RFP Questions
Date :__06/23/2020_____

1.0 – QUESTIONS AND ANSWERS

Item	Questions and Answers
1.1	**Question:**
	1. In the Scope of Service paragraph it says Bee County prefers the functional and cost benefits of a VOIP system that is premise based and in in the Redundancy/Failover section it states that it is the intent of this proposal to have a hosted system that has failover capabilities….. Can you please clarify?
	Bee County would like to make certain that when there is an interruption, for example: with the internet, that there is a failover system that will keep the county on track and that our phone system does not go down.
	2. What is your current phone system?
	Bee County's current system is VOIP
	3. Do you have POE switches available for all the endpoints? Or are we to include those in the proposal and individual power supplies for the smaller offices.
	We have PoE switches at all of our offices, including the remote JP courts. In some offices though, such as the District or County Clerk's offices, there are locations that we have had to add addition mini switches to be able to get network connectivity for those desks. Which we had to supply power supplies for the phones that are being used. One thing to note though is, if they are quoting new phones, they will need to provide whatever is necessary to power their phones other than our switches.
	4. Can you provide a network map? Do all locations have internet access?
	Due to network and cyber security information regarding our network, we can supply a visual diagram excluding any networking or IP information. Reason is, if we don't have a current agreement and signed NDA with the provider or supplier, they are considered a security risk.
	5. Is there a Cat5 or better cable to all the designated locations?
	All network drops are facilitated with CAT5e or better rated cabling and have no issues connecting to our switches at Gigabit rates.
	6. Handsets: Can you provide information on the automatic call back feature and the Compatibility with Remote Handsets? I am looking more for clarification on the features that you are looking for. If you could describe the features that you are looking to accomplish. How did you want the automatic call back to function? Compatibility with the remote handsets; are these off site IP sets, mobile phones, wireless?
	As far as features: Bee County has basic features on the handsets. Each vendor is welcome to discuss what features they may have regarding the automatic call back feature.