



REQUEST FOR PROPOSALS (RFP 03PTH-0226)

MITEL MIVOICE BUSINESS SOLUTION

JOB SITE LOCATION:
THE CENTER FOR FAMILY JUSTICE, INC.
753 FAIRIFELD AVENUE
BRIDGEPORT, CT 06604

ALL PROPOSALS DUE BY
Monday, April 27, 2026 by 4:00 PM EST

THE CENTER FOR FAMILY JUSTICE, INC.

REQUEST FOR PROPOSALS

RFP NO. 03PTH-0226

MITEL MIVOICE BUSINESS SOLUTION

Project

The Center for Family Justice, Inc. is soliciting proposals from qualified contractors for the replacement of its current phone system with a fully on-premise Mitel MiVoice Business solution. The selected contractor will be responsible for providing all required equipment—including dedicated physical controllers and gateways—along with all associated licensing, installation, system programming, end-user and administrator training, and five (5) years of support.

Cloud-based or virtualized implementations **will not** be considered under this RFP.

A site visit is required in order to submit a proposal. **An appointment is required for site visits and can be scheduled by calling (203) 334-6154, x143.**

All Proposals are due on Monday, April 27, 2026 by 4:00 PM EST to:

**The Center for Family Justice, Inc.
Attn: RFP 03PTH-0226
753 Fairfield Avenue
Bridgeport, CT 06604**

The Center for Family Justice reserves the right to amend and terminate the Request for Proposals, accept all or part of a proposal; reject all proposals; waive any informalities or nonmaterial deficiencies in a proposal; and award the proposal to the firm which presents the lowest most qualified bidder who has the experience and ability to complete this task in a timely fashion.

“An Affirmative Action/Equal Opportunity Employer. Minority/Women's Business Enterprises are encouraged to apply. This contract is subject to state set-aside and contract compliance requirements.”

The Center for Family Justice, Inc.
INVITATION TO BID

Estimated Time Period for Contract

This project is anticipated to start May 8, 2026 – June 30, 2026.

Eligibility

The RFP is open to those contractors that satisfy the minimum qualifications stated herein and that are available to work in the State of Connecticut.

Content of the Request for Proposals

1. Minimum Qualifications and Additional Requirements
2. Scope of Work
3. Submission Requirements
4. Indemnification and Insurance Requirements
5. Award of Contract and Other Conditions
6. RFP Attachments

1. Minimum Qualifications and Additional Requirements

1.1 – Minimum Qualifications

Minimum qualifications of contractors include:

- **Minority, Women and/or Disabled owned business are strongly encouraged to bid.**
- Licensed to do business in the State of Connecticut.
- Mitel Global Partner is preferred.
- Must be able to provide at least three (3) references where vendor has completed similar projects.

1.2 – Additional Requirements

A. The selected contractor will initiate and complete the work within the applicable time frame after receipt of approval from The Center for Family Justice and the State of Connecticut’s Department of Economic and Community Development.

B. Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681- 1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and, (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.

C. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91- 190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species

under the Endangered Species Act of 1973, as amended (P.L. 93-205).

D. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.

E. Must return RFP with all necessary attachments listed in section 3.3.

2. Scope of Work

2.1 – Objectives and Scope of Work

The selected contractor will be responsible for providing all required equipment, licensing, and labor necessary to install and configure a fully on-premises Mitel MiVoice Business solution for The Center for Family Justice (CFJ). Administrator training must be delivered to CFJ's IT Support Team upon completion of the installation. The vendor's proposal must also include five (5) years of ongoing support.

CFJ's current telecommunications environment spans two physical locations, each operating with its own dedicated controller. The two sites are connected via a site-to-site VPN. Both locations are equipped with appropriate data ports, PoE-enabled network switches, and VLANs to support the deployment of the Mitel MiVoice Business solution.

The main site currently utilizes twelve (12) SIP trunks along with two (2) analog lines for backup. The secondary site utilizes six (6) SIP trunks.

