Business of the Village Board
Village of Saranac Lake

SUBJECT: New Phone Systems

DATE: 6-26-2023

DEPT OF ORIGIN: Village Manager

BILL # 93-2023

DATE SUBMITTED: 6/22/2023

EXHIBITS: _____

APPROVED AS TO FORM:

_____

Village Attorney

_____

Village Administration

EXPENDITURE REQUIRED	AMOUNT BUDGETED	APPROPRIATION REQUIRED:

Resolution to authorize the Village Manager to sign a contract with National Voice to update the phone systems in all Village Offices.

APPROVAL OF RESOLUTION

MOVED BY: Scollin   SECONDED BY: Brunette

VOTE ON ROLL CALL:

MAYOR WILLIAMS   yes

TRUSTEE BRUNETTE   yes

TRUSTEE CATILLAZ   yes

TRUSTEE SCOLLIN   yes

TRUSTEE SHAPIRO   yes

RESOLUTION AUTHORIZING THE VILLAGE MANAGER TO SIGN A CONTRACT WITH NATIONAL VOICE FOR INSTALLING NEW PHONE SYSTEMS AT ALL VILLAGE OFFICE LOCATIONS

WHEREAS, the Village of Saranac Lake identifies a need for updated phone systems, and,

WHEREAS, the current phone system used by the Village has been unsatisfactory at all office locations, and,

THEREFORE, BE IT RESOLVED, the Village of Saranac Lake Board of Trustees finds it necessary to update the current phone system to assist with functioning day-to-day operations at the Village Offices and increase communications between Village Departments, and Village Residents.

BE IT FURTHER RESOLVED, the Village of Saranac Lake Board of Trustees authorizes the Village Manager to sign a contract with National Voice of National Business Technologies to update all Phone Systems in the Village.

Prepared for:

Village of Saranac Lake
39 Main St
Saranac Lake, NY
12983-1733, United States

Confidential Service Proposal for Elevate

ALL YOUR BUSINESS COMMUNICATIONS – INTEGRATED, EFFICIENT, AND RELIABLE

Provided by:

National Business Technologies
amayville@national1927.com
15183601390

Benefits to Your Business

INCREASED PRODUCTIVITY

Elevate makes
a more productive
workforce.

- Allows a user's mobile devices to interact seamlessly with the corporate phone system

- Virtually anywhere, anytime, and on any device - creates a more flexible workforce

- Integrated chat, video conferencing, screen sharing, file sharing, file backup and integrations extends reach and facilitates collaboration

LOWER COSTS

No phone system hardware
to buy, install, manage,
upgrade or replace.

- Reduces infrastructure and operating costs with no additional hardware to buy

- Consolidates voice and data onto one network

- Flat, per-user rates with no extra or hidden fees*

- 90+ enterprise-grade calling features INCLUDED in the service

HIGH RELIABILITY

The Elevate voice network
is purpose-built for
reliability.

- 99.999% financially-backed uptime SLA

- Proprietary Elevate VoIP tests help ensure a reliable connection and high voice quality

- Redundant East/West datacenters increase reliability and reduce latency

The Business-Class Features You Deserve

90+ ENTERPRISE-LEVEL FEATURES INCLUDED

- Call Forwarding
- Call Park
- Call Transfer
- Do Not Disturb
- Call Recording

- 3-way Calling
- Caller ID
- Extension Dialing
- HD Audio
- Call Waiting

- Receptionist Routing
- Music on Hold
- Spam Caller Protection
- ... And many more

VOICEMAIL

- Voicemail to email via WAV file
- SMS notifications
- Auto-delete of voicemail after 90 days
- Change personal greeting
- Remote voicemail access
- Voicemail transcription (Included with Pro and Enterprise packages only)

CONFERENCE BRIDGE

- Includes a unique local phone number
- Gather up to 200 participants
- Start conferences at any time with Always-On conferencing
- Ability to add video and screen sharing to your conference, if desired

TEAM CHAT

- Pin favorite contacts to the top of your list
- Chat messages automatically sync across desktop and mobile devices
- View free/busy/away statuses of all your contacts
- Chat messages are securely encrypted in transit and at rest

WEBFAX

- Users receive, view, manage faxes via the web, or as email attachments
- Users may send faxes from any Internet-connected PC
- Does not require an additional phone line

*Included with Pro and Enterprise packages only

Apps/Productivity Included with Elevate

 ## ELEVATE MOBILE APP

This powerful mobile application transforms your phone into an essential collaboration tool, making teamwork on-the-go easier than ever. See who is available, send chats and SMS messages, place calls and see voicemails - anytime, anywhere.

