

1. Can the County clarify its preference between a fully hosted VoIP system and a hybrid on-premise system? If the bid for Courthouse alone, either system is acceptable. If the bid includes the LEB, the solution must be on-premise. Is there a scoring advantage given to one over the other? No – subject to the above restriction.

2.

3. Would the County consider removing the following sentence from the RFP: “All materials submitted to the County by the preparer shall be delivered to and shall become the exclusive property of the County?” That sentence is located in the Confidentiality and Rights to Data section of the RFP. (See RFP, Section 9.5, page 27). There are requested documents, including a sample contract, that are used by the preparer in the ordinary course of business that the preparer does not intend to become the exclusive owner of by merely responding to the RFP. We can look at this provision. The intent is not to make the submitted material the property of the County, but to keep there from being an issue with opening up the submittal to public records requests.

4. Beyond price and technical capability, is there a rubric or point system used in selection? A DRAFT rubric is being distributed. Note this is a draft and subject to change/adjustment; however, the rubric will be finalized prior to submission deadline and opening of submissions.

5. Could you please clarify the award date? The “notification to finalists/non-finalists” date is listed as August 25, 2023, which appears to be an error given the RFP due date is August 22, 2025. This date should be September 25, 2025.

6. The current system lists 25 phones at courthouse, 20 at law enforcement = 45 phones total. 6.1. New system request: 45 desk phones, 3 conference phones, 1 cordless desk phone = 49+ phones. This is correct, the 1 existing conference phone is not listed, and the remaining 2 conference phones and cordless desk phones are additions to the current list of phones.

6.2. Is this an expansion or a miscount? Clarify how many devices are currently in use vs. requested. See above.

7. The RFP repeatedly states that “phone counts may change slightly.” Should Providers price per device or offer per-site lump sum with flexibility? AS listed in 5.15, costs are to be broken down by component. Per device would be the preferred format of submittal.

8. Training Hours: Is the expectation for 1 hour of training per user per device (desk phone, voicemail, etc.)? How many total users? There could be up to 26 courthouse users and 24 LEB users. While all users will be invited to attend, there is no guarantee that they all will. This should be interpreted to mean each user should have access to a training session that is no less than 1 hour. Multiple users may attend the session. There may be training sessions dependent on user group/admin rights. (9.14.2 and 3)

9. The system overview lists 4 fax devices, but the detailed location breakdown only accounts for 3. This is a typo. There is 1 fax at the LEB, 1 in County Court and the remaining fax operations are via interface with copiers.