



RFP ADDENDUM #3
Solicitation No. PBCHA-RFP-2026-13

DATE: July 7, 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 has been extended to Tuesday, July 21, 2026, at 2:00 p.m.

1. 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: _____



QUESTIONS AND ANSWERS

Q1. Will the responses to the submitted questions be distributed prior to the submission deadline?

A1. Yes.

Q2. Is there any consideration to extend the submission deadline to allow respondents adequate time to review the answers and incorporate them into their proposals?

A2. Yes, if there are significant changes to the scope or work, we will issue an extension of time for the open solicitation.

Q3. What are the current needs and uses of call accounting that the Housing Authority is doing today?

A3. Call accounting is used by supervisors/directors to monitor activity and performance within their respective departments.

Q4. Our solution includes call reporting. Is this what you are looking for in place of call accounting?

A4. Call reporting is the call accounting services PBCHA is requesting.

Q5. If you are using Call Accounting today, what tool are you currently using?

A5. We obtain call reporting/call accounting services through a website-based platform to monitor staff's calling activity.

Q6. Page 5, Section III How many languages? Any specific languages?

A6. The languages we need are English, Spanish and Creole.

Q7. Page 5, Section III PC Interface – What will be the use for this item (i.e. Cloud based system has web portal)?

A7. The interface should be cloud-based system.

Q8. Page 5, Section III Define VoIP Support

A8. Support for VOIP includes managing the cloud-based system, training, and any hiccups that may take place over the next 3-5 years of the service agreement.



Q9. Page 5, Section III Main System components – for call monitoring, how many people are needing this feature? Will they have access to monitor anyone at anytime OR is this more of a contact center situation with a supervisor monitoring agents? If so, the question still remains, how many need and how many will they monitor?

A9. All devices should have components listed. Call monitoring would be a supervisory role to ensure key metrics are maintained.

Q10. Page 6, Section III How many programmable feature keys required?

A10. There should be at least 4-8 programable keys on each phone.

Q11. Page 6, Section III Voicemail – pager notification – how many employees will need this notification and can you provide use case?

A11. All staff should have the availability for voicemail notification.

Q12. Page 6, Section III 100 mailboxes – only 75 users. Others that require voicemail – is this for users that won't have a phone or a mobile app?

A12. Mailboxes may be saved from prior staff members for a period of time, due to public records.

Q13. Page 6 Section III, IVR What backend integration – what is the software that PBCHA want to integrate with? Is this software Cloud based or on a premise server?

A13. All integration would need to be cloud-based.

Q14. Page 6 & 7, Section III, Call Accounting – these reports look like contact center reports vs call accounting. How many extensions/users will need to have these types of reports generated? How many people need to see/review these reports?

A14. Reports should be available to all staff; however, specific supervisors will have the requirements to view these reports to ensure key metrics are being adhered to.

Q15. Page 7, Section III, System Installation, how many attendant consoles are required?

A15. There should be 2 attendant consoles.



Q16. Page 7, Section III, Expandability/Modularity. This seems like a premise-based system. Is a Cloud solution acceptable?

A16. Cloud based solutions are the preferred method.

Q17. Can the RFP response be extended due to the upcoming holiday?

A17. Please see the updated addendum.

Q18. The AI receptionist is expected to fully resolve common inquiries, such as waitlist status, office hours, and locations, or primarily to greet and route callers?

A18. Yes, the AI receptionist should be able to answer simple questions and route/direct callers.

Q19. Which backend system(s) the AI must integrate with?

A19. AI should be able to integrate with PBCHA's policies/procedures and website at least.

Q20. The system that must be integrated provide an API or other supported integration method?

A20. The server would be a supported integration method in some cases.

Q21. Does PBCHA have a preferred pricing model for the AI component (for example, per minute, per resolved interaction, per user, or a flat monthly fee)?

A21. A flat monthly fee would be recommended, but industry standard would supersede any of PBCHA preferred pricing models.

Q22. Given that historical AI usage data is not currently available, would PBCHA consider a tiered or capped pricing structure to manage cost against variable call volume?

A22. PBCHA would be open to a tiered or capped structure to manage costs with variable call volumes.

Q23. The current auto-attendant supports English, Spanish, and Haitian Creole. Should the AI receptionist (speech recognition and text-to-speech) support all three languages, or English and Spanish only?

A23. These three languages would be sufficient.

Q24. Section III references a main switch and peripheral equipment, while the pre proposal Q&A indicates the system is expected to operate as a cloud-hosted online application without an on-premises control unit. Will PBCHA accept a fully cloud hosted solution with no on-premises switch, or is an on-premises component required at the main office?



A24. The system should be cloud-based.

Q25. The Scope of Services requires a backup plan in the event the system is down. Can PBCHA specify the required system uptime or availability commitment?

A25. The system should be operational during normal business hours.

Q26. Can PBCHA specify any required failover or disaster recovery expectations for the main office and the 11 remote sites?

A26. Currently, the PBCHA does not have a failover or disaster recovery expectations.

Q27. Remote sites use Comcast internet and the main office uses Crown Castle fiber. Does PBCHA require the awarded vendor to provide or manage internet connectivity, SD-WAN, or quality-of-service across sites, or will PBCHA retain its existing internet services for the awarded solution?

A27. PBCHA will manage and monitor internet activity through its existing internet service providers.

Q28. Can PBCHA provide the full list of DIDs to be ported?

A28. A full list is not available at this time.

Q29. Can PBCHA confirm which equipment, if any, is owned by PBCHA and therefore eligible for the requested buyback or trade-in?

A29. There is currently no phone equipment owned by PBCHA. All equipment is being leased.

Q30. To support least-cost routing and accurate long-distance pricing, can PBCHA provide approximate monthly long-distance and international call volume?

A30. Long distance and international call volumes are noted as less than \$10 per month. Invoices are available at the central office.

Q31. The Scope of Services requires real-time call monitoring capability. Can PBCHA describe the intended use (for example, supervisor monitoring of specific extensions or departments) and the number of users who require monitoring access?

A31. Supervisors/Directors should be able to access call monitoring capability. Key metrics are presented to board members monthly.

Q32. Does PBCHA require the proposed system to integrate with Microsoft Teams for calling (for example, via Direct Routing), or will internal Teams and Zoom use remain separate from the VOIP system?



A32. Options for any system integration are always considered welcome to PBCHA.

Q33. The Scope of Services does not reference call recording. Does PBCHA require call recording or compliance recording capability as part of this solution? If so, please specify retention requirements.

A33. Currently, the PBCHA does not monitor calls for quality assurance. That service may be a good idea.

Q34. For the phone replacement project, would you like to continue using the same brand you currently have, Yealink?

A34. The PBCHA is open to all options for phone brands.

Q35. Are all network drops/ports used for the phone connections currently functional, or will any network drops need to be repaired or replaced?

A35. All drop/ports are maintained by our IT providers and should all be functional.

Q36. How are the phones currently connected to the network? Are they connected through a single switch or through multiple switches?

A36. The phones are currently connected to the network through multiple switches.

Q37. What brand and model of network switch(es) are you currently using to support the phone system?

A37. The PBCHA has several brands of network switches. These are maintained by PBCHA IT provider.

Q38. How much rack space (in rack units/U) is currently occupied by the switch or switches that will be replaced for the phone system?

A38. This is maintained by PBCHA's IT provider for internet connectivity switches.