

# City of Merriam

## Phone System RFP Q&A #1

The following questions have been received:

1. Even though it has feature requirements, I don't see a requirement for a console to be included in response?

We do not anticipate the need for a dedicated attendant console. However, a software-based option could possibly be utilized, and may be quoted as an option.

2. Is the city planning to provide the virtual servers needed or are we to include them in our response?

The City will provide Dell Server Microsoft VMs. Specifications for the VM(s) should be included in your response.

3. If City is providing virtual infrastructure, is it VMware?

The City will provide Dell Server Microsoft VMs.

4. How many fax devices are in use today that will need connectivity on the new system?

5 fax devices provided on separate analog lines by ATT and wired directly to the fax machines. They do not go through the PBX.

5. What is the intention for future faxing? Leave alone, propose hosted solution?

An optional hosted solution can be proposed to replace the analog lines currently used. Please call this out as an optional item in your pricing if proposed.

6. For PC Based Soft Phones, please confirm the City will provide the Headset/Speakers/Microphone for users as needed and RFP response is just to support these options.

The City will provide the headsets for use with the Soft Phones. The physical phone count will be reduced for each Soft Phone deployed.

7. RFP requirement that 911 calls cannot be blocked. Please define what is meant by "blocked"?

No phones shall be restricted in software from dialing 911 or 9-911. Even phones that may be restricted to "internal only" calls, such as a lobby phone, must still be able to dial 911.

8. Is the current Exchange/O365 email server on premise or cloud?

On premise

9. Is Active Directory integration required? Is Azure AD being used as well?

Active Directory is currently used. Integration is preferred.

10. Do we need to support the current PRI or are we to assume SIP trunk service will be ready by implementation?

The current PRI from AT&T will be converted to SIP at cutover. There is no need to support PRI.

11. Will there be a separate RFP for the city's cabling project?

No. The City is providing cable where needed.

12. Are there any analog devices to be included? If so, what and where are they?

There are no analog devices to be included, based on current knowledge.

13. Is there external paging that needs to be connected, in addition to the paging through telephones?

No, there is no external paging system.

14. Who does the city's 911 dispatching – the city or county?

The county handles 911 dispatching.

15. Is automated recording required for specific devices other than on demand recording?

No

16. Is there any ACD/call center required?

No

17. Can you please elaborate on this? "Does your system provide Call Log information for extension numbers that are not directly associated with a user, such as the published numbers that appear on multiple phones?"

There are published numbers that will appear on multiple phones, but will not necessarily be the main number of the device, or associated with a specific user. However, there is a desire to track the number of calls that come in on these numbers. Is there a call log for these numbers, or another way that we can get this call count information?

18. Does Day 1 Support have to be on-site?

No. Off site support is acceptable, as long as the team responsible for the support is immediately available to resolve issues.

19. Does the supplier really need to meet with the users to gather the phone system database information?

Yes. We do not expect to have a lot of complexity in the information. The supplier does not need to meet with every user; representatives from various areas will be provided. The City does not expect employees to know about phone system design, so the supplier must assist them in creating a configuration that will meet their needs. Remote meetings with users are acceptable.

20. Who will be providing SIP trunks for the City?

AT&T is the provider

21. The implementation period in the RFP doesn't end until May. Is this a firm date?

The implementation date will be mutually agreed upon by the City and the supplier. If the supplier anticipates a different time line, provide this information in the proposal.

22. How in depth does the system administration training need to be?

The City wants to train some staff on common tasks requested by users; this is the lower-level training referenced in the RFP. Additional staff will require more in-depth training on adding and deleting users and changing features. Please provide a high-level description of what is covered in your training.

23. There are multiple options for providing resilience. Is there a preferred design?  
The City anticipates a backup VM in the City's data center to provide resilience. We are open to other options.