

## City of Merriam Phone System RFP Q&A #2

These additional questions have been received:

In the Warranty and Ongoing Support section, it says: "Pricing for ongoing support for years 2 through 5 must be supplied on the pricing pages. Your pricing for ongoing support must include:

- Hardware maintenance and support."

Would you need telephones included in the year 2 through 5 coverage?

[Answer: Do not include phones in the coverage.](#)

In the Acceptance Section, it says "City of Merriam a refund for all expenses associated with the solution and cancel any termination fees."

These would only be expenses & fees charged by the selected system provider not payments for other related services, correct?

[Answer: That is correct.](#)

SIP Trunks and Resilience: It is understood that an extension of the AT&T voice services have been put in place and that we are to expect a SIP handoff for those services. Will AT&T be able to provide you with an automatic failover to a secondary location if there is an issue at the primary termination point? Would that redirect be a forward of the numbers to a different number that we would need to provide or could they re-terminate the complete Sip trunk to a different IP thereby doing a complete failover.

[Answer: The City plans to work with AT&T and the selected supplier to come up with a resilience solution that will be sufficient for their needs. Those conversations have not taken place at this point. You may include options that your solution supports in your proposal, but at this point we do not have the information from AT&T to answer your questions.](#)