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April 7, 2026

Dear Proposers:

Subject: Addendum Three to Telecommunications Services Request for Statement of Qualifications (RFSQ) #ITS-I10611-S

This Addendum Three is issued to RFSQ #ITS-I10611-S to all Vendors. In all, the Addendum modifies and/or supplements the original Telecommunications Services RFSQ.

STATEMENT #1: Attachment 1 of this Addendum is a list of questions and answers regarding the RFSQ.

STATEMENT #2: Attachment 2 of this Addendum is a list of existing Qualified Contractors under the Telecommunications Services RFSQ (#104731)

STATEMENT #3: Attachment 3 of this Addendum is the Legacy Inventory list.

Should you have any procedural or contractual questions, please contact Neary Ros at telecomm.contracts@isd.lacounty.gov.

ATTACHMENT 1

Questions and Answers

**TELECOMMUNICATIONS SERVICES RFSQ 2026
CONTRACT QUESTIONS AND ANSWERS**

No.	Reference	Question	Response
1	Release	I received the solicitation ITS-I10611-S for telecommunications services. Are there ADA requirements associated with it? If so, how is deaf/hard of hearing being addressed?	If required or applicable, ADA requirements will be addressed in future Work Order Solicitations.
2	Release	My question is the deadline for completion seems to open and does not have a deadline when it is due. Can you elaborate?	The Initial due date is April 23, 2026 by 2:00 p.m. In accordance with Paragraph 7.5 (SOQ Submission), SOQs not received by the initial due date listed in Paragraph 1.0 may not be reviewed prior to the Board of Supervisor's approval of the Master Agreement; however, the SOQs will be reviewed after Board of Supervisor's approval.
3	Release	Could you please share the current list or total number of active vendors/resellers who are presently qualified under this master agreement?	Please see the list of existing Qualified Contractors (Attachment 2) under the Telecommunications Services RFSQ (#104731)
4	Release	Are partner-approved references acceptable for this RFSQ (7.4.2.2 Vendor's List of References (Section A.2))?	7.4.2.2 (Vendor's List of References (A.2)) states that Vendors submitting as joint ventures must provide references that validate experience of all parties, including joint venture projects that have been completed. References for joint venture projects must be listed before references validating individual experience and projects.
5	conference	Can you confirm what prior RFSQ awards would qualify contractors with incumbency?	Incumbent Contractors are those who applied, qualified, and were previously awarded a Master Agreement under the 2018 Telecommunication Services Request for Statement of Qualifications.
6	conference	Is there a timeline on when the Master Agreement contracts	The County plans to submit Qualified Contractors to the Board of Supervisors by July 2026.
7	Section 7.4.2.2	a. Are these references separate from the ones required in Form 7 of Appendix B? b. Do we need to provide 5 references for each category we are going after, or 5 total for the entire response?	a. No, references described in the beginning of Paragraph 7.4.2.2 are not separate from Required Form, Exhibit 7a-7F. Additionally, Paragraph 7.4.2.2 instructs that a Vendor must identify which services it performed for List of References as defined in each service category within Exhibits 7A, 7B, 7C, 7D, 7E, and/or 7F, and complete and submit one Exhibit 7 for each service category in which they are attempting to qualify for. b. Vendors are required to submit the number of references as described in Paragraph 3.0 (Mandatory Minimum Requirement), and 7.4.2.2 (Vendor's List of References) per Service Category, page 32 (PDF page 36).
8	RFSQ	We are seeking to participate in selling categories 2 directly, but can only offer referrals for categories 3,4,5, and 6, in which the county would need to contract directly with our referral partners. Is the county open to considering referral relationships for those categories?	The County will work with directly with prime contractors who become Qualified Contractors associated with the Telecommunications Services Master Agreement.
9	RFSQ	Is the County's intent to award multiple Master Agreements across all service categories, and if so, what is the anticipated minimum/maximum number of awardees per category?	Yes, the County intends to award multiple Master Agreement across all service categories. There is no minimum or maximum number of awardees per service category.
10	RFSQ	Will the County establish a single qualified vendor pool across categories, or separate pools per category, and how will vendors be competed/selected for Work Orders?	Each service category will include a list of qualified contractors. Work under a specified service category will be released through a Work Order Solicitation (WOS) to the currently qualified contractors under that service category. The selection process will be described in the WOS.
11	RFSQ	Are there any known upcoming Work Orders expected in the first 6–12 months after award (timing +categories)?	No, there are no known upcoming Work Orders expected in the first 6–12 months after award.
12	"Optional Virtual Vendor's Conference"	Will questions raised during the conference be treated as official Q&A and answered via addendum, or informational only?	Written questions received by 2:00 p.m. on March 12, 2026, as specified in Paragraph 1.0 (Solicitation Information and Minimum Mandatory Requirements), to Neary Ros at telecomm.contracts@isd.lacounty.gov will be answered via this Addendum.
13	"option periods"	What criteria will the County use to exercise option periods (performance, SLAs, pricing benchmarks, funding, other measures)?	Option periods will be exercised at the County's discretion in accordance with Paragraph 8.1 (Amendments) of the Telecommunications Services Master Agreement.
14	2.4, page 10, "secure qualified Vendors"	Does qualification allow competition for Work Orders across all County departments, or are some departments exempt / on separate vehicles?	Becoming a qualified contractor under the Telecommunications Services Master Agreement provides the opportunity to compete in an active Work Order Solicitation released under the service category for which your firm is qualified.
15	2.4, page 10, "flexibility to contract with multiple qualified service providers"	Can the County share a directional annual spend range by service category to help vendors size delivery and staffing?	No, the County does not have a directional annual spend range by service category.
16	2.4, page 10, "Master Agreements"	Will there be a ceiling (NTE) at the Master Agreement level, or only at the Work Order level?	Currently, there is no ceiling at the Master Agreement or Work Order level.
17	8, page 37, "SOQ REVIEW/SELECTION/QUALIFICATION PROCESS"	Will there be any oral presentations, demonstrations, or technical interviews during qualification, or only later during Work Order competitions?	Oral presentations, demonstrations, or technical interviews may be requested or required in future Work Order Solicitations.
18	Exhibit C (C1/C2), (Exhibit C) "TIME AND MATERIALS BASIS / FIXED PRICE PER DELIVERABLE BASIS"	Does the County have preferred pricing by category (e.g., fixed price for migrations, T&M for operations), or is it case-by-case per Work Order?	The County will provide pricing instructions in future Work Order Solicitations.
19	Section 7.4.2.1 Paragraph 3	In section 7.4.2.1 Paragraph 3, the page count is defined as a maximum 3 pages per category to describe our approach to providing services. If we have multiple services to offer in a Category does this maximum page count apply, or can it be expanded to insure LA County has pertinent approach aspects.	Yes, the page count is defined as a maximum of three (3) pages per category to describe the approach to providing services.

