FY24-805-62
Enterprise Phone System

Pre-proposal Briefing

May 2024

Manchester·Boston
REGIONAL AIRPORT
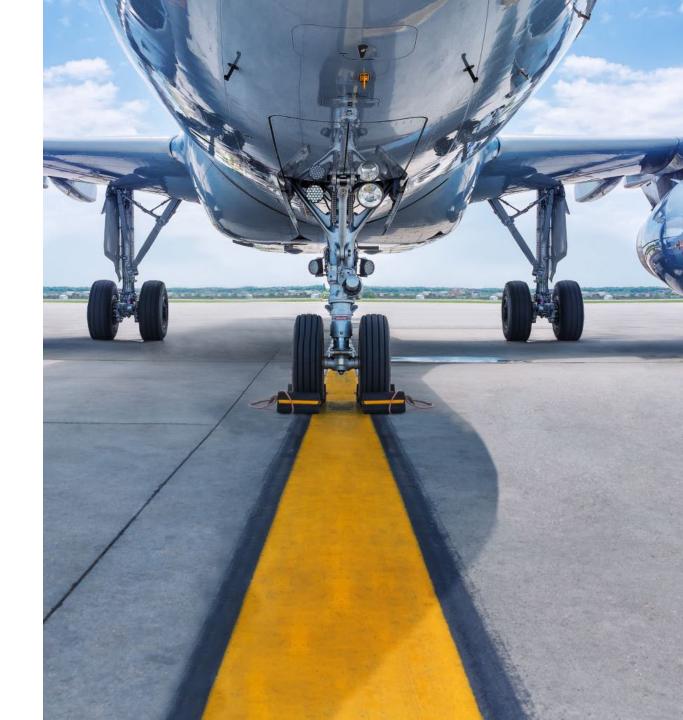
AGENDA

- Welcome and Introductions
- Housekeeping
- Project Overview and Scope
- Proposal Submission Guidelines
- Proposal Scoring
- Proposal Addendums

Welcome and Introductions

- Dana Brown, Lead Network Architect

- Nate Guildford, Lead System Architect

- Scott Mastrolillo, Telephony Technology

- Ryan Perkins, Airport Security Supervisor, Airport Communications Department

- Frederick Zapp, Assistant Airport Director, Technology

Respondent List

- AVI-SPL
- Communication Square LLC.
- Communications Technologies, Inc
- Consolidated Communications
- Dialpad
- Forerunner Technologies
- Goto
- Inflow
- Telephone Network Technologies
- Vertical Communication
- WEI
- Zultys

Housekeeping

- Full RFP is published on the Airport website under the "Doing Business with MHT" tab on the left side of the website and then under the "Procurement Opportunities" tab:

    https://www.flymanchester.com/doing-business-with-mht/procurement-opportunities/

- Please hold all questions until the end of the presentation.

- Verbal responses provided by any of the Airport's representatives during our session today are not formal and are not binding on the Airport.
  - Formal questions shall be submitted in writing and responded to as an Addendum.

- This presentation and all questions will be placed on the website with all other procurement documentation.

RFP Overview

Purpose: Enterprise Phone System RFP

1. Replace End of Life Phone System

   - The existing ShoreTel system has reached its end-of-life.

2. Modernize and Future-Proof the Airport Telephony Technology

   - **Adapt** to future advancements and requirements. **Hybrid Fault-Resilient Architecture** ensuring high availability and reliability of life/safety communications. **Scalable system** that adjusts to the future needs of the airport without significant upgrades. **Reduce complexity** requiring minimal technical support. **Reduce Total Cost** call costs, maintenance, and support expenses.

3. Platform for Next-Generation Capabilities

   - **Customer Service "Front Door"**: Improve user experience when interacting with the airport.
   - **Revolutionized Self-Service:** Eliminate manual call management with advanced automation.
   - **Integration with Future Customer Relationship Management Platform**: seamlessly integrate with planned Customer Relationship Management (CRM) system to enhance customer interactions and data management.

