



Request for Proposals (RFP)

Cloud Hosted VoIP Telephone System and Related Services

Issued By: Southern Tier Central Regional Planning & Development Board (STC)

8 Denison Parkway East, Suite 310 Corning, NY

Contact: Chelsea Robertson, Executive Director at crobertson@stcplanning.org

RFP Issue Date: October 7, 2026

Proposal Due Date: October 23, 2026

Section I – Background

The Southern Tier Central Regional Planning & Development Board (STC) is seeking proposals from qualified telecommunications vendors for the supply, installation, configuration, training, and ongoing support of a cloud-hosted Voice over Internet Protocol (VoIP) telephone system. The selected solution will replace STC's existing telephone service and provide enhanced communications functionality for office-based, hybrid, and remote staff operations. STC reserves the right to reject any and all proposals and to award the contract in the best interest of the organization.

Section II – System Requirements

The proposer shall provide a complete cloud-hosted VoIP solution that includes all hardware, software, implementation services, training, and ongoing support necessary for successful operation.

1. Core System Requirements

The proposed solution shall:

- Be a fully functional cloud-hosted VoIP telephone system.



- Include all licensing and software required for operation.
- Port all existing STC telephone numbers into the new system.
- Provide a scalable platform capable of accommodating future users and locations.
- Support both office and remote work environments.

2. Telephone User Devices

The proposal shall include pricing and specifications for:

a. Administrative/Reception Phone

- One (1) receptionist or primary-answering position phone.
- Attendant console capability for managing incoming calls.
- Large display and user-friendly call management features.
- Multiple call appearance and transfer capabilities.

b. Staff Telephones

- Up to six (9) staff desk telephones.
- Speakerphone functionality.
- Headset compatibility.
- Caller ID and call management features.

c. Conference Room Device

- One (1) conference room phone suitable for meetings and conference calls.
- Microphone and speaker coverage appropriate for conference room use.
- Ability to support multi-party conference calls.

d. Mobile and Softphone Access

- Softphone licensing for staff computers.
- Mobile applications for Android and iPhone devices.
- Ability for users to make and receive calls remotely while maintaining office extensions and caller identification.

3. Telephone Features

The proposed system shall support:

- Automated attendant/auto receptionist.
- Business hours and after-hours call routing.
- Extension dialing between users.
- Call transfers.
- Call forwarding.
- Call hold and call park.
- Voicemail.
- Three-way and multi-party conferencing.
- Intercom functionality.
- Employee directory and search-by-name functionality.
- Simultaneous ring to office and mobile devices.
- Caller ID.



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Emergency Services

The system shall provide:

- E-911 functionality.
- Compliance with applicable federal and state emergency calling requirements.
- Ability to update user locations when working remotely.

4. Fax Services

The proposal shall include:

- Porting of existing fax number(s).
- Electronic fax (e-fax) capabilities.
- Ability to send and receive faxes via email.
- Secure storage and retrieval of fax transmissions.

5. Voicemail Services

The proposed system shall provide:

- Individual voicemail boxes for each user.
- Visual message waiting indicators.
- Remote voicemail access.
- Voicemail-to-email delivery.
- User-configurable greetings.
- Password protection and administration tools.
- Direct transfer of callers to voicemail boxes.

6. Microsoft 365 Integration

The proposed solution should include compatibility with Microsoft 365 and identify available integrations, including:

- Outlook contacts integration.
- Calendar integration.
- Click-to-dial functionality.
- Microsoft Teams integration, if available.
- Presence synchronization, if available.

7. Call Reporting and Administration

The system shall provide:

- Web-based administrative portal.
- User management functions.
- Call detail reporting (CDR).
- Call activity analytics.
- Exportable reporting formats including Microsoft Excel and CSV.
- Centralized administration for all users and devices.

8. Installation and Implementation

The successful proposer shall:

- Furnish all labor, supervision, materials, equipment, and services necessary for implementation.
- Configure and test all components.
- Coordinate telephone number porting activities.
- Install any necessary networking components required for operation.
- Conduct system testing prior to deployment.
- Provide implementation schedules and project milestones.

9. Equipment Requirements

Proposals shall identify all required equipment, including:

- IP telephones
- Conference phones
- Power-over-Ethernet (PoE) switches, if required
- Network hardware
- Other necessary components

All equipment shall be new and in current production. Refurbished, remanufactured, or demonstration equipment will not be accepted.

10. Training

The successful proposer shall:

- Train all staff users.
- Provide administrator-level training.
- Supply user guides and documentation.
- Provide remote or on-site training sessions as necessary.

11. Ongoing Service and Technical Support

Proposals shall describe:

- Help desk services.
- Technical support availability.
- Escalation procedures.
- Response times.
- Service Level Agreements (SLAs).
- Software updates and maintenance procedures.
- Dedicated account management, if available.

The proposal shall identify how services will integrate with STC's existing IT support provider.

12. Warranty

The proposer shall provide:

- Minimum one-year warranty on all installed hardware.
- Coverage for parts, labor, and related service costs.
- Single point of contact for warranty support.
- Escalation procedures for unresolved issues.
- Documentation of manufacturer warranties.

13. Optional Services

Provide separate pricing for:

- Direct inward dial (DID) telephone numbers.
- Additional user licenses.
- Call recording services.
- Additional conference room phones.
- Contact center functionality.
- Microsoft Teams direct routing or Operator Connect solutions.
- Future office expansion services.

Section III – Proposal Requirements

Proposals shall include:

Company Information

- Company overview.
- Years in business.
- Experience with public-sector clients.
- Experience implementing cloud-hosted VoIP systems.

Technical Proposal

- Description of proposed solution.
- Hardware specifications.
- Software specifications.
- Security features.
- Microsoft 365 integration capabilities.

Cost Proposal

Clearly identify:

One-Time Costs

- Hardware
- Installation
- Programming
- Number porting
- Training

Recurring Costs

- Monthly service charges



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- Licensing fees
- Support fees
- Optional service costs

References

Provide at least three (3) client references for similar projects, including:

- Organization name
- Contact person
- Email address
- Telephone number
- Scope of project

Section IV – Instructions to Proposers

Proposals shall be submitted electronically in PDF format no later than **4pm on October 23rd** to:

Chelsea Robertson, Executive Director
 Southern Tier Central Regional Planning & Development Board
 crobertson@stcplanning.org
 607-962-5092

Questions regarding this RFP shall be submitted in writing to the contact identified above.

Proposal Submission

Proposals shall be submitted electronically in PDF format to:

crobertson@stcplanning.org

Subject Line:

STC VoIP Telephone System Proposal

Section V – Evaluation Criteria

Proposals will be evaluated based upon:

Criteria	Weight
Technical Solution and Functionality	35%
Vendor Experience and Qualifications	20%
Implementation Approach	15%
Support and Maintenance Services	15%
Cost	15%

STC may request interviews, demonstrations, references, or additional information from proposers prior to award.

Section VI – Insurance Requirements

As a condition of contract award, the successful proposer shall provide certificates of insurance demonstrating:

- Commercial General Liability: \$1,000,000 per occurrence.
- Automobile Liability: \$1,000,000 combined single limit.
- Workers' Compensation as required by New York State law.
- Professional Liability (if applicable): \$1,000,000.

STC shall be named as an additional insured where appropriate.

Section VII – Reservation of Rights

STC reserves the right to:

- Reject any or all proposals.
- Waive informalities and minor irregularities.
- Request clarification of any proposal.
- Negotiate with one or more proposers.
- Cancel or reissue this solicitation.
- Award a contract in whole or in part.
- Make the award deemed most advantageous and in the best interest of STC.



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