TELECOMMUNICATIONS SERVICES RFSQ 2026
TECHNICAL QUESTIONS AND ANSWERS

No.	Reference	Question	Response
1	Conference	MPLS is an outdated technology , can we include SD-WAN with MPLS?	No. MPLS is still used in Carrier Class networks today.
2	Appendix D - Section 1.3.1.1, 4	Would the government consider an alternate solution that will give the same benefits as the legacy MPLS networks that is listed in this solitation? Software Defined Wide Area Networks are replacing legacy MPLS networks as a lower cost that provides all of the techical requirements listed in Section 1.3.1 with additional improved techological features as well	No. MPLS is still used in Carrier Class networks today.
3	Appendix D - Section 1.3.2, 5	Telecommunication providers are currently decommissioning legacy Point to Point T1 circuit infrastructures as this has be replaced with more modern ethernet based point to point infrastructures. The reasoning for this is that the multiplexer technology is no longer supported by the manufacturers (many have gone out of business) and carriers are migrating customer away from this legacy technology.With this current state of technology, would the government consider replacing the Point to Point T1 circuit requirement with point to point Ethernet Private Line (ELINE) circuits instead that carriers are now offering?	Yes, the County will consider replacing the Point to Point T1 circuit requirement with point to point Ethernet Private Line (ELINE) circuits.
4	Appendix D - Section 5.3.3.3, 35	Telecommunication providers are currently decommissioning legacy Point to Point T1 circuit infrastructures that supports Frame Relay. This technology has been replaced with more modern ethernet based point to point and multipoint WAN infrastructures. The reasoning for this is that the multiplexer technology is no longer supported by the manufacturers (many have gone out of business) and carriers are migrating customer away from this legacy technology.With this current state of technology, would the government consider replacing the Point to Point T1 circuit infrastructures that supports Frame Relay requirement with point to point Ethernet Private Line (ELINE) and multipoint WAN Ethernet or ELAN circuits that carriers are now offering?	Yes, the County will consider replacing the Point to Point T1 circuit infrastructures that supports Frame Relay requirement with point to point Ethernet Private Line (ELINE) and multipoint WAN Ethernet or ELAN circuits.
5	Microsoft Teams &Licensing PG 17 – 3.0	Microsoft Teams & Licensing, what is the current Microsoft365 licensing across the user base (E1/E3/E5, A series,add ons)?	The County is not requesting details on Microsoft 365 licensing (E1/E3/E5, A series, or add ons). Instead, the requirement is to demonstrate the capability and experience delivering these services independent of the underlying licensing structure.
6	Contact Centre PG 22 – 4.2	Any call recording, QA, or retention policy requirements?	Yes, call recording is specified under 4.2 (Cloud Contact Center Services Requirements). Additional requirements may be included in future Work Order Solicitations.
7	Deployment &Adoption Appendix D	Do you require end user or admin training?	Yes, the County may require end-user and admin training. Requirements will be specified in future Work Order Solicitations.
8	UC Cloud VoIP (Cat 3)	For the given 30k users in scope, could we get a breakdown by department and/or location?	The County's scope and service requirements apply uniformly to the full population of 30,000 users. The County is requesting services for a total population of 30,000 users, irrespective of department, division, or physical location.
9	UC Cloud VoIP (Cat 3)	Can you provide the specific counts of deskphones, softphones, mobile clients, and common areas by site?	No. There is a combination of 30,000 deskphones, softphones, mobile clients throughout various sites in the County.
10	UC Cloud VoIP (Cat 3)	Can you provide the specific handset models, sidecars, PoE class, and headsets (USB/QD/BT) by persona?	No. There is a combination of 30,000 deskphones, softphones, mobile clients throughout various sites in the County. Specific handset models, sidecars, PoE class, and headsets (USB/QD/BT) by persona will vary.
11	UC Cloud VoIP (Cat 3)	What are the specific requirements for hunt groups, non-contact center queuing and call park/pickup features?	Specific requirements for hunt groups, non-contact center queuing and call park/pickup features will be addressed in future Work Order Solicitations.
12	UC Cloud VoIP (Cat 3)	Dial plan approach: DID ranges, extensions, inter-site routing, normalization rules?	The County requires additional information to answer this question as it is unclear.
13	UC Cloud VoIP (Cat 3)	What is the expected volume of voicemail messages per user, and do you have specific transcription needs?	Specific requirements for voicemail volume and transcription will be addressed in future Work Order Solicitations.
14	UC Cloud VoIP (Cat 3)	SIP trunking target (carrier, channels/CSS, codecs), SBC footprint and HA design?	Specific requirements for trunking, SBC and HA design will be addressed in future Work Order Solicitations.
