



## Response to Submitted Questions

- **What is your existing phone system and network setup?**

The Town currently has a primarily VOIP system with a few POTS lines. All locations that will receive a VOIP phone already have CAT6 ethernet jacks installed. The Town primarily uses cloud-managed Ubiquiti switches (the one exception is a Cisco SF500-48P 10/100 switch at Public Works) with all network traffic routed through equipment at both the Public Safety and Town Office buildings. The current phone service provider has their equipment located in just the Public Safety building.

- **POTS Service Questions**

- **Do you want a quote to convert copper/analog phone lines to digital?**

No, we want to leave the copper/analog lines as copper/analog. It is not a requirement to quote on providing service for these lines but you may.

- **What phone lines are copper/analog lines?**

Please view the complete list of billed phone lines for additional information:

[Town of Orono Billed Phone Service](#)<sup>1</sup>

- **How does the KACH Elevator VoIP phone line work with the analog (copper) phone line?**

The phone line uses a Rath Adapter (2100).

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<sup>1</sup> <https://docs.google.com/spreadsheets/d/1MvR85KXZvKnBBakC7mBQRc-sVbj7014lqCHpKZGGfbE/edit#gid=0>

- **Are you interested in soft phones?**

We have virtual mailboxes for several users. We have never been offered the option of soft phones. If they are an option you would like to present as a cost savings tool, please note that in your response.

- **Are there any conference phones on the network?**

Please view the complete list of billed phone lines for additional information:

 Town of Orono Billed Phone Service

- **Do you need broadband service as well?**

The Town currently has 1 Gbps symmetrical service and is not looking to replace that. The current provider prefers to use their broadband service to provide the phone service which is an acceptable option. If you intend to provide your own broadband service, please make sure that is clearly noted on the response to the RFP.

- **Do you want to update the paging system in the Public Safety building?**

This is not a requirement. If you are quoting a replacement system for the SNOM overhead paging system, please clearly list it as an option.

- **Do you require any special administrative privileges for phone management?**

Yes, we expect to have multiple “super administrators” who have the ability to manage the phone system. Also, please offer training to a small group of tech-savvy employees from several departments that can answer questions in Departments

- **Is there a pricing spreadsheet?**

We did not publish a pricing spreadsheet but have included an optional spreadsheet with this response to questions.

- **What are the training requirements?**

Most users are very familiar with VOIP phone systems so very little training is required as long as a “cheat sheet” is provided. A small handful of users, particularly those with administrative permissions, will need training.