Phone Model and Quantities Needed

Mitel 6930W = 83 units

Mitel M695 Expansion Module = 1 Unit

Mitel 6907 = 21 units

Mitel 6970 Conference Phone = 4 Units

Mitel 6970 Extension Microphone = 4 Units

UCC Standard Licenses = 108

The contractor shall determine—based on this Scope of Work and during the on-site walkthrough—the appropriate number of physical on-premises controllers, gateways, and

any additional hardware required to successfully implement the Mitel MiVoice Business solution. The contractor is also responsible for identifying all necessary licensing. All proposed licensing must be perpetual and not subscription-based. If perpetual licensing is unavailable for any component, the vendor must provide a written explanation detailing the associated terms and conditions.

The contractor should expect to configure a full range of system features, including but not limited to: Auto Attendants, Caller ID Block, Do Not Disturb, Paging, Overhead Intercom, Virtual Key Assignments, Call Recording, Direct Inward Dialing (DIDs), Call Restrictions, Hunt Groups, and other standard Mitel MiVoice Business capabilities.

2.2 – Period of Performance

The performance period of any contract resulting from this RFP is tentatively scheduled to begin on or about May 8, 2026 and end on or about June 30, 2026.

Amendments extending the period of performance, if any, shall be at the sole discretion of The Center.

2.3 – Project Schedule

The following is the proposed schedule for the selection process and work program:

Site Visit:	Through April 22, 2026
Proposals Due:	April 27, 2026 by 4PM EST
Bid Opening:	April 28, 2026
EST Recommendation for Award:	by May 8, 2026
Begin Contract Work:	May 11 – June 30, 2026

The Center reserves the right to revise the above schedule.

3. Submission Requirements

3.1 – Mandatory One-Time Site Visit

At a minimum, a one-time site visit is required in order to bid and can be scheduled through April 22, 2026. Appointment hours are available between 8:30 AM and 3:00 PM.

Appointments for site visits can be scheduled by calling (203) 334-6154 x143. Contractors are permitted to request multiple site visits.

3.2 – Requests for Information (RFI)

All requests for information shall be directed to Paul Santos, Chief Information and Operations Officer via email at psantos@centerforfamilyjustice.org. All RFIs will be made available to all interested bidders.

3.3 – RFP Submission Checklist

- Detailed Scope of Work and Itemized Proposal**
- Bid Bonds (5% for contracts or subcontracts exceeding \$100,000)**
- Completed RFP Pages 14 and 15 (Contract Management and Approval)**
- Statement of Vendor Qualification (Attachment B)**

3.4 – Submission Due Date

Proposals are due by April 27, 2026 by 4PM EST. Two identical copies of each proposal shall be submitted. Late proposals will not be accepted and will be automatically disqualified from further consideration. All proposals and any accompanying documentation become the property of The Center for Family Justice, Inc. and will not be returned. All proposals must be valid for no less than thirty (30) days from the receipt of the proposal. If award is not made within such time frame, the proposal can be deemed to be either no longer valid or can be extended with mutual consent of The Center and the vendor submitting the proposal. **The envelope should be sealed and clearly marked to the attention of “RFP 03PTH- 0226.”** Proposals may not be submitted using email and/or facsimile transmission. **The mailing address is The Center for Family Justice, 753 Fairfield Avenue, Bridgeport, CT 06604.** Vendors can also drop off sealed proposals.

3.5 – Most Favorable Terms

The Center reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms which the Contractor can propose. There will be no best and final offer procedure. The Center does reserve the right to contact a Contractor for clarification of its proposal.

The Contractor is responsible for ensuring that their bid is accurate and complete based on all documents, addendums and RFIs provided.

The lowest and most qualified bidder who can complete this project and in a timely manner and meets all requirements of this RFP will be awarded this contract.

3.6 – No Obligation Contract

This RFP does not obligate The Center to contract for services specified herein.

3.7 – Rejection of Proposals

The Center reserves the right, at its sole discretion, to reject any or all proposals without penalty if they fail to meet the minimum requirements outlined in this RFP.

3.8 – Bid Bonds

Bid Bonds – Bid bonds are required to be submitted with an RFP when the contract or subcontract exceeds \$100,000. When applicable, any bidder that does not submit a bid bond with their completed RFP package shall have their proposal disqualified from consideration.

Bid bonds shall be in the amount of 5% of the contract value.