15	UC Cloud VoIP (Cat 3)	Which carrier(s) are you targeting for SIP trunking, and what are the specific channel requirements and codecs?	Specific requirements for trunking, channels and codecs will be addressed in future Work Order Solicitations.
16	UC Cloud VoIP (Cat 3)	Survivability needs per site (local gateway/local registration-equivalent, failover call routing)?	Specific requirements for survivalibilty will be addressed in future Work Order Solicitations.
17	UC Cloud VoIP (Cat 3)	Migration approach from legacy PBX/Centrex (coexistence period, dual ring, cutover windows)?	Specific requirements for migration plan will be addressed in future Work Order Solicitations.
18	UC Cloud VoIP (Cat 3)	Walk me through the planned coexistence period and cutover windows for the migration from legacy PBX/Centrex to the new VoIP services.	Specific requirements for migration plan will be addressed in future Work Order Solicitations.
19	Cloud Contact Center (Cat 4)	Total agents by program/department; FTE vs. concurrent seats.	Specific requirements regarding total agents will be addressed in future Work Order Solicitations.
20	Cloud Contact Center (Cat 4)	Queues/skills list, concurrency targets per channel (voice/email/chat/SMS), priority rules.	Specific requirements for queues/skills list will be addressed in future Work Order Solicitations.
21	Cloud Contact Center (Cat 4)	Can you provide more details on the specific IVR menus, data dips (systems/fields), and self-service use-cases you have in mind?	Specific requirements for IVR menus, data dips (systems/fields), and self-service use-cases will be addressed in future Work Order Solicitations.
22	Cloud Contact Center (Cat 4)	Also, do you have a preference between DTMF and ASR for caller interactions?	Specific requirements related to preference between DTMF and ASR will be addressed in future Work Order Solicitations.
23	Cloud Contact Center (Cat 4)	Which specific applications or objects will trigger the CTI screen pops, and what is the planned SSO method?	Specific applications or object that trigger CTI screen pops and SSO method will be addressed in future Work Order Solicitations.
24	Cloud Contact Center (Cat 4)	Recording scope (voice %) and screen recording needs; redaction rules (PCI/PHI/PII).	Specific requirements for recording scope and needs will be addressed in future Work Order Solicitations.
25	Cloud Contact Center (Cat 4)	QM/WEM scope: evaluation forms, auto-QA, transcription, sentiment, coaching workflows.	Specific QM/WEM scope: evaluation forms, auto-QA, transcription, sentiment, and coaching workflow requirements will be addressed in future Work Order Solicitations.
26	Cloud Contact Center (Cat 4)	Agent desktop environment (VDI/fat client). supported browsers, extensions, softphone constraints.	Specific agent desktop environment (VDI/fat client), supported browsers, extensions, softphone constraints will be addressed in future Work Order Solicitations.
27	Cloud Contact Center (Cat 4)	Supervisor tools: live monitoring, barge/coach, real-time queue controls, thresholds.	Specific supervisor tools: live monitoring, barge/coach, real-time queue controls, and thresholds will be addressed in future Work Order Solicitations.
28	Cloud Contact Center (Cat 4)	What specific supervisor tools are required for live monitoring, barge/coach, real-time queue controls, and thresholds?	Specific supervisor tools: live monitoring, barge/coach, real-time queue controls, and thresholds will be addressed in future Work Order Solicitations.
29	Cloud Contact Center (Cat 4)	What specific KPIs (SLA, ASA, AHT, abandonment, occupancy) do you need to track, and what custom reports are required?	Specific KPI and report requirements will be addressed in future Work Order Solicitations.
30	Cloud Contact Center (Cat 4)	How does your contact center currently handle HIPAA-regulated workflows?	Current processes and specific HIPAA-regulated workflows will be addressed in future Work Order Solicitations.
31	Cloud Contact Center (Cat 4)	What are the known client/VPN/browser issues and client models (Web/softphone/deskphone/mobile)?	Known client/VPN/browser issues and client models (Web/softphone/deskphone/mobile) will be addressed in future Work Order Solicitations.
32	Cloud Contact Center (Cat 4)	What is the current monthly or annual call volume?	Call volumes will be addressed in future Work Order Solicitations.
33	Cloud Contact Center (Cat 4)	What are the current Average Handle Time (AHT) for the given queues?	AHT for given queues will be addressed in future Work Order Solicitations.
34	Cloud Contact Center (Cat 4)	What are target AHT, Average Time to Answer (ASA/ATA), Service Level (e.g., 80/30), Abandon Rate, and After Call Work?	AHT, Average Time to Answer (ASA/ATA), Service Level (e.g., 80/30), Abandon Rate, and After Call Work targets will be addressed in future Work Order Solicitations.
35	Cloud Contact Center (Cat 4)	What challenges do you face in reducing AHT, and how do you plan to address them with WxCC?	Challenges to reduce AHT will be addressed in future Work Order Solicitations.

