

CLOUD-BASED VOICE OVER IP PHONE SYSTEM RFP

Questions and **Answers:**

Posted 9/9/2019 3:00 PM PST

1. What Mitel system is currently in place? Is it a Mitel MiVoice Office 250 or a Mitel MiVoice Business system?
MiVoice Business 8.0 SP2 on premise virtual server.
2. What integration features is SAWPA looking for with the Office 365 integration?
We currently don't have any so suggestions are welcomed.
3. Is there a requirement for a desktop client in addition to the mobile application requirement?
We current have the MiCallab client so it would be nice to have similar or more robust features.
1. What is the Up/Down speed of the ATT internet connection? What type of connection is this (DSL, Fiber, etc.)?
50 up / 50 down
2. Will any VLAN configuration or IP configuration need to be done by the vendor with the introduction of a new system?
No unless requested/recommended by Vendor
3. With the Mitel system that was installed in 2014, were there any call quality issues?
No
4. Do you have a Network Diagram?
Yes
5. Is there any overhead paging that will be tied into the phone system? Any phone-to-phone paging or phone-to-phone paging groups needed?
No
6. Will any of the 39 phones be utility phones (usually common area phones, such as a Break Room phone)?
4 Utility phones
7. Are there any door buzzers/credit card machines/etc. that will be going through the phone system?
Currently no but if door buzzer integrates please include what model door buzzers are supported
8. If any, how many phones will need to be wall mounted?
3 phones are wall mounted
9. Whether companies from Outside USA can apply for this?
No outside the US firms.
10. Whether we need to come over there for meetings?
Presentations and discussions can be done across the internet.
11. Can we perform the tasks (related to RFP) outside USA?
Tasks must be done inside the USA.
12. Can we submit the proposals via email?
Yes you can submit proposals via Email.
13. What type of conference features are you looking to have?
Audio, Multi user ability to book conference, Video. Number of users limit stated in proposal. Integration in Office 365 calendar if possible.
14. What type pf conference features are you currently using?
Audio, Multi user ability to book conference
15. Is there any specific time of the day that the installation can take place? After hours, regular hours or weekends?
We are closed every other Friday which makes an ideal install during work week hours
16. Please provide a further explanation of the administrator portal and the access capabilities.
Ability to add phones/users, override scheduled meetings. Upgrade meeting size.
17. Is current desks have the ability to
Unsure of question
18. What type of visual voice mail are you currently using?
Currently not using feature
19. What type of capabilities are you looking on the visual voice mail?

Integration to office 365

20. Can you provide further information of the Office 365 integration that you are requesting?
Visual voice mail and calendaring conference calls
21. Can you explain further about the mobile application that you are requesting?
In house call can be passed off to mobile and Mobile call can be passed off to Desk phone. Mobile phone appears to be desk phone to outside users.
22. How many lines are you looking to add per expansion module?
None
23. Is the city going to provide the POE switch?
We are not a city but will provide POE Switch
24. How many people need to be trained?
30 people
25. Could you provide an approximate aggregate local and long-distance minute usage for a month's period of time?
No
26. What is the time frame for the installation?
We are closed every other Friday (November / December
27. Does the city have a timeline for project completion?
End of December
28. Who is your current service provider?
The Technology Depot
29. Can you provide the list of the DID that needs to be ported?
Not at this time
30. Does the city have existing POE Switches? If so, are they going to be updated as well?
If required
31. How many concurrent calls are you currently using?
37
32. Are any of the lines high volume/traffic? (Example: Call centers, or call center agents)
No
33. Are any of these lines 1800 numbers?
No
34. Do they have an available Public Static IP address to use with our Session Border Controller?
Unknown at this time
35. What is/are the make/model of their existing switches?
We use both powered and unpowered switches on Prem.
36. Any call center or call recording requirements?
Call recordings – Holiday, Off hours, Lunch Hours and Operator busy
37. Any overhead paging system requirements?
No
38. Any MFPs with an analog Fax board?
No
39. Is there a network diagram that can be shared?
No due to security concerns until contract discussions occur.