



SAUGATUCK TOWNSHIP

REQUEST FOR PROPOSAL

NEW PHONE SYSTEM

Organization Background

The scope of this Request for Proposal is for the Township of Saugatuck, located at 3461 Blue Star Hwy., Saugatuck, MI 49453. The Township of Saugatuck is one of the three communities in the Saugatuck-Douglas area, just 15 minutes south of Holland. The Township of Saugatuck is a general law township with a Manager-Council form of government. All policy decisions are made at the Township Board, while all administrative functions are coordinated and overseen by the Township Manager.

Current System & Services and Future Plans

The Township of Saugatuck's current phone system is a Panasonic KX-T7453 Digital Hybrid with approximately 7 handsets, and a Voice Mail System. The phone system has exceeded its lifespan (over 20 years old) and capability to support the Township's needs. Replacement parts are becoming increasingly difficult to acquire and maintain. The phone system itself is outdated and difficult to navigate. The current system is a premise-based system. The Township is strongly looking at a VoIP system, though will compare the benefits and life cycle costs of a hosted vs. a premise-based solution.

Current Phone Inventory

Township of Saugatuck	Phone System Inventory			Total Phones	Fax Machines
	"Departmental Answering" Phone	"Standard" Phone	"Basic" Phone		
Township Hall	1	6		7	1
	1	6		7	1



Network Services & Current Data Infrastructure

Voice: The phone system will need to be inspected by the vendor to assess and determine if any upgrades would be necessary.

Call flow: Calls to Township are answered by staff (vs. an automated attendant during the day), who then transfer the caller to the appropriate individual (departmental answering positions). Callers familiar with Township can directly reach the desired staff member or department by calling the appropriate extension number.

Current Hard Line: The Township currently operates three lines to manage flow volume. The Township also has a fax line.

Primary System Requirements

This section summarizes the primary essential and desired (optional) requirements for the telecom services and equipment called for in this project. **Please provide a response to each item in this section. Clearly state if you comply or have an exception.**

When preparing their solutions for handling and improving upon the Township of Saugatuck's current telecom capabilities and uses, vendors should keep in mind that the Township's objectives for this project include implementing:

- A cost-effective replacement for the existing office phone services.
- A telephone solution that is easy to maintain by Township personnel, both on-site in Saugatuck and remotely.
- The Township of Saugatuck considers training an important factor in selecting the telephone service vendor. While the vendor should quote initial classroom training, there should be ongoing capability for the Township to do this as well. (Please provide your response to item).
- Implementation of the new system should be done on site by trained staff as opposed to phones shipped and "plug and play." In addition, the Township expects the Vendor to design and set up all Auto Attendants.
- The new phone system should include an auto attendant to better assist clients and residents.
- The new phone system should be able to easily move as the Township is looking to renovate the office and the phones would be relocated into the new offices.
- The Township contracts with multiple contractors that provide services for the Township. The new phone system should be capable of forwarding the Township number to a contractor's cell phone.
- Find me/Follow me or "Twinning" with Cell phones allowing simultaneous ringing on Desk phone and Cell phone. Please provide detail on how this capability could be provided for a limited number of users.
- The Township is operated by data and requires that the phone system be able to track the number of calls per data collection period.
- Any other features which Manufacturer deems beneficial to the Township of Saugatuck.



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- The Township Fax Machine will remain on the landline.
- Product – 10 telephones, 1 cordless phone. Spare Phones – 2
- With COVID-19, working from home has become more prevalent. Please note if the phone can be set up at an employee's home.

Instructions to Bidders

Responses to this proposal must be sealed, marked Telephone System Proposal, and be delivered to the Township of Saugatuck, 3461 Blue Star Hwy. Saugatuck, MI 49453 Attn: Township Manager Frey **by 11:00 a.m. on Friday, September 24, 2021**. Responses will be judged on how well they satisfy the stated requirements, by differentiating factors in system and vendor capabilities presented in the proposal, by system and life-cycle pricing, and other relevant factors which may come to light.

All prices should be broken down into unit prices which comprise the total price. Include pricing for optional phone types available on the system you are proposing. Any terms and conditions which affect pricing should be set forth. In addition, provide any and all pricing for proposed maintenance and service programs (to include any annual licensing fees).

The Township reserves the right to reject any or all bids, to waive any informality, to modify quantities and to make award in the best interest of the Township. The acceptance of a proposal does not obligate the Township of Saugatuck to purchase a system from any bidding vendor, nor is the Township of Saugatuck obligated to accept the lowest bid. All costs for proposal preparation are the responsibility of the bidder. After receipt of the proposal and prior to entering into any agreement, the Township of Saugatuck reserves the right to modify the system requirements. Bidders should use their knowledge and creativity to recommend a solution that will meet or exceed the Township of Saugatuck's requirements. This creativity may extend to suggesting an alternative approach to specific requirements if the alternative is supported by solid rationale.

Contact & Questions

Township Contact: Joe R. Frey, Township Manager

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