RFP Phone Replacement Questions

1. 1. Under the section "Phone system requirements" it says the current wiring is "not wired for PoE" but then goes on to say that you have PoE switches. What type of wire is available to support the phones ? Is it CAT5e or better?

wiring is CAT 5e in town buildings. POE switches that town has purchased will be installed prior to phone system install.

2. In the same section it also talks about a conf phone should that be quoted? IF so analog or IP, with or without external mics?

This is also dependent on the system proposed. External mics are not required.

3. How many carrier lines and what type should the new system need to support? [looks like (7) POTS lines ?]

Yes they are POTS lines and we utilize 7 of them.

4. Fax lines, will they be separate from the phone system?

They are on dedicated lines now but if possible to run through the phone system then that would be acceptable.

5. Remote phones, are they to be quoted as part of this?

Yes, if possible by the system being proposed. May not be included in project at

6. What is the connectivity between the two bldgs. For the phones?

All phones are connected in thre tech closet in the Old Town Hall building.

7. Under "Connect Ability" is pricing for this to be included? If so How many channels between? Also are Licenses needed for both the town Hall and the Schools to be included?

Yes if ths is possible. If Licenses are needed to compete this then that will also have to be included in the proposal. This also may not be included after project install.

8. How many programmable keys should each phone have? .

16 buttons is what the current phones have. Amount of buttons will be determined by phones proposed. Not a set requrement per the RFP.

9. Should the phones be all LCD display?

Dependent on system quoted. Not a requirement.

10. Should the Recp phone have a DSS key for all the other phones?

Yes

11. The Town currently uses 2 digit dialing; is the town open to a 3 digit dialing and/or 5 digit dialing?

The town would like to stay with 2 digit extensions if possible and would like to not have to go ny higher than 3 digit extensions.

12. The Town would like to have the option to connect the NEC system installed at School Buildings and the BOE; is this mandatory as our solution?

Not mandatory but should be included in proposal if it is possible.

13. What type and quantity of trunking from Comcast do you have to support Old Town Hall and New Town Hall?

POTS lines, we utiilize 7 lines coming in to the curent system

14. Does the Comcast trunking terminate (DMARC) in Old Town Hall with the current phone system or in in the server room of the New Town Hall?

All phones terminate in the Old Town Hall closet.

15. What is the trunking at the 3 optional locations Town Garage, Rec Center and Sr. Center?

Separate terminations in closets at each location

16. Does LAN connectivity exist between Town Hall and the 3 optional locations?

No not between town hall and remote locations.

17. Does internet connectivity exist at the 3 optional locations?

Yes there is Comcast Business internet at each location

18. Is there a preference for an IP system or would a digital system be preferred?

Either would be acceptable

19. How many concurrent outside callers would be on the conference phone at one time?

This would vary but usually only one calling in for a conference call.

20. What phone drop is provisioned for all phones at the Old Town Hall and New Town Hall, CAT3 or CAT5?

CAT3

21. If phones have a CAT3 drop is there a networked computer collocated so the phone can be daisy-chained to the network to contain new cabling costs?

Yes computers are near each phone as well as network jacks

22. Are CAT3 or CAT5 drops available at the 3 optional locations Town Garage, Rec Center and Sr. Center?	Yes at each location
23. Will the fax machines go through the PBX or are they on dedicated lines?	They are currently on dedicated lines but if possible to run through the PBX that would be acceptable
24. What is the 2nd fax number?	and uses whatever line is available in the current phone system. IT cannot receive faxes.
25. What are the models of the two POE switches that are available for use if IP solution is proposed?	Hewlett Packard Enterprise 1820 POE+ switches. 24 port and 48 port
26. Does a VPN exist currently? (Would enable 3 optional locations to connect to the Town system.	No
27. With whom can we schedule a site visit?	James Russell, IT Manager