AMSTERDAM HOUSING AUTHORITY

RFP No. P24001
REQUEST FOR PROPOSAL
VOIP Phone System/Services

Schedule of Major Events

RFP Release	April 18, 2024
Deadline to Submit Questions & Answers	April 25, 2024
Responses to Q&A Posted	April 26, 2024
RFP Proposals Due	April 30, 2024
Notice of Award	May 1, 2024
Contract Begin Date	May 1, 2024

52 Division Street
Amsterdam, NY 12010
518-842-2894
procurement@amsterdamhousingauthority.org

PART ONE – GENERAL INFORMATION

1.1 INTRODUCTION

Introduction about the company requesting RFP

1.2 SCOPE OF WORK

Please include a high level overview of the services you offer and requested in this proposal, as well as information about the system being replaced.

Current Setup

Please describe your current setup

Phone system must support 12 users, and support for 2 locations.

Location 1
52 Division Street
10 users
10 Phones (Line requirements, conference)

Location 2
95 Division St.
2 Users
2 Phones(Line requirements, conference)

1.3 ACTIVITIES AND SERVICES SOLICITED

VoIP System Requirements (Basic requirements for all users)

Vendor Finalists will be contacted to provide onsite Web Portal and System Demo for the following requirements:

- Regulatory Compliances (HIPAA, PCI, CCPA etc.)
- Hosted SIP Trunking
- Automated Attendant
- Four (4) Digit Extension Dialing to all phones on system
- Four (4) Digit Virtual Extensions – (Mapping a 4 Digit extension to corresponding 10 Digit DID numbers on a completely separate phone system).
- Corporate Directory (Listing all User Names & Extensions, sortable by first name, last name, extension, group, location)
- Voice Mail with Message Waiting Indicator & automatic Voice Mail to Email Functionality
- Voice Mail Disabled for certain identified handsets (Administrative control - ability to deactivate voicemail feature for a select group of handsets.)

- Inbound Caller ID displayed on handsets and Caller ID transferred to mobile phones when using

- Outbound Caller ID (Ability to out-pulse both main number and/or Individual DID Numbers)

- Busy Lamp Field (line monitor)

- Call Forwarding (user activated) Always/Call Forward Busy

- Call Forward (user activated) No Answer

- Call Forward (user activated) Not Reachable

- Call Forward (user activated) Selective Call

- Remote Call Forward Activation/Deactivation and password reset from programming/maintenance console, designated managers' PC or mobile application (IOS and Android)

- Call Hold

- Call Park

- Call Pickup Groups

- Call Transfers

- Call Waiting

- Calling Name & Number (Caller ID)

- Conference Calling

- Dedicated "All Call" Extension - Programmed to page all extensions per office by dialing a dedicated extension

- Distinctive Ringing

- Do Not Disturb

- Selective call recording capabilities enabled or disabled by managers for users, queues or groups

- Directed Call Pickup (permits an extension user to intercept any type of call ringing another extension)

- Direct Inward Dialing (DID) & Direct Outward Dialing (DOD)

- E-911 Registration

- 911 Location Identification (911 operator will know what address the call is coming from.)

- Directory listing (411/white pages)

- Electronic Fax Capability / Inbound & Outbound Fax Messaging

- Electronic Fax to Email

- Find Me/Follow Me (Forwarding to Cell Phone or Other Number) / One Number Reach Capability

- Off-Premise Extension (OPX)

- Music/Message on Hold Capability (Vendor-Provided Source Recordings)

- Mobile application integration for IOS and Android

- Designated Hunt Groups

- Soft Phone PC integration compatible with Windows 7, Windows 10 and the current Edge and Internet Explorer browsers.

- Priority Alert - make your phone ring differently based on specific call.

- User Portal & Admin Web Portal

- Voicemail to email

- Return call from voicemail - being able to quickly and easily call a client back from their recorded voicemail on the handset (without dialing the phone number)

- Simultaneous Ring

- Selective Call Acceptance

- Selective Call Rejection

- Speed Dialing 4 Digits or less requested

- Solution must include both Administrative Portal for MACD (Moves, Adds, Changes, and Disconnects) functionality.