Contract Term

- Three (3) year initial contract with options for two (2), (1) one-year extensions.

- Option years are exercised at the discretion of the Airport.

- One firm will be selected as part of this RFP process. However, the Airport reserves the right to solicit other related services.

Special Use Cases Inside The Airport

- **External Ringer**: For alerts inside the Communication Center.

- **Communications Center**: A critical hub for coordinating operations and emergencies. The system should support high volumes of simultaneous calls, robust call routing and queue management features. Reliability and uptime are critical, backup systems must be in place.

Courtesy Phone

- **Courtesy Phones**: Located in public areas for guest use, these phones need to be simple to use, and durable. Some have restricted dialing capabilities while others autodial the Communication Center.

Technology Integration

1. Technology within the Data Center.

- VMWare/Windows Server
- Multi-Factor Authentication: OKTA and Microsoft Authenticator
- Eventide Call Recording
- Valcom Public Address System

2. End User Tools:

- Windows PC endpoints
- Android Smart Phones
- Microsoft Teams
- Microsoft O365
- Occasional work-from-home users

3. Network and Communication

- Cisco Network Core

- Dual FortiGate Firewall with SD-WAN

- Dual PRI phone connection

- Verizon LTE Modem for backup calling

- Elevator phone devices

- Manchester-Boston Regional Airport holds a block of 200 phone numbers.

Current Environment By The Numbers

Use Case Type	Count
Comm Center/Reception	4
Courtesy-Type-1	7
Courtesy-Type-2	11
Elevator	11
External Ringer	2
Fax-ATA	6
Public-Address-Bridge	1
Shared-Type-1	35
Shared-Type-2	15
Office Phone Type 2	31
Office Phone Type 1	9

Device Type	Count
ATA-FAX	6
ATA-PA-Bridge	1
ATA-Phone	32
ATA-Ringer	1
Poly Edge 100	38
Poly Edge 350	38
Poly Edge 500	4
Poly Edge 500 w Sidecar	4
Poly Rove-30	2
Rugged Phone	7

IDF-ATAs	Count
IDF-1339	34
IDF-Airfield	6

DID Numbers	Count
Port to SIP	40
Keeps as POTS	11
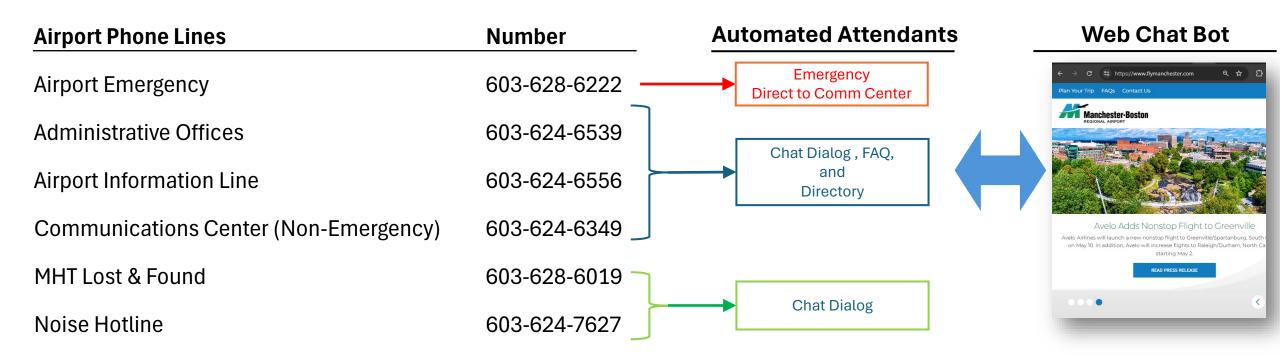
Direct Inbound Calling	Count
Office Phones	9
Shared Phones	14
FAX Lines	6

Others	Count
Reserved DID	200

References to a particular trade name, manufacturer's catalog, or model number, are made for descriptive purposes only to guide the Respondent in interpreting the requirements of the City and should not be construed as excluding Proposals with other types of materials, equipment, and supplies.

