



# City of Mulvane, Kansas Request for Proposal (RFP) Hosted Phone System & VoIP Services

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*Issued: December 8, 2025*

## Request for Proposal (RFP) – Hosted Phone System & VoIP Services

Issued by: City of Mulvane, Kansas

Issued on: December 8, 2025

**Proposal Due Date: January 8, 2026**

Contact: Austin St. John, City Administrator

Email: [astjohn@mulvane.us](mailto:astjohn@mulvane.us)

Mailing Address: City of Mulvane, 211 N Second Ave, Mulvane, KS 67110

### 1. Introduction

The City of Mulvane, Kansas, is soliciting proposals from qualified firms to provide a hosted phone system (VoIP) capable of supporting all City facilities, replacing existing hardware where needed, and porting existing necessary phone lines. The selected vendor will provide all equipment, licensing, installation, warranty, training, and ongoing support necessary for a fully hosted, cloud-based voice solution.

### 2. Project Objectives

- Replace phone hardware across all departments.
- Transition to a cloud-hosted VoIP system with centralized management.
- Port the existing necessary phone lines (reduce rollover lines) and 6 fax lines to the new system.
- Improve system reliability, scalability, and ease of use.
- Standardize features such as voicemail-to-email, auto-attendant, caller ID, call routing, paging/intercom, and call recording (where applicable).
- Ensure all municipal buildings receive adequate connectivity and reliable service without interfering with the performance of the main computer network.

### 3. Locations & Phone Quantities

Building	Address	Phone Count Needed	Fax Line
City Hall	211 N 2nd Ave	13	Yes
Police Station	410 E Main Street	18	Yes
Public Works Dept	410 W Bridge	5	Yes
East Fire Station	910 E Main Street	4	Yes
Senior Center	632 E Mulvane Street	4	No
Power Plant	1180 E 111th Street	2	Yes
Sewage Treatment Plant	1441 N Pope Drive	2	Yes
Swimming Pool	990 E 111th St S	1	No
Water Plant	100 N Oliver	1	No
West Fire Station	911 Kansas Star Drive	4	No

**Total Phones Required: 54**

**Lines to Port: 26**

**Fax line: 6**

## **4. Scope of Work**

### **A. Hosted Phone System**

- Fully hosted and managed VoIP platform.
- SIP trunks or hosted DID services.
- Support for all listed building locations.
- Mobile app and softphone options.
- Call routing
- Call Park
- Voicemail-to-email.
- Auto-attendant and call routing features.
- Call groups, hunt groups, paging/intercom.
- E911 compliance and location routing.
- System administration portal for City staff.
- Call recording
- Scheduling for business hours and holidays.

### **B. Hardware**

- Provide and install all new/unused desk phones and related equipment.
- Include all required switches, adapters, or PoE injectors (if applicable).
- Support future scalability.
- Replace aging equipment that is incompatible.

### **C. Installation & Configuration**

- On-site installation at all City facilities.
- Full system configuration including call flows, voicemail trees, and routing.
- Porting of existing necessary phone numbers.
- Coordination with existing carriers as needed.
- Cutover support during transition.

### **D. Training & Documentation**

- Provide staff training for all departments.
- Provide system manuals, troubleshooting guides, and administrative access training.

### **E. Ongoing Support & Maintenance**

- 24/7 technical support.
- System updates, patches, and maintenance included.
- Clear SLAs for uptime and response time.
- Replacement procedures for failed equipment.

## 5. Proposal Submission Requirements

- Company Information – background, years in business, and municipal experience.
- Technical Solution Description – system architecture, features, hardware, and reliability.
- Implementation Plan & Timeline – installation schedule, cutover process.
- Support & Maintenance Plan.
- Pricing Proposal – itemized pricing for hardware, licensing, hosted service fees, installation, support/maintenance, and optional features.
- References – at least three municipal or government clients.

## 6. Evaluation Criteria

Criteria	Weight
Ability to serve all City locations under one hosted system	45%
Cost of Proposal	45%
Experience with municipal/government VoIP systems	5%
Implementation timeline	5%

## 7. Submission Instructions

Submit proposals electronically in PDF format to:

Austin St. John, City Administrator

City of Mulvane

astjohn@mulvane.us

Subject Line: RFP – Hosted Phone System Proposal

**Proposals must be received no later than January 8, 2026.**

Late submissions will not be accepted.

## 8. Title VI Compliance

The City complies with Title VI of the Civil Rights Act of 1964 and related nondiscrimination laws. No person shall, on the basis of race, color, national origin, or limited English proficiency (LEP), be excluded from participation in, denied benefits of, or subjected to discrimination under any program or activity of the City or program or activity receiving federal financial assistance. By submitting a proposal, the Proposer acknowledges and agrees that it will:

1. Comply with Title VI; 49 CFR Part 21; the Civil Rights Restoration Act of 1987; Executive Order 13166 (LEP); and all other applicable nondiscrimination laws, including the Rehabilitation Act of 1973 and the Americans with Disabilities Act (as applicable);
2. Not discriminate in any contract activity based on race, color, national origin, or LEP;
3. Include required Title VI nondiscrimination language in all subcontracts and ensure subcontractor compliance;
4. Maintain and provide records necessary to verify compliance, and allow access by the Municipality, the State of Kansas, and federal agencies;
5. Notify the Municipality of any discrimination complaint related to the contract; and
6. Execute any Title VI assurances and cooperate with any required reviews or investigations.

## 9. Additional Information

- The City reserves the right to accept or reject any or all proposals, and the contract award will be made in the best interest of the City, in accordance with City policy and applicable procurement laws.
- All materials submitted become the property of the City of Mulvane and are subject to the Kansas Open Records Act.
- Questions regarding this RFP may be directed to Austin St. John, City Administrator at [astjohn@mulvane.us](mailto:astjohn@mulvane.us) by **December 22, 2025**.
- Site visits may be scheduled upon request.