No.	Reference	Question	Response
36	Cloud Contact Center (Cat 4)	What challenges do you face in improving ATA?	Challenges to improve ATA will be addressed in future Work Order Solicitations.
37	Cloud Contact Center (Cat 4)	How does your current system prioritize calls, and how will this change with WxCC?	Call prioritization will be addressed in future Work Order Solicitations.
38	Cloud Contact Center (Cat 4)	Can you walk me through how your current system implements call priority and what specific changes you anticipate with WxCC?	Call prioritization will be addressed in future Work Order Solicitations.
39	Cloud Contact Center (Cat 4)	Can you confirm the exact number of locations in scope for production?	Number of locations will be addressed in future Work Order Solicitations.
40	Cloud Contact Center (Cat 4)	What are after hours, holidays, emergency routing, and notification paths?	Notification paths will be addressed in future Work Order Solicitations.
41	Cloud Contact Center (Cat 4)	Can you walk me through the specific routing and notification paths for after-hours, holidays, and emergencies?	Notification paths will be addressed in future Work Order Solicitations.
42	Cloud Contact Center (Cat 4)	(if applicable) How is AI currently utilized in your contact center, and what improvements do you expect with WxCC?	Specific AI utilization will be addressed in future Work Order Solicitations.
43	Cloud Contact Center (Cat 4)	Do you want AI scripted flows, virtual agents, agent assist, or fully agentic automations?	Specific AI utilization will be addressed in future Work Order Solicitations.
44	Cloud Contact Center (Cat 4)	We recognize the initial intention is to migrate 1:1 all call trees, but are you interested in collapsing 2 or more call trees into an AI enabled flow that will reduce the script management and increase customer experience?	Specific call tree and/or AI requirements will be addressed in future Work Order Solicitations.
45	Cloud Contact Center (Cat 4)	Which of these non-voice channels are required for Day-1 implementation and which are on the roadmap?	Specific channel requirements will be addressed in future Work Order Solicitations.
46	Cloud Contact Center (Cat 4)	How do you envision enhancing omni-channel capabilities with WxCC?	Specific omni-channel capabilities will be addressed in future Work Order Solicitations.
47	Cloud Contact Center (Cat 4)	What other regulatory frameworks, such as PCI for payments, CJIS, or FedRAMP/state, apply to this project?	If applicable, other regulatory frameworks will be addressed in future Work Order Solicitations.
48	Cloud Contact Center (Cat 4)	What specific compliance requirements do your recording retention policies need to align with?	Specific compliance requirements will be addressed in future Work Order Solicitations.
49	Cloud Contact Center (Cat 4)	Is the current call recording solution capable and licensed to integrate with WxCC?	Specific call recording solution capability and integration will be addressed in future Work Order Solicitations.
50	Cloud Contact Center (Cat 4)	Does the new solution require screen pops, and QM with caller sentiment?	Specific requirements will be addressed in future Work Order Solicitations.
51	Cloud Contact Center (Cat 4)	Do you need WFM (forecasting/scheduling), adherence, and shrinkage tracking?	Specific requirements will be addressed in future Work Order Solicitations.
52	Cloud Contact Center (Cat 4)	How is historical data utilized to improve performance, and what additional insights are desired with WxCC?	Historical data insight will be addressed in future Work Order Solicitations.
53	Cloud Contact Center (Cat 4)	What to record (voice, screen), retention, legal holds, and retrieval workflows?	Specific recording (voice, screen), retention, legal holds, and retrieval workflow requirements will be addressed in future Work Order Solicitations.
54	Cloud Contact Center (Cat 4)	How are calls currently handled during after-hours and emergencies, and what improvements are planned with WxCC?	Specific call processes and/or workflows will be addressed in future Work Order Solicitations.
55	Cloud Contact Center (Cat 4)	What are the existing fallback options, and how will they be enhanced with WxCC?	Specific processes and/or workflows will be addressed in future Work Order Solicitations.
56	Cloud Contact Center (Cat 4)	What is the cutover window, rollback plan, and Day 1/Day 2 hypercare requirements?	Specific cutover window, rollback plan, and Day 1/Day 2 hypercare requirements will be addressed in future Work Order Solicitations.
57	Workforce Management	Forecasting horizon & look-back (months), planning interval (15/30 min), seasonality by program.	Specific numbers will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
58	Workforce Management	Scheduling rules (skills, shifts, part-time vs. full-time), auto-scheduler needed?	Specific numbers will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
59	Workforce Management	Real-time adherence: targets, alerting, actions; Intraday reforecast cadence.	Specific numbers will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
