

KANSAS CITY PUBLIC LIBRARY

REQUEST FOR PROPOSALS FOR VOICE OVER INTERNET PROTOCOL (VoIP) SERVICE

June 9, 2025



**Kansas City
Public Library**

14 West 10th Street
Kansas City, Missouri 64105

Proposals will be accepted until:
11:00 a.m. (Local Time)
Monday, July 7, 2025

REQUEST FOR PROPOSALS FOR VOICE OVER INTERNET PROTOCOL (VoIP) SERVICE

Instructions to Vendors

General Instructions

The Kansas City Public Library ("Library") invites qualified applicants to submit a proposal for a leased/hosted managed inter-connected Voice over Internet Protocol ("VoIP") service to be used by the Library.

Submission of Proposal

Proposals may be submitted in hard print copy and/or email, to be received no later than 11:00 a.m. (Local Time) Monday, July 7, 2025. All correspondence should be marked "**KCPL VoIP Service.**" Please note that if you are submitting your proposal by email, the Library must receive the email no later than 11:00 a.m. (Local Time). If submitting a hard print copy of your proposal, copies may be mailed or delivered to the "Official Contact" address below.

Official Contact

Any questions concerning this Request for Proposal ("RFP") should be submitted via email to:

Jessica Addo
Kansas City Public Library
14 West 10th Street
Kansas City, MO 64105
816-701-3563
purchasing@kclibrary.org

All questions concerning this RFP must be received no later than Friday, June 20, 2025, by 5:00 p.m. (Local Time).

Ownership of Documents

Any reports, studies, conclusions, and summaries prepared by the Proposer through the course of this RFP shall become the property of the Library.

Confidentiality of Information

Any proprietary information furnished by a Proposer to the Library that is designated confidential shall be treated as confidential to the Library to the extent allowable by law.

RFP Awards

The Library reserves the right to accept or reject any and all proposals, to make a partial award, or to make a multiple vendor award. The acceptance or rejection of any or all proposals and the making of an award or a partial award will be at the sole discretion of the Library. The Library reserves the right to request additional information. The contract shall be awarded to the

qualified Proposer(s), whose proposal (which may include and incorporate the outcome of any subsequent negotiations), is determined to be in the best interests of the Library.

Addenda/Cancellation

The Library may modify or cancel the RFP at any time prior to the RFP due date by issuance of an Addendum or Cancellation to all Proposers who are participating in the process at the time the Addendum/Cancellation is issued. Addenda will be made available and Cancellations will be posted on the Library's RFP/RFQ website (currently: <https://www.kclibrary.org/public-notice>). Proposers should monitor the Library's RFP/RFQ website for updates/information/addenda/cancellations. Verbal modifications to the RFP specifications shall not be binding upon the Library.

Clarification of Proposals

The Library reserves the right to obtain clarification of any point in the proposal or to obtain additional information necessary to properly evaluate a particular proposal. Failure of a Proposer to respond to such a request for additional information or clarification could result in rejection of the proposal.

Method of Selection

Award will be made to the most responsive and responsible Proposer offering the best value and most economical proposal as defined by the Library. In general, the following criteria will be used: price, qualifications, service approach, and the experience of the Proposer, with price being the primary factor. Per Library policy, a preference will be given to local vendors and minority/women business enterprises (M/WBE). Additionally, Missouri-based, service-disabled veteran enterprises (SDVE) certified by the State of Missouri Office of Administration will receive a three (3) point bonus preference.

After the Library's initial evaluation of proposals, select proposals will undergo a detailed review and evaluation. As part of this detailed review of proposals, selected Proposers may be required to make oral presentations of their proposals to the Library. These presentations provide an opportunity for the Proposers to clarify the proposals.

The Library will negotiate with the selected Proposer(s) for mutually agreeable terms for the Library's Voice Over Internet Protocol Service before making an award. Negotiation could include, but not be limited to, price and the terms and conditions of the RFP.

Acceptance of RFP Terms

A proposal submitted in response to this RFP shall constitute a binding offer. The Proposer shall identify clearly and thoroughly any variation between its offer and this RFP. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance. Proposer's authorized representative may withdraw proposals only by written request received before the proposal due date.

Proposal Validity Period

Each proposal shall be valid for a period of sixty (60) days from the proposal due date.

