

Enclosure:

Proposal Form:

Please complete all sections to the best of the organization ability. This form is provided for your convenience to ensure all responses are uniform. We ask you use this form; however it is not required if proposals follow the proposal format as stated in the RFP.

Please refer to the Town of Batavia Request for Proposal: VOIP Phone System

Once the proposal is complete:

Please submit one (1) original Proposal or Proposal Form, and one (1) electronic copy of the Proposal Form; The electronic copy shall be submitted in PDF format to amaguire@townofbatavia.com. The proposal containing the original signatures should be clearly marked “**Original.**” All responses must be submitted in the form set forth in the RFP and/or on the Proposal Form, sealed, and delivered to:

**Town of Batavia
Attn: Andrew Maguire
3833 West Main Street Rd.
Batavia, NY 14020**

All proposals received will be time stamped, proposals received after the deadline, **February 18th, 2022 @ 4:00pm**, will be considered non-responsive and may not be considered for approval. Original responses must be received by mail as emailed proposals alone may not be accepted.

Letter of Transmittal:

- The proposal letter shall be formed on the organizations letter head, addressed to the coordinator listed (Town of Batavia: Andrew Maguire), and shall include the name, title, telephone, email, and signature of the primary contact legally authorized to bind the proposal.

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Organizational Overview:

- Provide a brief organizational overview, including management team, and qualifications of key staff that would be assigned to the implementation and support of the VOIP system.
- State the Management Contact (representative authorized to sign an agreement for your organization) and Project Manager (person responsible for management of the project), and the representative who will be in charge in the absence of the Management Contact and Project Manager.

References:

- Provide at least five (5) references of current clients of similar scope, with a minimum of two (2) municipal entities, with the proposal. Include name, title, jurisdiction (if applicable), address, phone number and email of each references contact person.

Client: _____

Contact Name: _____

Title: _____ Jurisdiction: _____

Address: _____

Phone: _____ E-mail: _____

Client: _____

Contact Name: _____

Title: _____ Jurisdiction: _____

Address: _____

Phone: _____ E-mail: _____

Client: _____

Contact Name: _____

Title: _____ Jurisdiction: _____

Address: _____

Phone: _____ E-mail: _____

Client: _____

Contact Name: _____

Title: _____ Jurisdiction: _____

Address: _____

Phone: _____ E-mail: _____

Client: _____

Contact Name: _____

Title: _____ Jurisdiction: _____

Address: _____

Phone: _____ E-mail: _____

Allocation and Resources:

- Provide a conceptual plan for services to the Town of Batavia that you believe are appropriate. Indicate features, skills and/or services which distinguish your organization and make it the best choice for the Town of Batavia. Indicate what resources will be allocated to this project and future support needs.

Technical Requirements: Please answer all questions below to the best of your ability:

Note: If a system, or vendor, can provide the capability, please state 'Yes' and/or elaborate with an explanation if they would like to.

If a system or vendor cannot provide the capability, or would like to explain an alternative option that is similar, please state "No" and/or elaborate an explanation if they so choose.

- Fully cloud hosted VOIP service?

Response: _____

If Yes, please provide which cloud is utilized (Ex: Google, Amazon, Private Proprietary Cloud):

- Administration Portal; with parameters for specific departments to only access applicable area's and controls, ideally?

Response: _____

- Port existing numbers to the new system, if applicable?

Response: _____

- Call Accounting Systems (CAS) which will deliver statistically relevant usage data?

Response: _____

- Automated attendant for each Department, including: Clerk's Dept, Assessment Dept, Court Dept, Highway Dept, Code and Zoning Dept, Water & Sewer Dept, Engineering Dept, Finance Department Dept, Supervisor & Town Board Dept?

Response: _____

- Capability to set business hours and after-hours automated attendant messages for each department listed above?

Response: _____

- Capability to set an auto-timed "out of the office, or office closed" greeting (Ex: Holidays)?

Response: _____

- Line hold music and/or custom messaging?

Response: _____

- Missed Call Notifications?

Response: _____

- Call Forwarding from desk and mobile devices, to and from?

Response: _____

- Computer/Telephone/Mobile Integrations:

Having a dashboard (HUD) login from a computer and/or mobile?

Response: _____

Capability to see if someone is already on the phone?

Response: _____

Capability to see if someone is not available for calls, or on Do Not Disturb?

Response: _____

Capability to pull up Global Directory on the HUD? (Names, Direct Lines, CellPhone Number)

Response: _____

Capability to customize the dashboard, or departmental dashboards?

Response: _____

- Dial-by-name directory for those that want to bypass the operator and go straight to an individual?

Response: _____

- Capability to create Hunt Groups for Departments?

Response: _____

- Assign direct numbers under Departmental Hunt Groups in a specific order and assign number of rings to each layer?

Response: _____

- Capability to set the number of rings before going to voicemail, either through the desk phone or through the admin menu?

Response: _____

- All assigned phone numbers in Hunt Group will display Town's Main Number when dialing out, same with Mobile only users?

Response: _____

- Seamless call transfer capabilities with direct and soft transfers?

Response: _____

- Mobile users can differentiate work calls/voicemails from personal direct calls/voicemails?

Response: _____

- Voicemails to e-mail and/or text with notifications?