- Solution must also include an End-user portal for approved end-user changes.

- TLS Call Encryption

- Active Directory Integration

- Required Integrations to other software (Microsoft Teams, etc).

Minimal Call Queue Requirements (Basic)

- Call queue extension calling

- Round-robin (Longest Idle)

- Ring all (All available agents)

- Linear hunt- (Available agents in predefined order)

- Linear cascade –(Groups of agents in predefined order)

- Call Park- (Places caller on hold until agent can answer)

- Message on hold

- Music on hold

- Record Calls

- Dedicated, unlimited and secure FIPS 140-2 cloud based storage for recorded calls

- Call downloading capability for managers

- Statistical reporting

Minimal Call Queue Requirements (Pre Queue Options)

- Unlimited Max Expected Wait (Seconds) before queue is unavailable

- Unlimited Max Callers in Queue before queue is unavailable
- Music on hold (Yes/No)
- Callback option – Allows caller to opt for a callback instead of waiting if time conditions are met
- Forward if unavailable – forwards to designated extension

Minimal Call Queue Requirements (In Queue Options)

- Queue ring timeout (sec)- How long the queue will attempt to ring agents before following an exit option
- Adjustable wrap-up time (minutes)- How long an agent has to wrap up previous call before taking another
- Agent ring timeout (sec)- How long the queue will attempt to ring agents before moving on to the next available
- Logout agent on missed call (Yes/No)- Ability to choose to log agents out of a queue if they miss a call
- Forward if unanswered- Forwards callers to an extension if the agents fail to answer before the queue ring timeout.

Call Center System Requirements (includes all previously mentioned minimum system/service requirements, plus the following)

- (Minimal) Agents + supervisor
- Agent queue login
- Silent monitoring through secondary extension
- Report based activity reporting by date/time, group/queue, and agent
- Screen pop capability - the "population" of caller information on a call agent's **computer screen** during the call.
- Shared Corporate Directory (listing shared contacts, sortable by first name, last name, extension, group, location) this directory must be viewable only by designated staff.

Maintenance & Support Requirements

Vendors are required to provide standard email, and telephone support services Monday thru Friday, 8:00 am to 5:00 pm (ET) for routine service requests. 24/7/365 support service will be required for issues deemed as urgent.

Software Upgrades

All planned end-of-life or obsolescence must be listed in Vendor's response.

Software upgrades, patches or system revisions which are subsequently developed to correct problems or malfunctions must be provided at no additional charge, regardless of the inclusion of enhancements, for the full term of the contract.

1.4 ELIGIBLE PROPOSERS

We will review all proposals for completeness and compliance with the terms and conditions of the RFP. Proposals clearly inconsistent with the RFP requirements will be eliminated from further consideration.

Designated Contact

The individual listed below may be contacted for clarification of the proposal submission process. All questions must be submitted in writing using Attachment K and emailed to:

Please include contact:
Erika Ramirez
procurement@amsterdamhousingauthority.org | (518)842-2894 ext:1010

Submission of Questions

Questions regarding the Request for Proposal must be submitted in writing by April 25, 2024 no later than 3:30 PM ET. Questions must be sent in email format to the designated contact above.

Proposal Due Date and Delivery Method

All Proposal must be submitted via email to the designated contact above by April 30, 2024, no later than 12:30 PM ET.

Withdrawal of Proposal

A proposal may be withdrawn at any time prior to the selection announcement by writing to the Designated Contact listed above.

Amendment of Proposal

A proposal may be amended at any time after submission but prior to the due date by writing to the Designated Contact listed above.

Changes and Amendments

We reserve the right to amend or withdraw this RFP at any time by notifying each potential proposer of record.

Award and Finalization

When a selection decision is made, the designated contact will notify all responsive proposer(s) of the decision by email.

