

Question/Answers on Phone RFP

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How many POTS lines does CCDJFS have and at which Locations?

We are estimating that we have 8 Copper POTS lines at our Lagonda location and 4 at our Home Road Locations.

How many Faxes, Modem and Alarm devices does CCDJFS have?

We have 8 of them dedicated to our Fax Server, and we have 1 Modem. We may have a few other ones scattered around as well.

If the Dedicated T-1 line to Home Rd. goes down what kind of redundancy does CCDJFS want?

We want to have a 2500 set bridge tapped into the Copper POTS line ahead of the system for emergencies until we get the system back up. You can feel free to quote extra redundancy as an additional option however.

Do we require UPS Protection?

We will probably provide UPS protection ourselves, but please feel free to quote it as an optional item.

Is CCDJFS responsible for all for all of the Cabling?

CCDJFS will be responsible for all horizontal cabling to the phones. Vertical Cabling is the responsibility of the Vendor. Multi-Mode Fiber runs are in place between wiring closets and the vendor may light up any dark strands that are free, for the connection of there equipment.

Why is CCDJFS replacing the System? Is the old system failing?

The system was installed in the early 90's and has been upgraded several times. The Home Rd system has been upgraded fewer times than the one at Lagonda. The system is not failing. As we looked at upgrading the existing system we decided we need to consider a complete replacement as well.

What is the anticipated budget for this project?

We do not have an anticipated budget yet. The reason that we have a RFP and are getting quotes is to get an Idea of what our anticipated budget should be.

Below are some clarifications that are made:

1) Call Management Software for 15 agents with 1 to 2 user licenses –

Is a 15 agent skills based routing and reporting package to manage the call center. Not just a reporting package.

The 1 to 2 licenses is Supervisor licenses that allow simultaneous viewers in the Call Management System.

2) Description of phones under Number 5

The phones are IP phones, not digital phones