Response: _____

- Transcription of voicemails?

Response: _____

- Seamless voicemail forwarding to other users?

Response: _____

- Capability to check voicemails from anywhere? (Ex: Desktop only user can call in, or HUD in, and retrieve)

Response: _____

- Capability to send alerts to email address that voicemail is full or nearing capacity?
Response: _____
- Caller ID on desk phones and for Mobile users?
Response: _____
- Capability to see caller ID of person calling (not employee that transfers) when the call is transferred without announcing? (Ex: Person contacts the wrong Dept/employee, employee wants to 'hard transfer' them directly to the correct Dept/employee)
Response: _____
- Capability to perform conference calls with a select group, internal or external?
Response: _____
- Capability to see history of work calls, retrieve and find phone numbers that contacted the employee?
Response: _____
- Capability to put on "Do Not Disturb" and it will go straight to voicemail
Response: _____
- Capability to fast-forward, rewind, and save a voicemail
Response: _____
- Wiring Needs; Does the proposed system require additional wiring needs? Each desk phone location does currently have dedicated internet ethernet drops.
Response: _____
 IF No, will the phones utilize a 'piggy-back' off exiting internet connections? _____

 IF Yes, additional wiring is needed, please describe those needs in detail: _____

Any additional capabilities each system and vendor would like to describe that is not listed above, or would like to explain a function in more detail, may describe them below:

Implementation Services/Scope of Work – Assume the projects starts April 1st, 2022

- Submittal of a project schedule is required as part of the Implementation Services. Provide a project management plan including reasonable target dates assuming the implementation of the project starts **April 1st, of 2022**. This section should outline key activities, work products, and assumptions.

Training:

- Provide a brief overview of proposed training, end users, and system administrators. This section should also include a training plan, including an estimated timeframe and deliverables of the project and training documentation provided.

Services and Support:

- Provide a description of support services including provisions of regular updates and new releases, as well as technical consultation and support

- Provide how your organization will report to the Town of Batavia contacts and users regarding the status of systems, needs of users, necessary changes/upgrades, potential issues, scheduled downtimes etc.

- Provide a response time frame for issues dependent on severity and time of day. Also, provide average response time for afterhours issues.

- Describe how your organization would ensure the Town's Phone infrastructure maintains its usefulness, viability, compatibility, and dependability.

Cost Proposal – Itemized: You may submit your cost proposal on your company’s standard proposal/quote form if you choose. Please ensure the items below are identified if applicable.

- Licensing, implementation, training, maintenance, and any additional services that are typically provided
- Initiation, installation, purchasing and/or leasing of all equipment and desk phones, Mobile Users, Auto-Attendant(s), Etc., based on RFP Sections: [VOIP Infrastructure and Mobile Usage Needs](#), and [Technical Requirements](#).
- Ongoing monthly fees and describe what is included /excluded as well as any ‘one-time’ costs.
- Organizational technical support, if applicable.
- Adding or removing users.
- Any additional required services, software or hardware not mentioned.
- If your organization would like to provide more than one Cost Proposal, please list that as “Alternative Cost Proposal(s)”.

Additional Information – Please provide any other information you feel is important for consideration in our evaluation of proposal.

Proposal From:

Company Name: _____

Address: _____

Phone: _____

Signature: X _____

Title: _____

Date: _____

Non-Collusive Bidder Certificate

In accordance with the provisions of Section 103-d of the General Municipal Law as amended, the following "Non-Collusive Bidding Certificate" is and shall become a part of this proposal: (a) By submission of this bid, each BIDDER and each person signing on behalf of any BIDDER certifies, and, in the case of a joint bid, each party thereto certifies as to its own organizations under penalty of perjury, that to the best of his knowledge and belief; (1) the prices in this bid have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other BIDDER or with any competitor; (2) unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the BIDDER and will not knowingly be disclosed by the BIDDER prior to opening, directly or indirectly, to any other BIDDER or to any competitor; and (3) no attempt has been made or will be made by the BIDDER to induce any other person, partnership, or corporation to submit or not to submit a bid for the purpose of restriction of competition."

X

Signature and Title

In accordance with the provisions of Section 103-a of the General Municipal Law the following clause is hereby inserted to provide:

"That upon the refusal of a person, when called before a grand jury to testify concerning any transaction or contract had with the State, any political subdivision thereof, a public authority or with any public department, agency, or official of the State or of a public authority, to sign a waiver of immunity against subsequent criminal prosecution or to answer any relevant question concerning such transaction or contract, (a) such person, and any firm, partnership, or corporation of which he is a member, partner, director or officer shall be disqualified from thereafter selling to or submitting bids to or receiving awards from or entering into any contracts with any municipal corporation or any public department, agency, or official thereof, for goods, work, or services, for a period of five years after such refusal, and to provide also that (b) any and all contracts made with any municipal corporation or any public department, agency, or official thereof, since the effective date of this law, by such person, and by any firm, partnership, or corporation of which he is a member, partner, director, or officer may be canceled or terminated by the municipal corporation without incurring any penalty or damages on account of such cancellation or termination, but any monies owing by the municipal corporation for goods delivered or work done prior to the cancellation or termination, but any monies owing by the municipal corporation for goods delivered or work done prior to cancellation or termination shall be paid."