Question: What is the main reason for looking for a new phone service?

Answer: Our current systems are over 10 years old and do not provide the service we are looking for. They are not able to connect all of our branches together.

Question: Are you under a contract with your current phone service provider? If you are, when does the contract expires?

Answer: No

Question: How many physical phones do you need?

Answer: 45

Question: How many employees do you have?

Answer: 55

Question: What type of internet connection do you have (Cable, DSL or Fiber optics)?

Answer: Comcast Fiber

Question: What is the timeframe to have the new service in place?

Answer: May – June 2020

Question: Have you or anyone at your company ever spoken to Vonage business before?

Answer: No

Question: Were you referred by someone?

Answer: No

Question: Business Industry:

Answer: Library

Question: Address:

Answer: 4845 Airline Road Suite 5, Muskegon MI 49444

Question: First I wanted to know what made you decide to switch to VOIP?

Answer: Section 1.0 in RFP “The need is to replace our current analog/digital phone systems with a new single MADL wide phone system”
Question: Are there challenges with your current set up so we can avoid that in the future?

Answer: Section 1.2 in RFP “MADL currently has an Avaya phone system with Avaya phones at its administrative offices and Library for the Visually & Physically Disabled on Airline Rd. MADL currently has a mix of on-premise phone systems and basic home phone solutions at its other 9 branch locations.”

Question: Are you planning to keep all existing numbers that you have?

Answer: Section 1.0 in RFP “MADL is open to a redesign of phone numbers and routing where applicable.” We are looking to the vendor to help redesign this. If that means keeping the numbers yes. If that means we need to change and get new or less then yes.

Question: Are you open to get new phone devices or keep your existing ones?

Answer: Section 1.2 in RFP “We are also seeking to replace all current (31) Wired desktop phones, (13) Wireless Desktop Phones and (1) Conference Room phone.”

Question: 2.8 Installation Are we doing onsite installation/removing all packing? Are we bringing in a partner?

Answer: All network infrastructure and cabling for phone endpoints are already in place. MADL is open to the provider installing phones and MADL IT staff is also available to assist with onsite installation. If phones and other server room equipment is being installed by the provider we want to make sure everything will be properly installed, racked, mounted, labeled, and disposed of properly.

Question: 8.8 Maintenance response This also sounds like we need to find a partner within 2 hours of the customer – or are they ok with remote support?

Answer: Remote support is fine as long as it is something that can be resolved remotely. If the emergency is related to a large outage that cannot be resolved remotely then we expect onsite support for this within 2 hours.

Question: 9.0 Financials Provider is a privately held company and thus will not disclose financial documents/statements. Will this be a deal-breaker?

Answer: Financials are encouraged but will not be a deal-breaker for a bidding provider.