

City of Bath, Maine Request for Proposals (RFP): Phone Communication System

RFP Release Date: December 4, 2025

Proposal Due Date: January 8, 2026

Point of Contact:

Michael Bethea, Information Technology Coordinator
Information Technology Department
55 Front St
Bath, Maine 04530
mbethea@cityofbath.com
207-443-8372

1. Introduction and Background

The City of Bath, Maine is soliciting proposals from qualified and experienced vendors for the provision and implementation of a Voice over IP (VoIP) phone system. This system will support the City's internal and external communication.

2. Purpose and Objectives

The purpose is to replace the City's current system that is approaching EOL (end of life). The City currently utilizes a Mitel Mi Voice Office 250 System and has phones at 11 different sites/addresses, utilizes 200+ extensions, has 48 public facing lines and 82 physical phones.

3. Scope of Services

The selected vendor shall assess the City's current telephony and network environment provide a fully functional communication solution that integrates with the existing network infrastructure and includes the following capabilities:

- Provide employees with an intuitive phone that is easy to use and personalize.
 - Auto attendants
 - Call queues
 - Hunt groups
 - Extension dialing
 - Call Transfer
 - Ability to transfer calls to outside numbers
- Provide voice mail system
 - Generic or personal message capable
 - System capable of automatically emailing any messages left/recorded
 - Ability to call and get voice mails from outside line (cell, home, etc)
- Multiple model selection for phones
 - Some, not all, will require Bluetooth connectivity
 - 1 Gigabyte pass through for computer connection
 - Intercom
 - Programmable keys

- Fixed function keys: redial, hold, mute, speakerphone/headset, call history, voicemail, etc.
- E911 compliance and location management

4. Qualifications

Vendors must:

- Have proven experience providing telephone/communication solutions to public sector clients or municipalities of similar size
- Be capable of data migration from the City's current systems (to be detailed during implementation phase)
- Provide implementation support, staff training, and ongoing customer service
- Provide 24/7 tech support through life of system
- Comply with all data security and privacy regulations applicable to public-sector employers
- Utilize ADA-compliant user interfaces and mobile compatibility

6. Proposal Submission Requirements

Each proposal must include the following sections:

- **Company Overview:** Background, years in business, experience with municipal clients
- **Solution Overview:** Detailed description of system functionality, modules, and features to meet the City's needs
- **Implementation Plan:** Project timeline, staffing, training approach, and data migration support
- **Support & Maintenance:** Description of technical support, service levels, and system updates
- **References:** At least three municipal or similarly sized government clients
- **Cost Proposal:** Detailed pricing including licensing, implementation, training, ongoing support, and optional modules

7. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- System functionality and usability
- Vendor experience with public sector clients
- Implementation approach and training
- Cost and overall value
- References and client satisfaction
- Data security and compliance capabilities

8. Timeline (Subject to Change)

RFP Release:	December 4, 2025
Deadline for Questions:	December 18, 2025
Proposals Due:	January 8, 2025
Evaluation Period:	TBD
Vendor Selection:	January 21, 2025
Implementation Start:	TBD

9. Submission Instructions

All proposals must be submitted no later than 5 p.m. on Thursday, January 8, 2026.

Phone Number for questions: **207-443-8372**

Submissions may be delivered:

By email (preferred): mbethea@cityofbathmaine.gov

By mail or in person (sealed):

Michael Bethea, Information Technology Coordinator
Information Technology Department
55 Front Street,
Bath, Maine 04530

10. Additional Information

The City of Bath reserves the right to reject any or all proposals, in whole or in part. Late or incomplete proposals may not be considered. The City reserves the right to waive minor irregularities or request clarification. All submitted proposals are public records subject to Maine's Freedom of Access Act. Vendors are responsible for all costs associated with preparing and submitting their proposal. The successful vendor will be required to enter into a written agreement with the City, subject to legal and insurance requirements.