

NOTE: PLEASE CLEARLY DEFINE IN RESPONSE IF DID LINES ARE INCLUDED IN QUOTE OR MUST BE MAINTAINED WITH SEPARATE VENDOR.

1. Digital phone requirements should be estimated at 140 phones. Can these be IP phones? **Phones quoted should be digital, not require a log -in code for users. It is up to the vendor to quote the model that meets these criteria and works effectively with the proposed system.**
What type of digital sets are in use today? **Avaya**

How many buttons/feature keys would you be looking for? **Phones quoted should be digital, not require a log -in code for users. It is up to the vendor to quote the model that meets these criteria and works effectively with the proposed system.**

How many analog ports are you looking for? **120**
Do they require voicemail? **Some may require.**
2. How many DID's are on the PRI if any? **Approximately 270.**
3. Are the 10 copper trunks required on the system or separate from the system, ie. Fire, alarm, modem, etc.? **Separate.**
4. Will the switches provided by the airport be either 802.3af (PoE) or 802.3at (PoE+) and will you be sharing the network drop between the PC and phone or have dedicated runs? **Switches are capable of both POE and POE+. Some runs will be shared between PC and Phone, some will be direct runs.**
5. Will you be providing patch cables at the closet? **Yes**
6. Can work be done during regular time? **Yes**
7. Will cutover be after hours? **No – but later in the day. Airport is a 24 hour operation.**
8. How many users are looking for cell phone forwarding? **Should be available to all digital phone users.**
9. Would basic outside forwarding work for cell phones, or are you looking for an application client to load on the cell phone? **Basic call forwarding is fine.**
10. How many softphone users will there be? **Unknown at this time.**
11. How many total mailboxes on the system today? **50 are active.**
12. Is any ACD, advanced ring groups or call center applications being used today? **Functionality for all 3 options is required. SRAA will be setting up a call center in the near future.**
13. Is there any issue utilizing your VMWare? **No**
14. Are you looking for Call Accounting? **Yes**
15. Is the NYS prevailing wage rate in effect for this project? **This is not a construction job, thus not required for this project.**
16. Is this for a Hosted /Cloud based solution or an on premises-based solution? **Please see request in RFP and respond accordingly.**
17. Cloud/Hosted solutions use the Hosted providers services for incoming and outgoing calling and you PORT your numbers to the cloud provider there is no need to worry about PRI circuits. **Not a question. Response not required.**

18. In the airport Configuration information section, it states 3-1 23 port PRI for incoming and outgoing calls. Its not clear if you want a quantity of Three (3) 23 port PRI's or a range of 3-1 PRI's. Can you please state what the quantity of 23 Channel PRI's you would like? [We currently have 2 – 23 port Verizon PRIs, the 3-1 is the available range of our system.](#)
19. You wrote out 4-10 Local copper trunks for private lines. Do you have any Direct Dial numbers (DID's) associated with PRI circuit(s)? Are these copper lines being used as direct dial lines &/or as backup should the PRI go down? [Backups should the PRI go down.](#)
20. Letter C states the system must be resilient with capability to function internally when internet capability is not available. With a HOSTED SOLUTION if your internet is down, you will lose all functionality to users that have no internet connection. With a Premises based or Hybrid solution you will still have connectivity to carrier services without the internet. You can also add a secondary internet provider if you would like more resiliency. [Not a question. Response not required.](#)
21. Letter F states digital phone requirements estimated at 140. Do you want digital phones or VOIP? Digital phones are not analog and they are not using IP for transport. In order for a VOIP phone to work properly, you need to configure POE, separate VLANS & QOS. It can share a connection with a computer or be a dedicated network jack. Digital telephones only require CAT 3 or CAT 5 cable, No VLANS, NO POE, or QOS just like the current digital phones off the MERIDIAN OPTION 61 in place today. [Please refer to definition in RFP - digital phones.](#)
22. Letter G states analog phones will remain on elevators and emergency callboxes in parking areas. Can we please get the total number of analog phones so we can configure the correct number of ports for analogs? [Please see answer to question #1 above.](#)
23. Is paging done through phones &/or are there external paging systems we need to integrate with? If so, what is/are make & model of the paging system (s)? [As requested in RFP, phone system needs to be capable of paging. Connectivity to external system not required.](#)