

# Phone system redesign

## RFP Questions

- **Vendor Questions Pre-Bid Meeting**

- **What are PPLD's e911 requirements**

- Answer – E911 system will identify the PPLD building\location based on where the phone or logged in user is in the network.
- Vendor proposal technical solution will identify level granularity available.

- **Would you be open to accepting SIP offerings as part of the RFP response?**

- Answer – We will consider SIP offerings as part of the RFP response. However, we would evaluate including SIP as an option or feature beyond our requirements.

- **What is the use case for the wireless phones listed in the RFP?**

- Answer - Our current Mitel system has wireless Bluetooth handsets that connect to the desk phones. Vendor wireless phones will replace the Mitel handsets when the vendor installs the new system. We will pair the wireless phone with a desk phone for each of our service points.

- **Vendor Questions After Pre-Bid Meeting**

- **How many destinations do your ACD users need to support? Will they be handling incoming calls for all phone users or only a handful of destinations?**

- We will have three (3) ACD users taking reference calls from patrons calling into PPLD from outside.
- We will also have up to two Operators that will take incoming calls from our patrons calling into PPLD when they press “0” to talk to an operator.

- **Can you explain the call flow desired that is outlined in Requirements A, 1, C. Basic ACD?**

- We need to route calls from the PPLD IVR menus to the 2 operators, 3 reference staff, and about 40 service points.
- The operators will need operator console software to route queued calls
- The three personnel from the reference staff take calls from the PPLD IVR. They need to login\activate\“go ready” and have queued calls delivered to them to answer reference questions from patrons.
- The 40 service points will receive calls from PPLD IVR and internal staff. Top level flow follows:
  - Step 1: Staff/patron selects IVR option on initial call.
  - Step 2: Menu driven option will get the call to destination (i.e., one option for branch hours, second option to access staff at location, etc.).

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- Step 3. If staff does not respond to call at which point the voice system will place the call in queue until answered.
- **Does the library have a process to push out the required IM and Presence software to endpoints, including desktops and smartphones?**
  - Yes, we have the capability to push out IM and Presence for desktops (PCs and Apple computers) and smartphones.
- **Do all phones need the ability to support Bluetooth headsets? Or is the requirement: either wired or wireless headsets?**
  - PPLD requires ability to utilize both wired and wireless headsets (Bluetooth).
  - Phones with a headset jack, USB ports that support standard USB headsets and Bluetooth that supports standard Bluetooth audio devices are preferred.
- **Does the library require a full implementation plan from every vendor or only once the project is awarded?**
  - RFP response requires a work breakdown of the high-level tasks and estimated time each task will take.
  - Once PPLD awards the project, we will integrate vendor's high-level tasks with PPLD tasks in developing full implementation plan with all tasks outlined.