4. Indemnification and Insurance Requirements

4.1 – “Hold Harmless” Indemnification

The awarded contractor agrees to indemnify, defend, and hold harmless, **The Center for Family Justice, Inc.**, as well as its officers, agents, employees and the **State of Connecticut** from any and all claims and losses to the extent caused by the negligent act, error or omission of the awarded contractor resulting from the performance of this contract, except to the extent caused by the negligent acts of The Center or its officers, agents and employees. The Contractor and Subcontractors and other interests shall be so named.

4.2 – Insurance Coverage

The contractor and any of its subcontractors is required to furnish The Center for Family Justice, Inc. with a certificate(s) of insurance executed by a duly authorized representative of each insurer, showing compliance set forth below; and must also provide a copy proof of

Worker's Compensation.

The contractor shall, at its own expense, obtain and keep in force insurance coverage which shall be maintained in full force and effective during the term of the contract. The contractor shall furnish evidence in the form of a Certificate of Insurance that insurance shall be provided, and a copy shall be forwarded to The Center for Family Justice, Inc. within seven (7) days of the contract effective date.

Liability Insurance

- **Commercial General Liability Insurance:** Contractor shall maintain commercial general liability insurance and, if necessary, commercial umbrella insurance, **with a limit of not less than \$1,000,000 per each occurrence.**
- The **General Aggregate** limit shall be at least twice the "each occurrence" limit (**minimum \$2,000,000**).

Additionally, the Contractor is responsible for ensuring that any subcontractors provide adequate insurance coverage for the activities arising out of subcontracts.

Additional Provision

Above insurance policy shall include the following provisions:

Additional Insured. The Center for Family Justice, Inc., its officers, agents and employees shall be named as an additional insured on all general liability, excess, umbrella and property insurance policies.

The State of Connecticut shall also be named as an additional insured on all general liability, excess, umbrella and property insurance policies.

All insurance provided in compliance with this contract shall be primary as to any other insurance or self-insurance programs afforded to or maintained by The Center for Family Justice.

Cancellation. The Center for Family Justice, Inc. shall be provided written notice before cancellation or nonrenewal of any insurance referred to therein, in accord with the following specifications. The insurer shall give The Center 30 days advance notice of cancellation or non-renewal. If cancellation is due to non-

payment of premium, The Center shall be given 10 days advance notice of cancellation.

Identification. Policy must reference the policy number and the agency name.

1. **Insurance Carrier Rating.** All insurance and bonds should be issued by companies admitted to do business within the State of Connecticut.
2. **Excess Coverage.** By requiring insurance herein, The Center does not represent that coverage and limits will be adequate to protect the Contractor and such coverage and limits shall not limit Contractor's liability under the indemnities and reimbursements granted to The Center in this contract.

Worker's Compensation

Pursuant to CT State Statute 31-286b, all contractors must provide The Center with proof of a valid Workers Compensation insurance for all those employed on the job site in accordance with this chapter.

5. Award of Contract and Other Conditions

5.1 – Selection of Contractor

The Center for Family Justice, Inc. will concur with the Department of Economic and Community Development (DECD) and select the lowest and most qualified bidder. Lowest most qualified means those bidders that possess the skill, ability and integrity necessary to faithfully perform the work. Shall the lowest bidder not be selected, The Center will request concurrence from DECD and the Commissioner of DECD at his/her discretion shall either approve or deny the rejection.

5.2 – Notification to Proposers

The Center for Family Justice, Inc. will notify the Apparently Successful Contractor of their selection through email, phone call and in writing upon the completion of the evaluation process. Contractors whose proposals were not selected for award will be notified separately by email or in writing if such information is provided with bid proposals.

5.3 – Additional Bonds

Performance Bonds – Required when the contract exceeds \$25,000 or a subcontract exceeds \$50,000. Performance Bonds are due and must be submitted to The Center for Family Justice prior to the start of any work by the selected contractor.

Labor and Material Bond – Required when the contract exceeds \$100,000. Labor and Material Payment Bond is due and must be submitted to The Center for Family Justice prior to the start of any work by the selected contractor.

5.4 – Billing Procedures and Payment

The Center for Family Justice, Inc. will pay in multiple installments and only for work that has been performed. Payment requests must be accompanied with payment requisitions and shall describe and document to The Center’s satisfaction a description of the work performed and fees charged.

