



Request for Proposals #2022-12

BUSINESS PHONE SYSTEMS

Syracuse Regional Airport Authority Syracuse, NY

ISSUED DATE: 9/09/2022

ISSUED BY: Syracuse Regional Airport Authority
1000 Col Eileen Collins Blvd
Syracuse, NY 13212

POINT OF CONTACT: Robin Watkins
CFO
Email: watkinsr@syrairport.org

QUESTION DEADLINE: 9/30/2022 3:00 p.m. EST
Syracuse Regional Airport Authority
1000 Col Eileen Collins Blvd
Syracuse, NY 13212

PROPOSAL DEADLINE: No later than 11/07/2022 2:00 p.m.
EST Syracuse Regional Airport
Authority 1000 Col Eileen Collins Blvd
Syracuse, NY 13212

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I. PURPOSE OF REQUEST

The Syracuse Regional Airport Authority (“SRAA”) through this Request for Proposal (“RFP”) invites written proposals from qualified Vendors (“Vendors”) to provide a **Business Telephony System** (to include VOIP and hybrid options) at the Syracuse Hancock International Airport.

II. INSTRUCTIONS TO PROPOSERS

- A. Vendors shall electronically submit their proposal. Proposals must include Vendor’s name, address, phone, and primary contact name. Proposals must be e-mailed to the following email address:

Bids@syraairport.org

- B. All proposals must be e-mailed by **2:00 p.m. EST, November 07, 2022**. Requests for extension of time to submit will not be granted. Late proposals will be rejected. Proposals sent via fax will not be accepted.
- C. The opening and reading of a proposal does not constitute SRAA's acceptance of the Vendor as a responsive and responsible Proposer.
- D. It is the sole responsibility of the Vendor to ensure that the proposal arrives on time and bears the handwritten signature of an official duly authorized to sign all three copies. The name, address and telephone number of the person to contact must be clearly identified.
- E. Any questions about the RFP should be emailed to bids@syraairport.org. Subject line of the email must be “Business Phone System RFP Question” It is the sender’s responsibility to ensure all emails were received and acknowledged by the Airport. If any emails are not acknowledged by the Airport by the next business day, the sender will be advised the email/questions were not received. Questions received after the deadline date will not be answered.
- F. Other than with written consent from the Point of Contact, all Proposers, including any persons affiliated with or in any way related to a Proposer, are strictly prohibited from contacting any Commissioners or any District personnel on any matter having to do in any aspect with this RFP after RFP issued date. Any other contact with such persons associated with SRAA shall be made only through and in coordination with the Point of Contact and must be made in writing. Prohibitive or inappropriate contacts made by Proposer may result in the disqualification of the Proposer. This requirement will be strictly enforced.
- G. SRAA may elect to issue addenda to this RFP. All addenda will be posted on the SRAA website at the following URL:

<https://syrsraa.com/bids-rfp-rfq/>

It is the responsibility of the Proposer to view, obtain or download all addenda issued by SRAA for this RFP. The Proposer shall acknowledge all issued addenda on the Acknowledgement of Addendum Form. Submission of a proposal establishes a conclusive presumption that the Vendor is thoroughly familiar with the Request for Proposal (RFP) and that the Vendor understands and agrees to abide by all of the stipulations and requirements contained therein.

- H. All costs incurred in the preparation and presentation of the proposal is the Vendor's sole responsibility; no costs will be reimbursed to any Proposer.
- I. All documentation submitted with the proposal will become the property of SRAA

