Request for Proposals

Telecommunication Services at Buffalo & Erie County Library Locations

RFP 26-5024
October 30, 2026

Buffalo & Erie County Public Library
1 Lafayette Square
Buffalo, NY 14203-1887

1. Scope and Overview

a. The Buffalo & Erie County Public Library ("Library") seeks quotes for Telecommunication Connectivity Services to provide local and long-distance voice service, delivered as Voice over IP (VoIP), to 36 Library locations in Erie County, NY. Appendix A lists each location and line quantity, for approximately 100 lines, ranging from one to five per location.
b. The Contractor shall provide all services, equipment, connectivity, configuration, and support necessary for a fully functional voice service, and shall transition the Library's existing local and long-distance service from the current provider, if applicable, with no loss of service during Library open hours. The Library's current Internet and Phone Service Provider is Spectrum.
c. Vendor must provide for the move of current telephone numbers from current system to new virtual VoIP. For the duration of the contract, the Cloud Solution shall conform to the Cloud Solution Manufacturer's specifications, Documentation, performance standards (including applicable license terms, warranties, guarantees, Service Level Agreements, service commitments, and credits). Vendor must provide quote for product prices which shall be available for duration of contract should need to purchase additional hardware and/or products arise.
d. **Cloud Service Model:** Virtual PBX must be provided as a SaaS product, hosted in vendor's cloud. On site telephones will connect to and interact with it via a dedicated line provided for that purpose. End users may interact with it via a web portal to perform configuration functions, possible 'soft phone' use and other functions.
e. **Cloud Deployment Model:** Deployment Model is Public cloud. The main system must be hosted by vendor in their cloud. Only phones themselves would be located at library location.
f. **Data Ownership & Location:** The Library shall own all right, title and interest in Data.
    i. All Data shall remain in CONUS.
g. **Encryption:** Any voice or transaction data must be encrypted using current industry standards.
h. **Security:** System must be secured from access by unauthorized users, unregistered telephone hardware and software.
i. **Maintenance & Support:** Vendor shall perform virtual PBX system software upgrades and patches. Telephones must be preconfigured where possible.
    i. Vendor must provide detailed telephone configuration instructions and setting information and provide assistance as needed to troubleshoot call issues.
j. **Infrastructure Support Services:** Infrastructure support services that do not directly or indirectly access Data may be provided in a Follow the Sun format.
k. **Business Continuity/Disaster Recovery (BC/DR) Operations**: Vendor must provide a continuity/disaster recovery plan for consideration. Plan must include how it will impact features and functionality. What options may be available for call reception or redirection while service is restored.
l. **Application Program Interface (API) or Self Electronic Portal:** Virtual PBX must provide a web portal for administration and configuration of the environment.
    i. Functions must include phone number assignment to devices, hunt group configuration, call attendant configuration, user account creation and maintenance, and log access

