

RESPONSES/CLARIFICATION TO QUESTIONS REGARDING REQUEST FOR PROPOSAL FOR TELEPHONE SYSTEM

issued by Kanawha County Public Library

Our current system is a Norstar 8x24 with voicemail. There are currently nine (9) incoming lines and 6 line access to voicemail, and approximately 100 extensions in use.. The unit has been in continuous operation since approximately the mid 90's.

The Library at present is seeking to replace only the phone system at the Main Library in Charleston. However, any system proposed must provide for future expansion to include up to nine branch library locations.

The existing phone system is digital using original telco (two wire) wiring with punch down locations throughout the building.

Cabling for the computer network within the building is primarily Cat 5 with some Cat 3. These connections are presently in use with computer workstations and an IP phone system would need to "share" the connection at most locations. There at present are a few phone set locations that do not have network points near them, although this is not a major obstacle or limiting factor.

Call Recording: The ability to record phone conversations will be made available only to a limited number of designated staff or in circumstances approved by the Library administration.

Currently for email we are using Microsoft Exchange with Outlook both as clients and web interface.

Users must be able to access voice mail from any location, including remote access. Vendor should identify and include any standard additional mobility options possible.

Administrable buttons on sets can be taken to mean either an actual button or provision for programming and easily accessing the required number of functions.

Questions are to be addressed to Tim Linde using contact information provided in the RFP.