

Vendor Questions - CENIC VoIP RFP

March 14, 2011

Inquiry #11:

For third-parties that we reference/recommend in our response, we are planning to include options & pricing from them. Is CENIC expecting for us to provide Financial Statements for these companies as outlined in Section 3.2? They wouldn't be a Contractor or Subcontractors of ours. It would be at CENIC's discretion whether to use these third parties.

In this case financial statements are not required.

Inquiry #12:

In Section 4.3.2.2 item t - Is CENIC looking to integrate to existing ACD systems with management features at the individual institutions, or is CENIC intending to offer these services?

CENIC is not intending to offer these services directly. Integration with existing ACD systems is fine, but not required. Providing ACD functionality at each site, managed by each site, is the request.

Inquiry #13:

In Section 4.3.2.2 item w - We understand that CENIC intends for the chosen solution to integrate with existing Contact Center solutions at the individual institutions rather than host a Contact Center solution. Can you expand on which Contact Center solutions you'd like vendors to integrate with, and provide any additional clarification on this, please.

CENIC is requesting that the response include the ability to provide Call Center options, not necessarily to integrate with existing ones. Being able to integrate with existing solutions is fine, but that is not what item w is asking for.