

Hosted Voice Telephone Services

ATTACHMENT #3: Proposal Questions to be answered

Please make a copy of this Attachment #3 and respond with an answer to the question or indicate “understood”, “will comply” or note if in “disagreement” or “cannot comply” and explain for each item from below:

1. What are the Tier ratings of the proposed bidders’ data centers as defined by the Data Center Site Infrastructure Tier standard?
2. What level Mitel partner is the Bidder, i.e. gold, platinum etc.?
3. Where will the servicing data centers be located?
4. How is security provided on the network providing the services both private links and via the Internet?
5. Will a technician be available for on-site work on a weekly basis?
6. Does your organization sell and support LAN switches? If so, what make, i.e. Cisco, HP etc.?
7. Does your organization provide onsite configuration and installation services for LAN switches?
8. Does the proposed solution provide geographic redundancy with fully replicated active/active design for the private 30 Mb circuits?
9. Will the Bidder offer a dedicated phone number and email to reach Customer Service?
10. Will the bidder offer CBH a dedicated account manager?
11. Does the proposal include a dedicated bidder technician visit to CBH’s site one day per week to address any open service issues?
12. How close are the Mitel certified technician(s) to CBH’s corporate office?
13. How many times per year can CBH expect to be out of service for scheduled hosted service provider’s scheduled maintenance? How long will the outages last?