

Request for Information – 4/21/2026

1. Softphones installed on Laptops/Desktops may require additional software to ensure E911 compliance.

Any additional software, licensing or service required to ensure State and Federal E911 compliance for any softphones installed and operating on Laptops or Desktops should be included in your proposal. If any software, licensing or service is not perpetual, then 5 years should be included. Only 50 users will utilize softphones on laptops/desktops.

2. Are any wall mounts necessary for any of the 6900 series phones?

Wall mounts are not a part of the base bid. You may choose to list a 6900 series wall mount as an optional add on per unit cost.

3. Will Voice Mail be handled via MiCollab or on the embedded controller?

The satellite location will utilize voicemail via the embedded controller. Voice Mail handling for the main headquarters will be determined post award.

4. Can you clarify the requirement for call recording?

Calls are not recorded by default. Users should have the option to press a button on their phone to record a call if necessary. The recorded call is then sent to the user's voicemail inbox for playback.

***Posted 4/21/2026 @ 10:00 AM EST on <https://centerforfamilyjustice.org/bidpathways>
Also emailed to all respondents that have conducted a site visit.***