

**RFP – Business Telephone System**  
**Vendor Questions and Bermuda Shipping and Maritime Authority (BSMA) Responses**

#	Vendor Questions	BSMA Reponses
1	At the present time what is the telephony system presently in place.	<p>The new office location (Mintflower Place) does not have a system that needs to be removed. BSMA are presently using a Nortel system in their current premises at Global House.</p> <p>All headsets belong to Government and will not be moving with BSMA.</p>
2	What lines currently connect to the present system?	The existing phone system is on the government PBX, this RFP is for a new PBX and required lines as specified by the vendor.
3	If there is a PRI in place what DID ranges are present?	DID numbers will not be moving. BSMA will require new numbers.
4	What type of data switching is presently in place at BSMA? Can we have the make and models please?	<p>This is a new installation. However, BSMA just installed a new Cisco48 port POE switch.</p> <p>BSMA are leaning to two separate networks, one for data and one for voice on their own switches.</p> <p>It would be far more cost effective both initially and from an ongoing support standpoint to install a converged solution one edge switch for both services.</p>
5	Can Voice and Data network be networked to provide an interconnect?	<p>This is a new installation. However, BSMA just installed a new Cisco48 port POE switch.</p> <p>The following options are amongst those being considered by BSMA.</p> <p>1) Two separate networks, one for data and one for voice on their own switches.</p>

		2) Installing a converged solution one edge switch for both services.
6	Does BSMA have existing Main + Direct numbers that will be need to be integrated with the new solution?	BSMA's main number will move with them. However, the DID numbers will not be moving.
7	Does BSMA have staff that work remotely from the office and need access to Telephone System Services?	Yes
8	Is there a requirement for the new BSMA Telephone System to interconnect with other Agency systems e.g. BCAA, BAA	No
9	Is it possible to schedule a site visit to BSMA current or proposed office locations to review existing infrastructure and requirements to support a new Telephone System?	Yes. As soon as possible.
10	The system is only referred as needed to support up to 30 Concurrent users. Is under the scope of this proposal the connection with the PSTN service provider? If not, what will be the interconnection between the new phone system and the PSTN provider? ISDN T1 or SIP? How many channels? (Section 2i)	BSMA recommends a SIP service solution.
11	Will a High-availability solution be scored higher than a non high-availability solution? (Section 5.2)	Yes. We need the availability.
12	Is there a need of Voice-mail to e-mail solution? If so, what is the e-mail solution in place?	Yes. Microsoft Office 365.

**June 9, 2017**