Non-Collusion

Proposer(s) certify that this proposal had been arrived at independently and has been submitted without collusion designed to limit independent bidding or competition.

Hold Harmless

The Proposer shall hold harmless, defend, and indemnify the Library and the Library's officers, agents, and employees against liability that may be imposed upon them by reason of the Proposer's failure to provide worker's compensation coverage and liability coverage.

General Specifications

Introduction

The Kansas City Public Library is seeking proposals for Interconnected Voice over Internet Protocol Services, with four options to renew annually as mutually agreed by both parties.

Scope of Services

The remotely hosted interconnected VoIP service will replace an expiring remotely hosted BroadSoft VoIP system contract. The Library uses MoreNet for Internet bandwidth and uses a Segra Metro Ethernet network for bandwidth between the eleven locations. The remotely hosted VoIP service should provide the following desired features:

1. The service must be interconnected.
2. The service must be compatible with the library's current IT infrastructure. The existing infrastructure consists of a Meraki network with MS355-48X2 switches with inline power and MX450 security appliances as well as two Cisco ASR 1001-X routers.
3. These devices connect to a metro Ethernet network with eleven library locations with at least 1 Gbps per connection. The Library currently has a POTS line at each of its locations but they are not included as part of the requirements of this RFP. Internet traffic is routed through our Central and Plaza locations which have FortiGate and Meraki firewalls.
4. The service must support the library's current 286 configured phones and 400 DID numbers. 16 of these DID numbers have been ported to third parties for FAX and other services and will not be included.
5. The service must provide a hardware model solution to replace the library's current Polycom phone models, which are primarily VVX201, VVX301, VVX400, and Soundstation IP 6000. The service should have a timely way to add additional phones when needed. The library will consider both leased and purchased phone handset proposals. The library needs to know the per unit cost for each type of handset.
6. The service must provide the option of a soft phone. The library currently uses Webex with its current VOIP provider. The library also has a Microsoft Teams environment that

it would be interested in leveraging for a soft phone. For some users the soft phone will be a secondary phone and for some users it will be their only phone.

7. The service should provide analog telephone adaptor (ATA) devices for analog phones. Each of the ten public facing locations uses an ATA to connect analog public phones. The library would consider as an alternative a handset option for a VoIP phone without a digital display.
8. There is an analog outside delivery phone at our Central location receiving dock that needs to call in to a VOIP hosted line. The service should provide a solution for this need.
9. The service must support voicemail for between 300-500 voicemail subscribers. The voicemail system should be able to send an audio file of a voicemail message via email.
10. The service must support uploading a Dial a Story recording, <https://kclibrary.org/kids/dial-story>, of up to 30 minutes in length. The recording files should be accepted in either a .mp3 or .wav format and allow for the recording to be played for simultaneous callers when the Dial a Story phone number is called.
11. The service must support placing calls to 911 from any location and from any extension. Dialing 911 should identify the physical building address and, in multi-storied buildings, also include the floor level. The service should notify designated library staff via an email distribution list managed by the library and preferably have the option of notifying via phone or SMS text message. The notification should state the phone extension that called 911 and the location or address from which the 911 call originated. Having the ability for the library to verify in the service provider's portal the 911 location of a phone is preferable.
12. The service should provide a wireless phone that can be carried with staff. A cordless phone could be an alternative, but a wireless phone is preferred.
13. The service should support hunt groups that route incoming calls to a group of users. The hunt group should have the option of calling lines simultaneously or by a weighted call distribution list. If not answered, the hunt group should have the option to forward the call to another line, even a line that is external.
14. The service should support auto attendants. Auto attendants will be needed for the advertised public phone numbers and must include menu options for connecting calls to different extensions or submenus. Each menu option should have the ability to play a recorded message. The service should be able to automate open and closed greetings as well as holiday greetings for the auto attendants. The greetings messages should be able to be uploaded to the provider's portal and should support the .mp3 or .wav file formats.
15. The service should support twinning calls between an extension and a separate, outside line, like a cell phone.
16. The service should include a directory of extensions accessible with the phone. A voice activated phone directory is preferred.
17. The service should include shared call appearance so that the same extension may be on multiple phones.
18. The service should provide a way to call internal extensions from an external phone number.

