

Request for Proposals – VOIP Service/Phone System City of Canton, MO

Introduction:

The City of Canton, Missouri is seeking proposals to provide telecom service and or systems to replace its existing phone infrastructure. This Request for Proposals is intended to provide the necessary information for interested parties to complete and submit any proposals they wish to be considered.

Canton, Missouri is a city of 2,377 residents, with approximately 30 employees spread across 4 facilities.

Scope:

This RFP is designed to select a vendor and/or provider to update and replace our existing phone system at our City Hall, Police Department, and Public Works facility, with the possibility of further expansion in the future.

Responses to this RFP should include, but are not limited to, the following:

- Vendor background
- System overview and technical details
- End station specifications and details
- Implementation plan and timeline
- Training plan
- Ongoing support plan
- Data center locations
- Warranty terms
- Initial and recurring costs
- References

Basic system requirements are provided later in this document, but vendors are encouraged to be complete in their proposals and to address any additional benefits or other aspects of their company, product, technology, or service not specifically included here.

Current System and Environment:

Our current phone system is a Nortel Compact ICS phone system which is no longer serviceable. This project is intended to cover our City Hall location, our Public Works facility, and our Police Department only as an initial phase. Between the three facilities there are approximately 8 individual phones. The project scope will need to replace those phones, but be expandable for future needs.

Service/System Requirements:

The City has no preference whether the system is cloud or premises based. Vendors may propose either, one or the other, or any combination deemed appropriate.

The service should utilize Voice Over IP (VOIP) with cabling already in place or where none exists it will be completed outside the scope of this proposal.

Features:

Features sought by the city include, but are not limited to:

- Flexible call/answer points (desk phone, cellular, softphone)
- Blacklists
- Blind Transfer
- Call Forwarding
- Call Parking
- Call Routing
- Call Transfer
- Call Waiting
- Caller ID
- Conference Bridging
- Dial by Name Directory
- Direct Inward System Access
- Distinctive Call Appearance
- Distinctive Ring
- Do Not Disturb
- E911 Location Information
- Group Programming
- Interactivity Directory Listing
- Local Long Distance, and International Calling
- Three-Way Calling
- Voicemail
- Voicemail Groups

Implementation:

Proposals must include the vendor's proposed implementation timeline, and understand that the city is ready for immediate deployment of the system. Implementation timeline provided should account for such things as equipment order lead-time, programming time, training timeframe, etc. In addition, proposals should specify the number of people involved in and duration of any on-site visits anticipated.

Training:

Proposals should outline the vendor's preferred method of training – on-site, remote, self-learning, "train the trainer", etc. If there are different options for training, information should be provided for each option, but vendors are encouraged to state their preferred or usual method. Support and Maintenance: Proposals must include ongoing support and maintenance terms, periods, and costs. Each proposal should be clear as to support and hardware maintenance are a combined service, or priced separately, although the City does not anticipate making a decision based on that factor.

Pricing:

Proposals must include sufficient pricing information to allow for full evaluation and comparison of both initial and ongoing costs. Cost information should distinguish between hardware costs, implementation and training costs, ongoing service charges, and optional feature costs. Per user or per seat breakdown is desired, where applicable. Costs should be based on the number of users, as outlined previously, along with the previously stated distribution of phones. **The City is requesting all vendors submit their responses in a sealed envelope marked "VOIP Service RFP" to Crissy Seangmany, City Clerk, 106 North 5th Street, Canton, Missouri 63435 by 10:00 a.m., August 5, 2021 at which time proposals will be opened and read aloud.** Responses will be evaluated, a preferred vendor selected, and a contract drawn up following evaluation and clarification of any outstanding questions or issues.

The City of Canton intends to award the purchase based on the bid that in the City's sole discretion best meets the interest and requirements of the City. The City reserves the right in the City's sole discretion to reject any or all bids, to waive technicalities or deficiencies in any or all bids, to negotiate with any or all bidders or others for more favorable terms or prices, and to award a contract to other than the bidder submitting the lowest cost bid proposal, with or without negotiation. The City reserves the right not to open a sole bid.

Questions should be directed to Jarrod Phillips, Mayor at cantonmayor@centurytel.net.