

RFP for Office VoIP Telephone/Unified Communication System – Q & A

Provide a description of the network cabling at the new location? **Cat6**

Is the city providing PoE (Power over Ethernet) switches at the new location? **Yes**

Provide a description of the switching fabric at the new location? HP, Dell, Cisco, please indicate model numbers **Probably Dell N2048P**

Does the new location have Internet connectivity today? **Currently No** If not, when will it be in place? **Estimate August 1** Who is the provider and what is the bandwidth being provisioned? **Comcast 50/5 Mbps, secondary connection into location which will be used for VoIP**

Who is the city's current voice provider(s)? **Century Link** What type of circuits is the city using for voice? **PRI T1** When do contracts expire for these circuits? **Currently Expired**

How many direct inward dial (DID) numbers does the city have today? **100** Does the city want to move all to the new location? **Yes**

Does the satellite office have Internet connectivity today? **Currently No** If not, when will it be provided? **TBD** Who is the provider? **TBD** What is the bandwidth? **TBD**

Where large conference phones will be placed, how often are they used? **At least weekly**

Does the city want training done prior to move to new facility or after it has been occupied? **Would like training before new facility if possible.**

How many administrators does the city require to be trained? **At least 2**

Can you send a copy of the RFP to us in Word?

Is there any overhead paging that needs to be integrated? If so, what brand? **No**

Other than faxing, is there any other analog connections needed? IE, door entry. **No**

POTs line integration? **TBD (To be determined)**

Any analog loud ringers attached to the system? **No** Is there need for loud ringers, or strobe ringers in areas such as the shooting range? **No**

How many parties will you require on your audio conference bridge, at one time? **Up to 10**

Do you currently have PoE switching that the phones will connect to? **Yes**

Is there Cat 5e or higher at each end unit (phone)? **Yes**

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Are the original proposals then rejected and this is a new process or will the original proposals submitted still be accepted? **We have not rejected the proposals from the first RFP. We will evaluate them against the 2nd round of proposals.**

In this RFP it states 'due to the lack of "hosted" options and quality of the handsets being proposed.' how many proposals do you need to review and how many did you receive on the first RFP response? **The city received responses from 14 vendors with a variety of options and product types. There is not a required number that we must receive. The IT Committee opted to run a second RFP to see if other vendors were available that didn't submit on the first round.**

Integrations Question per Section 4 – Do you plan on using a cloud based software such as Microsoft Office365? **No** If so, are there any requirements to integrate in to Skype for Business or other softphone requirements? **N/A**

What type of managed switches will Cottonwood Heights be using – Make, Model and Manufacturers Part Number if available? **TBD (To be determined at a later time)**

Is the voice network separate from the data network? Hardware or VLAN? **Not sure, yet. Provide costs for different options.**

Do you want a physical separate voice and data network? **Not sure, yet. Provide costs for different options.**

Do you have an internal IT team or is this outsourced? **Internal IT Team**

Redundancy/Disaster Recovery, do you require a solution that meets this need and if so can you share your disaster recovery plan for this quotation? **No**

Paging – Do you have any paging requirements, if so what would the requirements be? **We do not have any staff that carries pagers that we are aware of. All external communications are through cell phones. As far as we know, pages currently go to the phones themselves, not any overhead speakers. We are assuming it will be the same in the new building.**

Page 2 Desired Capabilities of the System asks to "Provide the ability to export the storage of Phone Calls, Voicemail, Faxes and IM to one of our existing storage devices." Can you explain what you envision to export the storage of Phone Calls, Voicemail, Faxes, IM's? I have not seen in the RFP anything regarding IM and we are not clear on your vision on how to export the storage of phone calls. **We wish to have the capability to save voicemails, faxes, etc. on storage devices such as USB flash drive.**

In the RFP you have stated, "For the evaluation process, please provide responses to the following (15 pages maximum)." Does this include brochures in the 15 total allowed pages? **It is 15 total maximum. If you want to include a pamphlet those pages will count as part of the 15 pages.**