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Town of Batavia

Request for Proposal:

Voice Over IP (VOIP) Phone System

Issued Date: January 19th, 2022
Submission Date: February 18th, 2022

RFP Coordinator:

Andrew Maguire
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Additional Enclosure: Proposal Form and Non-Collusive Bidder Certification - Please complete

Town of Batavia

Request for Proposal

I. Request for Proposal

The Town of Batavia invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a Voice Over Internet Protocol (VOIP) system to replace the current Mitel System. The Town is seeking to replace the current system with **a ‘cloud hosted’ VOIP solution.**

II. About the Town of Batavia

The Town of Batavia is located in Genesee County, New York, with an approximate population of just under 7000 residents. The Town of Batavia has rapidly grown in the past years, due in part to expansive public utilities services, major new developments, and substantial investments within the community.

The Town of Batavia provides a range of services to the public including General Administration, Highway Department, Water and Sewer Utility Departments, Parks and Recreation, Code and Zoning, Assessment, and Fire services. Town Hall is located at 3833 West Main Street, Batavia, New York, 14020. The Town’s website address is www.townofbatavia.com.

III. Closing Time and Date

Proposals must be received no later than 4:00 p.m. – Friday, February 18th, 2022. Any proposal received after the specified closing time will be considered for approval.

IV. Overview of VOIP Infrastructure and Mobile Usage Needs:

The Town of Batavia's VOIP infrastructure needs are estimated as follows:

- **10 – Basic VOIP Desktop Phones**
 - Ex: Polycom VVX300, Yealink T41S, Cisco MPP 6851
 - Please note: colored screens are not required
- **3 – Advanced VOIP Desktop Phones**
 - Example: Polycom VVX400, Yealink T53W, Cisco MPP 8811
 - Please note: colored screens are not required
- **1 – Conference VOIP Phone**
 - Example: Polycom Trio 8300, Yealink CP960 or CP930)
 - Please note: the conference phone must be Wi-Fi capable and portable with rechargeable batteries
- **18 – Softphone/Mobile Application Users**
 - Please note: These users will operate from their current smart phones and will not require desk phones.

The Town of Batavia plans for rapid growth and, in turn, must be able to move to a flexible VOIP solution system that can accommodate expansions in the future as well as possible reductions in VOIP infrastructures and users if necessary.

I. Scope

As a part of this RFP, the new VOIP Phone System should provide a uniform communication system for all of the Town of Batavia facilities (2 - located at 3833 West Main St) and mobile users; with the capability of being expanded, or reduced, at the convenience of the Town of Batavia.

The new system and vendor shall provide new equipment and current production models for all desk and conference phones. Reconditioned, Remanufactured, or demo equipment will not be acceptable.

The Town of Batavia is requiring the following items to be included within the scope of service and work:

Note: the following items are similarly listed in the **Proposal Form** provided:

- Fully cloud hosted VOIP service
- Administration Portal: with parameters for specific departments to only access applicable area's and controls, ideally.
- Port existing numbers to the new system, if applicable
- Call Accounting Systems (CAS) which will deliver statistically relevant usage data
- Automated attendant for each Municipal Department.
- Capability to set business hours and after-hours automated attendant messages for each department listed above
- Capability to set an auto-timed "out of the office, or office closed" greeting (Ex: Holidays)
- Line hold music or custom messaging
- Missed Call Notification
- Call Forwarding from desk and mobile devices
- Computer/Telephone Integration
 - Having a dashboard (HUD) login for computer/mobile:
 - Capability to see if someone is already on the phone
 - Capability to see if someone is not available for calls
 - Capability to pull up Global Directory on the dashboard (Names, Direct Lines, CellPhones (Verizon Wireless Provider))
 - Capability to customize the dashboard—(Ex: Hunt Groups)
- Dial-by-name directory for those that want to bypass the operator and go straight to an individual
- Capability to create Hunt Groups for Departments with Main Phone Numbers; Assign Direct Numbers under Hunt Groups; All assigned phone numbers in Hunt Group to display Main Number when dialing out, same with Mobile only users
- Seamless call transfer capabilities with direct or soft transfers
- Mobile users can differentiate work calls/voicemails from personal direct calls/voicemails
- Voicemail to Email with notifications, and transcription of voicemails if available
- Seamless voicemail forwarding to other users

