

Request for Proposal for Telephone System

Responses Due: June 2, 2017

The Open Door Shelter, Inc.

4 Merritt Street Norwalk, CT 06854

Contact: Frank Concepcion

(203) 866-1057

fconcepcion@opendoorshelter.org

Mandatory Pre-Bid Meeting: 4 Merritt Street May 18, 2017 10:00AM - 11:00AM

Mandatory Walkthrough: 4 Merritt Street May 18, 2017 11:00AM – 12:00PM

Purpose

The purpose for this request is to evaluate business telephone VOIP or IP systems and provide solutions to Open Door Shelter, Inc. for such systems.

Vendors will be evaluated in part on the ability to deliver products on time and within budget, their demonstrated understanding of the solution based upon their responses and subsequent interviews.

Background

Our mission is to effectively address the causes and complexities of the homeless and working poor by providing shelter, food, clothing, case management services, treatment services, transitional planning for short and long term goals, subsidized housing, education, employment, and a path towards independence and success.

We provide shelter nightly with over 95 beds in our facility located at 4 Merritt St. From this same facility we operate the Manna House kitchen and pantry. We serve meals three times a day (over 20,000 per month) and provide boxed and canned goods to the working poor to help them make ends meet. Between the kitchen and the pantry, we provide approximately 60,000 meals per month to individuals and families in our community.

We also operate a number of private residences, providing supportive housing to those who are working and earning an income, but unable to afford housing in the area.

The shelter operates primarily from private donations, with less than 40% of our operating budget coming from government funding. 90 cents of every dollar donated goes directly to providing food, shelter and assistance to those in need. Our board is comprised entirely of uncompensated volunteers.

Services to be provided

The major components of the project as identified by The Open Door Shelter, Inc. are detailed below. Vendors responding should recommend a solution to the specified areas and add any additional components deemed necessary to successfully complete the project.

- Caller Identification
- Automated Call Distribution: An Automatic Call Distributor (ACD) is a device that distributes incoming calls to a specific group of phones that operators use. ACD systems are quite often found in companies who handle a lot of incoming phone calls and where the caller has no specific need to talk to a certain person, but wants to talk to a person who is able to talk to him at the earliest opportunity.
- Automated Attended with integrated Voice Mail: An auto-attendant system allowing callers to be automatically transferred to a user's extension without the intervention of a receptionist. A receptionist, who acts as the telephone operator, can be reached by pressing 0.
- Dial by Name Directory: To find a user on a system. The dial by name directory is usually set up as last name followed by first name. Once the user name is announced, the caller can ring the extension. The correct extension number can be announced prior to transfer for the caller's future reference.
- Do Not Disturb: A phone can be set to "do not disturb" to forward all calls directly to voicemail without ringing the extension.
- Express Messaging: Express messaging is used when a caller does not want to disturb the user, or is calling a guest mailbox without a phone, to immediately leave a message.
- Message-only information "mailboxes" for business hours, directions, job offerings, and answers to other frequently asked questions. These mailboxes may be forwarded to the receptionist after each message plays, or the user can return to the main menu.
- The ability to configure multiple extensions to a single voicemail box – operators that may receive calls or people waiting in a queue for the ACD can be routed to a common voicemail box that can be checked by yet another operator that may not have an extension connected to the voicemail box.
- In-house Open Door Shelter managed voicemail, extensions, passwords, phone programming, etc. via a PC, GUI or similar interface.
- Monitoring software to provide data on incoming call volume, response times, un-listened-to voicemail, and more.
- Flexible main greetings for holiday, inclement weather announcements, and emergency situations.
- Ability to manage a call tree for multiple languages (English and Spanish).
- Check voicemail from an outside line.
- Change voicemail settings from an outside line (like do not disturb, vacation greetings, illness greeting).
- Call-forwarding to external and internal destinations (including cell phones).

- Unified Messaging: Ability to selectively route incoming voicemail to Microsoft Exchange mailboxes.
- Voice Conferencing Technology: The ability to connect to multiple internal and external locations in a conference call structure.
- Ability to manage multiple T1 connections as well as POTS lines.
- Implementation of new system to be completed by August 15, 2017.

Two locations are included in this project: 4 Merritt Street and 2 Merritt Place.

4 Merritt Street is an existing operation and requires approximately 15 handsets and 2 higher functioning consoles. The system should be expandable to 3 other locations. Vendors should evaluate and make a recommendation regarding the current wiring of 4 Merritt Street.

2 Merritt Place is currently under construction. It will require approximately 12 handsets; and 1 higher functioning consoles. New wiring and standard drops should be included in your response.

Approximately 16 separate/individual telephones lines for elevator, fire alarms, general security and residential units.

Please include any other requirements and/or state-of-the-art recommendations to successfully implement this project in a timely manner.

Proposal Preparation and Submission Requirements

The proposal shall clearly address all of the information requested herein. Since the written proposal will weigh heavily in the evaluation process, information submitted should be complete and provide a convincing case that the vendor can perform high quality work within schedule and budget constraints. Proposals should be thorough yet concise. Proposals are to be prepared at your own expense.

The proposal shall be sent to the official contact listed below, to be received no later than 5:00PM EST Friday, June 2, 2017.

**Jeannette Archer-Simons
The Open Door Shelter, Inc.
4 Merritt Street
Norwalk, CT 06854**

Questions regarding this RFP must be submitted by e-mail to Frank Concepcion at fconcepcion@opendoorshelter.org. All questions will be answered promptly. Responses to inquiries that substantially or materially change the RFP will be made available to all prospective vendors that have submitted a formal Letter of Intent.

The proposal shall be organized in the following manner with the subject headings and sequence indicated.

1. Introduction
2. Experience and Past Performance

3. Organization and Personnel
4. Proposed Solution(s) - Based on Description of Services
5. References
6. Pricing, Hourly Rates and Other Fees

Selection Process Schedule

The schedule of the selection process is as follows:

- May 8, 2017 – Release of the RFP
- May 18, 2017 – Mandatory Pre-Bid Meeting 10:00 AM-11:00AM
- May 18, 2017 – Mandatory Building Walk Thru 11:00AM-12:00PM
- June 2, 2017 – RFP Responses Due
- June 5, 2017 – Invitation to selected firms to attend a meeting of The Open Door Shelter workgroup and prepare a Scope of Work
- June 12, 2017 – Scope of Work Due
- June 15, 2017 – Notification of Selection Results
- July 15, 2017 – Contract Start

Cost of Preparing RFP Response

All costs associated with responding to this RFP are the sole responsibility of the responding company.

Additional Information

Submitted responses to this RFP become the property of The Open Door Shelter. The Open Door Shelter reserves the right to use any and all ideas included in any response without incurring any obligations to the responding company or committing to procurement of the proposed services.

The Open Door Shelter is an Affirmative Action/Equal Opportunity Employer

MBE/WBE/SBE/DBE Businesses are encouraged to respond.