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| **Tender No:** **HQ532** | **Date Issued: March 20, 2024** |
| **Tender Name: Hosted Voice over IP (VoIP) Telephone System for Two Offices in US** |

This provides answers to queries raised by bidders about the above subject tender. The responses are posted on website for access by all prospective bidders and does not disclose the source.

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| No. | **Question**  | **Response**  |
| 1 | (Contract Terms, p7) Please define “exclusive agent”.  | This applies to products/services with an agent in a specific location. |
| 2 | (Contract Terms, p7) Mercy Corp states, “Mercy Corps may terminate the contract upon written notice to the Agent of not less than thirty (30) days.” Is it the request to be able to terminate said service without any termination fees or penalties? | Please refer to the termination policy in section 15. Termination and Remedies of the provided contract sample.  |
| 3 | (Contract Terms) Please define the desired contract term for the proposed service. i.e. 36 months | 36 months. |
| 4 | (Contract Terms) Would Mercy Corp consider operating under the vendor’s customer service agreement, contract? | Yes, we may accept the vendor's agreement, subject to our legal review. |
| 5 | (Desired Services & Scope of Work) Is it the desire of Mercy Corps to run the new VoIP services over the top (OTT) meaning over current internet connection or would you require dedicated access for the proposed VoIP Services. | We would be open to either option if voice quality could be assured. |
| 6 | (Desired Services & Scope of Work) Please describe the current internet connection per location (i.e. fiber or broadband). Also, is this connection also used for Mercy Corps corporate and general internet use? | Portland – 1GB wireless internet for all internet useDC – internet is provided by current VoIP vendor and will need to be replaced with new solution. Internet and VoIP could run over same connection. |
| 7 | (Desired Services & Scope of Work) Are the current internet circuits under contract? If so, when is the end date? | Portland – month to month contractDC – yearly contract expiring June 30th, 2024. |
| 8 | (Desired Services & Scope of Work) Is Mercy Corp seeking any specific functionality or characteristics of their new telephone sets. We understand the dual port gigabit is a requirement. | Basic functionality. Similar to:Poly VVX 250 Yealink T43U |
| 9 | (Desired Services & Scope of Work) Is it the desire of Mercy Corps to retain the noted Cisco and Meraki equipment? If not, should replacements be proposed within our solution? | Cisco Meraki equipment replacement would not be in scope. |
| 10 | (Desired Services & Scope of Work) Understanding the current ask is for two sites. Does Mercy Corps anticipate additional sites within the term of the contract? If so, how many and approximate size.  | No additional sites or locations to be added at this time. All other sites are non-US based. |
| 11 | (Desired Services & Scope of Work) Understanding the current ask is for two sites. Does Mercy Corps anticipate a reduction in users over the term of the contract? | No. Total user count is net stable. Any slight reduction in extension needs may be offset by new hires. |
| 12 | (Options) If the vendor would like to offer two solutions, would we need to provide two independent submissions or would it be permissible to provide a secondary solution as an option to the primary submission.  | You can include both options in your offer; there is no need for two separate submissions. |
| 13 | (Desired Services & Scope of Work) Could you please expound on the functionality of the noted Agent Work Groups and Hunt Groups? In building work groups, some customers prefer to have more robust features that can be provided via ACD (Automatic Call Distribution). Some of these features could include but not be limited to Agent log in and log out, Supervisor Monitoring, CRM integration, metrics/reporting and Specialized call routing. Specialized call routing; round-robin, longest idle, skills based or Caller ID based. | The Agent Work Group would be small (4-5 users) and not need CRM integrations or Supervisor Monitoring. Just basic agent login/out and simple round robin. Oftentimes, only one or two agents are logged in at a time. |
| 14 | To provide the most cost-effective solution and complete technical response, we are requesting an extension of 1 week. | We confirm that the bid submission deadline has been extended to Monday, April 8th, instead of April 3rd  |
| 15 | What is the total license count for both Portland and Washington DC? How many lines are for end users? How many lines are for common area devices (breakrooms, conference rooms, etc.)? | Total licenses are about 100. About 20 will be for Conference Rooms or Common Areas.  |
| 16 | How many total DIDs will you need to port over? How many of the total will be Toll Free? | Approx 100 DIDs to port. We have about 28 TF # with our current carrier.  |
| 17 | Do you have a preference over Yealink or Poly phones? | No preference. |
| 18 | Does the reception phones need to have sidecars? | The 2 reception phones could be a model with some enhanced features, but no sidecar needed. |
| 19 | How many total desk phones are needed between Portland and Washington DC? How many phones are Office User, Receptionist, and Common Area? | 75-80 desk phones for Portland plus 1 Reception phone.20 desk phones for DC plus 1 Reception phone.We will use the same Office phones for the 20 conference rooms/common areas. |
| 20 | How many total ATAs are required and how many ports do the ATAs need to be by location? | 4 total.3 for Portland1 for DC |
| 21 | What is the potential timeframe to start the implementation and when would you potentially like to see the entire district be finished? | June is our preferred start of Implementation with completion in July.  |
| 22 | Do you have any overhead paging systems to integrate to? If so, how many and what make/model? | No overhead paging |
| 23 | Do you require headsets for your users or agents? If so, how many would you like quoted in the RFP? | Not needed at this time.  |
| 24 | Do you require onsite services (Boots on the Ground) for hardware setup, ATA, desk phones? Do you have potential number of phones and hardware to be deploy with onsite technicians to help ensure accurate pricing? | Deployment of programmed phones and ATA can be done by On-site staff. Onsite services may be needed for SD-WAN devices, if applicable.  |
| 25 | How many telephone numbers will need to be ported? (Page 3, Section “Desired Services & Scope of Work”, Paragraph 3) | Approx 100 DIDs to port. We have about 28 TF # with our current carrier. |
| 26 | Will Mercy Corp consider including inbound & outbound fax service as part of the hosted solution?  If yes, how many fax users will there be for originating/sending faxes? (Page 3, Section “Desired Services & Scope of Work”) | Aside from the 4 total ATAs needed for faxing to/from our Sharp Multi-function printers, no initial desktop faxing is needed. However, this is open for consideration. |
| 27 | For installation, will Mercy Corp make available any personnel to simply plug-in pre-programmed handsets at each location? (lower cost to Mercy Corp if yes) (Page 3, Section “Desired Services & Scope of Work”, Paragraph 1) | Yes, we have onsite IT that can deploy pre-programmed desk phones. |
| 28 | Is our understanding correct that there will be 75 telephone lines and extension numbers but just 55 physical desk phones, 1 reception desk phone, plus 5 soft phones in the Portland location?  And in the Wash DC location, 20 telephone lines and extensions with 10 desk phones plus one reception phone? (Page4, Section “Mercy Corps Office’s location”) | We are revising these counts slightly. We will want enough physical phones for the user extensions. 75-80 extensions and phones for Portland. 5 with soft phone capability.20 extensions and phones for DC. Plus 1 Reception phone at both sites. |
| 29 | How many 800 #'s do you have currently? Typical usage in a month? | 18, these see very low usage |
| 30 | There is a mention of agents in a ring group. What functionality do you need for these agents? | Logging in and answering calls from donors. |
| 31 | Please describe any existing supervisor functionality associated with these agents in the ring group | Minimal supervisor functionality for Agent Group. Only for pulling annual call summary or agent summary reports. |
| 32 | What is your current call recording requirement? If so, any retention requirements for recordings? | None. Not needed. |
| 33 | What is your current international calling usage? | Minimal to none. Global voice calls are mostly made through MS Teams, WhatsApp, etc. |

All other terms and conditions in the tender remain unchanged.

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