



## CITY OF HAVELOCK

Post Office Box 368  
Havelock, NC 28532

### INVITATION TO BID

Pursuant to North Carolina General Statutes §143-131, the City of Havelock invites informal bids on the following:

Bids must be submitted in accordance with the attached specifications. Bids must include an itemized schedule (including quantity, unit price and total) for each work element. Bids can be submitted by mail, email, fax or hand delivered. Cover sheets, envelopes, etc. should be clearly marked with the words:

*“Voice Over IP (VoIP) Phone System”*

**Address Bids to:**     **Lee Tillman, Director of Finance**  
                              **City of Havelock**  
                              **P.O. Box 368**  
                              **1 Governmental Ave.**  
                              **Havelock, NC 28532**  
                              **Fax: 252-447-0126**  
                              **Email: Bids@havelocknc.us**

Bids will be accepted until **2:00 PM (EST) on Wednesday, August 28, 2019** at which time they will be reviewed in the office of the City Finance Director. Quotes are not subject to public inspection until the contract is awarded. The bids are good for 75 days after opening. The winning bidder will be issued a Notice To Proceed (NTP) along with a Purchase Order. The performance period is 90 calendar days from the NTP.

**Bidders are cautioned not to submit bids until the proposed requirements and specifications have been carefully examined. It will be considered that bidders will have satisfied themselves as to the accuracy of the specifications. No proposal will be considered unless prices are submitted for all items requested in any section. The City reserves the right to change the amount of quantities.**

The names of certain brands or makes denote quality standard in the article desired, but do not restrict bidders to the specific brand, make or manufacturer named. They are meant to convey to prospective bidders the general style, type, character and quality of the article desired.

The successful bidder on all construction contracts will be required to conduct the operation in accordance with all Federal, State, and Municipal health and safety rules, regulations and laws applicable to the operation. The successful bidder may be asked to provide the City with a copy of the company's safety plan prior to commencing work. For all projects over \$30,000, a general contractor's license must be furnished to the City if applicable.



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The City will not sell bid packages. Plans, specifications, and addenda may be viewed and obtained online at [www.havelocknc.us](http://www.havelocknc.us). Click on: "Bid on a Contract"; "Current Bids". The Bidder's List is maintained by Vendor Registry. Registration for the Bidder's List is made online at [www.havelocknc.us](http://www.havelocknc.us). Click on: "Bid on a Contract"; "Vendor login/Registration".

**N.C.G.S. (North Carolina General Statutes), specifically §160A-20.1(b), prohibit the City from entering into contracts with contractors and subcontractors who have not complied with the requirement of Article 2 or Chapter 64. The Contractor shall submit the E-Verify Affidavit, located in the Bid Proposal section, with their bid. Bids that do not include this Affidavit will be considered non-responsive.**

N.C.G.S 147-86.42-84 requires that contractors with a North Carolina Local Government must not utilize any subcontractor found on the State Treasurer's Iran Divestment list or Companies Boycotting Israel list. The referenced lists can be found on the State Treasurer's website at the address [www.nctreasurers.com](http://www.nctreasurers.com) and will be updated every 180 days.

The City of Havelock reserves the right to reject any or all proposals and to purchase items from the state contract in the efforts to award the contract to the bidder it deems to be for the best interest of the City.

This institution is an equal opportunity provider, and employer.

**Contact person(s) for information on this bid:**

For questions in regards to the bid specifications, the City requires and only responds to questions submitted in writing and sent via email to: [Bids@havelocknc.us](mailto:Bids@havelocknc.us)

Questions must be received by **2:00 PM (EST) on Friday, August 16, 2019**. If questions are received, the City will respond no later than **12:00 PM (EST) on Friday, August 23, 2019**.

This is the 12<sup>th</sup> day of August 2019

Published: Vendor Registry August 12, 2019

CITY OF HAVELOCK

Lee W. Tillman  
Director of Finance



## Bid Sheet

Base Bid: \_\_\_\_\_

NC Sales Tax: \_\_\_\_\_

Delivery Cost (if applicable): \_\_\_\_\_

Total Cost to City: \_\_\_\_\_

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.**

**BID FOR:****“Voice Over IP (VoIP) Phone System”****SCOPE:**

This RFP solicits proposals from qualified firms/companies to supply an on-premise VoIP phone system. The City of Havelock is seeking a state-of-the-art, highly reliable telecommunication system that will provide enhanced features and superior service. System to include all the functionality and components listed in this request.

**SPECIFICATIONS:****Hardware**

On-premise server(s), gateway(s) or other required hardware devices to insure the system is fully functional. System will use existing City of Havelock network with network upgrades included with new system as needed. Provider must be able to work with City staff to navigate switches and network devices. System will provide for 115 handsets and 2 conference phones. Proposed phone model and type to be included in the response.

System must provide connection to analog 911 phone system to allow voice recording by third party vendor.

**Software**

Any and all applicable licenses to fully run the system.

All applicable software to fully operate the system.

Voicemail with voice mail to email options.

Ad-hoc built in call recording ability for specific extensions.

System must include auto-attendant features that allows for manually and automated activated after hours and holiday messages to be played for inbound calls.

E911 service tied to the physical building address of the handset.

Service failover to alternate server or alternated phone line in case of failure or emergency.

Software will include section or modules for call log analytics and call statistic reporting.

System will provide twinning feature to allow extensions to ring alternate extensions or numbers.

System will provide intercom feature between extensions.

System will integrate with existing Primary Rate Index (PRI) connection.

System will incorporate Session Initiation Protocol (SIP) connection.

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 new system.

**Maintenance and Support**

Immediate remote support, minimum Monday-Sunday, 8AM-5PM EST.

Maintenance and support contract to include a manufacturer support agreement.

Professional installation support services for initial hardware implementation.

Emergency onsite support within 4 hours.

Emergency hardware replacement within 48 hours.

Annual software maintenance cost to be provided.

**Training**

On-site system administration training will be provided to City staff to insure staff can fully operate the system and all necessary software and hardware.

**The bid will include itemized pricing and total price.**

**WARRANTY:**

The phone system furnished in accordance with these specifications shall be covered by the manufacturer's warranty on the units bid. Warranty terms shall be supplied with the bid. The manufacturer shall warrant the equipment to be of quality construction and free from defects in materials and workmanship. The warranty will become effective upon acceptance by the Owner or Owner's authorized agent.

Warranty Terms:

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