



Request for Proposals #2023-05

BUSINESS PHONE SYSTEMS

**Syracuse Regional Airport Authority
Syracuse, NY**

ISSUED DATE: 04/17/2023

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

POINT OF CONTACT: bids@syraairport.org

QUESTION DEADLINE: 05/08/2023 3:00 p.m. EST
Syracuse Regional Airport Authority
1000 Col Eileen Collins Blvd
Syracuse, NY 13212

PROPOSAL DEADLINE: No later than 05/26/2023 2:00 p.m. EST
Syracuse Regional Airport Authority
1000 Col Eileen Collins Blvd
Syracuse, NY 13212

Contents

I. PURPOSE OF REQUEST	3
II. INSTRUCTIONS TO PROPOSERS	3
III. TERMS AND CONDITIONS	6
IV. QUALIFICATIONS/CERTIFICATIONS	7
V. SELECTION PROCESS AND CRITERIA.....	8
VI. PROPOSAL FORMS.....	A

I. PURPOSE OF REQUEST

The Syracuse Regional Airport Authority (SRAA) 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.

II. INSTRUCTIONS TO PROPOSERS

- A. Proposers shall electronically submit their proposal. Proposals must include Proposer’s name, address, phone, and primary contact name. Proposals must be e-mailed to the following email address. Please include the words Business Telephony RFP Submission in the subject line.

bids@syrairport.org

- B. All proposals must be e-mailed by **4:00 p.m. EST, May 26, 2023**. 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 Proposer as a responsive and responsible Proposer.
- D. It is the sole responsibility of the Proposer to ensure that the proposal arrives on time. The name, address and telephone number of the person to contact must be clearly identified.
- E. Any questions about the RFP must be emailed to bids@syrairport.org. Subject line of the email must be “Business Phone System RFP Question” It is the Proposer’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 should advise that the email/questions were not received. Questions received after the deadline date will not be answered.

F. New York State Finance Law Sections 139-j and 139-k

Pursuant to State Finance Law §§ 139-j and 139-k (collectively, the “Statute”), certain restrictions are placed in contact with State agencies, including public entities such as the Authority, during the procurement process. The term “contact” is defined in the Statute as “any oral, written or electronic communication with a governmental entity under circumstances where a reasonable person would infer that the communication was intended to influence the governmental entities conduct or decision regarding the governmental procurement.” In addition to obtaining the RFP, required identifying information, the Authority must inquire and record whether the person or organization that made the contact was the offeror (defined below), or was retained, employed or designated on behalf of the offeror to appear before or contact the Authority. The term “offeror” is defined in the Statute as “the individual or entity, or any employee, agent or Consultant or person acting on behalf of such individual or entity, that contacts a governmental entity about a governmental procurement during the restricted period of

such governmental procurement whether or not the caller has a financial interest in the outcome of the procurement; provided, however, that a governmental agency or its employees that communicates with the procuring agency regarding a governmental procurement in the exercise of its oversight duties shall not be considered an offeror.” The “restricted period” is defined in the Statute as “the period of time commencing with the earliest written notice, advertisement or solicitation of a request for proposal, invitation for bids, or solicitation of proposals, or any other method for soliciting a response from offerors intending to result in a procurement contract with a governmental entity and ending with the final contract award and approval by the governmental entity and, where applicable, the state comptroller.” Authority members, officers, staff and employees are also required to obtain certain information when contacted during the restricted period and make a determination of the responsibility of the offeror pursuant to the Statute. Certain findings of non-responsibility can result in rejection for contract award and, in the event of two findings within a four-year period; the offeror is debarred from submitting a proposal on or being awarded any procurement contract for a period of four years from the date of the second final determination. Any Proposer responding to this RFP must complete the form attached as Attachment I and submit it to the Authority with its proposal. Questions regarding this form may be directed to the Designated Contact for this solicitation: bids@syrairport.org.

G. Additional information may be found at: <https://online.ogs.ny.gov/legal/lobbyinglawfaq/>

H. VIOLATIONS OF THE FOREGOING FINANCE LAW SECTIONS SHALL BE STRICTLY ENFORCED AND MAY RESULT IN DISQUALIFICATION OF THE RESPONSE/BID TO WHICH IT PERTAINS.

I. 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.

Submission of a proposal establishes a conclusive presumption that the Proposer is thoroughly familiar with the Request for Proposal (RFP) and that the Proposer understands and agrees to abide by all of the stipulations and requirements contained therein.

J. All costs incurred in the preparation and presentation of the proposal is the Proposer's sole responsibility; no costs will be reimbursed to any Proposer.

