

Evans Phone RFP Questions and Answers.

1. Will we take bids for a hosted solution?
Yes.
2. For call reporting requirements, is this a requirement for all users or only those in an ACD?
Only those in the ACD.
3. With regards to the ability to monitor when someone is on their phone, are you looking for busy signal indication or information in reports?
Both, we would like to be able to see on the computer if someone is on the phone and for how long they have been on the phone. If someone is struggling with a call, someone can chat with them to ask if they need assistance. Also, we would like a report that shows me how long each call takes in order to determine how many calls we receive per day and how long an average call takes.
4. Do you already have the Polycom Sound Stations, or do you require them as part of the bid? If you have them, are they analog devices?
Yes, we have two and they are analog. (models 2201-03308-001 and 2201-03309-001)
5. What is the connectivity between sites?
Current connectivity is a route based point to point VPN connection via Juniper SSG5 firewall appliances. Each site is on a separate simple class C subnet and has Comcast as an internet provider.
6. Is a network diagram available?
A basic diagram can be made available if need be.
7. Does each extension require a voicemail account in addition to 50 voicemail only accounts?
Yes, with the exception of the two Polycom, two conference rooms and one emergency phone.
8. How many employees require mobility features? All or just a subset of the total user count?
A very limited amount of the total users.
9. For mobility features, are you looking for soft phones or just the ability to have your cell phone ring simultaneously with your office phone?
Both.
10. What is meant by "Management of Line and Network trouble on the City of Evans behalf?"
Working directly with the carrier regarding any connectivity or quality issues as well as working with contract network support personnel on internal connectivity issues.
11. Is the City looking to replace the underlying network?
That would depend on the requirements of the new phone system. Upgrades/changes to existing infrastructure need to be part of a bid.

12. Does the City expect the vendor to manage tickets with the carrier or the network vendor?
Yes, if appropriate.
13. Does the existing building have the wiring to support a new VoIP solution?
No, likely a new VoIP system would require replacing switches with POE switches and setting up VLAN's.
14. May we also quote the required network POE switches to support a new VoIP solution?
Yes, including installation and configuration. This will need to fit into the budget of this project.
15. Is it possible to get a WORD version of the RFP?
Yes.
16. What type of capability are you looking for in terms of email to voicemail?
Voicemail to email but not email to voicemail.
17. Do you want to have emails read via a voicemail account?
No.
18. How many languages, and what languages, do you need to support?
English and Spanish.
19. Can you please describe your network (do you have a gigabit network?)
Main Site – single class C subnet, variety of unmanaged 100 MB or GB switches. Mostly older HP and Dell switches.
Remote Sites – single class C subnets, unmanaged 10/100 switches.
20. What cabling do you currently have in place for phones and data (cat 3, cat 5, cat 6?)
All phones are currently connected via RJ11 connectors to cat 3 or cat 5 cabling utilizing one pair wiring. Data is all cat 5 wiring.
21. Would you be willing to upgrade your current connection between locations to mpls?
We would need to look at the cost of that and be able to integrate that into the project cost. We are currently looking into options and costs of putting direct fiber connections to the remote locations.
22. The rfp mentions voip, your current system is digital, and we do not see any specific requirements that would exclude a digital solution. Can you please clarify if voip is a requirement?
VoIP is not a requirement, using as much existing infrastructure as possible is desirable as well as reducing costs.
23. If so, is the networking equipment required to support a voip system expected to be part of this project budget?
All networking requirements and configurations to support a VoIP or any solution must be included as part of this project.
24. How many channels does your current PRI provide?
24
25. Are your analog phone lines coming off your PRI at the main location or are these lines separate?
These are separate.

26. The RFP mentions voicemail failover. Do you require phone system failover as well or just voicemail?
Primarily looking for high reliability.
27. Do you currently have or do we need to include headsets for any of the users / agents?
We do not currently have headsets but would like pricing and options.
28. If you have headsets, what model(s) are they?
None currently.
29. Can you please clarify the number of queues and number of agents - are there separate agents for each queue or are they the same agents? (What is the total number of agents?)
4 – 5 queues needed. There are 4 agents.
30. How many users need to view the call queue activity?
4 users.
31. How many users will require mobility solutions?
That is unknown at this time, not that many of the total.
32. Do you want to keep or replace your current Polycom Conference Phones?
We would like to keep them if possible.
33. What model are they?
2201-03308-001 and 2201-03309-001
34. The RFP mentions cordless phones. Do you require cordless phones?
We would like them priced as an option.
35. If so, how many, which locations and what is the total coverage area?
3 – 4 with 20 – 30 foot coverage range.
36. Would it be possible to visit the sites prior to the rfp deadline?
Yes, with an appointment.