- Capability to check voicemails from anywhere
- Capability to send alerts to email address that voicemail is full, if applicable
- Caller ID on desk phones and for Mobile users
- Capability to see caller ID of person calling when the call is transferred without announcing
- Capability to perform conference calls with a select group
- Capability to see the history of your calls, retrieve and find phone numbers
- Capability to put on “Do Not Disturb” or go straight to voicemail
- Capability to fast-forward or rewind voicemails
- Capability to set the number of rings before going to voicemail, either through the desk phone or through the admin menu

Any additional capabilities each individual system and vendor feels is important that is not listed above, may reference in their Proposal Form as: ‘Additional Capabilities Not Listed’. If a system or vendor cannot provide one the capabilities listed above, they may reference in their Proposal Form as: ‘Not Able to Provide This/These Capabilities’ and may elaborate that explanation if they so choose.

If there are specific, dedicated, wiring needs for the VOIP system to operate, please explain what those needs are with on the Proposal Form provided as the Town Hall and Town Garage will need to be equipped.

The Town of Batavia requires the following services:

- Installation of the new VOIP System and all infrastructure needs. Please note the Town of Batavia does have POE+ Switch Capabilities in place already. If the phones can utilize LLDP and daisy chain to workstations, then locations are ready. If not, then please include wiring in your proposal, or how the phone can connect without wiring.
- Training sessions for Town Staff on how to use the new phone system and key features.
- Post-installation technical support services.

II. Proposal Coordinator Information

For questions regarding this RFP please contact by e-mail:

Andrew Maguire
Utility Operations Manager
amaguire@townofbatavia.com

V. Proposal Submission Information:

All proposals must be in conformance with the submittal instructions provided in Section VI of this RFP; a Proposal Form is enclosed for your convenience. No later than **4:00 pm EST on February 18th, 2022. Mark the parcel with the following “VOIP RFP RESPONSE” to ensure proper receipt.**

Please submit one (1) original 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 this RFP and 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 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.

VI. Proposal Format and Evaluation Process

A. Proposal Format

To simplify the evaluation process, a **Proposal Form is enclosed, all sections should be completed.** The proposals shall be submitted in the format outlined below and/or on the Proposal Form:

i. Letter of Transmittal:

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

ii. Table of Contents:

- Clearly defined sections and pages numbered. Include a clear identification of the material by section and by page number.

iii. Organizational Overview:

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

iv. 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.

v. 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.

vi. Technical Requirements:

- All hardware, software, and application requirements the Town has requested. Please answer each of the Technical Requirement's questions. You may elaborate your 'Yes' or 'No' response if you so choose. This section was derived from:

[Overview of VOIP Infrastructure and Mobile Usage Needs Section and Scope.](#)

vii. Implementation Services/Scope of Work

- Submittal of a proposed project schedule is required as part of the Implementation Services. Provide a brief 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.

viii. Training:

- Provide an 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.

ix. 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.
- Describe your plan for phone system recovery if they, or the cloud, are to ever go down.
- Describe how major system implementations and upgrades would be applied and what upgrades would require additional fees.
- Describe fees involved with replacement equipment, such as defective phones.

x. Documentation and Records:

- Describe how your organization would provide reports, or a reporting portal, to the Town of Batavia on IT recommendations or upgrades.
- Describe what documentation your organization would make available to the Town of Batavia during and after the installment process.
- Describe how your organization would maintain confidentiality in conformance to state and federal confidentiality laws and regulations.

xi. Cost Proposal:

- Licensing, implementation, training, maintenance, and any additional services that are typically provided
- Initiation, installation, purchasing and/or leasing of all equipment and hardware, Mobile Users, Auto-Attendants, Etc., based on RFP Sections: [VOIP Infrastructure and Mobile Usage needs as well as the Technical Requirements](#).
- Ongoing monthly fees and describe what is included /excluded as well as any 'one-time' costs.
- Organizational technical support, if separate and applicable.
- Adding or removing users from the plan.
- 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)".

