



## Request for Information No. I

### Telecommunications Project Consultant

*December 15, 2017*

#### **Response to Vendors' Questions**

**Question:** Under the Section entitled Current Environment the District has provided a general overview of station counts, carrier services and WAN for the entire district. We wondered if a more detailed inventory of phone/user counts /trunks/individual site processors is broken down by location and will be available to the selected Consulting firm?

**Answer:** A more detailed inventory of phone/user counts/trunks/individual site processors broken down by location will be available to the selected consulting firm, but is not available to all responders at this time.

**Question:** Does the District have any current or future requirements for ACD (Automatic Call Distribution) or Contact Center?

If yes can they provide a brief description of use and the number of agents/supervisor and type of reports needed.

**Answer:** The requirements for ACD (Automatic Call Distribution) or Contact Center is not defined at this time.