

RFP VOIP Phone System Questions Part 2

How are the Old Town Hall and New Town Hall Buildings connected?

Connected by under ground cabling. Each building has its own Comcast modem.

Does the Town utilize Internet? Provider? Speed? Location of termination? # of public IP addresses available?

Yes Comcast Business. As of 1/21/2020, 20 mbps up and 12 mbps down. We have 5 total static IP's.

Can you provide details on the Community Network to connect the remote sites? Is PoE available at those locations?

These locations are not connected by a community network. Each has their own Internet connection which is Comcast Business.

Are you looking to keep your DID numbers? Can they be ported to a hosted carrier? What is your contract status with Comcast? Is there a termination liability?

Yes we would like to keep them. Yes they can be ported. We are not in a contract with Comcast currently. I have sent a request for any termination fee liability. That will be posted if there is one.

What is the manufacturer and model of the fax machines?

One fax that is send only is an HP E62665 MFP Copier. The main fax machine is a Broter IntelliFax 4100e.

Does the receptionist answer all calls? How do they notify the recipient of the call, phone based, overhead pager, etc?

No, the receptionist answers calls to the Selectman office or the general operator line. She will forward calls to the proper person if need be but the town utilizes a call menu for departments. We do not use overhead paging.

Can a walk-through of the facilities be performed?

Walkthrough can be performed upon request.

Does the Town have the ability to receive emails with the voice mail embedded? Does the Town want this feature? Describe the email system in use, i.e. Office 365, Gmail, premise/server-based, etc.? What is the OS version?

We do not utilize voicemail to email currently. We use Office 365 for email. All computers are on Windows 10 Pro 64 Bit

Any future growth potential?

We are at our maximum but maybe 1 or 2 more in the future.

Does the Town have to procure off of any State contracts, purchasing cooperatives, etc.?

No

How many network drops does the Town maintain per user? CAT 5, CAT 6?

Each Office has at least 2 drops of Cat 5