- J. Proposals are to be submitted as outlined below:
1. System Design and Functionality
 2. Proposer Questionnaire
 3. References
 4. Proof of Insurance Coverage
 5. Certification
 6. Project Cost Detail
- K. SRAA reserves the right to cancel any or all solicitations, in whole or in part, as well as reject any or all proposals, or to accept or reject any proposal in part, and to waive any minor informality or irregularity in proposals received if it is determined by the Executive Director or his designee that the best interest of SRAA will be served by so doing. If the solicitation is cancelled or all proposals are rejected by SRAA, a notice will be posted on SRAA website as identified for the posting of addenda. A proposal will not be considered from any person, firm or corporation that is in arrears or in default to SRAA on any contract, debt, or other obligation, or if the Proposer is debarred by SRAA from consideration for a contract award.
- L. Proposals are subject to public disclosure after the final ranking in accordance with state law. All information contained in any submitted bid, request for proposal, or request for qualifications document to SRAA will be available for public review upon Freedom of Information Act (FOIA) request. All Vendors are hereby advised that any information that they may consider to be confidential or proprietary and would give a competitive advantage if disclosed, should be identified, along with a statement as to whether or not a claim of confidential or proprietary privilege is being asserted. If such information is later sought by a FOIA request, the Vendor will be allowed to justify its claim of privilege and SRAA will assess the validity of said claim in advance of any release.
- M. In the event a contract is entered into pursuant to this RFP, the Vendor shall not discriminate against any qualified employee or qualified applicant for employment because of race, sex, color, creed, national origin or ancestry. The Vendor must include in any and all subcontracts a provision similar to the above.
- N. Any ambiguity in any proposal as a result of omission, error, lack of clarity or non-clarity by the Vendor with this RFP, instructions, and all conditions of the submission shall be interpreted in the light most favorable to SRAA.

III. TERMS AND CONDITIONS

- A. SRAA reserves the right to reject any or all proposals, or to award the contract to the next most qualified Vendor if the selected Vendor does not execute a contract within thirty (30) days after the award of the proposal.
- B. SRAA reserves the right to request any supplementary information it deems necessary to evaluate the Vendor's experience, qualifications, or to clarify or substantiate any information contained in the Vendor's submittal.
- C. Any proposal submitted will constitute an irrevocable offer, for a period of ninety (90) days, to sell to SRAA the services set forth in the enclosed Scope of Work and Specifications.
- D. If, through any cause, the Vendor shall fail to fulfill in a timely and proper manner the obligations agreed to, SRAA shall have the right to terminate its contract by specifying the date of termination in a written notice to the Vendor at least thirty (30) days before the termination date. In this event, the Vendor shall be entitled to just and equitable compensation for any satisfactory work completed.
- E. Any agreement or contract resulting from the acceptance of a proposal shall be on forms either supplied by or approved by SRAA and shall contain, at a minimum, applicable provisions of the RFP. SRAA reserves the right to reject any agreement that does not conform to the RFP and to any District requirements for agreements and contracts.
- F. The Vendor shall not assign any interest in the contract and shall not transfer any interest in the same without prior written consent of SRAA.
- G. No reports, information, or data given to or prepared by the Vendor under the contract shall be made available to any individual or organization without the prior written approval from SRAA.
- H. The Vendor is responsible for any damage caused by their employees and/or equipment to any SRAA property (structures, equipment, fixtures, etc.) and shall replace any damaged piece of property at no cost to SRAA.
- I. Insurance Requirements: The selected Vendor shall carry and keep in force a comprehensive general liability and employer liability insurance by an insurance company authorized to do business in the State of New York with limits of liability as follows:

Employer Liability	\$1,000,000
Comprehensive General Liability	
Bodily Injury	\$1,000,000 each occurrence, and \$2,000,000 aggregate
Property Damage	\$1,000,000 each occurrence, and \$2,000,000 aggregate

The selected Vendor shall furnish certificates of professional liability insurance satisfactory to SRAA as to contents and carriers. Upon execution of a contract, the selected Vendor shall furnish to SRAA a good and sufficient Certificate of Insurance by said insurance company, and an Owner's Protective Liability Policy naming the Syracuse Regional Airport Authority and the City of Syracuse as named insured. Both policies shall contain the stipulation and agreement that the insurance provided by said policies is continually in full force and effect and is not subject to cancellation or modification in full or in part without thirty (30) days advance written notice to SRAA.

