

Town of North Stonington

Request for Proposal

VOIP Phone System



Town of North Stonington

40 Main Street

North Stonington, CT 06359

(860) 535-2877

The Town of North Stonington is seeking bids from qualified vendors for the supply, installation, configuration, and training of a high quality VOIP phone system for both Town Hall buildings to replace the current Avaya Partner phone system. The town is also looking into options to have remote phones set up at the town highway garage, recreation center, and senior center. These phones will also be connected to the system at town hall.

Phone System Requirements

The Town of North Stonington currently utilizes an Avaya partner telephone system across two buildings on the same property. The current system is 26 years old. The town currently utilizes 17 phones throughout the two buildings. We are looking to replace the antiquated system with a new VOIP phone solution. **Phone system does not need to be an upgraded Avaya system.** The Town has purchased a 24 port and 48 port HP POE switches to be used for the new VOIP phone system.

The town would like to also add an additional phone in our New Town Hall conference room as well that is capable of handling conference calls during meetings.

- This phone will need to have conference call capabilities to fulfill the needs of the room and meetings.

The current phone system supports dialing two digit extensions to reach employees at their desks. This would stay in place with a new system.

Total Number of Phones and Types- 19

- 18 regular style desk phones
- 1 Receptionist phone

Voicemail

All phones will have a voicemail box attached to them for each user except for the conference room phone. This phone will not need voicemail service.

- Total Phones with voicemail – 18
 - Conference Room phone does not need voicemail capabilities

Fax Lines

Each of the two buildings will need to have a fax line associated with them.

- New Town Hall located in Assessors Office
- Old Town Hall Located in Admin office

Remote Phones

Additional remote phones connected to the system at the town buildings for the Highway Garage, Senior Center and Recreation building will also be added if capable. All of these

locations have 1 phone and will both need voicemail capability. These phones can be VOIP phones connected to the internet for connection to the system.

- Highway Garage current number is: 860-535-0924
- Recreation Department current number is: 860-535-2162
- Senior Center current number is: 860-535-8188

System Interconnection

The town would like to have the option to connect our new system to the new phone system that has been installed at our School buildings and Board of Education offices by way of a small community network. The school has a NEC phone system installed. Documents on this system can be given as requested.

- This is not a requirement of a proposed system. If it possible the town would like to know what an additional cost would be to connect to the school phone system.

Existing Equipment and System Set Up

All controls and hardware for the current phone system are located in the Old Town Hall building closet. This would preferably be relocated to the New Town Hall server room and placed in the server rack to ensure proper cooling of the equipment. This is not a mandatory item if the scope of the project is easier to leave the hardware in the Old Town Hall closet.

Current Phone Numbers and Extensions

- The town currently utilizes Comcast Business Voice for phone service. The town has the following numbers on the account: **(860)535-1875, (860)535-4554, (860)535-0263, (860)535-0793, (860)535-3891, (860)535-2877, (860)535-4852.**
- The Town main phone number is **860-535-2877**
 - o This main number has a phone tree option for callers to dial an individual extension.
- Office extensions range from ext. 10 through ext. 37
 - o Not all are used currently but may be open for expandability if needed.
 - o Fax number is: 860-535-4554
 - o New extension number can be given for added conference room phone.

Current Phone Extensions

<u>Old Town Hall</u>		<u>New Town Hall</u>	
x10	Secretary	x13	Registrars
x11	Bookkeeper	x18	Building
x12	Selectman	x20	Tax Collector
x15	Trooper	x21	Town Clerk
x16	Trooper	x23	Assessor
x19	Administration/Finance	x24	Assessor Asst.
x28	Conference Room	x26	PZ Admin
x33	IT/GIS Manager	x27	PDZO
		x32	Kofile (Town Clerk)
		x37	Asst. Tax
		x30	Conference Room

Training

The winning bidder will provide training to all staff members on the new phone system. The winning bidder will also give the IT Manager training on managing the system on the back end if a web interface is used to make phone system changes.

- Receptionist training for 1 employee
- Department training for 17 employees
- IT Manager system training for 1 employee

Warranty Coverage

The winning bidder warrants that the equipment as priced, including all hardware and software, will include a complete warranty covering all parts, labor, travel and all other expenses, for a period of a minimum of one (1) year from final Acceptance. The winning bidder will serve as a single point of contact, and provide the name, address and telephone number of the individual to contact when maintenance is required. The winning bidder shall further provide escalation procedures and contact names and numbers to be used when normal maintenance procedures are not adequate to resolve problems.

The IT Manager and Board of Selectmen reserve the right to reject any proposal in part or whole which in his/her opinion does not meet the specification or quality standard desired. Such decision will be considered final and not subject to further recourse.

Instructions to Bidders

1. BID SUBMISSION

All bids are to be forwarded to the Selectmen's Office, 40 Main Street, North Stonington, CT 06359 by JANUARY 28, 2020 at 2:00 P.M. at which time and place the bids will be publicly opened and read.

2. SEALED ENVELOPE

Bids can be submitted on company forms and submitted in a seal envelope clearly labeled: **Telephone System Replacement RFP.**

3. INSURANCE

As a condition to the award of any contract, the successful bidder(s) shall furnish certificates of insurance, including automobile, property and liability, and workers' compensation insurance minimally as follows:

Property and Liability	not less than \$1,000,000
Personal Injury and Liability	not less than \$1,000,000
Workers' Compensation	as required by law

A certificate of insurance naming the Town of North Stonington as an additional insured shall be required commencing work.

4. BID AWARD

The Town of North Stonington reserves the right to reject any and all bids that are not in the best interest of the Town. All bids must be valid for at least 30 days.

5. QUESTIONS

Address all questions to IT Manager James Russell by email at jrussell@northstoningtonct.gov. All questions must be submitted by January 21, 2020 and answers will be posted on the town website. Vendor is responsible for verifying all site conditions and scope of work.