K. All documentation submitted and received with the proposal will become the property of SRAA

L. 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

- M. 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.
- N. 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 Proposers 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 Proposer will be allowed to justify its claim of privilege and SRAA will assess the validity of said claim in advance of any release.
- O. In the event a contract is entered into pursuant to this RFP, the Proposer shall not discriminate against any qualified employee or qualified applicant for employment because of race, sex, color, creed, national origin or ancestry. The Proposer must include in any and all subcontracts a provision similar to the above.
- P. Any ambiguity in any proposal as a result of omission, error, lack of clarity or non-clarity by the Proposer 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 Proposer if the selected Proposer 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 Proposer's experience, qualifications, or to clarify or substantiate any information contained in the Proposer's submittal.
- C. Any proposal submitted will constitute an irrevocable offer, for a period of ninety (90) days from the proposal deadline date, to sell to SRAA the services set forth in the RFP response.
- D. If, through any cause, the Proposer 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 Proposer at least thirty (30) days before the termination date. In this event, the Proposer 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 Proposer 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 Proposer under the contract shall be made available to any individual or organization without the prior written approval from SRAA.
- H. The Proposer 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 Proposer 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 Proposer shall furnish certificates of professional liability insurance satisfactory to

SRAA as to contents and carriers. Upon execution of a contract, the selected Proposer 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 Proposer 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 Proposer 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 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 Proposer 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 Proposer shall list all six organizations in the response and provide references for at least three (3) of the organizations.

The Proposer 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 Proposer shall provide the most current version of software and hardware platform available at the time of award of this Contract.

Previous performance by a Proposer at SRAA may be taken into account when assessing capabilities to provide the requested services.

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

The Proposer 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 Proposer's equipment may be required. The Proposer shall furnish sufficient personnel and equipment to complete the project in a continuous manner once work has begun.

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

The system shall ensure 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 Proposer. The Business Telephony shall assist in terminal optimization by providing flexibility in the assignment and sharing of key terminal resources.

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

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

V. SELECTION PROCESS AND CRITERIA

System Requirements:

- a. Proposals shall include detail on system design and functionality. System should be a hybrid PBX system capable of VOIP and analog lines.
- b. Systems will need to utilize the existing PRI lines with capability to move to full SIP in the future.
- c. System must be resilient with capability to function internally when internet capability is not available, such as during times of natural disaster, emergencies, etc.
- d. System cannot require a user log-in on phones to access functionality.
- e. System cannot be based on Microsoft Teams.
- f. Digital phone requirements should be estimated at 140 phones.
- g. Analog phones will remain on elevators and emergency call boxes in parking areas.
- h. Proposed system should provide airport wide and targeted paging, cell phone forwarding, regular and visual voice mail, soft phone, call center functionality and integrate with existing IT programs.
- i. All Airport facilities are included in this RFP, including Main terminal, Maintenance facilities, ARFF facility.
- j. Include ten (10) spare handsets in proposal.
- k. The Proposer shall have an on-going maintenance and support center located in New York. Preference will be given to Proposers within the Central New York region.
- l. The Proposer'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.
- m. Proposer must be able to provide **24/7** phone support to the end user. Please provide support escalation levels and expected response times. Clearly define what constitutes each escalation level and what responsibilities are expected by SRAA staff and proposer's staff. Please provide response time should on-site assistance be required.
- n. System will be installed in main IT room in the Admin area. SRAA will provide connection to tel-com room in basement.
- o. Proposals shall include pricing for years 1-5 and include complete system including desk phones and network hardware. All necessary peripherals required for complete operational functionality must be provided. Pricing should identify implementation or installation costs separate from routine operational costs.
- p. Proposed pricing should be valid and available for one year.
- q. Proposals shall include maintenance options available and pricing for each year for a total

- of five years. All licensing should be included if applicable.
- r. Proposals shall include information on warranty provided with purchase, including coverage time for labor and hardware. Clear details on what is included in warranty coverage is required.
 - s. Proposals shall include any exclusions on work to be completed as part of the installation.

Proposal Evaluation:

- t. The proposals shall be evaluated based on the overall best value to SRAA inclusive of meeting system requirement objectives, overall functionality, implementation and ongoing maintenance costs, flexibility, growth capabilities and proposer facility location.
- u. The Airport will evaluate the total system functionality including ability to integrate in existing SRAA and Airline systems, available warranty options, overall system design and past work experience/references.
- v. The Airport will create a ranking score from an evaluation of the proposal's RFP Evaluation Criteria.
- w. The Airport shall select the Proposer System that provides the highest value to the Airport.