19. The library would like to support a hoteling feature to allow users to log on to a phone and temporarily receive calls for their extension.
20. The service should have a timely way to add additional handsets and/or setup and configure lines when needed. The vendor should describe their support model and anticipated turnaround times in their RFP for this action.
21. The service solution should allow for library IT staff to make changes remotely such as adding phones and adding voicemail users.
22. The service provider should provide training for a minimum of four library IT technicians on the new system, as well as any required equipment installation or set-up.
23. The service should also allow access to reporting and tracking phone calls. A monthly report should include the total number of outbound calls per location made by public phones. The library would prefer the ability to generate reports on demand, if available.
24. The service should have the ability to block phone numbers from calling in.
25. The hosting service must provide for continuous uptime. Vendors should identify what their escalation procedures look like when the hosted service is unavailable.
26. Hardware maintenance, software upgrades, and security provisioning should be performed regularly by the selected service provider.
27. There should be a technical support team accessible to IT (via phone or email) provided by the selected service provider. The available hours for support needs to be clearly defined in the proposal. The library prefers that service is provided either 24 x 7 or has a well-articulated and robust after-hours support model.

Term of service for contract is: **December 1, 2025 through November 30, 2026**, with four options to renew annually as mutually agreed by both parties. The Library has the option to move forward with or cancel contracts.

The response to the RFP should include listing of any expenses that may occur.

Proposal Content & Format

To provide a degree of consistency in review of the written proposals, Proposers are required to prepare their proposals in the format described below:

Proposal Response Form

An individual having full authority to execute the proposal and to execute any resulting contract for services (“authorized representative”) must complete and submit the attached Proposal Response Form (**Attachment A**) or submit a signed letter of transmittal that contains the same information and statements as indicated in the proposal response form. **Failure to submit Attachment A or an equivalent signed letter of transmittal may result in disqualification from consideration.**

Experience, Expertise and Capabilities

Give a background of the company's or contractor's experience and qualifications. This should include a brief history, the date founded, ownership and any subsidiary relationships. Also list the types of services the company or contractor is qualified to perform. Give examples of experience and references for similar services to other entities. If the company or contractor is a local Kansas City business, or if the company or contractor is a minority/women business enterprise (M/WBE), this should be noted in order to utilize the Library's preference for local and M/WBE vendors.

Personnel

For Company proposals, provide the names of key personnel who would be directly involved in providing services to the Kansas City Public Library. Describe their relationship in the company, the role they would play, their experience, qualifications and years of service with the company.

Use of Subcontractors

The selected Proposer shall be solely responsible for all services as required by the RFP. Subcontractors, if any, will be the responsibility of the Proposer and the role of subcontractors must be clearly identified in the proposal. The Library may factor this information in the evaluation of the service approach of the Proposer. The use of a subcontractor(s) does not relieve the selected Proposer of liability under this contract (see **Indemnity, Licenses & Releases** in the **Terms and Conditions** section).

Service Approach

Submit a clear, concise response to accomplish the scope of services that reflects your understanding of the Library's requirements as described in the Scope of Service. This response should demonstrate an understanding of the Library's needs. Provide details on the training and maintenance that will be provided for the VoIP system.

Proposers must complete and submit the attached Scope of Services Checklist form (**Attachment E**) or submit a letter of transmittal that contains the same information and statements as indicated in the Scope of Services Checklist form.

Warranty, Service and Support

Submit information about the warranties available for any services and equipment needed for your proposal. Provide an explanation of the level and timing of maintenance servicing, responsibilities for upgrades to the service/equipment, and clearly enumerate any charges associated with any warranty service which will be billed to the Library during the contract period.

Cost/Charges

Submit a detailed breakdown of the costs and charges involved in completing the scope of work. If services are bundled, enter an aggregate cost for your standard service offering.

All costs associated with the proposal must be included in the quote submitted. The Library relies on the Proposer to assure that all charges to complete the scope of work are submitted in the proposal and that there are no hidden costs or charges that will be incurred by the Library.

Authorized Representative

Include the name, title and contact information of the person in your organization authorized to negotiate contract terms and render binding decisions on contract matters.

References

Submit information regarding three (3) comparable projects that the vendor has completed as the prime contractor within the last five (5) years. The projects shall indicate the start and completion dates, services and equipment provided, project costs, contract term, warranty, and benefits to the owner. Please provide contact information for each reference.

