

**ADDENDUM #3**  
**June 23, 2025**

**This Addendum #3 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 20, 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@kcplibrary.org](mailto:purchasing@kcplibrary.org) to address the question. The responses to the questions are indicated in **BOLD**:

1. We know that you are currently using Broadsoft for all 11 locations. Are you satisfied with the current system and is there an option to extend that contract with the current provider?

**Yes, we currently use Broadsoft for all 11 locations and find the core functionality of the system to be sufficient for our current operations. We will evaluate all proposals submitted by vendors—who may or may not leverage Broadsoft—looking for their suggestions on how they would answer the specifications in the RFP. The library welcomes all vendors to participate, including our current vendor. We cannot speak to whether or not our current vendor will provide a proposal.**

2. Are all of your current phones using PoE (power over Ethernet)?

**Yes, the current phones are VoIP and use PoE.**

3. Referring to Feature Line 12 - what is the difference between a cordless phone & a wireless phone? Would an app on a cell phone suffice as a wireless phone?

**A cordless phone is an older style phone that must be in proximity to a base with a network connection. A wireless phone is able to make use of calling on a Wi-Fi network. A dedicated phone is preferred over an app on a cell phone, as not all Library employees use company provided cell phones.**

4. Do you have an IT staff or third party company that can handle any necessary changes on the network if required?

**Yes, the Library's Information Systems staff is able to make changes on the network.**

5. Is KCPL considering keeping the existing Polycom phones, or is replacement a mandatory requirement? If keeping them is an option, does KCPL own these and have the right to use them with any vendor?

**The Library does not own the phones and does not currently have a contract option with our current vendor to keep them.**

6. Is transcription of call recordings or voicemail required?

**No, transcriptions are not required although voicemail transcriptions would be helpful.**

7. Is there any call center or call queueing required that will put callers into a virtual line to wait to speak to a staff member?

**No, the Library uses hunt groups rather than put callers in a queue. Overflow calls will forward to an answering service.**

8. If purchasing / leasing new phones is a requirement, can you please break down the level of phones required? Or if you want to keep it the way it is now, how many VVX201, VVX301, VVX400 equivalents are needed?

**The Library uses approximately 100 VVX201, 135 VVX301, and 12 VVX400 phones.**

9. What does the device configuration look like? Parking extension, speed dials, monitored lines, etc. Would be good to know if there is any customization on any of the devices.

**Speed dials, call park, call hold, call transfer, call conferencing, and music on hold are all features used by the Library. The Library doesn't monitor lines.**

10. What are the ATA's connecting to? Is the end customer capable of physically connecting these devices to the existing copper infrastructure or do they need help?

**The ATA's connect to analog phones used by patrons. The connections are already in place.**

11. Webex cannot meet one of the requirements, specifically the Dial-a-Story line requirement to play a 30-minute-long audio file (max on any Webex feature is 5 minutes). I'm exploring other options under our control but wondering if the customer has some sort of on-premise media server or something that needs to be integrated.

**The Library doesn't have an on-premises media server, but it has a hosted website <https://kclibrary.org/kids/dial-story> where a recording of Dial-a-Story also resides. Although the Library doesn't use a call center per se with agents, the music on hold feature of a call center is what is currently used to be able to play longer recordings for Dial-a-Story.**

12. I see the admin training for up to 4 admins but are we also going to need to do end user training?

**Yes, end user training and in particular training videos or handouts would be helpful for end users.**

13. Will anyone be using Webex app?

**Yes, the Webex app or a similar app is needed for staff to have phone access on their laptops. The Library is also interested in how our Microsoft Teams environment could be leveraged for a soft phone option. But the final brand of the app is not a defined aspect of the RFP, as long as a vendor provides a soft phone option.**

14. Are there any needs for other analog devices (door entry, postage machines, etc) or overhead paging systems that might have been overlooked during the needs assessment gathering?

**Other analog devices such as elevators or fire alarms are not part of this RFP.**