

****If anyone is interested in a site tour, please contact Ray Forsythe at 309-444-3196****

Question 1: Would a cloud-based system work?

Answer 1: A cloud-based system would not work because the police station has compliance and liability issues. We are looking for a local system. It would also ease complexity and make sure things are running at all times.

Question 2: Regarding compliance with the cloud-based, is it just call recordings or is it an integration issue?

Answer 2: There is an integration issue that needs to be explored between the phone system and the dispatch system consoles. The dispatch is being supported out of the 911 call center.

Question 3: What type of call recording solution are you currently using?

Answer 3: The E911 system is using a FXO connection and expecting dial tone from the phone system. The E911 phone system is programmed to send calls to the COW phone system only if certain extensions are dialed on it.

Question 4: What type of interphase is the call recording system using? Is it station side? If it is station side, is it tapping into the handsets? Is the integration connection an analog connection into the 911 console?

Answer 4: Answer to be provided as soon as possible.

Question 5: Do POE switches need to be quoted with proposal, if required?

Answer 5: Yes, the POE switches should be quoted in order to see total cost.

Question 6: How many ports are needed for each switch? Would stand along power supplies be accepted?

Answer 6: We don't have a preference. If you want to include individual adaptors for each phone, that would be fine.

Question 7: The RFP discuss a DECT wireless handset. Is there a standalone DECT phone?

Answer 7: The dispatch center has a few cordless phones that mirror their extension. We specify DECT primarily because the quality of the connection is superior to IP based phones.

Question 8: It was noted that the cabling is the responsibility of the bidder. Is it appropriate to provide the price per cable drop, not knowing the scope of project?

Answer 8: We wanted to make sure that the proposal is as all-inclusive as possible. A price per cable drop would be accepted.

Question 9: How many cable-runs need quoted? Can computer and phone run on same cable?

Answer 9: We don't have exact list of numbers for each. If there is a survey that needs to be done, we can accommodate a walk-through. In City Hall, most if not all phones are on desks near computers. It is assumed that the current cabling in place is adequate. There are some specialty phones in the police department that are analog. If we are putting in new phones there, new or different cabling may be necessary.

Question 10: Is there interest in upgrading the current Mitel system?

Answer 10: If the vendor can take what is currently in place and bring it up to spec according the RFP, the proposal would be entertained. The current product information found in the RFP was provided by the original vendor of the product.

Question 11: Would SIP services be entertained and quoted as part of a solution? If so, do you still have obligations to a PRI contract? How many paths are needed if SIP was suggested?

Answer 11: Yes, if it meets qualifications. Details as to current obligations are forthcoming. There is a standard PRI path of 23. There is a PRI for each location going into City Hall and the Police Department.

Question 12: Is the elevator phone standalone? What are the requirements needed?

Answer 12: It was noted in the RFP only to state that it exists. We do not need a new solution or integration into the new phone system. We believe it is on its own outside line, which is fine and does not need changed.

Questions 13: Are you going to standalone fax machines?

Answer 13: We currently have standalone fax machines at both the City Hall and Police Station. We don not fax from our copy machines, though the capability is there.