

Request for Proposal

Syracuse City is seeking qualified vendors for a VoIP/Unified Communications System Replacement. The intent of this RFP is to select a vendor for the system design and implementation, as well as the following:

- Phone hardware;
- Configuration and migration;
- Training; and
- Ongoing support and maintenance.

Bid packets may be obtained from our website, www.Syracuseut.gov, by email cmcdermaid@syracuseut.gov, or by phone (801) 614-9668. Bids must be submitted electronically to the Syracuse City Information Technologies (IT) Manager, cmcdermaid@syracuseut.gov, by July 10, 2026 at 5:00 p.m. Late bids will not be accepted. Syracuse City reserves the right to reject any, portions of, or all bids and to accept any bid that best serves its needs and is in the best interest of the City.