

The Town of Clifton Park Telephone System Specifications



Due: March 3, 2021
**Clifton Park Telephone and Communications
System Replacement Project
Request for Proposals**

A. Town of Clifton Park

1. Instructions to Proposers

Proposals must be received at the Town Clerk's Office at One Town Hall Plaza, Clifton Park, N.Y. 12065, or at Tbrobston@cliftonpark.org, by March 3, 2021. Please identify your proposal and/or email as "**Clifton Park Telephone and Communications System Replacement Project**" in the subject heading and include your proposal as a PDF attachment. Proposals must include all costs of the equipment, all components and installation, software and system monitoring, as well as training and any ancillary items directly associated with the system proposed.

Proposals will be considered based on price, best value, ability to meet the needs of our basic requirements and having a single source for support. The Town of Clifton Park reserves the right to reject any and all Proposals.

2. CLIENT BACKGROUND

The Town of Clifton Park is a municipal government located in Saratoga County, New York. There are 7 primary buildings and six outbuildings of focus.

Primary

Town Hall
1 Town Hall Plaza
Clifton Park, NY 12065

Building and Grounds
2 Town Hall Plaza
Clifton Park, NY 12065

Highway Department
639 Clifton Park Center Road
Clifton Park, NY 12065

Public Safety Building
5 Municipal Plaza
Clifton Park, NY 12065

Senior Center
6 Clifton Common Court
Clifton Park, NY 12065

Sewer Department
477 Clifton Park Center Road
Clifton Park, NY 12065

Transfer Station
217 Vischer Ferry Road
Rexford, NY 12148

Outbuildings

Building and Grounds Workshop
5 Locust Lane
Clifton Park, NY 12065

Locust Lane Clubhouse
5 Locust Lane
Clifton Park, NY 12065

Barney Road Clubhouse
1 Barney Road
Clifton Park, NY 12065

Barney Road Golf Course Garage
1 Barney Road
Clifton Park, NY 12065

Barney Road Golf Course Starter Shed
1 Barney Road
Clifton Park, NY 12065

Burning Bush Clubhouse
9 Burning Bush Boulevard
Ballston Lake, NY 12019

3. SCOPE OF ASSIGNMENT

The goal of the Town of Clifton is to overhaul its current outdated telephone system by installing a state-of-the-art Cloud Based telephone system. The system needs to provide the ability to 3-digit dial between all town buildings and offices.

Below is a summary of the data network and current telephone services.

Data Network

- The Town Hall, Building and Grounds, Highway Garage, and Public Safety buildings are connected via private fiber (FirstLight) for data and phone system communication.
- Internet is currently being provided via Spectrum Coax connections at the Senior Center, Sewer, and Transfer Station buildings for data and phone system communication.

Telephone Connectivity @ Barney Road Clubhouse (1 Barney Road)

- Telephone service is being provided via a POTS line by Verizon.
- Spectrum Coax service is currently used for Wi-Fi in the building.

Telephone Connectivity @ Barney Road Golf Course Garage (1 Barney Road)

- Telephone service is being provided via a POTS line by Verizon.

Telephone Connectivity @ Barney Road Golf Course Starter Shed (1 Barney Road)

- Telephone service is being provided via a POTS line by Verizon.

Telephone Connectivity @ Burning Bush Clubhouse (9 Burning Bush Boulevard)

- Telephone service is being provided via a POTS line by Verizon.
- Spectrum Coax service is currently used for Wi-Fi in the building.

Telephone Connectivity @ Locust Lane Clubhouse (5 Locust Lane)

- Telephone service is being provided via a POTS line by Verizon.
- Spectrum Coax service is currently used for Wi-Fi in the building.

Telephone Connectivity @ Building and Grounds Workshop (5 Locust Lane)

- Telephone service is being provided via a POTS line by Verizon.

4. CURRENT TELEPHONE SYSTEM & EXTENSION LISTING

Existing data and telephone equipment currently installed at the Town of Clifton Park:

TOWN OF CLIFTON PARK PHONES, FAXES, & CONFERENCE PHONES

LOCATION	NAME	EXT.	DID	EQUIPMENT	PHONE	FAX	CONF
		232	518-123-4567				
TOWN HALL							
Clerk	Teresa Brobston	206	518-371-6681	Phone	1		
	Christine Pagnello	207	518-371-6681	Phone	1		
	Claudia Fitzgerald	208	518-371-6681	Phone	1		
	Counter	209		Phone	1		
	Fax		518-383-5088	Fax		1	
Reception	Betsy Snyder	201	518-371-6651	Phone	1		
Parks & Rec	Myla Kramer	205	518-348-7305	Phone	1		
	Diana Fraser	203	518-348-7303	Phone	1		
	Lori Hughes	202	518-348-7302	Phone	1		
	Counter	204		Phone	1		
Wood Room	Town Board Meetings			Polycom			1
Senior Van	Dispatcher	254	518-371-4444	Phone	2		
Conference A	Meeting Room			Polycom	1		
Codes	Steve Myers	220	518-348-7320	Phone	1		
	Bob Adams	217		Phone	1		
	Kathy Boni	216	518-371-6702	Phone	1		
	Sam Chase	218		Phone	1		
	Pat Jarosz	222		Phone	1		
	Wade Schoenborn	223	518-348-7340	Phone	1		
	Cristi Shuhart	212	518-371-6702	Phone	1		
	Max Luetters	219		Phone	1		
	John DeSimone	214		Phone	1		
	Vacant	221	518-348-7321	Phone	1		
	Conference Room			Phone	1		
	Fax		518-383-2668	Fax		1	
Assessor	Walter Smead	239	518-348-6460	Phone	1		
	Kelly Miller	235	518-371-6460	Phone	1		
	Counter	237		Phone	1		
	Fax		518-348-7304	Fax		1	
Planning	John Scavo	224	518-348-7324	Phone	1		
	Melinda Acker	225	518-371-6054	Phone	1		
	Jen Viggiani	256		Phone	1		
	Document Storage Room	226	518-348-7326	Phone	1		
	Scott Reese	226		Phone	1		
Community	Vacant	230		Phone	1		
Attorney	Tom McCarthy	252	518-348-7352	Phone	1		
	Meg Springli	210		Phone	1		
Green Office	Vacant			Phone	1		

Town Parking	Virtual	401		Virtual			
Taxes	Rose Savallo	227	518-371-5720	Phone	1		
	Counter			Phone	1		
Comptroller	Mark Heggen	233	518-348-7333	Phone	1		
	Stephanie Drenchko	234		Phone	1		
	Laurie Luse	228	518-348-7328	Phone	1		
	Regan Cardona	232		Phone	1		
Conference B				Polycom			1
Conference C	Vacant	396		Phone	1		
				Polycom			1
Supervisor	Phil Barrett	244	518-348-7300	Phone	1		
	Jean Spiegel	240	518-371-0083 518-348-7301	Phone	1		
	Matthew Andrus	242		Phone	1		
	Town Board			Phone	1		
	Fax		518-371-1136	Fax		1	
BUILDING & GROUNDS							
Buildings	Dan Clemens	248		Phone	1		
	Margy Kasky	251	518-348-7351	Phone	1		
	Kieran Lynch	266		Phone	1		
	Break Room			Phone	1		
	Fax		518-371-3789	Printer/Copier/Fax		1	
HIGHWAY DEPARTMENT							
Highway	Dahn Bull	245	518-348-7345	Phone	1		
	Ellenmarie Martin	253	518-371-7310 518-348-7346	Phone	1		
	Raina Munafo	246	518-371-7310	Phone	1		
	James Ryan	247	518-348-7356	Phone	1		
	Stan Rusinovich	257		Phone	1		
	Richard Countermine	258		Phone	1		
	Garage Floor			Phone	1		
	Fax		518-373-0039	Fax		1	
PUBLIC SAFETY BUILDING							
Public Safety	Lou Pasquarell	311	518-348-7311	Phone	1		
	Security Officer	312	518-348-7312	Phone	1		
	Fax		518-371-6726	Fax		1	
Animal Control	Terri Cook	310	518-371-6756	Phone	1		
SENIOR CENTER							
Senior Center	Sue Leonard			Phone	1		
	Donovan Ryan			Phone	1		
	Front Desk 1		518-383-1343	Phone	1		
	Front Desk 2		518-383-1343	Phone	1		
SEWER BUILDING							
Office	Mike O'Brien	313	518-348-7313			1	

	Garage Floor					1	
	Emergencies		518-877-6095				
	Fax		518-371-6726	Fax		1	
TRANSFER STATION							
Office / Garage	Don McCune			Phone	1		
	Kieran Lynch			Phone	1		
	Fax		518-371-9476	Printer/Copier/Fax		1	
Gatehouse			518-371-6669		1		
Payment Shed			518-371-6669		1		
Outbuildings			518-371-6669		3		
BUILDING & GROUNDS WORKSHOP	Dom Fraser		518-371-7989	Phone	1		
LOCUST LANE CLUBHOUSE			518-371-9979	Phone	1		
BARNEY ROAD CLUBHOUSE			518-371-1624	Phone	1		
BARNEY ROAD GARAGE				Phone	1		
BARNEY ROAD GOLF COURSE			518-373-1435	Phone	1		
BURNING BUSH CLUBHOUSE			518-877-6315	Phone	1		
MISC. DIDs		230	518-348-7330 518-348-7332				
UNASSIGNED DIDs			518-348-7306 through 7309				
			518-348-7316 through 7319				
			518-348-7325				
			518-348-7327				
			518-348-7329				
UNASSIGNED DIDs CONT'D			518-348-7331				
			518-348-7335 through 7338				
			518-348-7340 through 7344				
			518-348-7347 through 7350				