Terms and Conditions

Contract Term

The term of this contract will begin December 1, 2025 – November 30, 2026, with four options to renew annually as mutually agreed by both parties.

Contract Components

This RFP, the successful proposal's response thereto, and any additional written modifications and/or stipulations mutually agreed upon by the Library and the successful proposal will constitute the final contract. During the contractual period, any changes to the conditions outlined in these materials must be approved in writing with the signatures of representatives from each selected proposal(s) and the Library

Disclosure of Confidential Information

Proposer acknowledges that, in and as a result of the consulting hereunder, Contractor will be making use of, acquiring and/or adding to confidential information of a special and unique nature and value relating to such matters as Library's systems, procedures, manuals, confidential reports, or other similar data, as well as the nature and type of processes and/or other services rendered by Library, hereinafter collectively referred to as the "Confidential Information". As a material inducement to Library to enter into this Contract, and to continue to engage Contractor hereunder and to pay to Contractor the compensation referred to herein, Contractor covenants and agrees that Contractor shall not, at any time during or following the cessation of his engagement hereunder, for whatever reason, directly or indirectly, divulge or disclose, for any purpose whatsoever, any of such Confidential Information which has been obtained by or disclosed to Contractor. Upon cessation of this Contract for whatever reason, all Confidential Information, whether in the form of documents, records, notebooks, invoices, statements or correspondence, including copies thereof, relating to the business of the Library then in

Contractor's possession or control, whether prepared by Contractor or others, shall remain Library's exclusive property and will be delivered to and left with the Library.

Intellectual Property, Indemnity, Licenses & Releases

Contractor agrees to indemnify, defend, and hold harmless Library, its representatives and customers from and against any and all suits, demands, liabilities, claims, actions, expenses, losses, and damages of any kind or nature whatsoever arising from any third party claim that the Services or Work Product provided by Contractor violate any third party's intellectual property right in the United States, including but not limited to patents, copyrights, trademarks, or trade secrets. Contractor's obligations under this section shall survive the termination of this Contract for any reason. Contractor will obtain and pay for any and all contracts, Contracts, licenses, releases, legal costs, fees and expenses necessary to use any and all protected intellectual property owned by a third party.

Contractor agrees to indemnify, defend, and hold harmless Library, its representatives and customers from and against any and all suits, demands, liabilities, claims, actions, expenses, losses, and damages of any kind or nature whatsoever arising out of any negligent acts or omissions in connection with the Contract, caused by Contractor, its employees, agents, subcontractors, or caused by others for whom Contractor is liable, in the performance of the Services under this Contract.

Contractor will obtain and pay for all permits and licenses required by law that are associated with the Contractor's performance of Services.

Waiver of Subrogation

For all coverages, Contractor's insurer shall waive subrogation rights against the Library and its insurers.

Termination

Either party may terminate this Contract without cause upon ninety (90) days prior written notice to the other party. Library reserves the right to cancel, for cause, this Contract without prior written notification. Cause for termination shall include the following: (1) violation by Contractor of any applicable federal, state, or local law, regulation or ethical code; (2) Contractor's substantial under performance, as determined by Library; or (3) failure to comply with the provisions of this Contract. Library shall, where permitted by law, have the right to terminate the Contract immediately and without other cause or prior notice to Contractor in the event that Contractor does any of the following: (1) makes written admission of its inability to pay its debts or obligations as they become due; (2) files a voluntary petition in bankruptcy; (3) is adjudicated as bankrupt or insolvent; (4) seeks, consents to or acquiesces in the appointment of any trustee, receiver or liquidator of all or any substantial part of its business assets; (5) fails to actively operate its business for a period of more than seven (7) consecutive days without the prior written consent of Library; or (6) fails to maintain the insurance coverage required in this Contract. The Contract shall terminate immediately if it is no longer permitted

by applicable laws, rules or regulations, or if Library decides to limit or discontinue their operation for any reason.

Modification of Contract

No waiver or modification of this Contract or of any covenant, condition, or limitation herein contained shall be valid unless in writing and duly executed by the party to be charged therewith and no evidence of any waiver or modification shall be offered or received in evidence of any proceeding, arbitration, or litigation between the parties hereto arising out of or affecting this Contract, or the rights or obligations of the parties hereunder, unless such waiver or modification is in writing, duly executed as aforesaid, and the parties further agree that the provisions of this Section may not be waived except as herein set forth.

