

VoIP PHONE SYSTEM REQUEST FOR PROPOSAL

August 5, 2022

Proposer Questions and City Responses

- Q: What is your internet connection and what will the VoIP System run on?
A: DFN is the service provider and the connection is turn 50Mb. The phones are connected to a POE switch via ethernet cable.
- Q: Do you have a redundant last mile network in place?
A: No.
- Q: Who manages the network today? Are they internal or external?
A: SysTech Consulting manages our network and internet infrastructure.
- Q: Will there be any remote workers?
A: None that currently require a physical phone. The ability to use a softphone remotely.
- Q: Will you be supplying your own POE (Power over Ethernet) switch?
A: Yes
- Q: Are you doing overhead paging?
A: No, only through the phone system.
- Q: Is there a CAT 5/6 drop where every handset is going?
A: Yes
- Q: Do you want to bring your current DID numbers?
A: Yes
- Q: Call History: Can you please elaborate on your needs?
A: A portal with the ability to audit incoming and outgoing calls by user/DID.
- Q: Call Sharing: What does this mean? Does this mean presence?
A: Yes. For example, the main number would have a presence on several phones.
- Q: Remote Survivability: Is this for Emergency services and/or E911?
A: Yes – E911 is required.
- Q: Are the locations on a common network?
A: No – Each location has separate internet services from our ISP. A voice network will be provided at each location.
- Q: Who is your Internet Service Provider?
A: DFN

- Q: Can you provide us with the make and model of your IT Switches at each location?
Please provide the specifics of the existing network equipment.
- A: Switching will be handled by our IT Team, Voice VLAN, QoS, ToS. POE will be provided.
- Q: Who is your current telephone carrier for your inbound and outbound calls?
- A: DFN
- Q: How many telephones need headsets, and do you want us to quote wired or Bluetooth?
- A: We require two (2) Bluetooth Headsets.
- Q: If the proposed solution includes Web Fax capability for each standard user allowing them to send faxes directly from their PC and receive them in their email inbox or Unified Communications Application, can the analog Fax line requirement be omitted from the bidder's proposal?
- A: No, not at this time.
- Q: Under "I" of the Water Treatment Plant, you mentioned you wanted 3 phones in the Lab, but only one works today. What have been the problems you've run into with the other two phones?
- A: Currently only one (1) phone is working and it is located in the Lab. There are hook-ups in the office and chemical building, but installers could not get them to work so they quit trying.
- Q: What is your current phone system?
- A: Mitel 5330e IP Phones
- Q: On page 6, under service levels, it was mentioned that you needed a One-hour, on-site response in a critical situation. For the most part, all cloud solutions can do 99% or more of the trouble-shooting and fixing remotely. There is almost no need to ever come out onsite. However, it might be required in some instances for a premise solution to come onsite. Our closest office is in Medford, OR, which is 3 hours away. If you decide to go with the on-prem solution and we can fix 90% of the issue remotely, only to test and complete it onsite, would that timeline work for you?
- A: Yes
- Q: For phone hardware do they prefer physical buttons or touch screen for navigating menus?
- A: Either is acceptable.
- Q: Does the city need a fax to email for every extension/phone listed?
- A: No, only the lines listed as Fax.
- Q: Does the city need a mobile app for every extension/phone listed?
- A: No – Not at this time.

Q: Is there ethernet cabling currently ran to all phone locations? If not, who is responsible for the installation of the new cables?

A: Yes. The City will be responsible for providing cabling.

Q: Does the City need one city wide IVR auto attendant or do individual departments need their own separate IVE auto attendants?

A: A single City-wide IVR should be sufficient.

Q: Are there any requirements for call recording for the police station? Ex. Does every call need to be recorded? Ex. How long do the recordings need to be accessible?

A: Yes. Phone call recording for Police is required, with options to export file for digital evidence. The duration of accessibility may be negotiated.

Q: What is the use for the analog phone line at the police station?

A: EMS – breathalyzer system.

Q: EMS/Remote Survivability Requirements – Does an EMS line need to be provided by another carrier, and is this required to be an analog line? Or would a VoIP phone provided by Provider that is outside the concurrent call limit for the City of Bandon work?

A: An EMS line will be provided by an alternate carrier.

Q: Call Volume Reporting – What's the total number of queues that need call volume reporting, and the total number of phones in those queues?

A: The City currently does not have a call center. The City currently has the main number ring on multiple phones. Callers over the maximum number of 'lines', go to voicemail.

Q: What's the total number of individual logins needed to view Call Volume reporting queues, would you like one generic login to view all queues, or separate logins restricted to view specific departments? If restricted, how many total logins?

A: A single login will suffice.

Q: Does the City have any security requirements on protocols used to transmit VoIP traffic?

A: Not at this time.