

“City of Havelock Voice Over IP (VoIP) Phone System”

Addendum 3

August 20, 2019

In addition to questions received this addendum also contains a new bid sheet. The new bid sheet will provide the option to include pricing for up to 3 different phone models. In addition to the standard bid documents bidders will be required to include the manufacturer and model number of the phones used in the bid and each phones specification sheets.

Questions Received

It appears the City will consider a Hosted VoIP system/solution based on Addendum 1 and lists the numbers in Addendum 2. Would the City be able to list the phone numbers which would need to be ported? This will enable us to check number portability from the existing carrier.

No

Would the City receive POTS (analog phone lines) from its existing carrier for us to integrate into our Hosted VoIP solution for the failover capabilities requested in the IFB?

No

Would the POTS lines terminate into each physical location?

Yes

Are there Cat5e or Cat6 copper cables available at all locations where there would be handset which are either not in use or which can be shared through the phone to a desktop?

Yes

If not, would you like us to price out a Cat6 cable run to those locations?

No

Would the City allow us time for a Web Meeting to show and discuss our solution which would take 1 hour or less?

Not at this time

Is there one PRI that comes into an MDF for the City which is distributed to the 13 locations?

Yes

Does the City wish to integrate faxing as part of the solution or will they be kept on POTS (analog) lines?

Keep existing

If the City would like to integrate faxing, how many fax lines would need to be incorporated?

N/A

Are there specifications on the size or look of the handsets themselves or should we recommend typical types of phones for Local Governments whom we've worked with in the past?

No specifications

Would the City like a train-the-trainer model for the Training requirement where we would train the IT Admin and "heavy" phone users on the system who would pass the knowledge to the users, or would the City like training for all City Staff?

Train the trainer

If the City would like training for all City Staff using phones, approximately how many users would the City estimate who would need training?

N/A

Who does the city use for Internet connectivity?

Spectrum

What is the current connection-fiber or coax?

Fiber

What is the current connection speed up and down if applicable? If fiber what is speed?

100mbps

Is it acceptable to submit bids via Email before the due date and time to Bids@havelocknc.us?

Yes

Could you provide any additional information on the requirement under Specifications - Software for "Vendor will program/configure new system to match existing phone system user accounts, voicemail and auto attendant. Existing system profiles must be copied, uploaded, or mirrored in the new system". For example, what is the extension scheme which is currently in use?

Phone extensions, users and numbers must remain as currently configured

Is a case of failover considered an event in which the internet connection were to go down or referring to the VoIP system failing?

Both

Does the City have a desired failover method?

No

Does the city want all phones models to be the same with the exception of a receptionist?

No, currently all phones are the same

If the phones can be of different models, can you provide an estimation of how many executive phones, office and convenience phones there would be in the 115 listed on the RFP?

Does the city want only GB phones?

No

Will the city accept 10/100 phones in place of convenience (breakroom, etc.)

Yes

Can we provide pricing on several popular models and let the city choose, if we are the vendor of choice? We understand the price must include tax and any shipping cost.

The bid sheet has been altered to include the option to have 3 alternatives for the phone model. Each model must meet the specifications described in this bid with the different alternates having additional features. The manufacturer and model number must be included with each bid and a copy of the model's specification sheet to be used for phone comparison.

Does the City prefer all of the 115 handsets to be the same model or are there certain employees that will need Executive versus Entry Enterprise phones?

Same model

Will there be any employees that will need expansion modules for their phone such as a receptionist? If so, how many employees?

No

Will the city provide rack space for the premise based controller or does a rack need to be included in quote?

City will provide

How many analog stations will be needed for the new system?

None

How many hours of on-site training need to be included in proposal?

16

Is the current network setup VoIP capable and are there POE switches currently in use in all buildings?

Yes

How many users?

227

What other communication tools do you use?

Email, cell phone, radio, internet

How many physical phones do you have?

105

Can you please provide detailed information on the system used and routing details of the 911 integration?

No. System must provide analog connection to 911 hardware

VoIP phone system must be able to interface with existing 911 phone hardware and 911 voice recording hardware

Can the RFP response deadline be extended to 9/11? 2 week extension?

No

Address of each of the 13 locations.

1, 2, 4, 6 Governmental Ave. 106 Outer Banks Dr. 1 Recreation Dr. 527 Webb Blvd. 199 Cunningham Blvd. 205 Tourist Center Dr. 859 Hwy 70 West. 103 Trader Ave. 304 Jackson Dr.

Breakdown of number of handsets per location

Not available

Clarification on how many lines are needed for each handset (6 lines? 12 lines? More?)

Minimum of 3

Do you require touchscreen for handsets?

