

January 26, 2021

**Clarification II: Question and Answer**

**Ref: Bid #221-02 – Information Technology (IT) Voice, Call Center & Video Conferencing Services**

Grand Valley State University has received the following questions in regards to our request for proposal(s) for IT Voice, Call Center & Video Conferencing Services. Please reference question and answer listed below.

**Question 1.** If you are not satisfied with the vendors after presentations is there a chance this could open back up and other vendors will be considered?

**Answer:** Yes, the bid process is not closed.

**Question 2.** We had included a Contact Center (Five9) proposal in our response.  It was my understanding from Matt that the Contact Center purchase may be considered separately.  Is this still the case?

**Answer:** Highly unlikely as we are looking for a partnership in a vendor solution for both the voice and call center solutions.

**Question 3.** I noticed that two of the vendors will be presenting Microsoft Teams solutions.  As Microsoft’s Partner of the Year for 2020, I was surprised we weren’t selected if Teams is a strong contender.  Do you mind providing feedback so that we can learn from the process?

**Answer:** Based on the many MS Teams solutions submitted, we looked at overall solution products and costs and Continuant was the highest Teams solution.  At this point in time, we are reviewing similar bids with a lower cost option.

Thank you for your participation,

Valerie Rhodes-Sorrelle, C.P.M.

Vendor Relations Manager

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