

Questions regarding the Telephone and Related Services Request for Proposal (RFP)

1. Will Floyd County entertain a cloud-hosted solution?
 - a. Entertaining a cloud-hosted option is contingent on the hosting party guaranteeing high availability of the phone system. Floyd County has no shortage of inclement weather, and we would want to make sure that our phone system is versatile and available in these times.
2. What are some cybersecurity concerns that should be taken note of with this RFP?
 - a. The cybersecurity concerns regarding the phone system would be that we want our phone system to remain secure even with the addition of more features such as WFH flexibility (to have an employee's extension forwarded to a softphone/cell phone application)
3. What models of Polycom conference devices would Floyd County like to continue using?
 - a. Have a couple of Polycom SoundStation2 (Part No. 2201-16000-601) that are in our current environment.
4. How many Polycom conference devices are part of this requirement?
 - a. Around 3-4 in total.
5. Are the 94 seats for employees inclusive or exclusive of the Polycom conference phones?
 - a. Inclusive, each Polycom conference phone has its own extension so it would need to be a part of the total number of seats.
6. Is there an expected timeframe that the forthcoming Parks and Recreation building should be completed by?
 - a. We are expecting the completion of the new Parks and Recreation building towards Late Summer 2022.
7. Are the phones for the Parks and Recreation building included in the 94 seats?
 - a. Currently the 94 seats account for the current phones at use in the existing Parks and Recreation building, there might be more seats to be added in the new facility.
8. Is Power over Ethernet present at all locations where phones will be installed, including the Parks and Recreation building?
 - a. Yes, PoE is available/can be made available at all locations.
9. What company currently provides your phone service?
 - a. Our phone numbers are through Citizens CoOp and our servicer for our current IP phones is Epitome.
10. What type/model of phones are currently in use?
 - a. Floyd County uses NEC phones, all of which are a DT700 series phone. Some are phones with 6 programmable buttons, some with 12, and some with 24.
11. Within the 94 seats, how many phones are executive type versus standard phones?
 - a. Around 15 phones are executive type phones (front desks at various departments with certain employees having them as well) with all other phones being a standard phone.
12. Does Floyd County have a dedicated IT staff?
 - a. Floyd County has an in-house IT Manager to facilitate any IT needs.
13. Are "the following completed documents" referred to on Page 2 of the RFP Attachments A through C?
 - a. Yes, Attachments A-C are referenced as "the following completed documents".