Codes, Laws and Regulations

Contractor will comply with all applicable codes, laws, regulations, standards, and ordinances in force during the term of this Contract.

Adjustment of Services

The Library reserves the right to eliminate, reduce or otherwise adjust the scope of services provided by the Contractor.

Assignability

Neither this Contract nor any rights hereunder may be assigned by the Contractor without Library's prior written consent.

Governing Law

It is understood and agreed that the construction and interpretation of this Contract shall at all times and in all respects be governed by the laws of the State of Missouri. The parties agree that any legal action brought in connection with this Contract is to be maintained only in the Circuit Court of Jackson County, Missouri.

Insurance

Contractor shall purchase and maintain, at its own expense, for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the work by the Contractor, its agents, representatives, or employees. All such insurance shall name the Library as an additional named insured and evidence of such insurance and renewals shall be provided to the Library prior to commencement of work. All such insurance will be issued by insurance companies that have a general policyholder's rating of at least A and a financial rating of at least XI in the most current *Best's Insurance Reports* available on the date the Contractor obtains or renews the insurance policies.

Coverage Required	Limits per Occurrence
General Liability	\$1 million minimum coverage per occurrence and \$1 million aggregate, written on an occurrence basis.

Automobile Liability	\$1 million per occurrence, covering owned, hired and non-owned automobiles
Worker's Compensation	Statutory

Contractor understands and agrees that the Library cannot save and hold harmless and/or indemnify the Contractor or its employees against any liability incurred or arising as a result of any activity of the Contractor or any activity of the Contractor's employees related to the Contractor's services under this Agreement. Therefore, the Contractor must acquire and maintain adequate liability insurance in the form(s) and amount(s) sufficient to protect the Library, its employees, its clients and the general public against any such loss, damage and/or expense related to the services performed under this Agreement. The insurance coverage shall include general liability insurance in an amount of at least \$1,000,000 per occurrence and \$2,000,000 in the aggregate with endorsements including but not limited to risks of false imprisonment, malicious prosecution, libel, slander and violation of right of privacy as well as the Missouri statutory requirements for works compensation insurance. Written evidence of the insurance shall be provided by the Contractor to the Library, the initial written evidence being attached hereto and marked as Exhibit A. The evidence of insurance shall include, but not necessarily be limited to: effective dates of coverage, limits of liability, insurer's names, policy numbers and endorsement by representatives of the insurance company. Evidence of self-insurance coverage or of another alternative risk financing mechanism is not permitted.

Insurance policies required of Contractor by the Agreement shall:

- Be issued by insurance companies licensed to do business in the state of Missouri with general policyholder's ratings of at least A and a financial rating of at least XI in the most current *Best's Insurance Reports* available on the date the Contractor obtains or renews the insurance policies. If *Best's* ratings are changed or discontinued, the parties shall agree to an equivalent method of rating insurance companies;
- Name the Library as an additional insured as its interest may appear on the policy;
- Provide that the insurance not be cancelled or materially changed in the scope or amount of coverage unless thirty (30) days' advance notice is given to the Library;
- Be primary policies;
- Be permitted to be carried through a "blanket policy" or "umbrella" coverage;
- Have deductibles not greater than \$1,000;
- Be written on an "occurrence" basis; and
- Be maintained during the entire Term and any extension Terms.

By the date of award and upon each renewal of its insurance policies, Contractor shall give such certificates of insurance to the Library.

Independent Contractor

It is specifically agreed by the parties that the relationship of Contractor to Library is that of an independent contractor and that Contractor is not an agent, partner, or employee of the

Library. Contractor acknowledges that Contractor is not entitled to receive from Library any tax withholding, workers' compensation, unemployment compensation, or any employee benefits, statutory or otherwise.

Access to Records

Contractor shall maintain all fiscal records and any other records relating to this Contract in such a manner as to clearly document the Contractor's performance hereunder. Library or any of its duly authorized representatives shall have access to any books, documents, papers and records of the Contractor which are directly pertinent to this Contract for the purpose of making audits, examinations, excerpts and transcriptions.

Federal, State, and Local Taxes, Licenses, and Permits

The Contractor will comply with all laws and regulations on taxes, licenses, and permits.

Other Considerations

Disputes

Should any doubt or difference of opinion arise between the Library and the successful proposal awarded this Contract as to the items to be furnished hereunder or the interpretation of the provisions of this RFP, the decision of the Library shall be final and binding upon all parties.