No

Is the network 10/100 or Gig

Both

Any phone numbers being “remote call forwarded” and if so, how many and what are the numbers?

No

Does the city have additional phone numbers NPA/NXX different from 252-444?

Yes

Do you own additional DIDs that aren’t being used today?

Yes

Number of users/extensions need call recording?

Variable

Call recording through selected vendor or 3rd party? If 3rd party what is the connectivity (how will it connect)

Direct connection

How many users need the iPhone/Android mobile app. (if any)?

Variable

Do you have a central reception(s)? If so how many?

No

Are the receptionists busy and will we want add queuing to the reception(s)?

No

Any toll free numbers? If so what are they / how many?

No

What is your auto disaster recovery policy from the PBX? What is your mean-time-to-repair?

Backup hardware

48 Hours

Do you have spare fiber pairs at the remote sites?

No

What are the distances and connectivity between the 13 buildings involved?

All fiber, various distances

Would this be a separate IT system or would you like it on your current data system?

Separate

What do you use as an email platform? i.e. Exchange 2016, Office 365, etc...

Outlook 365

Do you currently utilize Microsoft Active directory if so, would you like us to interface this with it, or should the installed system be stand alone?

Yes. No.

Do you have a Virtual environment that we can utilize for on premise Virtual/Software based PBXs? i.e. VMware or Hyper-V

Yes

What is the make and model of the current PBX or Telephone Management System (TMS) in place??

Avaya

How many PRI interfaces do you have?

25

You mention the need for a failover to an alternate line. Does the city have alternate lines, such as Analog lines from their carrier? If yes, then we need to know which location(s) has the alternate lines and how many.

No

There is a requirement "System will use existing City of Havelock network with **network upgrades included with new system as needed.**" But in the addendum it states the City will not provide information on network topology or model numbers of switches. Please provide clarification on what the intent is with the "network upgrades included" statement underlined above.

Current network is 1G and 10G if not sufficient new hardware required.

Is there an existing 911 if so what is the make and model of the current 911 phone system?

Yes, Vesta

You mention the system must provide connections to analog 911 phone system to allow voice recording by 3rd party.

How many lines do you need between the VoiP PBX and the analog 911 phone system?

6

Are these lines for non-emergency transfers to and from the 911 call center?

Non-emergency calls to the 911 center

Is an on Premise VOIP Server required?

Hosted options will be reviewed.

Is the network gigabit to the desktop?

Yes

Are there any call center applications?

No

"System must provide connection to analog 911 phone system to allow voice recording by third party vendor. "Would like to have a better understanding of what is required for this connection (ie, do we need to supply an analog station or CO trunk).

Yes

How old is the cabling infrastructure? Was it tested/certified?

Pre-2005. No

What Category is the horizontal cabling?

CAT5

Will PCs be connected downstream of phones or will phones have their own dedicated home run to the patch panel?

Both

How many buildings/floors will the system be serving? If you have a network diagram available, that would be very helpful.

13 Buildings

How are MDFs/IDFs interconnected - fiber (MM or SM) or copper?

Buildings all connected with single mode fiber

Are existing switches PoE?

Yes

Is integration with an existing paging system required?

No

Are there any analog devices this new system will need to support?

Connection to 911 voice recorder

In regards to service failover and alternate server as specified under the "Software" heading on the bid request - is a fully redundant system required (a full second system ready as a hot spare?) or is a single system with redundant hard drives/power supplies sufficient?

Single

Will telco service to the system be provided via PRI or SIP or both?

Both

What type of LAN do you expect the UC phones to be delivered on. Dedicated Ethernet drop, Shared LAN, or customer provided LAN using City's existing Switches?

City's existing LAN. Has existing drops

Who will be responsible for providing the cabling if needed? Vendor or City?

Vendor if any is needed

Bid Sheet

	Phone Manufacturer	Phone Model Number	Bid Total
Alternate 1:			
Alternate 2:			
Alternate 3:			

Bids must include an itemized schedule by quantity, unit price and total for each work element.

Company Name: _____

Company Address: _____

Contact Person: _____

Telephone Number: _____

NC Contractor's License Type and Number: _____

Number of Addendums Acknowledged (circle one): N/A 1 2 3 4

As of the date listed below, the vendor or bidder listed above is compliant with N.C.G.S. 147-86.42-84, the Iran Divestment Act and the Companies Boycotting Israel Act.

Authorized Signature: _____

Print Name of Authorized Signature: _____

Title: _____

Address Bid to: Lee Tillman, Director of Finance
City of Havelock
P.O. Drawer 368
1 Governmental Avenue
Havelock, NC 28532
Bids@Havelocknc.us

Please indicate the Bid name on the outside of the envelope.