Never miss important calls
Extend your business phone number and extension to your mobile phone, so you can place and receive calls on-the-go or even transfer calls from your desktop phone to your mobile device—seamlessly, without interruption.

Easily collaborate from anywhere
Your full desktop chat history is synchronized with your mobile device so you can stay connected and continue conversations no matter where you are.

 ## ELEVATE DESKTOP APP

Our desktop app brings essential collaboration tools together, making teamwork easier than ever. See who is available, send chats, place and receive calls, share screens, start video calls and share files - all from one application.*

Communicate your way
Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone from your PC or Mac®.

One application for collaboration
One place to see the availability of coworkers, place a phone call, start team chat and launch a video conference.

Stay connected on-the-go
With the Elevate desktop and mobile applications, you take your contacts, files and conversations with you—wherever you are.

*Elevate Pro and Enterprise packages add SMS messaging to the Desktop App

ELEVATE EXTEND

Elevate Extend is an integrations platform that connects powerful voice, chat, video conferencing and contact center functionalities into everyday business applications like Google®, Microsoft®, Salesforce®, and more — driving higher productivity and increasing customer retention with no heavy costs.

Increase Employee Productivity

Embed communications into everyday business applications across various teams to streamline business workflows and maximize employee efficiency.

Drive customer retention and increase revenue

Combine powerful communication capabilities with relevant customer data to ensure sales and support teams have the right information at the right time.

No heavy IT investment

Our integrations are easy to use and easy to deploy, with no heavy training or implementation costs required.

Integrations packages:

ELEVATE ESSENTIALS	Office 365	Outlook	INTERMEDIA UNITE' CRM SCREEN POPS
	slack	G Suite	Microsoft Teams
ELEVATE PRO	ZOHO	sugarcrm	zendesk
ELEVATE ENTERPRISE	servicenow	Microsoft Dynamics 365	salesforce
		ORACLE' NETSUITE	

Description	Quantity	Unit price	One-time	Monthly
Fax Line (500 min)	7	$14.99		$104.93
Used to enable fax machines, 500 minutes of outbound local fax calls included per month.				

Equipment

	Quantity	Unit price	One-time	Monthly
Fanvil V64 _wifi or cable_	43	Free	Free	Free
An IP desk phone with a 3.5-inch 480x320 Color Screen, dual Gigabit Ethernet ports, built-in Bluetooth and Wi-Fi, and a USB port. Includes 8 physical line keys capable of 21 configurable positions for calls, presence, or speed dial.				

Shipping

	Quantity	Unit price	One-time	Monthly
15 Corporate Cir, Albany, New York 12203-5154	—	—	$89.68	

Taxes & Fees

	Quantity	Unit price	One-time	Monthly
Surcharges & Other fees	—	—		$227.97
Estimated taxes	—	—	$657.84	~~$137.66~~
Total - Main location			**$997.52**	~~$1,429.12~~

$1291.46

Notes:
• Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
• Hardware provided on promotion is amortized over a 12-month period. Penalties on hardware for early cancellation of an account are calculated based on the percentage of the term remaining at the time of cancellation.
• Shipping charges may be estimates only and are subject to change. Actual shipping charges will be calculated at the time the order is placed.
• Taxes and fees are based on service address and can differ by address.

Customer:	Village of Saranac Lake
SAE	Alisha
Quote Expires	6/30/2023

PLEASE NOTE - THIS QUOTE IS CONTINGENT ON A WALKTHROUGH AND VERIFICATION BY NATIONAL ELITE PRO TEAM

Part #	Description	QTY
FAN-v64	Fanvil V64 Color Phone	43
2200-49532-001	Polycom OBI302 - Universal Voice Adapter with USB, 2 FXS Ports, SIP	7
cp930wp	Yealink CP390WP Wireless conference phone package that includes W60B base station. Optima HD Voice full duplex technology 20ft 360 degree pickup range Hybrid UC meeting (SIP + Bluetooth + Micro USB). Recording	1
setup 25	Setup, Delivery, Configuration, Programming and Training	2
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SAE Cost	**$9,195.14**

NOTES	Initial setup and installation cost is an estimate and based of 1 location, 5 call flows, 5 call groups, 1 hour of Administrative training at 1 session, 1 Hour of Virtual End user Training at 1 session. Additional call flows or call groups may incur additional charges from NATIONAL