			518-348-7353 518-348-7354 518-348-7357				
NOT IN SERVICE DIDs			518-348-7314 518-371-7677 518-348-7322 518-348-7334 518-348-7355 518-348-7358 518-348-7359				

In addition to the devices above, the Town will require 6 voicemail-only mailboxes with the ability to add more as needed.

These lines will not require a physical phone but simply need the ability to maintain and have access to a private mailbox or voicemail to email capability.

5. SITE TOUR

A tour of Town of Clifton Park and its current system is available to those interested. Such requests should be made at least 48 hours in advance and will generally be scheduled during normal business hours, currently Monday through Friday from 9 a.m. to 5 p.m. Special requests for after hour or weekend access will be considered.

All requests should be directed to Matthew Andrus at 518-817-6295 (Town of Clifton Park Information Specialist) or by email mandrus@cliftonpark.org.

6. TRAINING

The Town of Clifton Park, as part of the proposal, will require administrative and end-user training. The training should be performed on-site to the best extent possible and should be conducted about the same time period as the actual network installation. Training should be done on a departmental basis.

- Basic telephone system operation for end users
- Basic voicemail operation
- Switchboard Console Training
- System administrator training

7. BASIC REQUIREMENTS

The system needs to provide basic telephone system capabilities. Please provide a list of included features.

Each phone needs to support multiple lines, park, intercom, page, call forwarding, direct dial, and provide the ability to see other extensions when they are on the phone. They must also have the ability to use voicemail to email. All phones must be in new condition.

In the future, the Town may decide to add extensions/telephones at existing locations. It is critical that the solution be cost effective and scalable as our needs change.

Due to the recent importance of being able to work from home, please identify any capabilities that would allow our staff to work from home if required.

Please include with your RFP Response the following info:

1. List of included features
2. Description and picture of phones provided.
3. Identify capabilities that can allow staff to work from home and outline of costs.
4. Support, Maintenance and Upgrade costs for one year.

Any additional items/options may be listed as à la carte.

8. PROPOSAL REQUIREMENTS

Please provide a proposal for the equipment needed. In addition, to the hardware described above, the Town has the following needs.

- We have one reception area which will need a phone that allow them to see all extensions.
- The Reception Area/switchboard should have automated capability to direct calls to extensions after hours or during unavailability of receptionist.
- The successful vendor will need to be able to work with ABS Solutions, who currently manages the Town's data network to install as needed. Applicable standards and technology needs can be provided by request.
- The Town and its IT Vendor (ABS Solutions) need to have complete ownership and management of infrastructure.
- Voice and Data infrastructure should be routed through external IP addresses.
- Cost effective solutions for buildings with limited ability to access fiber and/or coax are welcome.
- A description of the bandwidth necessary for each location if applicable.
- A description of the network engineering support available. (i.e., 8 to 5, 24 hours / M-F, 365 days per year)
- Replace/upgrade current hardware of phone systems to include a Cloud Based solution and managed services. Define implementation, hardware, software, features, timeline, support, and training.
- A description of any client portal for billing, ticketing, and bandwidth utilization.
- A description of the process for equipment and maintenance on any of the systems or their components; Routers, Switches, Phones, etc.
- Unlimited local usage
- Voice services should include domestic and long-distance phone services for the indicated lines, fax lines, and conference lines previously indicated.

Any additional items/options may be listed as à la carte.

9. OFFER AND ACCEPTANCE

The selected firm will be forwarded original purchase agreements for signature. Upon Town of Clifton Park receipt, they will be submitted for final execution and one (1) fully executed original will be returned to the Vendor for commencement of the project.

Thank you for your prompt attention to this request, and please contact Matt Andrus at 518-817-6295 should you have any questions.

NON-COLLUSIVE CERTIFICATION

(Pursuant to 103d of the General Municipal Law of the State of New York)

1. The Proposal herewith submitted has been arrived at by the proposer independently and has been submitted without collusion with any other vendor of materials, supplies or equipment of the type described in the Request for proposals; and

Company Name _____

Signature _____

Title _____

Date _____