



Employment & Training Consortium

A Subsidiary Entity of the City of Greenfield, MA and the City of Northampton, MA

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VoIP Telephone System Request for Quotes

March 20, 2023

Franklin Hampshire Employment and Training Consortium (FHETC) seeks a Hosted VoIP telephone system.

RFQ Time Table:

RFQ announcement	Monday, March 20, 2023
Last day to submit questions	Wednesday, April 5, 2023
Price quotes due	Friday, April 7, 2023 by 5pm
Award will be made by	Friday, April 14, 2023

RFP Questions, Response, and Walk-Through:

Responses to the RFQ should be sent to Larry Pope, IT Specialist, at it@masshirefhcareers.org.

Please send RFQ questions to Larry Pope

About FHETC:

FHETC is a sub-entity of the city of Greenfield, Massachusetts and is eligible for state contract ITT72. FHETC operates the MassHire Franklin Hampshire Career Center providing a wide range of employment and training services to businesses and job seekers. Currently, FHETC has one full service office located in Greenfield and two out-stationed offices located in the Athol Innovation Center within The Athol Chamber of Commerce Office (1 day/week) and at Forbes Library in Northampton (multiple days for 15 hours/week). The long-term goal is to re-open another full-service career center in Northampton/Hampshire County, keep the Greenfield full-service center, and have 2-4 out-stationed staff locations around our service area which includes Franklin County, Hampshire County, and North Quabbin area. FHETC employs approximately 25 staff and co-locates several partner agency staff with approximately 15 additional single or shared work stations.

Current Telephone System Configuration:

- Greenfield Full-service Office:
 - WIN 100 D telephone system (45 handsets)
 - Data service at this location includes a 600/35 cable connection with a 10M fiber connection for fail-over.
 - 13 incoming/outgoing Centrex analog lines
 - Two reception stations
 - Local voicemail system that can be remotely accessed

- Security system that rides on two lines for connection to the home office
- Two fax machines (Resource Room, CIES Classroom)
- Athol Outstation Office:
 - No dedicated phone service or fax machine
 - Relies on Skype for business and staff cell phones for contact. Customers called through personal skype-out accounts
 - Utilizes host agency (Athol Chamber of Commerce) wireless internet for service
- Northampton Outstation Office
 - No dedicated phone service or fax machine
 - Relies on Skype for business and staff cell phones for contact. Customers called through personal skype-out accounts.
 - Utilizes host agency (Forbes Library) wireless internet for service
- Utilize a combination of Skype for Business, Microsoft Teams, Zoom, and WebEx for video connection with staff/customers in remote locations.

General Features:

FHETC seeks a VoIP solution that provides increased flexibility in staff work locations, ability to serve customers remotely, can scale up or down depending on funding and staffing levels, and is cost effective. Part of the reason for a hosted system is to have IP extensions to allow for ease of remote use in case of emergency such as the COVID-19 pandemic.

The desired system is intended to be a hosted IP system. Premise-based proposals will not be accepted. Remote users would access as an extension to the system or by dialing into the system directly.

1. Phone call routing and voicemail access for staff who are out-stationed on a part-time basis or potential for all staff working from home in emergency situations. Remote users would access as an extension to the system or by dialing into the system directly. (up to 4 locations and up to 10 out-stationed staff approximately one day per week)
2. A few individual users who work from softphones on their computers who would connect via wifi at their outstation location.
3. Scalable to handle a doubling or halving of FHETC staff and/or co-located partners
4. Security is paramount to protect personal information transmitted between customers and staff especially at out-stationed staff locations where there may be shared internet connections with partner agencies. HIPPA compliance required.

Minimum System Specifications:

1. A cloud-based system that will handle a minimum of 50 extensions
2. Built in voicemail system with passwords for administrator and individual users. Ability to retrieve voice mail messages from off-site. No unified messaging.
3. Conference bridge capabilities, single conference up to 5 participants.
4. Extension management (personnel changes, etc.) accessible for an FHETC employee to manage.
5. Call detail reporting is desired. This can be a simple reporting structure that allows calls to be seen by extension or to called number.
6. The chosen vendor is responsible for the complete installation and setup of the phone system and full training of users as well as administrative staff.
7. All IP phones should meet basic requirement of 10/100/1000.
8. Plug and play capability – no requirement to have outside personnel do set-up
9. Free software upgrades and tech support for upgrading as necessary
10. Softphone
11. 5 IP stations with handsets for common areas
12. Auto Attendant

13. Dial by name directory
14. Music on hold
15. Call cascade
16. Ring groups
17. Call waiting
18. Caller ID
19. Call queue
20. Call forwarding
21. Remote management
22. System speed dials
23. Direct Inward Dialing capability (Please break out cost per line if that is part of the quoted package)
24. Fax
25. PHONE SETS - Or Equal products/systems must be submitted with full feature descriptions. Determination of OR EQUAL products/systems will be solely with FHETC.
 - a. Polycom VVX150 IP staff telephones or equal

Miscellaneous

1. Power over Ethernet switches and CAT 6 cabling will be in place

Submittal Requirements:

1. Vendors must provide proven products and services which they are presently providing to other active customers.
2. If a quote includes bundled services not specified in the RFQ, costs must be broken out for each additional service. Quotes that include additional services will be compared to quotes that do not include those services based on the current costs to the Career Center associated with those services.
3. The price quote must include and break out costs for all required software, installation, programming, testing, training, and a 3-year warranty on all hardware.
4. Vendors must submit estimated operating costs for the first year and operating costs for subsequent years.
5. Vendors must submit a specifications sheet explaining their phone system and showing the detailed features it offers.
6. Vendors must have experience installing similar systems and providing similar services. Please indicate how long you have been in business and the size of your client base.
7. Vendors must include 3 references of systems with users at remote sites using VoIP between sites and also actively using soft phones on their computers.
8. FHETC is exempt from Federal Excise taxes and Massachusetts Sales Tax. Quotes should exclude these taxes.
9. Vendors must submit a completed Tax Compliance/Non-Collusion Form as part of the quote. (See attached form)
10. Price quotes and all required materials must be submitted electronically to Larry Pope at it@masshirefhcareers.org.
11. Any restrictions, qualifications, or deviations from specifications must be specified and described in or attached to the price quote.

Criteria for Award:

The contract will be awarded to the responsible vendor offering the lowest price. Responsible means capability, integrity, and reliability for good-faith performance of the contract.

An advantaged proposal integrates the communication required by our security system and fax machines at a reasonable cost.

An advantaged proposal has inventory available to move ahead with installation and billing before May 15, 2023

FHETC reserves the right to request and check references from vendors submitting quotes.

Additional Information/Requirements:

1. Vendors will be held to the terms and the prices quoted for the duration of the contract period if a contract is signed by both parties within 40 days.
2. FHETC reserves the right to reject any and all Quotes, in total or in part.
3. The vendor will be bound by all applicable statutory provisions of law of the Federal Government and the Commonwealth of Massachusetts.
4. Any inferior or damaged product, as determined by FHETC, will be replaced at the total expense of the Vendor.
5. The contract resulting from this quote will be awarded to the responsible and responsive vendor based upon low price, past performance and reliability of the vendor, quality of product and/or service, and degree of exclusion, exemption, or restrictions in the quote.

For More Information Contact:

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