- J. Workers' Compensation and Employer's Liability Insurance: The Vendor shall maintain workers' compensation and employer's liability insurance in the amounts and form required by the laws of the State of New York. The Vendor shall furnish a certification of said insurance to SRAA certifying that SRAA will be given thirty (30) days written notice of non-renewal, cancellation or other material change.

IV. QUALIFICATIONS/CERTIFICATIONS

Proposals will be considered only from responsible individuals, co-partnerships, corporations, or other private organizations demonstrating that they have the ability to maintain a staff of regular employees adequate to ensure continuous performance of the work. Labor relations measured by standards of compensation, promptness in meeting obligations, and frequency of personnel changes, among other things, will be considered in determining whether a proposer has an established operating organization.

The Vendor shall have previously designed, installed, tested, and deployed a business telephony system for a minimum of six (6) organizations that are of similar size and complexity of SRAA. The business telephony system shall have been fully operational at each organization a period of no less than three (3) years from the issued date of this RFP. The Vendor shall provide references for at least three (3) of the organizations.

The Vendor shall have an on-going maintenance and support center located in New York, preferably within the Central New York region. Subsequent to commissioning, the Vendor shall provide ongoing technical support from a facility located in New York. The Vendor's Project Manager assigned to this Contract shall have over five (5) years of experience performing all project management aspects of a business telephony system deployment. The Project Manager cannot be replaced on this project without written approval from SRAA.

The Vendor will supply only new equipment, parts and material currently manufactured at the time of submittal and operated only for testing as part of installation procedure. The Vendor shall provide the most current version of software and hardware platform available at the time of award of this Contract.

The proposer must also have the applicable licenses and certifications to perform all services in this RFP.

V. SELECTION PROCESS AND CRITERIA

Proposal Format:

- a. Proposals shall be evaluated based on the Criteria shown in the RFP Evaluation – Form E.
- b. Proposals shall include detail on system design and functionality. Options for on both traditional solution and VOIP should be included.
- c. Proposals shall include pricing for a complete system including desk phones, paging equipment and network hardware. All necessary peripherals required for complete operational functionality must be provided.
- d. Proposed system should provide airport wide and targeted paging, cell phone forwarding and integrate with existing IT programs.
- e. Include ten (10) spare handsets in proposal.
- f. All Airport facilities are included in this RFP.
- g. Proposed pricing should be valid and available for one year.
- h. Proposals shall include maintenance options available and pricing for each year for a total of five years. All licensing should be included if applicable.
- i. Proposals shall include details on warranty provided with purchase.
- j. Proposals shall include any exclusions on work to be completed as part of the installation.
- k. Proposal shall include a detailed pricing structure on all components needed.

Proposal Evaluation:

- l. The proposals shall be evaluated based on the best value to SRAA including implementation and ongoing maintenance, flexibility and growth capabilities.
- m. The Airport will evaluate the total system functionality including ability to integrate in existing SRAA and Airline systems, price, available warranty options, overall system design and past work experience/references.
- n. The Airport will create a Ranking Score from a review of the Proposals based on the RFP Evaluation Criteria.
- o. The Airport shall select the Vendor System that provides the highest value to the Airport.

VI. PROJECT DESCRIPTION AND REQUIREMENTS

Description:

The Airport is pursuing the installation of Business Telephony System for all SRAA operations to replace the existing PBX system and provide the advanced functionality not available with the current system. The system should support all functions including voice communication, airport paging, faxing, voice mail and conferencing. The selected Proposer shall be responsible to ensure that all of its systems interface successfully with existing airport systems and locations without introducing network latency.

The Vendor shall furnish all materials and equipment necessary to complete the job and provide detailed submittals of all materials and equipment to be used on the project. A visual inspection of the Vendor's equipment may be required. The Vendor shall furnish sufficient personnel and equipment to complete the project in a continuous manner once work has begun.

