



**RFQ ADDENDUM #1**  
**Solicitation No. PBCHA-RFP-2026-13**

**DATE:** June 1, 2026  
**TO:** All Prospective Respondents  
**RE:** **Request for Proposals for VOIP Services**

The following additions and/or modifications to the Request for Proposals (RFP) posted to PBCHA website and DemandStar website, on May 25, 2026, and will become part of the VOIP Services. The RFP closing date will remain the same Tuesday, July 7, 2026, at 2:00 p.m.

- 1. Pre-proposal Meeting Minutes Transcript
- 2. Questions and Answers

Every effort will be made to maintain this schedule. However, all dates are subject to change if it is deemed to be in the best interest of PBCHA.

Sincerely,

LaQuavial Pace  
Contracts and Procurement Manager

Return of this Addendum is not mandatory; however, the Respondent is responsible for its contents and is requested to sign and submit this Addendum with its response to the RFP.

ACKNOWLEDGED:

For: \_\_\_\_\_  
(Company Name)

By: \_\_\_\_\_

Date: \_\_\_\_\_



## PRE-PROPOSAL CONFERENCE MEETING MINUTES

1. The pre-proposal conference was held on Monday, June 1, 2026, at 10:00 a.m. at 3333 Forest Hill Blvd., West Palm Beach, FL 33406 and via Zoom.
2. All proposals are due on July 7, 2026, at 2:00 p.m. Please include signed addendums with your proposal submittal. We will not accept late proposals.
3. Contract Terms. The term of this contract is for three (3) years with (2) two (1) year renewal option at the sole discretion of Palm Beach County Housing Authority (PBCHA).
4. Purpose. Ms. Pace provided a complete overview of the purpose of this pre-proposal conference. The Palm Beach County Housing Authority (PBCHA) is soliciting written proposals from qualified firms to provide VOIP services for PBCHA, its instrumentalities and affiliates.
5. Background. Ms. Pace provided a brief overview of the purpose of the agency's background.
6. Scope of Services. Please review this section in its entirety. All services shall comply with the conditions set forth in the Scope of Services.
7. Reservation of Rights. Please review this section in its entirety.
8. General Term and Conditions. Please review this section in its entirety.
9. Debarment Status. Please read this section in its entirety. By submitting a response to this proposal, you are certifying that you are not currently on the HUD debarment or suspension list.
10. Renewal of Contract. Please read this section in its entirety.
11. Termination for Cause and Termination for Convenience. Please read this section in its entirety.
12. Insurance. The PBCHA has a minimum insurance requirement that all awarded contractors must carry during the life of the contract. When submitting your proposal please provide proof of insurance by submitting COI that shows active coverage.
13. Drug-Free and Smoke-Free Workplace. The PBCHA is a drug-free and smoke-free campus. Please read this section in its entirety.
14. Personnel. All personnel should be in company uniform and must sign in when arriving at PBCHA property.



15. Submission Instructions and Format of Proposal. Please read this section in its entirety,

Request for Proposals No. PBCHA-RFP-2026-13

Closing Date: July 7, 2026; 2:00 PM

Title: VOIP Services

Firm Name and Offeror's Authorized Contact Person: \_\_\_\_\_

Telephone number of Contact Person: \_\_\_\_\_

Name of Procurement Officer: LaQuavial Pace, Contracts and Procurement Manager

16. One (1) original copy with Five (5) copies must be submitted in sealed envelope clearly marked with USB drive.

17. Oral Presentation. Please read this section in its entirety. Oral presentation maybe required for clarification or elaborate on the proposal submitted.

18. Evaluation Criteria. Please follow the evaluation criteria when responding to this proposal. If your response follow the evaluation criteria it will increase your chances of getting the maximum allocated points.

19. Negotiation and Award. Please read this section in its entirety. PBCHA will negotiation a best and final offer for services.

20. Confidential Material. Please read this section in its entirety. Any confidential material submitted by a Respondent must be clearly marked as such.

21. Financial Statements. Please read this section in its entirety. The Respondent may be requested to submit current audited financial statements. Furthermore, the Respondent shall disclose any past or current litigation to which it is a party and the amount in controversy or potential liability.

22. Incurring Cost. Please read this section in its entirety.

23. Licensing Requirement. Please read this section in its entirety.

24. Attachments. The PBCHA asks that you submit all attachments with your proposal. This includes page 2 of the solicitation package. Where there are no signature requirements, we ask that you initial and date the bottom of the last page of the document to confirm you have read and agree to the terms and conditions. All attachments are to be completed in its entirety, initialed, and signed.

