

# CITY OF MOBERLY, MISSOURI - REQUEST FOR QUALIFICATIONS (RFQ)

## VoIP Consultant – Telephone System Replacement

### 1. Introduction

The City of Moberly is seeking information from qualified vendors or individuals with experience in VoIP (Voice over Internet Protocol) systems to provide consulting only services for the replacement of the municipality's existing telephone system. ***This vendor or individual will not bid on the equipment/system replacement, but will assist the City of Moberly as a system expert and project manager for equipment and installation vendors.*** The purpose of this RFQ is to gather information on consultant capabilities, experience, and proposed approaches in preparation for issuing a formal Request for Proposal (RFP).

### 2. Background

The City of Moberly currently operates a legacy PBX telephone system serving multiple departments and approximately 60 users across multiple locations. The system is nearing end-of-life, and the municipality is exploring options to transition to a modern VoIP-based communication platform.

The municipality anticipates needing support in the areas of:

- Needs assessment and requirements gathering
- System design and specifications
- Preparation of Request for Proposal (RFP) and solicitation of vendors
- Vendor evaluation and selection
- Project management during implementation
- Change management and training support

### 3. Objectives

This RFQ seeks to:

- Identify experienced VoIP consultants with relevant municipal or government project experience with the eventual selection of a consultant to enter into a negotiated fee service contract with the City of Moberly
- Understand available services and consulting methodologies
- Gather estimated timelines and costs for consulting engagements
- Gain insight into best practices and potential challenges

### 4. Information Requested

Interested parties are asked to provide the following information:

#### A. Company/Consultant Profile

- Name, address, and contact information

- Brief company/consultant history
- Overview of experience with municipal or public-sector VoIP projects

*B. Relevant Project Experience*

- Summaries of at least three (3) comparable VoIP consulting engagements
- Client references (name, title, contact information)
- Description of outcomes and benefits realized

*C. Proposed Approach*

- Methodology for needs assessment and stakeholder engagement
- Steps in developing technical specifications and RFP assistance
- Support during implementation and transition

*D. Estimated Costs and Timelines*

- Range of consulting fees or hourly rates (not a bid, just an approximate range)
- Typical engagement duration for similar projects
- Any tiered service options (if applicable)

*E. Additional Information*

- Certifications (e.g., Cisco, Microsoft, Mitel)
- Insurance coverage (minimum \$1 million general liability)
- Any value-added services or recommendations

**5. Submission Guidelines**

- Responses must be submitted via mail/courier or e-mail by 11:00 AM, Monday, May 12, 2025 to:
  - City Clerk Shannon Hance – shance@cityofmoberly.com

101 West Reed St.

Moberly, MO 65270

Responses must be marked/titled **“Moberly Telephone System Replacement”**

- If responding by hard copy, please submit 2 copies.
- Questions may be directed to:  
Greg Hodge  
Assistant to the City Manager  
greggh@cityofmoberly.com  
660-269-7614

**Monday & Tuesday 8-5, Wednesday 8-Noon**

## **6. Disclaimer**

This RFQ is issued solely for information and planning purposes and does not constitute a solicitation or a promise to issue a solicitation in the future. Responses to this RFQ will not be returned and will not constitute any obligation on the part of the City of Moberly.

## VOIP Consultants

### Selected To Receive RFQ

Company	Location	Website	Comment	Submitted to	Response received
Alliance Technology Partners	Chesterfield, MO	alliancetechnology.com	Sales & consulting	info@alliancetechnology.com	
Computerease	St. Louis, MO	computer-service.com	Sales & consulting	Submitted via website 4/21/25	
Inzo Technologies	Chesterfield, MO	inzotechnologies.com		info@inzotechnologies.com	
MDL Technology	Kansas City, MO	mdltechnology.com		info@mdltechnology.com	
MotionVoIP	Springfield, IL	motionvoip.com		Submitted via website 4/21/25	4/21/25 Craig Lansing call 217-331-6671 (O) 217-306-5023 (M); 4/22/25 e-mailed RFQ to Craig after telecon with him
Professional Technologies	Columbia, MO	showmeprotech.com		info@showmeprotech.com	4/22/25 573-615-7726 spoke with Michelle regarding the RFQ & provided additional information, will submit a reply to the RFQ; she is Moberly native and knows Brandon Lucas; company name has changed to ThriveIT
ServiceMark Telecom	Lee's Summit, MO	servicemark.net	10 carriers	support@servicemark.net	
TeamKC Telecom	Overland Park, KS	teamkctelecom.com	True consultant	cynthia@teamkctelecom.com	4/28/25 - held Teams meeting with Cynthia Ferrell, very good information from her. She is a true stand-alone consultant with many years of experience in the industry and works with numerous vendors.
WheelHouse Solutions	St. Louis, MO	wheelhouse.solutions	8 U. S. locations	Submitted via website 4/21/25	4/22/25 e-mailed RFQ to Diana Byler @ TDM.CC (partner of WheelHouse)
<b>Not Selected To Receive RFQ</b>					
Business Data Services	Overland Park, KS	kansascityitconsulting.com	Prefer hosted systems		
Clarus Communications	Kansas City, MO	clarusco.com			
Conduit Technical Services	Liberty, MO	conduit.tech	Sales only		
ITArchitects	St. Louis, MO	itarchitects.com			
Lockbaud	Kansas City, MO	lockbaud.com			
sipVine	N. Kansas City, MO	sipvine.com	VoIP sales, no consulting		
Towner Communications Systems	Jefferson City, MO	calltcs.com	Communications, no IT or VoIP		
Vector Communications	St. Louis, MO	vectorstl.com	MITEL dealer		
Forward Slash Technology	St. Louis, MO	forwardslashtechnology.com	VoIP appears to be a sideline business		
Tigerhawk Technologies	Hannibal, MO	tigerhawktech.com	VoIP appears to be a sideline business		
Mid Mo Telecom & Security	Jefferson City, MO	midmotelecom.com			

