

**Central Bank of The Bahamas**  
**Response To Vendor Questions Regarding**  
**RFP IT202403: Telephony Replacement Solution**

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1. Are there any special formal requirements for foreign companies, such as legal documentation?  
**Answer:** *The Bank invites only qualified and established firms to participate in this request for proposal. As such, firms should provide evidence of their business status, e.g. business license or other official documentation, and any solution or partnership accreditation.*
2. What phone carrier would you prefer that we work with?  
**Answer:** *There is no preference for phone carriers. We use both carriers in our solution as follows:  
BTC: Provides two (2) T1 lines (with DID) at the Head Office  
Cable Bahamas: Provide one (1) T1 line (with DID) at the secondary site. Our plan is to have both carriers offer services at both locations either after this project or soon thereafter. As such, the successful bidder must ensure the system can accommodate this configuration.*
3. Do you need extra copper lines at any of your sites to provide additional survivability in case of outages?  
**Answer:** *No*
4. Do you have backup power for your PoE?  
**Answer:** *Yes*
5. Have you tested your computer network for VoIP before?  
**Answer:** *Yes; the current solution is VoIP as indicated in the RFP.*
6. How many sites do you have?  
**Answer:** *Three. T1 lines terminate at two sites (production and secondary) and extend to a third site via a local loop.*
7. What is the internet connection at each site?  
**Answer:** *MPLS and DIA*
8. How many users do you have in total for VoIP?  
**Answer:** *350 - 400 (inclusive of real users, conference phones, courtesy phones, etc.). Vendors should scale the system for growth.*
9. Are you open to using software Teams client for some people?  
**Answer:** *All users should have software clients and hardware (desk phones).*
10. Are you open to a mix of Teams software clients and hardware (desk phones)?  
**Answer:** *All users should have software clients and hardware (desk phones).*
11. Are you looking to use any mobile phones as clients?  
**Answer:** *Yes; mobile phones as clients should be an option, e.g. Cafeteria, Maintenance, IT, and Security Staff. This is in addition to assigned desk phones for most users.*

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12. Are you open to having a cloud hosted SBC to provide a connection between your chosen carrier and Teams?

**Answer:** *The Bank prefers an on-premise solution. However, should a cloud-hosted solution be available that [1] works seamlessly with both local carriers and [2] support calling local emergency numbers, the Bank may consider it in its acquisition decision.*

13. For the devices, is price your biggest concern or is reliability a bigger question?

**Answer:** *Equally cost and reliability.*

14. Do you have a Contact Centre?

**Answer:** *No. The Bank currently has several ring groups for services such as IT Help Desk or customer services for several departments, such as Exchange Control and Banking. The Bank wishes to upgrade to full-featured call centers. The Bank will explore Contact Centres at a later date.*

15. Does your Contact Centre need to be brought over or connected to the VoIP solution?

**Answer:** *N/A*

16. Do you have any IVRs?

**Answer:** *No*

17. Do you have any Call Queues?

**Answer:** *Yes.*

18. If we provide a way to directly dial everyone without extensions at all, would you be open to that?

**Answer:** *No. Users should be contactable via:  
Automated Attendant lookup - name or extension.  
Direct inwards dialling.*

19. Do you have any other special considerations to your phone system that we should know about?

**Answer:** *Yes, refer to RFP.*

20. How many calls do you normally have in/out each day?

**Answer:** *See response to Question 20.*

21. Do you have any statistics on call volume?

**Answer:** *No.*

22. Do you have hoteling stations?

**Answer:** *Yes.*

23. Do you have any Meeting Rooms that need to be combined into the solution? How many?

**Answer:** *Yes, approximately 15.*

24. Do you need any Common Area Phones?

**Answer:** *Yes, refer to RFP.*

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25. Do you need any shared phones?

**Answer:** Yes.

26. What is the current phone system?

**Answer:** Microsoft Skype for Business.

27. Do you have any faxes that need to be integrated or replaced?

**Answer:** No.

28. Do you have any sites where the phones will require to run on WiFi?

**Answer:** Yes.

29. Do you have any Paging or Intercom systems?

**Answer:** No.

30. Do you have any PA systems?

**Answer:** No.

31. Do the sites of managed or unmanaged network switches?

**Answer:** Yes. There are managed network switches at all sites.

32. Have you already setup QoS on any of the firewalls, switches, or routers?

**Answer:** Yes. The successful bidder will be required to recommend further network configuration to ensure QoS for all calls.