## Quick recap

LaQuavial conducted a pre-proposal conference for Palm Beach County Housing Authority's VoiceOver IP service procurement, which is due July 7th at 2:00 PM for a three-year contract with two one-year renewal options. The meeting covered the solicitation requirements, including the need for expandable voicemail services, AI components to reduce receptionist calls, and support for approximately 75 workstations across multiple locations. Key requirements discussed included call accounting systems, headset and handset specifications, and the need for both cloud-hosted and on-site phone solutions to accommodate different user preferences. LaQuavial emphasized that all questions must be submitted in writing to the procurement email and confirmed that responses would be distributed to all meeting participants via email and DemandStar.

## Next steps

### Palm Beach County Housing Authority

- Provide written responses to all questions submitted during the meeting, to be shared with all attendees by the end of the day.
- Double-check the solicitation for details regarding buyback of current phones and provide a listing of model numbers and quantities to all attendees.
- Ensure all attendees who provide their email addresses receive any addendums related to the solicitation.

### Collaboration

- All attendees: Submit any questions regarding the solicitation to the procurement email, clearly labeling the subject with the solicitation number and "questions".
- All attendees: Ensure proposal submission includes one original, five copies, and a USB drive, all clearly labeled with the solicitation number and attention to procurement.
- All attendees: Include proof of insurance (if applicable) and licensing in the proposal submission.
- All attendees: Mark any confidential material (e.g., financial statements) in a separate envelope labeled as such within the proposal packet.
- All attendees: Initial and date the last page of any attachment form without a signature line.
- All attendees: Submit proposals by July 7th at 2:00 PM, either by mail (allowing for delivery time) or hand-delivery (arriving before 2:00 PM).
- All attendees: Follow the specified format and criteria in the solicitation to maximize scoring potential.

## Summary

### I. VoIP Service Contract Pre-proposal Meeting

LaQuavial conducted a pre-proposal conference for a VoiceOver IP service contract for Palm Beach County Housing Authority, which will be a 3-year contract with an option for a 2-1-year renewal. The authority serves low-income families and has properties scattered throughout Palm Beach County. LaQuavial emphasized the importance of reviewing the reservation of rights, general terms and



conditions, and availability of funds documentation, noting that the authority reserves the right to terminate the solicitation process if necessary.

## **II. VoIP Services RFP Guidelines**

Palm Beach County Housing Authority presented the requirements and guidelines for a voice-over IP services RFP, including contract terms, submission instructions, and evaluation criteria. Tad Fuller, the Chief Financial Officer and LaQuavial Pace, Contracts and Procurement Manager, emphasized the importance of the AI component to reduce incoming calls and outlined specific needs for expandable voicemail services and equipment. The authority requested that all questions be submitted to the procurement email for review and response.

## **III. AI Receptionist System Discussion**

Tad explained that the AI system would function as a receptionist and could potentially include conversational AI features, with pricing options available for different components. Tad shared information about the agency's waitlists, particularly noting that the Housing Choice Voucher Program waitlist has 18,000 people with an average wait time of 10 years. Brandon asked about the user limit for the AI receptionist, to which Tad responded that it would depend on daily call volumes and could range from 1-1000 calls per day. Dexter inquired about required long distance tracking features, and Tad requested that the question be submitted formally for review by the end of the day.

## **IV. Phone System Setup Discussion**

Tad discussed the current phone system setup, explaining they have approximately 75 workstations serving 47 employees across multiple locations, with existing integration between sites. When asked about uptime expectations, Tad requested to address this question later in the afternoon after reviewing the RFP. Regarding the call accounting system, Tad clarified they operate in the cloud with only one on-site server storing historical government data and indicated they would review the RFP to determine if modifications were needed for the call accounting requirements.

## **V. Phone System Requirements Discussion**

Tad explained that the phone system would need to support both PC-based and traditional phone options, noting that while some staff use headsets with their PCs, executives prefer not to wear headsets continuously. Tad indicated that about a dozen inbound numbers are currently in use and requested that specific headset and handset requirements be documented in writing. The discussion also touched on potential long-distance features and requirements for the system.

## **VI. Phone System Replacement Procurement**

Tad explained that their government agency needs to replace their current phone system with Gigtel due to federal procurement requirements, as they must go out for solicitation every five years. The agency is interested in a buyback program for their current phones and will provide a list of model



numbers and quantities. LaQuavial emphasized that all communication about the solicitation must go through procurement email and not directly to Tad Fuller, CFO or other agency personnel.