60	Workforce Management	Shrinkage categories & default % (vacation, training, meetings, wellness, absenteeism).	Specific numbers will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
61	Workforce Management	HRIS/calendar integration for time-off, schedule publishing, payroll export.	Specific numbers will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
62	Recording & Retention	Voice/screen recording retention (days/months/years) per department; legal hold and eDiscovery process.	Specific numbers will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
63	Recording & Retention	Storage target (TB/year) for recordings & transcripts; export formats and encryption.	Specific requirements for recording and retention will be addressed in future Work Order Solicitations.
64	Recording & Retention	Existing recorder/vendor; API/SIPREC support; migration of historical recordings required?	Specific requirements will be addressed in future Work Order Solicitations.
65	SMS Outbound (Cat 6)	Monthly message volume, throughput (peak TPS), campaign types, 10DLC/A2P registration status.	We are currently using Calabrio. Specific requirements of migration of historical recordings will be addressed in future Work Order Solicitations.
66	SMS Outbound (Cat 6)	Languages required (11+ per RFSQ), template mgmt, opt-in/opt-out & consent logs.	Specific numbers will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
67	SMS Outbound (Cat 6)	What are the specific languages required?	Specific numbers will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
68	SMS Outbound (Cat 6)	Archival retention ≥2 years, delivery receipts & exception handling, compliance reporting.	Specific numbers will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
69	SMS Outbound (Cat 6)	How does your team handle delivery receipts and exception handling for SMS outbound text messages?	Specific numbers will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
70	SMS Outbound (Cat 6)	What are the specific support model requirements for other services beyond SMS Outbound Text Message Solution?	Specific numbers will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
71	Data Network (Cat 1)	Sites in scope for Day 1 vs. roadmap (count by type: campus/branch/clinic/remote).	Specific numbers will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
72	Data Network (Cat 1)	Can you confirm the specific mix of MPLS, Internet, and SD-WAN technologies you plan to use, and how you intend to achieve last-mile diversity and manage per-site bandwidth?	Specific sites and/or roadmaps will be addressed in future Work Order Solicitations.
73	Data Network (Cat 1)	QoS policy end to end for VoIP/CCaaS media (DSCP markings, queuing, policing).	Specific list of technologies, last-mile diversity, and bandwidth management will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
74	Data Network (Cat 1)	Multicast/Layer 2 needs (paging, overhead devices), clock sync/NTP sources.	QoS policy will be addressed in future Work Order Solicitations.
75	Data Network (Cat 1)	What specific multicast applications or services do you plan to deploy, and what are the expected traffic volumes?	Specific multicast/layer 2 requirements will be addressed in future Work Order Solicitations.
76	Data Network (Cat 1)	LAN readiness (switch models, PoE budget, access edge counts) for phone/AP power.	Specific multicast/layer 2 requirements and traffic volume will be addressed in future Work Order Solicitations.
77	Data Network (Cat 1)	Per site Internet egress, proxies, and firewall zones for CCaaS domains/media flows.	Specific LAN readiness for phone/AP power requirements will be addressed in future Work Order Solicitations.
78	Secure Web Gateway (Cat 2)	Is SWG in path for agent web and/or media? SSL inspection bypass list for CCaaS/UCaaS media.	Specific requirements will be addressed in future Work Order Solicitations.
79	Secure Web Gateway (Cat 2)	Agent authentication mode (Kerberos/NTLM/explicit), PAC/WPAD behavior, captive portal exceptions.	Specific details and requirements will be addressed in future Work Order Solicitations.
80	Secure Web Gateway (Cat 2)	Can you provide details on the specific DLP policies for chat, email, and web messaging, as well as any upload/download size limits?	Specific details and requirements will be addressed in future Work Order Solicitations.
81	Legacy Services (Cat 5)	Walk me through the distribution of these special analog lines (elevator, alarm, fax) across your sites.	Specific details and requirements will be addressed in future Work Order Solicitations.
82	Legacy Services (Cat 5)	Can you confirm the number of SIP trunks currently in use?	Distribution details will be addressed in future Work Order Solicitations.
83	Legacy Services (Cat 5)	Can you confirm if hunt groups, RCF, and FX lines are required features for your telecom services?	The County estimates 157 SIP trunks currently in use.
84	PSTN & Compliance	What is your Ray Baum's Act test plan for verifying dispatchable location provisioning with the local PSAP?	Yes, these services are available depending on County department requirements for each service.

