You have not specified on premises or cloud. What phone system do you have now? What Carrier / Telco are you using now? Who else is submitting proposals?

Our current phone system is losing functionality in 2 – 3 handsets a month. Currently its handsets losing speaker or microphone or the Screens failing. Every time we need to change a phone tree menu it costs us a thousand dollars. We are not looking to continue to invest money in the current system.

Cloud vs OnPrem; We don’t care, you are the phone experts and this is your proposal. We are not under contract other than for the internet connection in town hall, as stated in the RFP we will handle the internet connections; you may ride on top of those. Gateways are Meraki / Cisco equipment in all locations.

This is an open process and we have no preconditions for proposal submittal, it is open to any business that deals with phone service, give us your best proposal that meets our requests in the RFP and this document!

You mentioned Call Recording, What did you mean?

There are 12 lines in the Police Department that need to automatically record. These recordings need to be downloadable, we can archive if necessary.

You have asked for the ability to produce FOIL records:

We want to be able to pull incoming and outgoing call records as well as phone / text messages (including content) sent through the soft app.

How many users will need to send text messages through their soft app?

At most 40 users will be using the soft app

What type of phones / usage do you expect?

As per the RFP we need approximately 80 phones, 1 of which will need to be an extended phone setup for a receptionist. 4 of them are common area phones (eg locker rooms in the PD, hallway, gym phones) 1 will be just a dummy extension for the PD breezeway that calls upstairs when picked up. The rest of the phones can be fairly simple, prefer back lit screens with a few shortcut buttons, but give us options.

Police Scanner Audio:

Currently you can dial a code on your phone and your phone will play the police scanner. The PD uses this feature as to not have to have radios throughout that side of the building, the Water and Highway departments use this feature to be able to dispatch their people when needed (ie car hits fire hydrant and floods a street). We want to keep this functionality.

On hold music:

Not needed if this is an extra charge, currently we have no hold music.
Collaboration Software Ala Meets, Teams, Zoom etc:

If you want to offer this option, please list cost AND it must:

- Be able to be live streamed to the public
- Recorded in a format that can be easily uploaded to Youtube

You asked for voicemail to email, what was meant by selectively:

Some users like getting their voicemail via email some don’t. We want to be able to turn this option on and off, Also some users have extensions that do not go to a phone are voicemail only, so either they have to call in to get their voicemail or dial their extension, it would make sense for them to have their voicemail go straight to email. Translation to text is not necessary but if a no cost option we may use it.

Check back as more Questions and Answers may be added