

Decatur Macon County Opportunities Corporation
VOIP Telephone System RFP
Questions & Answers

Questions are included exactly as asked by various vendors. Answers are provided in red.

Section 1.8, Page 7, Item A.4 – How many users would you estimate need the “mobility” feature? **15**
And I will take that one step further. Mobility can be just the ability to ring your desk phone and your cell phone simultaneously (twinning). So really the ability to get an incoming call on any device. Then a mobile softphone is actually an application on your mobile phone which mimics your desk phone. You can see the availability of others, you can chat them and most importantly when you make an outbound call – the caller ID of your office phone number will display, rather than your personal cell phone. Can you identify how many users would need “twinning” versus the full mobile softphone? **No twinning, all full mobile softphone. Include as an option. This would be used when remote work is required, but not in the course of our normal operations.**

For the mass notification intercom portion of the question, will there be an overhead paging system installed in the new building? **No** I don’t remember if we spoke about this. Mass notification can take many forms. If you could communicate what envision this would look like, that would be great. Some examples would be:

- Simply make a “page announcement” through an overhead paging system and through telephones or groups of telephones **Ability to make a page announcement through telephones or groups of telephones.**
- Send pre “recorded” emergency messages or alerts (weather-active shooter) to desktop computers or SMS text. **No.**
- Do you want this as an option or included in the base proposal? **Option.**

Section 1.10, Page 8, Item E -Program/Information numbers through announcement mailboxes with individual DID numbers. How many informational mailboxes should the system be equipped for? **4**

Section 1.10, Page 8, Item F - Location survivability through near continuous service despite network or component failures;

I probably should have left this out of the RFP as it really comes into play with a multi-site configuration. With that said, what kind of redundancy do you think you may need? **Upon further review, we do not need redundancy.** Do you want vendors of Premise solutions to quote a failover controller? **No.** Hosted has some inherent survivability because the data centers are backed-up. But if you lose your internet connection you can lose the hosted system. **We understand that an internet outage would mean a phone outage.**

Will you have a Virtual environment? Either VMware or Hyper-V? For resiliency or redundancy we can failover to a virtual instance of the telephone software also. Please clarify is DMCOOC needs redundancy or failover to a secondary telephone server? **No.**

Section 2.1, Page 10, Item I - -The vendor will further guarantee that the equipment shall satisfy the growth requirements as detailed under the **Configuration** section. Can you clarify the potential growth please? The configuration section just states the current telephone count. **We did not provide any figures for potential growth; please disregard.**

Section 3.2, Page 14, Item C - The system architecture must provide survivability please describe. Similar questions to Item F above – most premise vendors are going to want DMCOCC's definition of survivability? Typically another resilient or redundant server for the phones to failover to in the event the primary fails. Also is this optional or do you want this at all or included in any base premise proposal. **Optional.**

Section 3.3, Page 15, Item H -The system should include the ability to integrate a mobile telephone with a user's desk telephone. This would permit staff who are often away from their desk to receive calls from residents, contractors and/or other DMCOCC staff. Similar to above question/comments. How many users need this? Do the classroom phones need? Most vendors premise and hosted will need to know this from a licensing –configuration perspective. **Up to 15, as noted above. Provide as an option.**

Lastly and this only applies to a premise system configuration – can you pick a firm number of “trunks” to be configured? So I would guess SIP trunking would make the most sense and they would terminate on your existing bandwidth (BYOB). But what is the magic number for 90 equipped devices from Table 1 on page 19?

Do you think 20 simultaneous calls inbound and outbound at any one time is reasonable? **Yes, 20 is reasonable (and probably on the high side). We would like to know what flexibility the system has to identify how many trunks we are actually using over time and then adjust accordingly if we need less or more.** Before you changed to a hosted product do you remember how many phone lines you had? **No.** Was it enough? **Unknown.**

Also I will just ask again about the Virtual environment. Will vendors be able to put some of their applications in your virtual environment? **Yes.** (again for premise solutions)
DMCOCC would need to provide the resources – vendors can tell you resources needed. Or do you want vendors to provide their own hardware servers for applications?

On page 7, 1.8 **Scope of Work**, #8 Conduct system “fail-over” testing. Are you looking for some kind of automated process for the phone system to kick over to a backup server in the event of it becoming inoperable? **No; please disregard.**

What kind of phone service will be utilized for this? **We will have a fiber internet connection that will be used for the phone system. Upon further review, we do not feel we need a backup option.** I see throughout the RFP mentioning of DIDs and E911 so I am assuming SIP service will be preferred but I also see the mention of POTs lines as well. If you are planning on utilizing POTs lines for backup, how many do we need to plan to accommodate for?

How many concurrent calls should the quoted system be able to handle? **Approximately 20, on the high end.** I see in the RFP on page 14, 3.2 **System Architecture**, that you ask for the vendor to provide # of incoming calls and outgoing calls supported but this varies depending on the server that is quoted.

On page 19, **4.1 Telephone System Equipment**, for the different types of phones you are wanting, when you say 24, 12 and 2-lines, do you mean that you want 24, 12 and 2 buttons that you can program to be buttons for other extensions, line appearances, voicemail boxes etc.? **Yes, but this is flexible. We are trying to communicate the idea that the classrooms need the most basic handset, the offices need a little more capability, and the reception desks need the most capacity to manage incoming calls.**