No.	Reference	Question	Response
85	PSTN & Compliance	Walk me through your current E911 vendor selection process and how you handle address validation for nomadic endpoints like VPN/home workers.	The County makes 911 test calls and validate PSAP shows the correct address/location of the building.
86	Identity & Security	SSO/MFA provider, conditional access policies for agents/supervisors/admins.	E911 systems will connect to the state managed systems and future next generation E911 systems and will be determined by system and application registration.
87	Identity & Security	- Role based access model; privileged access mgmt; audit logging & retention requirements.	SSO/MFA provider is Microsoft Entra ID. Specific requirements for access policies for agents/supervisors/admins will be addressed in future Work Order Solicitations.
88	Identity & Security	What are the specific response and resolution SLAs for P2–P4 incidents?	Specific requirements will be addressed in future Work Order Solicitations.
89	Identity & Security	What are the specific response and resolution SLAs for P2–P4 incidents?	Specific response and resolution SLAs will be addressed in future Work Order Solicitations.
90	Data & Reporting	Operational KPIs to contract (SLA, ASA, AHT, Abandon, Occupancy) vs. internal OKRs.	Specific numbers will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
91	Data & Reporting	Walk me through the specific formats and recipients for the reports, and how data will be exported to your BI/data lake, including the schema and cadence.	Specific numbers will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
92	Integrations	Systems in scope for Day 1: CRM/case, knowledge base, HRIS, scheduling, SMS gateway, payments.	Specific numbers will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
93	Integrations	Which CRM system are you currently using, and what specific integrations do you need for Day-1?	Specific numbers will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
94	Integrations	Interface method & auth (REST/SOAP, events/webhooks, SFTP, SIPREC), volumes & latency SLOs.	Specific numbers will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
95	Integrations	Error handling, retries, and dead letter processes; schema versioning & change control.	Specific numbers will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
96	Testing & Acceptance	Functional UAT cases: CTI pops, routing, recording, analytics, WFM, reports (map to acceptance criteria).	Specific testing and acceptance will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
97	Testing & Acceptance	Performance tests: concurrent calls/chats, call setup time, MOS/network targets by site.	Specific testing and acceptance will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
98	Testing & Acceptance	Security tests: authZ, redaction, logging, privacy events; evidence for audit.	Specific testing and acceptance will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
99	Testing & Acceptance	What specific security tests are included in these audits, particularly for authorization, redaction, logging, and privacy events?	Specific testing and acceptance will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
100	Testing & Acceptance	Failover/DR tests: CCaaS region failover, SBC reroute, IVR survivability; rollback plan (Change success rate >95%). (RFSQ SLRs)	Specific testing and acceptance will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
101	Cutover & Migration	Site wave plan, blackout windows, departmental readiness checkpoints; parallel run & hypercare staffing.	Specific cutover and migration activities will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
102	Cutover & Migration	Number porting (LOAs), TFN carrier moves, E911 cutover validation; user comms & training plan.	Specific cutover and migration activities will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
103	Cutover & Migration	Decommission steps for legacy circuits/hardware; asset disposition & savings capture.	Specific cutover and migration activities will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
104	Project Governance	RACI (product/service owners, security, net/voice, CCaaS, CRM, data/BI, compliance).	Specific cutover and migration activities will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
105	Project Governance	CAB/change windows; documentation due ≥1 business day before change release; target back out rate <1%. (RFSQ SLRs)	Specific cutover and migration activities will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
106	Project Governance	What are the specific CAB/change windows for the telecom services?	Specific CAB/change windows for the telecom services will vary based on type of change. The change management policy will be addressed in future Work Order Solicitations.
107	Project Governance	Runbooks for incident/problem/change/capacity/performance; monthly SLR review & continuous improvement.	The County will provide runbooks related information in future Work Order Solicitations.
108	Network Readiness	Will POE switches be pre-installed and ready or will this quote need to include X number of POE switches?	Should be included at the carrier hand off point. ISD will not be responsible for carrier equipment at the line of demarcation.
109	RFSQ	Which County departments/agencies are expected to be the largest consumers of these services (by spend, volume, or mission criticality)?	ISD is expected to be the largest consumer of these services as they are not department dependant.
110	2.1, page 7, “inclusion and expansion of state-of-the-art... IP technologies”	Does the County have a target-state reference architecture/standards for network, voice, and contact center modernization?	No. The County's preference is to remove dependancy on any Copper based services.
111	2.1, page 7, “services currently provided while allowing for the inclusion and expansion...”	Which services are highest priority to modernize in the next 12–24 months vs. which will remain legacy longer term?	Specific service details will be addressed in future Work Order Solicitations.
112	2.4, page 10, “Master Agreements”	Are any major initiatives already budgeted/planned (WAN refresh, CCaaS migration, SWG replacement) expected to run through this vehicle?	There is an ongoing initiative to replace legacy and aging services with newer fiber based solutions.
113	2.1, page 7, “includes... Data Network... Cloud Contact Center... legacy services”	Can the County provide baseline inventory/volumes (sites/circuits, seats, endpoints, call volumes) to inform likely Work Order cost models?	Specific volumes will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
114	2.1, page 7, “Cloud Contact Center solutions”	How many contact centers are currently operating, how many agents/seats, and what is the approximate monthly call volume (voice + digital channels)?	Currently, the County has approximately 23 instances, 8000 agents, and 290,000 call volume (voice).
115	2.1, page 7, “legacy services”	Which legacy services remain business-critical (analog lines, fax, alarms, elevator phones) and what is the decommission timeline/strategy?	See Legacy Inventory (Attachment 3). All those being used are business critical. No strategy at this time.
116	2.1, page 7, “services currently provided”	For transitions, what cutover approach is expected (phased, parallel run), and what change management/user adoption support is expected from vendors?	For transitions, cutover approach (phased, parallel run), and change management/user adoption support expected from vendors will be addressed in future Work Order Solicitations.
117	2.1, page 7, “reliable, secure, and scalable... services”	What are the County's baseline SLAs/SLRs by category (availability, incident response, call quality, abandonment, etc.)?	The County's baseline SLAs/SLRs by category (availability, incident response, call quality, abandonment, etc.), if required, will be addressed in future Work Order Solicitations.
118	2.1, page 7, “operational resiliency”	What resilience testing is expected (annual DR tests, contact center failover drills), and who owns execution and reporting?	Resilience testing details will be addressed in future Work Order Solicitations.
119	2.1, page 7, “multiple qualified service providers”	How will the County manage vendor-to-vendor dependencies (e.g., network underlay by one vendor and UC/contact center by another)?	The County reserves the right to engage different vendors per solicitation and pricing. The County will manage the service.

