

**RFP for Hosted VoIP/Fiber Link/Internet Services**  
**Questions and Answers**  
(Submitted prior to 2/17/23 and posted on 2/21/23) Updated 2/24/23

Q. Will you accept proposal for only VoIP solutions? We would be willing to work with whomever provides the fiber and internet services.

A. The RFP is requesting proposals for all 3 solutions. You may provide a response to the RFP with services that you do provide. Our Review Committee will make the final decision on a vendor based on criteria listed in the RFP on page 3, Proposal Evaluation Criteria.

Q. Just want to clarify that you will be using existing Poly (formerly Polycom) phones?

A. Yes, as indicated in the RFP on page 9, Attachment B, the VOIP solution should be compatible with Polycom phones VVX310.

Q. Faxes, continue to use fax machines or move to e-fax, if e-fax, how many users?

A. We currently have the option to e-fax but we continue to use Fax machines. Possibly 5 users?

Q. How many minutes are you currently billed with the 800 number?

A. On average, approximately 65 Minutes/Month.

Q. International dialing outside US or Canada? If so, how many users?

A. We do not utilize International dialing.

Q. Connections to overhead paging or doors?

A. There are currently none.

Q. Do you have administrative access passwords for the phones (we can default them without it but it takes about 15 minutes per phone and has to be done one at a time)?

A. Yes.

Q. Do the phones have factory installed certificates? If not, they can't be moved to another solution.

A. Yes.