

**ADDENDUM 04 District Phone System Upgrade
RFP 2026-01 ISSUED JULY 29, 2025
VENDOR QUESTIONS**

In regards to the 150 phones that need to be replaced and 105 numbers that need to be ported:

1. Are we to assume that all 105 ported lines belong to desk phone users? Or are some of the ported lines assigned to ATAs and those numbers need to be saved?

ANSWER: Yes, desk phones

2. Are the elevator ATA all connected to VOICE based devices such as handsets or speaker phones?

ANSWER: Yes

3. Are all the fax lines all being converted to software-based eFax lines or are some of those lines remaining on ATAs and connected to physical fax machines? (This is unclear in the RFP docs).

ANSWER: All will need to be connected to physical fax machines.

4. Is the actual "e-Fax" service (www.efax.com) the preferred/requested service provider or simply used as a representation of digital faxing services in general?

ANSWER: No eFax needed.

5. Can you confirm that it is the goal of the RFP to have vendors integrate the new VoIP system with BOTH of these two Intercom/paging systems?

ANSWER: Integration needed with Dukane Carehawk. I'm not sure if it's possible to integrate with Starcall.

6. Do the ATAs on the existing (8) intercom/paging systems have public telephone numbers?

ANSWER: No

7. Do the intercom/paging systems need the ability to be called from phones outside the school?

ANSWER: No

8. Can the (8) intercom/paging systems be paged or called from any school desk phone?

ANSWER: Yes

9. The RFP mentions (2) Starcall systems but does not specify the number of Dukane Carehawk CH1000 systems. Are we to assume there are (6) Dukane Carehawk CH1000 systems?

ANSWER: 6 Carehawk Intercoms

10. With (27) locations and only (8) Intercom systems, are we to assume that the remaining (19) locations do NOT have Intercom/paging systems?

ANSWER: N/A

11. Do those (19) locations require proposals for new Intercom/paging systems?

ANSWER: No

12. If the new desk phone system can provide “one-to-one” or “one-to-many” desktop intercom/paging services – is that something that would meet the school’s needs?

ANSWER: No

13. Would desk phone centered intercom/paging meet the schools needs even if the intercom could not be heard a distance away from the desk phones? (Ex: hallways, bathrooms, stairways, etc.)

ANSWER: No

14. Does Henderson Schools have specific information on why the Starcall systems may not be able to be integrated? Is it an issue with the Starcall hardware or does the ATA simply not work?

ANSWER: Starcall integration may be possible. We do not have that information. The Starcall Intercoms will be replaced soon.

15. Assuming the Starcall integration is in fact impossible, does the school system want a proposal the Starcall systems to be replaced to ensure intercom/paging functions?

ANSWER: No

16. The Dukane Carehawk CH1000 is a hybrid analog life safety platform that provides complete facility communications with exceptional clarity. Functions include intercom, paging, distribution of automated messages, and emergency notifications. How does the school system use the Carehawk today and what functions are necessary maintain in order to have a viable solution that meets the needs of Henderson Schools?

ANSWER: N/A

17. It is presumed that having separate portals/platforms to manage desk phones and POTS devices is not preferred, but if that was in fact necessary for the best solution is that still acceptable?

ANSWER: No

18. It is possible that Henderson Schools would receive recurring bills from more than one provider. While not preferred, if that was in fact necessary for the best solution is that still acceptable?

ANSWER: No

19. What does Henderson Schools expect in terms of technical support beyond software updates and/or bug fixes?

ANSWER: Henderson County Public Schools expects technical support to be available for the life of the contract including both remote support and on-site support if needed. Please state how your company would accomplish this.

20. The RFP makes no mention of an SLA for uptime or support. What are the expectations of Henderson Schools in this regard?

ANSWER: The award of this contract will be decided in part by the reputation of the parent provider or backbone of the service provider. Please provide this information in your bid. We will need to know from all

who bid where the parent providers servers are located and how many options a provider has to transfer in case a failover is needed. We expect a 99.9 percent service but will not include an SLA agreement.

21. We have noted that you are requesting 150 licenses plus 50 for 9 elevators, 22 faxes, and 8 intercoms. We are assuming that the 150 licenses are for physical staff users and common area phones, correct? If that is not correct, please provide the total count of actual users and common area phones.

ANSWER: 150 is for physical handsets.

22. We understand from Addendum 02 that you would like your 33 fax lines ported and connecting to your physical fax machines. Is there any interest in e-Faxing?

ANSWER: No.

23. Can you provide how many phones will be needed by user type? Common Area device (breakroom), Knowledge Worker, Receptionist, Conference Phone, Executive Phone, and WIFI enabled phones by type.

ANSWER: All phones will need to be as stated in the RFP with the number of power users being the only difference, also stated in the RFP a power user (receptionist) would need 8 lines.

24. Can you indicate how many Grandstreams are at each location or if there is one GrandStream ATA per location? Is there a specific GrandStream ATA model that you prefer if additional ATA's are required?

ANSWER: There will be at least one ATA at all locations.

25. Does the district require site survivability (e.g. if the locations internet connection becomes unavailable). If so, does the district require site to site calling or just calling within the existing site where the internet may not be available?

ANSWER: How would this vendor propose to do this? Include this information in your RFP Proposal if you offer it.

26. Does the District have any "call center" requirements e.g. queues and agents?

ANSWER: No

27. Due to the short timeframe for deployment, is the District open to doing one large cut-over vs a few smaller cut-overs?

ANSWER: Yes

NOTE: This addendum becomes a part of the bid package and should be and attached to your proposal submission.

IMPORTANT: It is the offeror's responsibility to assure that all addenda have been reviewed and, if need be, signed and returned. Questions concerning the specifications in this Request for Proposals will be received by email to jdhuchzermeier@hcpsnc.org until Noon on Monday, August 4, 2025. If any modifications to the specifications are necessary, an addendum will be issued no later than 5:00 p.m. on August 7, 2025. Addendum will be posted on the HCPS website under [Bid Notifications](#).