A current W-9 must also be provided to The Center before any payment can be made.

5.5 – Retainage

A 5% retainage will be required for any contract or sub-contract exceeding \$100,000. If the contractor has provided Contractor’s Affidavit of Release of Liens (AIA form G706A) and lien waivers from major subcontractors and suppliers, a contractor may request the balance of the retainage. If these documents are not provided, retainage cannot be paid until 91 days after the date on the Certificate of Substantial Completion.

5.6 – Liquidated Damages

For major projects, The Center for Family Justice shall provide an anticipated project duration period (# of days) within the project manual that will be used in the bid package.

As a prerequisite to executing a contract with the “Lowest Responsible and Qualified Bidder”, the Contractor shall agree on the substantial completion date in accordance with the plans, project manual, and other contract documents, taking into consideration average weather conditions, availability of labor delivery of materials and equipment.

If the Contractors neglects, fails or refuses to achieve substantial completion of work by the substantial completion date in the executed contract, and such delay is not otherwise excused under this contract, then the Contractor shall agree to pay The Center for Family Justice a liquidated damage for breach of contract for each and every calendar day that the Contractor shall be in default of the project work. Liquidated damages shall be calculated a rate of $((0.1\% * \text{Contract Value}) * \# \text{ of days})$.

5.7 – Documents Due at Completion of Work from Contractor

- Records documents (Licensing, Support Agreement, Manuals, etc.)
- Invoice less 5% retainage
- Subcontractors and Suppliers Release or Waivers of Liens
- Final Invoice for Retainage (See section 5.5)

5.8 - Contract Management

The contract manager for each party shall be the contact person for all communications and billings regarding the performance of this contract.

Contractor's Contract Manager

The Center for Family Justice, Inc.

Authorized Representative

Contract Manager's Name:

James Masullo

Contractor:

Chief Finance Officer

Address:

753 Fairfield Avenue, Bridgeport, CT 06604

Phone: ()

Phone: (203) 334-6154

Phone: ()

Fax: (203) 579-8882

Email:

Email:

jmasullo@centerforfamilyjustice.org

5.9 – Approval

This contract may be altered, amended, or waived only by a written amendment executed by both parties.

THIS CONTRACT, consisting of _____ pages and _____ attachment(s), is executed by the persons signing below who warrant that they have the authority to execute the contract.

Contractor	
Print Name:	
Signature:	
Title:	
Date:	

The Center for Family Justice, Inc.	
Print Name:	
Signature:	
Title:	
Date:	

“An Affirmative Action/Equal Opportunity Employer. Minority/Women's Business Enterprises are encouraged to apply. This contract is subject to state set-aside and contract compliance. requirements.”

General Project Specifications

Permits: The contractor is required to acquire any necessary permits, including scheduling pre and post inspections with any required officials.

Workmanship: The entire work described herein shall be completed in accordance with the plans and specifications to the full intent and meaning of the same. Unless otherwise specified all materials incorporated in the permanent work shall be new and of good quality.

Property Access: The contractor shall take all proper precautions to protect personnel from injury or unnecessary interference and provide proper means of access to abutting property where the existing access is cut off by the contractor.

Disposal of Materials: The contractor shall dispose of all materials in compliance with state and local regulations.

Disposal of Hazardous Materials: The contractor shall dispose of all hazardous materials in compliance with state and local regulations.

Change Orders: No change order shall be done without authorization from The Center for Family Justice and the State of Connecticut's Department of Economic and Community Development. All change orders shall be submitted in writing by the contractor to CFJ for approval and review. Change orders must include a description of the change, the cost and timeline the change order has on the project. Any change orders performed without authorization from CFJ and the Department of Economic and Community Development shall not be reimbursed and will be done at the contractor's own expense

RFP Attachment B

Statement of Contractor's Qualification

Vendor Name:
Phone:
Fax:
Business Address:
Read the entire RFP? (Please Initial)
List all RFIs reviewed (If applicable)
When Organized?
Where Organized?
Years in business under current name?
How much time will you need to complete this project?
List of major accounts comparable to work proposed and contact information.
1.
2.
3.
4.
<i>By signing below, you acknowledge that all information submitted is accurate and truthful.</i>
Print Name:
Signature:
Title:
Date: