# City of Hanahan

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TO:         All Prospective Offerors

FROM:       Procurement

RFQ #:      COH# 9132024

RFQ TITLE:  VOIP

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### ADDENDUM NUMBER 1 – 2 PAGES

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Acknowledge receipt of this addendum by including it in the bid package for receipt of Addenda. Failure to do so may subject Proposer as non-responsive. This addendum should be attached to and become part of the Invitation for Bid.

### Questions and Answers:

1) There's mention of Fanvil and Yealink phones.  Are you all wanting to "re-use" the phones?  Or would you like "all new"? <span style="color:red">Reuse the existing phones</span>

2) States 3CX provider preferred.  I strongly recommend against this.  There are dozens of solutions that are industry leaders, and that's not one of them.  It's most likely being recommended by your IT company, and they are going to have to build it.  If you all have a falling out with them, you all will be in a very bad spot.  <span style="color:red">Please propose whatever solution you would recommend</span>.

3) I was reviewing your RFP for a 3CX phone system. It does not mention if you require a SIP trunk or if you already have one.  Should we submit a proposal with SIP trunk included or without or do you want it priced both ways? <span style="color:red">Please give us an option to include it.</span>

4) Do you know who provides the SIP Trunks? I just want to make sure they are open to working with us to configure the trunking.
   <span style="color:red">Yes, our SIPs are provided by a local vendor who we have a good report with. That RFP and its bid tab are available on Vendor Registry.</span>

5) Also, how many physical sites do you have? We will need to send an SBC for each site, plus a couple of backups.
   <span style="color:red">We have about half a dozen different properties, but they are all connected to one network and utilize one SBC.</span>

6) Regarding my question about whether or not the IT staff handles the day to day, will end users reach out to us directly to open tickets, or will they funnel through the IT staff as a single point of contact? Depending on the preference of the vendor, issues would be assigned to local IT first then escalated. In either case, the vendor must be able to handle any request should local IT be unable to.

7) The only document we were able to find is "voip_coh_9132024.pdf" Is this the only document related to this RFP? If there are additional documents, can you please point me in the right direction? There are no additional documents at this time.

8) Which phone system is currently in place? My assumption is that it is 3CX based on the proposal preference. If it is 3CX, would we have access to dump all of the data from the existing to import into the new one?
We do utilize 3CX, and we'd be happy to help dump the configuration so long as our current site license is still active at that point.

9) Yealink & Fanvil are mentioned in the RFP, but does COH have all of the existing phones in hand or do we need to supply them? If so, is there a list of the phone brands and models currently installed? We have phones as well, mainly Fanvil X3U and Yealink T48S models. Unsupported phones are being actively replaced. We are not expecting our 3CX provider to supply phones, but we'd be happy to accept those proposals.

10) Will we be porting / supplying the phone lines / DIDs / Trunks, or do you have a current vendor that you'd like to continue using? SIPs/DIDs/Trunks are handled by a separate contract; They will not need to be included in the proposal.

11)  Is there any onsite installation / training required, or can everything be done remotely by coordinating with your IT team?
On-site installation is not necessarily a requirement, but for anything hosted locally (like a SBC) we expect the provider will be able to service it in a reasonable time frame, whether remotely or in-person.

12) Do you have IT staff that handles the day to day configurations and end user support?
No, IT staff generally does not manage 3CX except for small tasks such as configuring a new phone or resetting someone's PIN.