Public Phone Lines and Auto-Attendants

Airport Phone Lines	Number	Automated Attendants	Web Chat Bot
Airport Emergency	603-628-6222	Emergency Direct to Comm Center	
Administrative Offices	603-624-6539	Chat Dialog, FAQ, and Directory	
Airport Information Line	603-624-6556		
Communications Center (Non-Emergency)	603-624-6349		
MHT Lost & Found	603-628-6019	Chat Dialog	
Noise Hotline	603-624-7627		

Scoring

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Proposal Scoring

Criteria	Max Score
General Corporate Overview and Capabilities	5 points
Past Performance and Experience	5 points
Cost	30 points
Implementation Schedule	10 points
User Capabilities and Technical Architecture	40 points
Support and Maintenance	10 points
TOTAL SCORE	**100 points**

Note: significant weight on User Capabilities and Technical Design criteria:

a) Clarity and suitability of system, architecture, design, and integration based on bid requirements,

b) Innovative aspects and flexibility of the system to adjust to future needs,

c) Robustness of security measures, and

d) Compliance with relevant standards.

RFP Submission Guidelines

Key Dates in the RFP Schedule

Solicitation Step	Date
Registration Pre-Proposal Meeting Deadline	**May 3, 2024, at 2:00 P.M.**
Pre-Proposal Meeting	May 8, 2024, at 2:00 P.M.
Deadline for Questions	**May 9, 2024, at 2:00 P.M.**
Date Responses to Questions will be posted	May 13, 2024, 5:00 P.M.
Proposal Submission Deadline	**May 17, 2024, at 2:00 P.M.**
Evaluation Committee Meeting	May 22, 2024
Interviews Completed (if necessary)	June 10, 2024
Notification of Intent to Award	**June 17, 2024**

Two Phased Selection

- Phase I: Evaluation Committee Scoring
  - Completed independently, committee will convene to tally scoring and discuss proposals. Recommend shortlist to Director.

- Phase II: Interviews
  - Will be held if deemed necessary.
  - Evaluation criteria will be issued as part of the 'short-list' notification.

- Award will be to the Bid with the highest combined total score.

Proposal Organization

- Organize your Proposal in sections consistent with the required content sections described in **Section 4.2 Proposal Content** of the RFB.

- Proposals are limited to 35-pages, single sided, 8.5x11", no less that 10 pt type
  - Answers to Section 4.1(b); and System Diagrams and datasheets on specific products
  - Excluded from page count: Submittal letter, minimum qualification certifications.

- Five (5) hardcopy original are required.
  - Email is welcome in addition of hardcopy, but must be the exact same the hardcopy, and is limited to 20MB.

Any information outside of these guidelines will not be reviewed by the Evaluation Committee.

Proposal Submission

- Submit hard copies to:

  Manchester-Boston Regional Airport
  Properties and Contracts
  1 Airport Road, Suite 300
  Manchester, NH 03103

- Submit digital copies to:

  Email: procurement@flymanchester.com

Mark All correspondence with:

"Enterprise Phone System RFP FY24-805-62"

Addendums

- Addendums will be posted to the Airport's website – Procurement tab.

- An Addendum Acknowledgement Form must be included as part of the posted RFB. This form will state that you have read, understood, and incorporated any information contained in addendums into your proposal.

Point of Contact

- Submit all questions prior to the deadline to: **May 9, 2024, at 2:00 P.M.**

Procurement

procurement@flymanchester.com

No contact shall be made with Airport Staff, Evaluation Committee, or any other person with interest in the airport for purposes of discussing this procurement action.

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Thank You

SIGN UP FOR
SAVINGS AND
AIRPORT NEWS!