

**Call Accounting Request for Proposal
Addendum #1**

Questions

1. I wanted to see if the proposed solution **MUST** include the hardware. We don't typically provide hardware, but we can provide the detailed specs on what is required. Additionally, our solution does not require a dedicated server, so you can virtualize it, in which case you would be loading on an existing county server.
Hardware is not required in our solution unless you propose proprietary hardware. If hardware is necessary for the County to provide, we'll need a detailed spec. We request that you provide the best solution.

2. Do you **REQUIRE** on-site installation and training, or can we do this via WebEx/phone/remote access?
We do prefer on-site installation and training, however, depending on the solution, remote access for installation is available and we can accommodate Web Ex (or equivalent) for training.

3. Does the primary/hub Mitel 3300MXE see the call records for all clustered 3300MXE controllers, including internal calls, local calls, and 911 calls?
The Mitel 3300MXE does not see the call records for all clustered 3300MXE controllers. There is no centralized collection; there are 3 individual locations each with a controller.

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5. Are all Mitel 3300MXE controllers located in the same local calling area?
All Mitel 3300MXE controllers are located in the same geographical calling area.

6. Are all extensions within the County unique?
All extensions within the County are unique.

7. Approximately how many monthly calls are placed and received by the County?
The county places approximately 67,000 outgoing calls monthly. Currently, we do not track incoming calls but desire a solution that would capture that data.

8. Regarding training, how many County employees would be considered system admins and how many would be considered end users (i.e. those that would run reports) of the call accounting solution?
We consider about 3 system administrators and 3 end users would be sufficient at this point.

9. Regarding installation, since the County is requiring hardware for the solution, does the County also require the Contractor to provide the labor for physical installation? Or is the County comfortable with providing the physical labor with remote assistance from the Contractor?

Regarding installation, if hardware is required for the solution proposed, the County is comfortable with installation that does not require proprietary equipment. If hardware is not required, remote assistance can be provided by the County.

Questions shall be directed to:

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