1.5 CRITERIA FOR EVALUATION OF PROPOSALS

A proposal must meet the following minimum standards to be reviewed. Proposals not meeting these minimum standards are considered non-responsive and will not be reviewed or scored. The proposal must:

- Have been submitted by the deadline of April 30th, 2024

- Be complete with all required attachments

- Be for specific services requested and described in the RFP packet;

- Contain no evidence of real or apparent conflict of interest.

All proposals will be screened for inclusion of all required information prior to release to the evaluation team. We may exclude from further consideration for contract award any non-responsive proposal or portion of a proposal.

All proposals will be evaluated under the following structure:

- Technical system requirements: (25%)

- Quoted Price (40%)

- Interview and Customer References(5%)

- Cover Letter (5%)

- Statement of Work (10%)

- Proposal Qualifications and Experience (15%)

PART TWO - INSTRUCTIONS FOR SUBMITTING A PROPOSAL

2.1 GENERAL INSTRUCTIONS

- Emphasis must be placed on addressing all the requirements of this RFP in a clear and concise manner.

- All applicable attachments must be submitted as part of the proposal.

- Any proprietary information should be clearly marked as confidential.

2.2 VENDOR OVERVIEW

- Please describe your company's history and values

- Please provide contact information for a main point of contact submitting this RFP on behalf of your company

- Notable Awards or Recognitions

2.3 SECURITY, UPTIME, AND REDUNDANCY

Please describe your company's failover and redundancy capabilities and their ability to ensure uptime and availability of the hosted VoIP system.

2.4 TECHNICAL CHECKLIST

Requested Features/Services	Feature Included in Service Yes/No	Notes, Disclaimers or Caveats
1. CRITERIA #1 - Basic System Requirements (All Users)		
The VoIP System must be sized to accommodate (at minimum) 12 handsets/seats, with the ability to increase in size if needed in the future.		
Core onsite and offsite hardware must be configured for high availability failover (providing for redundancy)		

Data center SSAE 16 SOC 2 Data Center compliance?		
Hosted SIP Trunking		
Automated Attendants		
Receptionist Attendant Console		
Four (4) Digit Extension Dialing to all phones on system		
Four (4) Digit Virtual Extensions – (Mapping a 3 Digit extension to corresponding 10 Digit DID numbers on a completely separate phone system).		
Individual DID #`s provided for all nodes?		
Corporate Directory (Listing all User Names & Extensions, sortable by first name, last name, extension, group, location)		
Voice Mail with Message Waiting Indicator & automatic Voice Mail to Email Functionality		
Voice Mail Disabled for certain identified handsets (Administrative control - ability to deactivate voicemail feature for a select group of handsets.)		
Inbound Caller ID displayed on handsets and Caller ID transferred to mobile phones when using		
Outbound Caller ID (Ability to out-pulse both main number and/or Individual DID Numbers)		
Busy Lamp Field (line monitor)		
Call Forwarding (user activated) Always/Call Forward Busy		
Call Forward (user activated) No Answer		
Call Forward (user activated) Not Reachable		
Call Forward (user activated) Selective Call		
Remote Call Forward Activation/Deactivation and password reset from programming/maintenance console, designated managers' PC or mobile application		

(IOS and Android)		
Call Hold		
Call Park		
Call Pickup Groups		
Call Transfers		
Call Waiting		
Calling Name & Number (Caller ID)		
Custom Holiday Mode Greetings (Single program point, companywide effect)		
Conference Calling (Up to 50 Participants)		
Dedicated "All Call" Extension - Programmed to page all extensions per office by dialing a dedicated extension.		
Distinctive Ringing		
Do Not Disturb		
Selective call recording capabilities enabled or disabled by managers for users, queues or groups		
Directed Call Pickup (permits an extension user to intercept any type of call ringing another extension)		
Direct Inward Dialing (DID) & Direct Outward Dialing (DOD)		
E-911 Registration		
911 Location Identification (911 operator will know what address the call is coming from.)		
Directory listing (411/white pages)		
Electronic Fax Capability / Inbound & Outbound Fax Messaging		
Electronic Fax to Email		