### **Meeting Attendees**

- Maria Del Mar, AON Fiber Group
- Sandra Valencia, Smart Network Solutions
- Adam Bonney, Complete I.T.
- Jordan Corona, CallTower
- Scott Sutton, True IP Solutions
- Sara Padezanin, True IP Solutions
- Harry Shaffer, Velocity1 Technologies
- Brandon Moore, Velocity1 Technologies
- Todd Barnes, Maverick Networks
- Helene Mark, AON Fiber Group
- Ellie Beacker, Maverick Networks
- Drew Paschal, Granite Telecommunications
- Aaron Lee, Maverick Networks
- Brandon Pickett, Velocity1 Technologies
- Christine Kaleta-Young, Zayo
- Christopher Olson, Velocity1 Technologies
- Cameron Drew, Granite Telecommunications
- Charles Meagher, Granite Telecommunications
- Joseph Longway, Longway Broadband Services
- Dexter Fredericks, Uniti Solutions
- Jon Von Stein, AON Fiber Group
- George Seul, Ring Central
- Roy Lambert, Zayo
- Sam Park, Sangoma
- Thomas Murphy, TSCTI
- Tomas Pintos Maestro
- Diana Arias
- LaQuavial Pace, PBCHA Contracts and Procurement Manager
- Tad Fuller, PBCHA Chief Financial Officer



## QUESTIONS AND ANSWERS

Q1. Would you like different types of phones of 75 of the same phone? How many of each?

A1. There are approximately 75 workstations but 50 employees. The PBCCHA is looking for approximately 20 headsets, 4 conference phones and 51 desk phones.

Q2. How many programmable keys are required on the phones?

A2. Currently the phones have 6 programmable lines, and 2 phones have extensions for an additional.

Q3. How many users would use softphone and not require a physical phone?

A3. The 20 headsets needed would be through a softphone. (This may change overtime if the software provides more effective work balance for staff).

Q4. How many current DIDs need to port to the new Service Provider?

A4. There are approximately 70 extensions and 42 phones numbers in our inventory.

Q5. How many minutes a day are used for the Auto-attendant. Most AI receptionist are billed by minutes used.

A5. The current auto attendant only greets clients and allows for prompts to specific areas within the organization. The agency has not used AI. We do not have the data available for that currently.

Q6. Are you willing to allow exceptions to this clause of Termination for Convenience. Most Service Providers will require use of their Master Services Agreement will not accept this term.

A6. This is a HUD terms and conditions. It is required to be used by PHA's for any and all vendors. Although the PHA is a standalone agency created by state statute, it must follow the HUD procurement guidelines, as its funding is received directly from HUD.

Q7. How many calls are taken by the PBC Housing Authority on a monthly basis?

A7. In May PBCCHA had 8,598 calls into the agency.

Q8. Is there an IVR in place today? If so what brand?

A8. The current phone system has an IVR that greets clients and allows for prompts to specific areas within the organization.

Q9. Who is the current telecommunications carrier?



A9. Gigtel is our current VOIP company.

Q10. Of the 75 extensions called out, how many are:

A10. Please see extension location below.

- i. Lobby or common area phones? 1 lobby phone and 4 conference line phones.
- ii. Office Workers? 67 other phones, of which 20 would be headset.
- iii. Executives? 3 executive phones.
- iv. Mobile only users? No Mobile Phones.

Q11. What languages other than English and Spanish are required for the voice recognition application(s)?

A11. The current system allows for English, Spanish and Creole.

Q12. What contracting Vehicle will you use to procure the system and services?

A12. I am not sure about your question. The RFP solicitation is the way we will procure the system and services.

Q13. Do you currently use a collaboration tool such as Microsoft Teams or Zoom?

A13. We use teams and zoom within the organization.

Q14. What would be the physical address of the data center where we would mount the control unit in a rack?

A14. Our main office is located at 3333 Forest Hill Blvd, West Palm Beach FL 33406. I am not used to having a control unit, as the VOIP is requested through the RFP is an online application.

Q15. Are you looking for any type of failover capability at any of the 11 remote sites?

A15. There should be a backup plan if the system is down.

Q16. Do the remote sites have their own external internet connection?

A16. Yes, Remote sites use Comcast, while the main office uses Crown Castle fiber optics.



Q17. If the responding bidder includes Long Distance in its solution are the below required?

1. Most expensive calls by extension
2. Classic least cost routing
3. Forced or optional account codes
4. SMDR

A17. The respondent should include long distance as an option, and the respondent should ensure that the best option and cost should be proposed.

Q18. What are the model types currently used?

A18. The current provider uses Yealink phones CP920, SIP-T54W, SIP-T58W. These phones belong to the current vendor and will be returned to the vendor upon contract termination, if they are not the awarding company.