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

B. Correspondence

Direct all correspondence, inquiries and clarifications to the RFP Coordinator listed in Section IV. Responses will be e-mailed to all solicited VOIP Service Providers to view, each solicited provider will be blind carbon copied. The e-mail will come from amaguire@townofbataiva.com and the subject line will read: Responses to VOIP Service Providers Inquiries/Clarifications. Inquiries received after the stated date and time will not be accepted and shall receive no response.

- **Confidential Material** – Any information contained in the proposal that is proprietary must be clearly marked as such and will be treated as confidential to the extent allowable by Law.

C. Selection and Award

Upon the completion of evaluations by the IT Committee, the RFP Coordinator will submit a summary of all evaluated proposals to the Town Clerk which shall be submitted to the Town Supervisor and Board Members with the recommended proposal of choice. The Town Supervisor and Board Members will review the summary and recommendation. The Town Board will determine which, if any, proposal to award the contract, or the Town Board can determine that additional information is required from

any or all Vendors. The decision to award the contract will be made by resolution of a majority vote of the Town Board.

D. Award Announcement

The award of a contract by the Town Board will be communicated by a Notice of Award to the selected VOIP Service Provider.

E. Timetable for Selection and Review

The Town has established a preliminary timetable for reviewing the responses. The schedule is subject to change.

Date	Event
January 19th, 2022	VOIP Phone System RFP Issued
February 4th, 2022	Deadline for Requests for Clarifications/Exceptions
February 11th, 2022	Responses to Requests Due
February 18th, 2022 BY 4:00 PM EST	Proposals Due
February 23rd, 2022	The Town may Request a Demonstration
March 4th, 2022	Evaluation of Proposals Completed
March 16th, 2022	Town Board Approval of Recommended Provider

F. Terms and Conditions

- i. The Town of Batavia reserves the right to reject all proposals, any proposal not conforming to this Request for Proposal, and to waive any irregularity or informality with reject to any proposal. The Town further reserves the right to request clarification of information submitted and to request additional information from one or more proposers.
- ii. The Town of Batavia requires that the VOIP Services Provider selected will not discriminate under the contract against any person, in accordance with federal, state and local governments' regulations.
- iii. The Town of Batavia requires the VOIP Services Provider selected make an affirmative statement to the effect that their retention shall not result in conflict of interests with any party which may be affected under this program.
- iv. The Town of Batavia assumes no responsibility for proposals received after the deadline or at any office or location other than that specified herein, whether due to mail delays, courier mistakes, strikes, mishandling or any other reason.
- v. All proposals become the property of the Town of Batavia.

- vi. The Town of Batavia will not reimburse proposers for any costs associated with the preparation and submittal of any proposal.
- vii. Proposer acknowledges all information contained within its proposal is part of the public domain as defined by the State of New York Freedom of Information Laws.
- viii. The organization must possess demonstrated ability, knowledge, and expertise to be awarded the VOIP Services Provider to the Town of Batavia. It is important that the organization have sufficient depth of talent and able to allow enough time to meet the demands the Town may place upon its VOIP Services Provider. The organization must be available to meet with the Town of Batavia Staff and IT Consultants on an as needed basis. The organization must also be available to appear at meetings, virtually or in person, on an as needed basis.
- ix. The Town of Batavia requires the selected VOIP Service Provider execute a Town of Batavia Non-Disclosure Agreement.
- x. The Town of Batavia requires Proof of Insurance from the selected VOIP Service Provider, and the Town of Batavia to be listed as additionally insured.
- xi. The Town of Batavia reserves the right to enter into contract negotiations with qualified responsive and responsible proposers. If the Town of Batavia and a proposer cannot negotiate a successful contract, the Town of Batavia may terminate such negotiations and begin negotiations with another qualified, responsive, and responsible proposer. As a result, the proposer shall indemnify and hold the Town of Batavia harmless from any and all claims, demands, damages, and expenses of whatever nature (including, without limitation, attorney's fees)