The Vendor's employees shall be required to wear clean and neat uniforms provided by the Vendor and approved by the Airport. Vendor shall also furnish their employees with all the necessary PPE (Personal Protective Equipment) as specified by the Equipment Manufacturer. Vendor will be responsible for ensuring that their employee's wear all PPE required for safe operation of equipment.

The system shall ensure that the Airport will be able to take advantage of the latest technologies and upgrade features offered at the time of this award. The qualified manufacturer/VAR submitting a proposal shall be referred to as the Vendor. The Business Telephony shall assist in terminal optimization by providing flexibility in the assignment and sharing of key terminal resources.

Special effort shall be made to minimize the interruption of airport/airline operations and any disruption of passenger service.

The SRAA will provide any cabinetry/counter inserts needed based on the specifications provided by the Vendor.

The Vendor shall perform the detailed configuration, engineering, installing, and testing for the total Business Telephony System including the interconnectivity of system components and modules.

Vendor must be able to provide 24/7 phone support to the end user.

The Vendor shall perform the detailed configuration, engineering, installing, testing and training for the total Business Telephony System including the interconnectivity of system components and modules.

Airport Configuration Information:

Airport environment:

- VMWare ESXi 6.5 Update 3 (Build 1526549)
- Cisco Firewall ASA 5516x
- 500 MBps Spectrum Internet connection
- Fiber is in place in most places throughout the Terminal
- 1-176 Analog sets programed
- 2-71 Digital sets along with call pilot
-
- 3-1 23 port PRI for incoming and out going calls
- 4-10 Local copper trunks for private lines
- 5-5 paging trunks
- System type is - Option 61(C)/CP PIV
- CP PIV - Pentium M 1.1 GHz

TRADITIONAL TELEPHONES	240	LEFT	1	USED	239
DECT USERS	0	LEFT	0	USED	0
IP USERS	0	LEFT	0	USED	0
BASIC IP USERS	0	LEFT	0	USED	0
TEMPORARY IP USERS	0	LEFT	0	USED	0
DECT VISITOR USER	0	LEFT	0	USED	0
ACD AGENTS	10	LEFT	10	USED	0
MOBILE EXTENSIONS	0	LEFT	0	USED	0
TELEPHONY SERVICES	0	LEFT	0	USED	0
CONVERGED MOBILE USERS	0	LEFT	0	USED	0
AVAYA SIP LINES	0	LEFT	0	USED	0
THIRD PARTY SIP LINES	0	LEFT	0	USED	0
PCA	0	LEFT	0	USED	0
ITG ISDN TRUNKS	0	LEFT	0	USED	0
H.323 ACCESS PORTS	0	LEFT	0	USED	0
AST	1	LEFT	1	USED	0
SIP CONVERGED DESKTOPS	0	LEFT	0	USED	0
SIP CTI TR87	0	LEFT	0	USED	0
SIP ACCESS PORTS	0	LEFT	0	USED	0
RAN CON	0	LEFT	0	USED	0
MUS CON	0	LEFT	0	USED	0
IP RAN CON	0	LEFT	0	USED	0
IP MUS CON	0	LEFT	0	USED	0
TNS	65535	LEFT	65242	USED	293
ACDN	24000	LEFT	23981	USED	19
AML	16	LEFT	15	USED	1
IDLE_SET_DISPLAY HANCOCK INTERNATIONAL					
LTID	65535	LEFT	65535	USED	0
RAN RTE	512	LEFT	512	USED	0
ATTENDANT CONSOLES	65535	LEFT	65535	USED	0
IP ATTENDANT CONSOLES	0	LEFT	0	USED	0
BRI DSL	10000	LEFT	10000	USED	0
DATA PORTS	65535	LEFT	65535	USED	0
PHANTOM PORTS	65535	LEFT	65535	USED	0
TRADITIONAL TRUNKS	65535	LEFT	65501	USED	34
ELC ACCESS PORTS	0	LEFT	0	USED	0
DCH	255	LEFT	254	USED	1

VII. SPECIFICATIONS

It is intended that the Vendor shall provide a Business Telephony System for the SRAA through a turnkey project to meet the following Airport Specifications.

