

Community Coordinated Care for Children, Inc. (4C)
Phone Line and Data Services
Responses to written inquiries from Proposers
July 28, 2020

1. Are you only entertaining proposals from vendors who can provide all of the services (i.e. voice AND internet AND analog line)? Or is it ok to bid on just one of those?
Yes it is ok to bid on just one with an explanation for variance.
2. Due to our entire company working remotely, we do not have the ability for original signatures at this point. Will you accept electronic signatures?
Yes.
3. I'm confused by this requirement: "IVR (Integrated outbound Voice & SMS notifications for appointment reminders, confirmation, or event notifications)". Can you explain further the functionality you require here?
Bulk messaging via phone and/or text, appointment reminders, due date messaging, etc.
4. Will 4C accept a 10% downturn clause for this provision in the RFP? - *Provider agrees that 4C shall have the right to cancel or reduce services in the agreement with at least thirty (30) business days' written notice to the service provider in the event funds for this service become unavailable/reduced or in the event of exigent circumstances.*
This is a competitive bid. Each vendor is able to submit for consideration of their proposal.
5. Could you provide more detail on your expectation / needs for the IVR? (Routing, Database Dip etc.).
**Need for voice and/or text messaging, appointment reminders, due date reminders, etc.
Generated from Excel list of population to be notified.**
6. IVR (Integrated outbound Voice & SMS notifications for appointment reminders, confirmation, or event notifications) there was no quantity listed.
Minimum 30 but higher preferred.
7. Can you elaborate on the "Upgrade to Standard User Enabling Live Reports" (qty. 30)?
Capability to run reports for at least 30 users.
8. Are there additional requirements for your Contact (Call) Center Agents?
None at this time.
9. Are there any current contractual obligations with your current provider?
Not for the identified sites.
10. Our solution would replace all the current Voice PRI's and Copper (Analog) lines, is there any contractual obligations with your current provider?
Not for the identified sites.