than outbound). Lines are shared but can function as a "personal" mailbox where only one user is assigned access
Question	Are intelligent routing, speech recognition, predictive analytics, and machine-learning integration mandatory at initial deployment or roadmap capabilities? Please identify the expected use cases, languages, accuracy requirements, human-oversight requirements, and restrictions on use of Coalition data for model training.

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Response	Required, either mandatory or as an optional add-on at deployment. Primary languages are English and Spanish, with Creole as an optional add-on if available. Current use cases: transcription, keyword detection, and conversation highlights. The Coalition needs the ability to opt out of having its data used for model training.
Question	Will Coalition provide network diagrams and details of internet circuits, bandwidth, firewalls, switches, Wi-Fi, VLANs, DHCP, DNS, NAT, and QoS configurations? Is the vendor expected to perform a formal voice-readiness assessment and remediate identified network deficiencies?
Response	Not something the Coalition is requesting the vendor perform at this time; a formal readiness assessment could be run internally by IT if needed to ensure system stability.
Question	Is native end-to-end IPv6 operation required at go-live, or is dual-stack capability sufficient? Please describe the current IPv6 deployment across the Coalition's LAN, WAN, internet, security, and remote-user environments.
Response	Dual-stack capability is sufficient. The Coalition currently uses IPv4; remote users connect over their own internet, which may be IPv4 or IPv6. Further details would require a deeper dive into the current network architecture.
Question	Please provide all dispatchable locations and clarify requirements for nomadic/remote users, dynamic location detection, on-site emergency notifications, Kari's Law and RAY BAUM'S Act compliance, location testing, and responsibility for maintaining E911 records.
Response	Dynamic location detection is likely not required - Dialpad currently handles this via a pop-up prompt that lets each user set their own location. Physical addresses can be provided as needed if updates are required prior to rollout.
Question	Does "SOC II Certified" mean a current SOC 2 Type II report? Please confirm the acceptable trust-service criteria, report period, bridge-letter requirements, and whether the report may be provided confidentially during evaluation.
Response	Current Report. All ELCOC contracts are public record.
Question	Which regulatory frameworks are contractually applicable? Please confirm requirements for HIPAA BAA execution, GDPR/data-processing terms, MFA, SSO, RBAC, audit logging, encryption in transit and at rest, vulnerability management, penetration testing, breach notification, and cyber-insurance coverage.
Response	GDPR is not applicable. MFA/SSO/RBAC, audit logging, and encryption in transit and at rest are all expected. Vulnerability management is expected of the provider if cloud hosted. Penetration testing is not specifically expected. Breach notification is expected if the provider itself is breached. HIPAA is relevant– our HR fax line occasionally receives medical-related documents, which may bring HIPAA into scope. Cyber insurance coverage would be expected.
Question	Please specify required U.S. data residency, retention periods, backup retention, legal hold/eDiscovery capabilities, data ownership, administrative audit retention, data export upon termination, and secure deletion certification.
Response	ELCOC complies with the DOE/DEL guidelines regarding records retention/deletion – 5 years.



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Question	Please define the required uptime SLA, service-credit model, support hours, severity levels, response and restoration targets, escalation process, maintenance notification, RTO/RPO, geographic redundancy, and disaster-recovery testing expectations.
Response	Reasonable defaults: 99.9% uptime SLA, 24/7 support for critical/outage issues, 1-hour response target for outages, with service credits for missed SLA commitments.
Question	Is January 2027 the required production go-live date or only the contract commencement date? Please confirm the desired kickoff, pilot, number-porting, phased cutover, stabilization, and final-acceptance dates, along with any blackout periods.
Response	January 2027 is both the go-live date and contract commencement. Kickoff and other pre-launch activities are expected to occur before the current contract expires.
Question	Please clarify the expected onsite versus remote deployment model, Coalition resources available for testing, required pilot size, UAT and acceptance criteria, training audiences and participant counts, train-the-trainer expectations, documentation deliverables, and post-go-live stabilization period.
Response	Remote implementation is feasible, with no on-site vendor personnel required. Further staff rollout is flexible depending on what's offered. It's not yet known how many staff can be freed up for testing, or whether a formal pilot/test group will be required. A train-the-trainer format is acceptable; the platform is not expected to require extensive technical training.