2. Statement of Work
    a. **Implementation of Cloud Solution**: Vendor must provide information and training or self-training resources on configuration of VOIP services, user creation, telephone configuration and installation. Vendor must provide and install dedicated data line for VOIP traffic between the library location and the virtual PBX hosted solution. Vendor must provide assistance with any network configuration/requirements to support connectivity with their solution (i.e. router and firewall settings such as NAT or SIP ALG etc.). Vendor must provide assistance with testing prior to going live, and must 'port' the current phone numbers when system goes live.
    b. **Recurring Solutions:** Recurring services include phone service for approximately 100 lines and dedicated data line to vendor network for VOIP traffic.
    c. **Transfer of Data:** Call log data must be made available in text format. Contractor cannot charge for the transfer of Data unless the charges are provided for in response to this RFQ.
    d. **Timeframe**: Implementation of Cloud Solution as set forth above shall be complete no later than January 31, 2027. See Section 9a for billing commencement.
3. Terms & Conditions
    a. **Required Contractor Actions**: Contractor must comply with applicable New York State laws governing reasonable safeguards and safety requirements, as well as breach notification requirements.
    b. **Library Access to Data:** The Library shall have access to its Data at all times, plus no less than 60 days from termination of suspension of services. The Library shall have the ability to import or export Data in piecemeal or in its entirety at the Library's discretion at no charge to the Library. This includes the ability for the Library to import or export Data to/from other Contractors. Access to web portal or similar interface for logs and other data retrieval must be maintained.
    c. **Contractor Access to Data:**Vendor may not share usage or log data with any other entity unless mandated by law. Vendor may not use such data for purposes other than monitoring performance and troubleshooting problems.
    d. **Suspension of Services:** During any period of suspension of service, the Library shall have full access to all Data at no charge. The Contractor shall not take any action to erase and/or withhold any Library Data, except as directed by the Library.
    e. **Expiration or Termination of Service:** Upon expiration or termination of the contract, the Library shall have full access to all Data for a period of 60 calendar days. During this period, the Contractor shall not take any action to erase and/or withhold any Data, except as directed by the Library.
    f. **Access to Security Logs and Reports:** When requested, logs and report data must be provided in text format.
    g. Modification To Cloud Service Deployment Model, Service Model, and/or Initial Functionality
        i. As Cloud services, can be flexible and dynamic, delivery mechanisms may be subject to change. This may result in changes to the deployment model, service model, functionality, or SKU. The Library requires notification of any such changes to ensure security and business needs are met. Any changes to the deployment model, service model, functionality, or SKU (e.g., PaaS to IaaS) must be provided to Library in writing. In addition, notification must be provided to the Library for review and acceptance, prior to implementation. Any changes to the contract will require the Library to re-assess the risk mitigation methodologies and strategies and revise the contract as needed.

4. **How to Respond**
    a. To be considered, respondents must submit an electronic copy to the Library Contact listed in Section 4 by the Submittal Deadline specified in Section 6.
    b. Submittal must be delivered in an email, clearly labeled: Bid Response for Telecommunication Services.
    c. Respondents have sole responsibility to assure that their submissions are received on time.
    d. Library Contact:

James Mitaritonna Assistant Deputy Director, Controller 1 Lafayette Square Buffalo, New York, 14203-1887	**Phone Number**: 716-858-6095 **E-Mail Address**: MitaritonnaJ@BuffaloLib.org
Justin Rosado IT Administrator 1 Lafayette Square Buffalo, New York, 14203-1887	**Phone Number**: 716-858-6044 **E-Mail Address**: RosadoJ@BuffaloLib.org

5. **Questions / Responses**
    a. Contractors are strongly encouraged to submit questions as early as possible. However, all questions must be submitted by the Question due date and time listed in the Section 7 Due Date. All questions can be emailed to Justin Rosado RosadoJ@buffalolib.org and James Mitaritonna MitaritonnaJ@buffalolib.org.
    b. The subject of any emails must be clearly labeled "RFQ 26-5024". The Library will acknowledge receipt of a question via return email. If a contractor does not receive an acknowledgement, he/she should assume the question was not received. Answers to all questions of a substantive nature shall be provided to all contractors who received this RFQ in the form of a question and answer document sent via email.

6. **Due Date**

Advertisement Date/Release of RFQ: 11/02/2026
Closing Date for Inquiries: 11/06/2026 12:00 PM
Release of Questions: 11/09/2026 12:00 PM
Submittal Deadline: 11/13/2026 12:00 PM
Anticipated Statement Review Period 11/2026
Anticipated Decision: 11/2026

7. **Evaluation & Award**
    a. Respondents must submit a complete and detailed cost proposal covering all hardware, installation, and recurring services required to service all 36 Library locations listed in Appendix A.
    b. To ensure a fair and consistent evaluation, vendors must use the pricing format below or attach a detailed spreadsheet mirroring this structure. All costs must be fixed for the duration of the Initial Term.