BASE BID

System and Project Management

The Vendor shall provide a base system and all design, configuration, installation and project management. The system should be capable of supporting voice calling, paging, video calling and conferencing, voicemail, call recording and fax. including recommended peripherals. The system should be capable of being expanded to accommodate Airport growth.

Excluded From Bid / Provided By Airport

The Airport will provide the following items:

- Internet connectivity
- Network switches, ports, network cabinets, fiber connectivity and network device configurations.
- VPN/Remote access.
- VMWare virtual servers.
- Electrical power outlets.
- Microsoft Windows Server and SQL software.

Warranty

Vendor should provide a minimum of a XX year full system warranty, and all related details of system support and maintenance including any software updates required..

END OF SCOPE OF WORK AND SPECIFICATIONS

VIII. PROPOSAL FORMS

PROPOSERS QUESTIONNAIRE

1. Furnish the Company name, principal address, and phone number:

2. How many years of experience has your organization had with related work to this RFP?

3. How many employees does your organization have?

4. What are the project payment requirements?

5. Does the Vendor have or can they obtain the insurance coverage for this project as described in the “Terms and Conditions” section of the RFP?

Yes No

6. In the last five years has any insurance carrier, for any form of insurance, refused to renew the insurance policy for the Vendor?

Yes No

If “yes,” give name, the insurance carrier, the form of insurance and the year of the refusal.

7. At the time of submitting this Questionnaire, is the Vendor ineligible to bid on or be awarded a public contract in the state of New York?

Yes No

8. Has the federal OSHA cited and assessed penalties against the Vendor Firm in the past five years?

Yes No

NOTE: If you have filed an appeal of a citation, and the Occupational Safety and Health Appeals Board has not yet ruled on your appeal, you need not include information about it.

If “yes,” provide a brief explanation of the citation. Use additional sheets if necessary.

REFERENCES

References: Please provide three (3) current business references similar in size and complexity to the Syracuse Regional Airport Authority that have currently working systems installed.

1. Organization: _____

Contact Name: _____ Title: _____

Address: _____

Email: _____ Phone: _____

2. Organization: _____

Contact Name: _____ Title: _____

Address: _____

Email: _____ Phone: _____

3. Organization: _____

Contact Name: _____ Title: _____

Address: _____

Email: _____ Phone: _____

PROOF OF INSURANCE COVERAGE

Proposer shall provide SRAA with satisfactory evidence of the Proposer's Professional Liability Insurance from a company satisfactory to SRAA and licensed to transact business in the State of New York. Proposer shall submit this form with its proposal.

INSURER:

COMPANY NAME: _____

COMPANY ADDRESS: _____

CONTACT NAME AND PHONE: _____

Proposer is required to submit a letter or certificate from the Company providing insurance certifying that the Vendor has professional liability insurance in accordance with the terms set forth in this RFP.

Date: _____

Corporate Proposer:

Business Name _____

Proposer Name: _____

Proposer Title: _____

Corporate Secretary/Assistant: _____

Non-Corporate Proposer

Business Name _____

Proposer Name: _____

Proposer Title: _____

CERTIFICATION

I, undersigned, on behalf of the Vendor, certify and declare that I have read all the foregoing answers to this Proposer's Questionnaire and know their contents. The matters stated in the answers are true of my own knowledge and belief, except as to those matters stated on information and belief, and as to those matters I believe them to be true. I declare under penalty of perjury under the laws of the State of New York that the foregoing is correct.

(Signature)

(Printed name)

(Title)

(Date)

RFP EVALUATION CRITERIA

The following categories will be used to grade responses:

Overall System Design, Functionality and integration capabilities.	60%
Warranty	10%
References	10%
System Cost	20%