Airport Configuration Information:

Airport environment:

- VMWare ESXi 7.0.3 (Build 20842708)
- Cisco Meraki Firewall MX105 in HA
- (2) 500 MBps Spectrum Internet connection circuits
- Fiber is in place in most places throughout the Terminal
- SRAA will provide POE capable switches
- 3-1 23 port PRI for incoming and outgoing 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

Excluded From Bid / Provided By Airport

The Airport will provide the following items:

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

Reservation of Rights

The Authority reserves the right to:

- i. withdraw or cancel the RFP at any time and at its sole discretion;
- ii. reject any or all proposals received in response to this RFP;
- iii. accept a proposal and any subsequent proposal for the contract from someone other than the lowest cost Respondent consistent with the criteria for the evaluation of proposals;
- iv. make an award under the RFP in whole or in part;
- v. disqualify any bidder whose conduct and/or proposal fails to conform to the requirements of the RFP;
- vi. seek clarifications and revisions of proposals;
- vii. use proposal information obtained through site visits, management interviews and the Authority's investigation of a bidder's qualifications, experience, ability or financial standing, and any material or information submitted by the bidder in response to the agency's request for clarifying information in the course of evaluation and/or selection under the RFP;
- viii. prior to the bid opening, amend the RFP specifications to correct errors or oversights, or to supply additional information, as it becomes available;
- ix. prior to the bid opening, direct bidders to submit proposal modifications addressing subsequent RFP amendments;
- x. change any of the scheduled dates;
- xi. eliminate any mandatory, non-material specifications that cannot be complied with by all of the prospective bidders;
- xii. waive any requirements that are not material;
- xiii. negotiate with the successful bidder within the scope of the IFB/RFP in the best interests of the Authority;
- xiv. conduct contract negotiations with the next responsible bidder, should the agency be unsuccessful in negotiating with the selected bidder;
- xv. utilize any and all ideas submitted in the proposals received;
- xvi. unless otherwise specified in the solicitation, every submission is a firm offer and not revocable for a period of 60 days from the bid opening; and,
- xvii. require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of an offeror's proposal and/or to determine an offeror's compliance with the requirements of the solicitation.
- xviii. waive or modify minor deviations in the proposals received after prior notification to the Respondents;
- xix. request best and final offers; and
- xx. should the Authority be unsuccessful in negotiating a contract with a selected Respondent, the Authority may begin contract negotiations with the next highest-rated qualified Respondent. In addition, if it is subsequently determined by the Authority that the selected Respondent is non-responsible, the Authority may then invite the next highest rated, qualified Respondent(s) to

enter negotiations for purposes of executing a contract. The Authority may do all of the foregoing without the need to recommence the RFP process.

The foregoing is a non-exhaustive list of the Authority's rights and remedies, all of which are hereby expressly reserved whether or not specifically listed.

VI. PROPOSAL FORMS

PROPOSERS QUESTIONNAIRE

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

2. Furnish the Company address in Central New York that will manage this contract if different than above. If address is the same, please indicate same.

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

4. How many employees does your organization have?

5. What are the project payment requirements?

6. Does the Proposer have or can they obtain the insurance coverage for this project as described in the "Terms and Conditions" section of the RFP?

Yes No

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

Yes No

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

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

Yes No

9. Has the federal OSHA cited and assessed penalties against the Proposer 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.

10. Pricing Information

	Year 1	Year 2	Year 3	Year 4	Year 5
Installation Costs					
Equipment Cost					
Licensing					
Maintenance agreement					
Other					
Total Costs					

Additional desk phones – cost each _____

Costs not included above _____

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 Proposer 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 Proposer, 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%

ATTACHMENT 1
PROCUREMENT LOBBYING FORM

1. Bidder/Offeror certifies that it understands and agrees to comply with the procedures of the Syracuse Regional Airport Authority relative to permissible contacts as required by State Finance Law Section 139-j (3) and Section 139-j (6) (b).

Contractor DISCLOSURE OF PRIOR NON-RESPONSIBILITY DETERMINATIONS Pursuant to Procurement Lobbying Law (SFL §139-j)

2. Has any governmental entity made a finding of non-responsibility regarding the individual or entity seeking to enter into this procurement contract in the previous four years?

_____ Yes _____ No

If “Yes” to the above question, please answer the following question: (Make Notations Clear)

- (a) Was the basis for the finding of non-responsibility due to a violation of State Finance Law §139-j?

_____ Yes _____ No

- (b) If “Yes”, was the basis for the finding of non-responsibility due to the intentional provision of false or incomplete information to a governmental entity?

_____ Yes _____ No

If “Yes” to any of the above questions, please provide details regarding the finding of non-responsibility:

Governmental Entity: _____

Date of Finding of Non-Responsibility: _____

Basis of Finding of Non-Responsibility: _____

3. Has any governmental entity terminated or withheld a procurement contract with the above-named individual or entity due to the intentional provision of false or incomplete information?

_____ Yes _____ No

If “Yes” to the above question, provide details

Governmental Entity: _____

Date of Termination or Withholding of Contract: _____

Basis of Termination or Withholding: (add additional pages if necessary)

Bidder/Offeror certifies that all information provided to the Syracuse Regional Airport Authority with respect to State Finance Law Section 139-k is complete, true and accurate.

Name of Bidder/Offeror:

Bidder's/Offeror's Business Address:

I understand that my signature represents that I am signing and responding to all certifications/questions listed above

Bidder's/Offeror's Signature: _____

Print Name: _____

Title of Person signing this form: _____

Date: _____