One-time Implementation and Hardware Costs

	Unit Cost	Extended Total

Hardware / IP Telephones (Approx. 100)		
One-time installation & Set-up Fees		
Number Porting / Migration Fees		
Dedicated Data Line / Circuit Set-up Fees		

Recurring Monthly Service Costs (MRC)

	Unit Cost	Extended Total
Monthly Voice Service per Line (approx. 100 lines)		
Monthly Dedicated Data Line / Circuit Charges (per location or total)		
Any Additional Recurring Fees (e.g., E911, cloud maintenance, licensing)		
Total Monthly Recurring Cost		
Total Annual Recurring Cost		

c. The Library will evaluate vendor proposals on the following criteria:

Category	Criterion	Points
Cost (50)	One-time implementation costs	15
	Total monthly cost over the contract term (Section 9)	35
Vendor Qualifications (15)	Company size / committed staff	3
	Years providing hosted VoIP	5
	Clients of similar size	4
	Support hours availability	3
Demonstrated Ability (15)	Delivers the entire package	5
	Controls, monitors, and maintains services	5
	Service levels during Library business hours	5
Implementation (20)	Implementation plan and ease of migration	20

d. Cost points will be calculated at: (lowest quote / vendor's quote) x max allowable points. For each category, the vendor's proposal will be evaluated on a scale of 0-5, where 0 = no response, 1 = partially meets, 3 = meets, 4 = exceeds and 5 = outstanding. Each will be calculated at: (score / 5) x max allowable points.

e. Proposals that do not include the following mandatory requirements as specified in Section 1, may be rejected without scoring, including data ownership, number porting, dedicated date line, data location, encryption, and security.
f. The Library reserves the right to award all or part of the services. In addition, the Library reserves the right to reject all proposals.

8. Contract Term

a. The initial contract term shall commence upon signature and expire 12-months following ("Initial Term"). The Library reserves the right, in its sole discretion, to extend this Agreement for up to five (5) additional one-year periods (each an "Option Year") under the same non-price terms and conditions, subject to the mutual written agreement of both parties.
b. If Contractor seeks a price adjustment for any proposed Option Year, Contractor must submit a written request to the Library Controller no later than ninety (90) calendar days prior to the expiration of the then-current term.
c. Any proposed annual price increase for recurring monthly services or line charges shall not exceed 3.0% above the pricing in effect during the immediately preceding term. One-time installation fees, hardware charges, and non-recurring expenses shall not be subject to increase during Option Years.
d. The Library is under no obligation to accept a price escalation. In the event Contractor submits a price increase request that the Library, in its sole discretion, deems unacceptable, or if Contractor fails to provide timely written notice, the Library may:
    i. Reject the price increase and extend the Agreement at the existing contract rates; or
    ii. Decline to exercise the option to renew, allowing the Agreement to expire at the conclusion of the then-current term without penalty to the Library.

9. Vendor information

a. Vendor shall submit information regarding their company, including description of ownership, history, time in the telecommunications industry and future direction. Publicly held companies may submit their annual report. Subsidiary corporations shall submit a corporate organizational chart indicating the parent company, other corporate subsidiaries and the subsidiary's relation to the above.

10. Services Description

a. The Library requires a statement and description of the vendor's service offering, technical design and equipment specifications so that required service performance will be sustained or exceeded. Please address the following:
    i. *Describe your network configuration and local service points*
    ii. *List the number of days from notice to proceed to cut-over*
    iii. *Confirm that all telephone numbers and related directory listings will remain the same*
    iv. *Describe your network support.*
    v. *Location of your network operation center*
    vi. *What are the automatic monitoring capabilities of your network support operation?*
    vii. *Describe the troubleshooting and dispatch procedures*

11. Detailed terms and conditions

All terms and conditions must be cited.

a. Penalties

i. Information on any termination penalties, with related dates and contract requirements, must be provided.

b. **Billing Requirements**
   i. Vendor must provide a single master bill for all services that includes detail charges by location.

c. **Directory Listing**
   i. The existing directory listing structure shall be maintained and continued as is at no additional charge.

d. **Cancellation**
   i. The Library may cancel service upon 30 days written notice to contractor.