Find Me/Follow Me (Forwarding to Cell Phone or Other Number) / One Number Reach Capability		
Off-Premise Extension (OPX)		
Music/Message on Hold Capability (Vendor-Provided Source Recordings)		
Mobile Application integration for IOS and Android		
Hunt Groups		
Priority Alert - make your phone ring differently based on specific call.		
User Portal & Admin Web Portal		
Voicemail to email		
Simultaneous Ring		
Selective Call Acceptance		
Selective Call Rejection		
Speed Dialing -4 Digits or less requested		
Solution must include both Administrative Portal for MACD (Moves, Adds, Changes, and Disconnects) functionality.		
Solution must also include an End-user portal for approved end user changes.		
Minimal Call Queue Requirements (Basic)		
Call queue extension calling		
Round-robin (Longest Idle)		
Ring all (All available agents)		

Linear hunt- (Available agents in predefined order)		
Linear cascade –(Groups of agents in predefined order)		
Call Park- (Places caller on hold until agent can answer)		
Message on hold		
Music on hold (Yes/No)		
Record Calls (Yes/No)		
Call downloading capability for managers		
Statistical reporting		
Minimal Call Queue Requirements (Pre Queue Options)		
Unlimited Max Expected Wait (Seconds) before queue is unavailable		
Unlimited Max Callers in Queue before queue is unavailable		
Music on hold (Yes/No)		
Callback option – Allows caller to opt for a callback instead of waiting if time conditions are met		
Forward if unavailable – forwards to designated extension		
Minimal Call Queue Requirements (In Queue Options)		
Queue ring timeout (sec)- How long the queue will attempt to ring agents before following an exit option		
Adjustable wrap-up time (minutes)- How long an agent has to wrap up previous call before taking another		
Agent ring timeout (sec)- How long the queue will attempt to ring agents before moving on to the next available		
Logout agent on missed call (Yes/No)- Ability to choose to log agents out of a queue if they miss a call		

Forward if unanswered- Forwards callers to an extension if the agents fail to answer before the queue ring timeout.		
2. CRITERIA #2 - Installation		
Onsite installation of all hardware/software?		
Testing and system conversion included?		
Publically listed phone and fax number porting included?		
Phased conversion installation method acknowledged?		
3. CRITERIA #3 - Training		
Onsite session for local system administrators		
Onsite session for local call center system administrators		
Onsite session for call center end users		
1 individual onsite session (per office) for end users		
Online computer based training (CBT) included for ongoing and follow-up training		
4. CRITERIA #4 - Maintenance & Support		
Terms provided for "In scope" and "out of scope" maintenance and supports service?		
Support services provided Monday thru Friday, 8:00 am to 4:00 pm (EST) for routine service requests?		
24/7/365 support service provided for issues deemed as urgent?		
5. CRITERIA #5 - Software Upgrades		
Generation and version number of all appliciable software being proposed included?		
Software and revisions presented as latest "stable" release?		
Software upgrades, patches or system revisions subsequently developed to correct problems or malfunctions provided at no additional charge, regardless of the inclusion of enhancements, for the full		

term of the contract?		
Agree to provide software updates and enhancements throughout the full term of the contract?		

ATTACHMENT A

BUDGET SUMMARY

Include a detailed budget including a list of costs for services to be performed and fully explain the nature of these charges i.e., how costs are broken down (i.e., per day, hour, service, associated fees, etc.)

ATTACHMENT B

REFERENCES

Vendors must provide a minimum of two (2) references for installed systems of at least X 10 handsets or larger with a set of features as proposed. Failure to provide the following information at the time and date this RFP closes could affect proposer's evaluation score under the qualification's evaluation criteria.

REFERENCE 1.

Name of the firm and point of contact to which the service was provided

_____

System Size_____ Telephone Number_____
Email_____

REFERENCE 2.

Name of the firm and point of contact to which the service was provided

_____

System Size_____ Telephone Number_____
Email_____