Town of Pelham RFP for New Phone System
Questions & Answers from Interested Bidders
Post Site Visit of 8/25/14

Question	Answer
1. On the standard handsets are 2 buttons (for 2 simultaneous calls) acceptable? They still have transfer, DND, Mute, intercom, park, etc. but only 2 simultaneous calls.	1. Yes. 2 buttons for simultaneous calls is sufficient.
2. How many wall-mounted phones are there in the Fire department, Municipal Bld., Library, Police?	2. Fire Department has 4; Municipal Bld. has 4; Library has 0; and Police Department has 14.
3. Do we need to design and build a separate voice and data network, or is the goal to have a converged network?	3. Preference is to a non-converged network in an effort to keep feature, function and support simple. Think minimal support, simple configurations, low cost to troubleshoot and maintain.
4. How is paging done?	4. Over the handset speakers is ok. Minimal 4 zones. Police zone, fire zone, library zone, Municipal bld. zone.
5. Police Dispatch has two 48-key quick-dial add on consoles. Are these required?	5. Yes. They are pre-programmed buttons to quick dial during emergency calls.
6. Regarding RFP Section 10.5, Power backup system.	6. A new APC UPS was recently installed in the Police MDF Communications rack since the RFP was written. It is running about 40% load right now and has growth capacity available. You may bid an optional additional UPS or if your solution does not place significant additional load, we can leverage the new UPS system. Our goal is to work together with the selected vendor to keep costs down.
7. Can you re-confirm the 25-pair cable between the Fire and Library, and Library and Police Station.	7. TBD
8. Police leverages an Exacom Voice recorder. How is this connected?	8. The Exacom voice recorder is connected to the two dispatch phones via handset connector. As a dispatcher answers a

	call, the Exacom voice recorder begins recording. Only the two phones in dispatch are recorded.
9. Old system removal. What are the expectations of the old system?	9. Vendor is expected to remove and dispose of old system after assurance of wiping all data, call logs, voice calls, history, or any other recorded data off system. If there is a trade-in credit, the RFP bid should include this amount.
10. Cut over considerations.	10. 90% of all work can be pre-staged during normal working hours. Training, testing, or anything else that can be pre-staged should be. The actual cut over to the new system should be done on a weekend during non-peak periods. This will have the least impact on Town services while minimizing E911 Emergency services. The actual cut over time must be coordinated with our Dispatch. What we do is roll the phones over to the Windham NH Police during the planned outage. They in turn will dispatch for Pelham. This must be planned to a very, very minimal cut over time.
11. Response time of 2 hours or less – considerations.	11. Response time is very important considering this supports emergency services. If you are unable to provide a complaint support plan, please indicate how an outage of E911 services would be resolved in minimal time.
12. The RFP used Cisco gear as an example. Is Cisco gear required or a VoIP system required?	12. No. We used this as an example to give you an idea of the direction we were thinking of. Any vendor that meets the defined RFP requirements is acceptable. We acknowledge there are many different solutions available and want to offer as much flexibility as possible to bid your preferred solution. Once this base system is installed, our next step enhancements are to connect our remote offices, including Sr. Center,

	Highway, Transfer Station, Cemetery, Parks & Recreation and Pelham TV Studio. The goal being a single centrally managed system, consolidated voice mail, auto-attendant, etc. A secondary next step enhancement will be wireless headsets, or the ability to leverage our campus common wireless network that will allow staff to roam without disconnecting from a call. Both the satellite office connectivity and wireless headset projects are FUTURE projects and not included in this effort. Any system we select must allow for us to achieve these next two steps at some point in the future.