

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

Addendum 1

August 13, 2019

Questions Received

Whether companies from Outside USA can apply for this? (like, from India or Canada)

Yes

Whether we need to come over there for meetings?

Yes, will need onsite hardware install, programming and training

Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

No, hardware is onsite install and configuration on existing network

Can we submit the proposals via email?

Yes

We saw your bid on the state web site and wanted to know if the city will entertain bids for a hosted VoIP system?

Yes

Is there more than one physical location where phones will be installed?

Yes, 13 separate buildings

Can we be provided with the current Network Topology along with the model numbers of switches?

No

What carrier is currently providing the PRI and is that carrier capable of routing 911 calls based on Caller ID?

CenturyLink. Yes