

ADDENDUM #1
June 17, 2025

This Addendum #1 is issued to the Kansas City Public Library's Request for Proposal for Voice Over Internet Protocol to make the following changes, additions, deletions, and/or clarifications:

Questions/Responses:

The following information is a response to questions asked by firms on June 16, 2025. If you feel that a question has been asked that is not represented/addressed below, please contact Jessica Addo as soon as possible at purchasing@kclibrary.org to address the question. The responses to the questions are indicated in **BOLD**:

1. Microsoft 365 Licensing: Could you please confirm the current number of Microsoft 365 licenses in use, including counts for O365/M365 G1, G3, and G5?

MS 365 license counts include: Office 365 E1- 195; Office 365 E3 – 125; Microsoft 365 E5 - 130

2. Contact Center Requirements: Does the Library require a Contact Center (Call Center) solution? If so, for how many users?

The Library does not require a contact center. We have tried this in the past with four agents, but we now use hunt groups instead of a contact center.

3. Call Recording: Is call recording required? If yes, should it apply to Contact Center users only or additional staff? Please specify the number of users if possible.

Out of concern for patron privacy, we have never opted to have this feature allowing a staff member to press a button to record an in-progress phone call.

4. Paging System: Is there a requirement for a paging solution? If so, how many devices require analog integration?

I believe this means a system with a loudspeaker for making announcements. This isn't a feature we requested.

5. Third-Party Integrations: Are there any third-party systems (e.g., calendar tools, CRM, alarm systems) that need to be integrated with the VoIP solution?

I can't think of any third-party systems for integration. We ported out the FAX numbers. The alarm systems use POTS lines or Internet connections.

6. Email Hosting Platform: Is the Library's current email system hosted on Microsoft 365?

Yes

7. Number Porting: The RFP indicates 400 DID numbers, with 16 ported to third parties. Should we assume the remaining 384 numbers require porting?

My understanding is that the remaining 384 numbers will need to be ported to the VoIP vendor that is selected.

8. Phone Hardware Preferences: Do you have specific preferences or requirements for phone models or brands (desk phones, conference phones, wireless handsets)?

Models that are comparable to our current line referenced in the RFP.

9. Teams Usage Scope: For users who will utilize Microsoft Teams, how many will use it as their primary phone, and how many as a secondary option?

Will be determined at the time of contract negotiation. For now, pricing for individual lines and/or bundles of lines will work for this RFP.

10. Compliance Requirements: Are there any specific compliance standards that must be adhered to (e.g., HIPAA, CJIS, Missouri state data retention policies)?

The library's regulatory environment is governed by state statutes for public libraries, MO data retention for public libraries, and FERPA, as well as standard labor law and HIPAA considerations for staff records.