The Town of Niskayuna, New York

Request for Proposal

Telephone Systems

Due Date November 5, 2021 by 4:00 PM
Request for Proposal
Telephone Systems for the Town of Niskayuna

Introduction

The Town of Niskayuna is seeking proposals for a telephone system that will provide seamless communication between office locations and with its residents. Both quantitative (price for specific services) and qualitative characteristics (potential timesaving to the Town, cost savings, ease of use of services, etc.) will be considered in attempting to ensure the Town receives the highest quality service at competitive cost.

The Town will only contract with firms that do not discriminate against employees or applicants for employment because of race, creed, color, national origin, sex, age, disability, marital status, sexual orientation, citizenship, citizenship status or other status protected by New York state and Federal laws.

Please provide options that may create efficiencies, process improvements, and/or take advantage of new, applicable technologies.

The Town will endeavor to administer the proposal process in accordance with the terms and dates outlined in this RFP, however, the Town reserves the right to modify the activities, timeline, and any other aspect of the process at any time as deemed necessary by the Town. By requesting proposals, the Town is in no way obligated to make an award or pay the expenses of the institutions in connection with the preparation or submission of a proposal. The awarding of the proposal shall be contingent on the approval of the Town Council. There is no guarantee that the Town will award this RFP. The decision to award any contract to a particular financial institution will be based on a variety of factors, no single one of which will determine the final award decision.

The proposal must be signed by the duly authorized partner or officer who will have overall responsibility for work under the proposal. No proposal will be accepted from any organization in arrears upon any obligation to the Town.

Responses

Email to sgoldstein@niskayuna.org and submit a hard copy to the:

Town Clerk
1 Niskayuna Circle
Niskayuna, NY 12309.
Responses due by 4:00 p.m. Friday, November 5, 2021.

Contacts
In an effort to ensure all participating organizations receive equal information during the proposal process, we request that all questions regarding the proposed services be submitted in writing. Key contacts are:

Seth Goldstein, Town Systems Administrator
Email to sgoldstein@niskayuna.org

Proposal Procedures

Tentative Key Dates in Proposal Process-Revised Schedule

October 15, 2021  RFP emailed & Town website
November 5, 2021  Written proposals to the Town of Niskayuna.
Week of November 15, 2021  Oral presentation to the Town (selected banks)
November 23, 2021  Recommendation to the Town Board
January 1, 2022  Implementation

Statement of Purpose

The Town of Niskayuna wishes to upgrade our existing telephone system with the primary goals to provide up-to-date technology that will ameliorate the costs of current inefficient devices, allowing us to better serve the town’s residents. In addition, we aim to create more efficient internal communication among town staff individually.

The Town wishes to achieve the following efficiencies:

- Reduce ongoing telecom cost
- Allow for telephones to be mobile to facilitate remote work
- Eliminate the need for employees to carry 2 cell phones and reduce the cell phone bill
- Enable FOIL requests for phone data
- Replace aging call recording equipment
Scope of Services

The major components of the project are detailed below. Vendors responding should be prepared to provide a solution to the specified areas, and if after review and questions add any additional components deemed necessary to successfully complete the project.

- Automated Attendant with integrated Voice Mail: An automated attendant system allows callers to be automatically transferred to a user's extension without the intervention of a receptionist. A receptionist, who acts as the telephone operator, can be reached by pressing 0 on most systems.

- Dial by Name Directory: There is often a 'dial-by-name' directory to find a user on a system. The dial-by-name directory is usually set up as last name followed by first name. Once the user name is announced, the caller can ring the extension. The correct extension number can be announced prior to transfer for the caller's future reference.

- Do Not Disturb: A phone can be set to "do not disturb" to forward all calls directly to voicemail / cell phone app without ringing the extension.

- In house configurable auto attendant, voicemail, extensions, passwords, phone programming, voicemail to email, etc.

- Flexible main greetings for holiday, inclement weather announcements, and emergency situations.

- Check voicemail from an outside line or from another office.

- Change voicemail settings from an outside line (like do not disturb, vacation greetings, illness greeting).

- Ability to restrict long distance / international calls

- Local and Domestic Long Distance Included

- Smart Phone App that can make and receive calls / texts within the app

- Ability to export phone & text records from App usage

- Ability to selectively route incoming voicemail to email.

- System Redundancy: Protection from outage.

- Individual Bills based upon service location

- Fax to Email

- Ability to automatically record all phone calls on certain lines

- Additional Virtual Extensions / Voice Mailboxes

- Dial an extension so phone will have police scanner audio

Support

Vendors will clearly define their support structure. Training and resources will be made available for system administration to the IT Department; Vendor will provide basic end user training for staff.
Infrastructure

The town buildings are already wired with cat5 or better wiring. The town will replace all rj11/12 jacks with rj45 jacks. The town will provide POE switches where necessary. The vendor will coordinate with the Town’s Systems Administrator & building maintenance staff on timing of installs.

E-Fax Service

E-Fax service will replace existing fax machine lines with a fax to email & email to fax service.

Service Locations

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Internet Vendor</th>
<th>Regular Handsets</th>
<th>Reception</th>
<th>E Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Town Hall</td>
<td>1 Niskayuna Circle</td>
<td>TW Fiber</td>
<td>68</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Water &amp; Sewer Garage</td>
<td>1034 WTRY Road</td>
<td>FIOS</td>
<td>4</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Highway Garage</td>
<td>1040 WTRY Road</td>
<td>PTP W&amp;S Garage</td>
<td>8</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td><strong>80</strong></td>
<td><strong>1</strong></td>
<td><strong>7</strong></td>
</tr>
</tbody>
</table>

Quote to include:

Cost for 80 units consisting of desktop handset units including 1 higher functioning unit for reception. Cost for 7 efax services. Quote should include both a rented / leased equipment option and outright equipment purchase option. Maintenance costs for each option. Quote should be broken down for costs for each location, both one time and reoccurring. Quote should include all fees and taxes, no charges over and above what is listed on the quote will be allowed in the contract. Please note the Town of Niskayuna is sales tax exempt.