12. Implementation

a. **Implementation Process**
   i. If applicable, describe in detail the procedure to be followed to transition the existing service from Spectrum (local and long distance) to your network and services. The description should include when and how long the process will take.
   ii. **Note:** the primary objective of the migration is to avoid downtime during hours that a library is open. Library hours vary by location but begin as early as 8:30 AM and end as late as 9:00 PM. A schedule of the hours of all Library locations may be found at: https://www.buffalolib.org/locations-and-hours.

b. **Projected Timeline**
   i. A timeline for the migration from the date of award to cutover should be provided. The timeline should include all steps and procedures. Realistic circuit ordering and provisioning estimates based on prior installations, which can be independently confirmed, should be used.

c. **Actual Timeline**
   i. Note that details of the installation and times and dates should be submitted to the Project Manager at least two weeks in advance prior to installation. Detail plans will be subject to approval by the Library.

d. **Reporting**
   i. Vendor must provide the Library with comprehensive and actionable Performance Reports for each line.

13. Partial Award

a. The Library reserves the right to award all or part of the services. In addition, the Library reserves the right to reject all Proposals.

14. Acceptability

a. The installation will be deemed acceptable when all components of the installation have been proven operational.

15. Liability and Insurance Requirements

Insurance shall be procured by the contractor before commencing work, no later than 14 days after notice of award, and maintained without interruption for the duration of the contract in the

kinds and amounts specified in the Library's Standard Insurance Requirements and Erie County Standard Insurance Requirements (attached as Appendix B), unless modified by mutual agreement. If the insurance is not provided in acceptable form within this period of time or lapses during the contract period, the Library may immediately terminate the contract.

Appendix A – Library Locations

Library	Address	City	ZIP	Qty.
Hon. Shirley Chisholm Library	350 John James Audubon Pkwy	Amherst	14228	5
Kenmore Branch	160 Delaware Rd	Kenmore	14217	5
Julia Boyer Reinstein Library	1030 Losson Rd	Cheektowaga	14227	5
Hamburg Public Library	102 Buffalo St	Hamburg	14075	4
West Seneca Public Library	1300 Union Rd, Unit Main	West Seneca	14224	3
Concord Public Library	18 Chapel St	Springville	14141	3
Grand Island Memorial Library	1715 Bedell Rd	Grand Island	14072	3
Clarence Public Library	3 Town Pl	Clarence	14031	3
Aurora Town Public Library	550 Main St	East Aurora	14052	3
Clearfield Branch	770 Hopkins Rd	Williamsville	14221	3
Leroy R. Coles, Jr. Branch Library	1187 E Delavan Ave	Buffalo	14215	3
Eggertsville-Snyder Branch	4622 Main St	Snyder	14226	3
Collins Public Library (Town of)	2341 Main St	Collins	14034	3
Lancaster Public Library	5466 Broadway St	Lancaster	14086	3
Frank E. Merriweather, Jr. Library	1324 Jefferson Ave	Buffalo	14208	3
Newstead Public Library	33 Main St	Akron	14001	3
Anna Reinstein Memorial Library	2580 Harlem Rd	Cheektowaga	14225	3
Williamsville Branch	5571 Main St	Williamsville	14221	3
Orchard Park Public Library	4570 S Buffalo St	Orchard Park	14127	3
Boston Free Library	9475 Boston State Rd	Boston	14025	2
Angola Public Library	34 N Main St	Angola	14006	2
Crane Branch Library	633 Elmwood Ave	Buffalo	14222	2
Dudley Branch Library	2010 S Park Ave	Buffalo	14220	2
East Clinton Branch Library	1929 Clinton St	Buffalo	14206	2
Eden Library	2901 E Church St	Eden	14057	2
Elma Public Library	1860 Bowen Rd	Elma	14059	2
North Collins Public Library	2095 School St	North Collins	14111	2
North Park Branch Library	975 Hertel Ave	Buffalo	14216	2
Lackawanna Public Library	560 Ridge Rd	Lackawanna	14218	2
Lake Shore Branch Library	4857 Lake Shore Rd	Hamburg	14075	2
Isaías González-Soto Branch Library	280 Porter Ave	Buffalo	14201	3
City of Tonawanda Public Library	333 Main St	Tonawanda	14150	2
Elaine M. Panty Branch Library	820 Tonawanda St	Buffalo	14207	2
Kenilworth Branch	318 Montrose Ave	Buffalo	14223	2
Alden Ewell Free Library	13280 Broadway St	Alden	14004	1
Marilla Free Library	11637 Bullis Rd	Marilla	14102	1

Appendix B – Insurance Requirements