No.	Reference	Question	Response
120	2.1, page 7, “continued delivery... throughout theCounty”	Are incumbent transitions anticipated, and will transition-in/transition-out and knowledge transfer be required under Work Orders?	Transition details, including transition-in/transition-out and knowledge transfer, will be addressed in future Work Order Solicitations.
121	2.0 Category 2 – Secure Web Gateway (SWG) Services	As part of a SASE or SSE implementation, a SWG is normally paired with a firewall from the same vendor to ensure cohesive control over all inbound and outbound traffic. Does the County have any intention of tying the SWG policies to the firewall policies, and if so, are those policies managed directly by the County?	Specific policies and how they are managed will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
122	2.7.4 SWG Operations	Does SWG operations include the development and assessment of policies or strictly the application of County-developed policy?	Specific policies will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
123	2.7.5 SWG Monitoring	Does SWG event detection/correlation refer to alerting within the application layer user traffic, or is it strictly limited to service assurance type response (i.e., up/down identification or service errors)?	Specific details related to event detection/correlation will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.
124	2.7.13 SWG Security Policy Compliance	Does policy compliance refer strictly to the application of County-derived rules and policies rather than the identification and development of new rules?	Specific policies and how they are managed will be addressed in future Work Order Solicitations. This RFSQ requests the vendor's ability to deliver a system that can provide these services.