Prohibition of Public Benefits to Unauthorized Workers

Pursuant to State of Missouri's RSMO 285.530 (1), No business entity or employer shall knowingly employ, hire for employment, or continue to employ an unauthorized worker to perform work within the state of Missouri. Consultants shall comply with the provisions of Section 285.525 through 285.550 of the State of Missouri statutes and execute the notarized affidavit attached hereto as **Attachment B**, Affidavit of Work Authorization before the Agreement can be finalized.

Attachment A
PROPOSAL RESPONSE FORM

DATE _____

Proposal of : _____, (herein after called Vendor), a Corporation/Partnership/an Individual doing business as _____.

TO: The Kansas City Public Library (hereinafter called the Owner).

The Proposer, in compliance with your Request for Proposal for the VoIP service having examined the RFP and Scope of Services with related documents and being familiar with all of the conditions surrounding the work, hereby agrees to perform the work required by the project in accordance with the contract documents, within the time set forth in the Proposal Submission Instructions, and at the price stated therein. These prices are to cover all expenses incurred in performing the work required by the contract documents, of which this proposal is a part.

Proposer acknowledges receipt of the following addenda in the event subsequently issued.

Proposer agrees to provide the VoIP system and services described in the RFP Scope of Services.

Submitted by authorized representative:

_____ Firm	_____ FEI/SSN
_____ Signature	_____ Typed Name & Title
_____ Address	_____ City, State, Zip Code
_____ Telephone	_____ Fax Number

Attachment B

AFFIDAVIT OF WORK AUTHORIZATION

I. _____, of lawful age and being first duly sworn my oath, state as follows to the Kansas City Urban Public Library District, a political subdivision of the State of Missouri:

1. In accordance with R.S.Mo. § 285.530(2) _____
("Consultant/Contractor") is enrolled and will continue to participate in a federal work authorization program in respect to employees that will work in connection with the contracted service _____ (the "Project") for the duration of the contract.

2. I also affirm that Consultant/Contractor does not and will not knowingly employ any person who is an unauthorized worker in connection with the contracted services related to the Project for the duration of the contract, if awarded.

3. Furthermore, I also affirm that all subcontractors working on this contract for services to the Kansas City Urban Public Library District shall affirmatively state in writing in their contracts with Consultant/Contractor that they are not in violation of R.S.Mo. § 285.530(1), and shall not thereafter be in violation. Alternatively, the subcontractor shall submit to the Consultant/Contractor a sworn affidavit under penalty of perjury attesting that all employees are lawfully present in the United States.

FURTHER AFFIANT SAYETH NAUGHT.

(Signature)

Dated: _____

STATE OF _____)
) ss.
COUNTY OF _____)

Subscribed and sworn to before me this ____ day of _____, 20__.

Attachment C
SCOPE OF SERVICES CHECKLIST

Please complete the Scope of Services checklist below.

Scope of Services Checklist	Does your service meet the criteria below?		
	Yes	No	Additional information (if needed)
1. The service must be interconnected.			
2. The service must be compatible with the library's current IT infrastructure. The existing infrastructure consists of a Meraki network with MS355-48X2 switches with inline power and MX450 security appliances as well as two Cisco ASR 1001-X routers.			
3. These devices connect to a metro Ethernet network with eleven library locations with at least 1 Gbps per connection. The Library currently has a POTS line at each of its locations but they are not included as part of the requirements of this RFP. Internet traffic is routed through our Central and Plaza locations which have FortiGate and Meraki firewalls.			
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8. There is an analog outside delivery phone at our Central location receiving dock that needs to call in to a VOIP hosted line. The service should provide a solution for this need.			
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10. The service must support uploading a Dial a Story recording, https://kclibrary.org/kids/dial-story , of up to 30 minutes in length. The recording files should be accepted in either a .mp3 or .wav format and allow for the recording to be played simultaneous callers when the Dial a Story phone number is called.			
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23. The service should also allow access to reporting and tracking of phone calls. A monthly report should include the total number of outbound calls per location made by public phones. The library would prefer the ability to generate reports on demand, if available.			
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25. The hosting service must provide for continuous uptime. Vendors should identify what their escalation procedures look like when the hosted service is unavailable.			
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