ATTACHMENT 2

List of Existing Qualified Contractors
under the Telecommunications Services RFSQ (#104731)

Telecommunications Services - Categories and Qualified Contractors

Count	Qualified Contractors
1	AT&T
2	CENTURY LINK/LUMEN
3	CHARTER/SPECTRUM
4	CROWN CASTER FIBER
5	FRONTIER COMMUNICATIONS
7	VERIZON (MCI COMMUNICATIONS)
8	METROPOLITAN TELECOMMUNICATIONS
9	PRESIDIO
10	SOPRANO

List of awarded contractors, not necessarily active.

ATTACHMENT 3

Legacy Inventory

LIST OF LEGACY PRODUCTS AND SERVICES

Product/Service	Current Counts	Description
Analog Measured Business Line	2,986	Analog Voice line typically connected to monitoring systems, e.g. Fire Alarms
Call Center Functions	1	Optional System features linked to a Centrex
DSL Services	173	Digital Subscriber Line (DSL)/Internet Access
Enhanced Dial Tone	20,479	Optional Calling Features, e.g. Call Blocking, Calling Features. Etc.
Foreign Exchange Line	21	Line served from out of territory central office.
IP Toll Free	55	Internet Protocol Toll Free Product
MPLS	157	Session Initiation Protocol (IP) based typically replaces PRI ISDN and supports VoIP
Off Premise Extension	6	Extension of line to another site, like a campus arrangement
PBX Trunk	5,273	Private Branch Exchange, On-premise Voice System
Private Line Services	176	Analog Circuits typically Point-to-Point connecting 2 locations
Switch Data Service	1,231	Switch Data Services (Analog)
Switched Toll Free	189	800 Toll Free Services
Switched Voice Usage	1,150	Local Call charges; Long Distance Call charges (code to allow long distance calling); Charges accepted for calls from calling party; International Call charges
Trunks	1,405	Analog lines connecting Carrier Central Office to Customer Premises and typically supports PBX Systems
Voicemail	64	Carrier provided Voicemail/Announcement services