# Team KC Telecom

## 4. Information Requested

Interested parties are asked to provide the following information:

### A. Company/Consultant Profile

- Name, address, and contact information –

Cynthia Ferrell, 11184 Antioch Rd #256 Overland Park, KS 66210  
[cynthia@teamkctelecom.com](mailto:cynthia@teamkctelecom.com), 913-303-8190 work, 816-210-5074 cell

[www.teamkctelecom.com](http://www.teamkctelecom.com)

- Brief company/consultant history

I have 23 years B2B telecom sales experience; roles with Sprint, Birch Telecom, Avid Communications, TimeWarner, CenturyLink. Started TeamKC Telecom in 2020

- Overview of experience with municipal or public-sector VoIP projects – completed hundreds of VoIP projects; City of Garnett

### B. Relevant Project Experience

- Summaries of at least three (3) comparable VoIP consulting engagements
  1. Treanor Architects – Zoom Phone, 207 seats
  2. Husch Blackwell – CallTower (Teams) 400 call paths/24 locations/2,300 employees
  3. Polo Custom Products – Broadvoice 105 seats
  4. Kraft Tool – Broadvoice 120 seats
- Client references (name, title, contact information)
  1. City of Garnett – Travis Wilson, City Manager, [twilson@garnettks.net](mailto:twilson@garnettks.net) 785-448-5496 (reference attached)
  2. Husch Blackwell Jeff Bower [jeff.bower@huschblackwell.com](mailto:jeff.bower@huschblackwell.com) 816-983-8890 (case study attached)
  3. TreanorHL - Greg Schonhardt [gschonhardt@treanorhl.com](mailto:gschonhardt@treanorhl.com) 785-350-6516
  4. Polo Custom Products – Rob Ward [rward@polocustomproducts.com](mailto:rward@polocustomproducts.com) 785-408-5541
  5. Kraft Tool - Dan Cook [dan-c@krafttool.com](mailto:dan-c@krafttool.com) 913-422-4848 x 123
- Description of outcomes and benefits realized

Replace PRI/SIP trunk cost, completely managed for you, will have portal to make any changes & trained how to use it, all support & changes inc, greatly improved customer service, no on-prem phone equipment any longer, no licenses to pay, no phone vendor costs any longer, never have to replace ever again as phones are updated every time a firmware push is done, have business continuity/disaster recovery as calls are automatically forwarded when internet or power is down

### *C. Proposed Approach*

- Methodology for needs assessment and stakeholder engagement
  1. Will meet with all stakeholders to gather needs & pain points to develop SOW
  2. Use fully developed Hosted VoIP questionnaire to develop SOW
- Steps in developing technical specifications and RFP assistance
  - Will gather internet speeds at all sites to ensure VoIP compatible
  - Will review Socket agreement to ensure when out of agreement
  - Will take SOW to my VoIP sales engineers for vendor suggestions
  - Will meet with supplier SE's to ensure SOW is fit
  - Will set up discovery & demo calls with City & suppliers, supplier SE's will go over SOW with City as well
  - Will gather a minimum of 3 quotes from vendors (as many as City needs) & ensure all quoted in line with SOW
  - Will provide City with total cost of ownership (TCO) spreadsheet showing all current costs (Socket, Mitel licenses & costs, phone vendor costs) comparing total costs of at least 3 supplier bids over term (typically 3-year)
  - Provide whitepaper, case studies and references for each supplier
  - Will review MSA from selected supplier for any needed red lines
  - Will work hand in hand with City's I.T. and phone vendors for seamless transition and implementation
  - Anything else as needed
- Support during implementation and transition

TeamKC project manages entire process. I will work with customer and selected vendor thru implementation, testing, and users trained. I keep the project on track. I am involved on the City's account for as long as it is billing with that supplier. I assist with all MACDs (moves, adds, changes, disconnects), escalations, and billing questions/issues. I ensure the supplier is doing what they are contracted to do.

### *D. Estimated Costs and Timelines*

- Range of consulting fees or hourly rates (not a bid, just an approximate range) no hourly charge from TeamKC Telecom – I am paid by supplier you choose
- Typical engagement duration for similar projects – was indicated on discovery call with Greg that City would like installed within the next year, which is easily doable. Can do much more quickly dependent on multiple criteria:
- when your PRI Socket agreement expires
- VoIP projects typically take 30 days or less to install from signature. Losing carrier must have 10 business days to respond to a port request, and porting will be coordinated with losing & gaining carrier. Plus, time for seats & hardware to be programmed and delivered to City

- Weekly project calls will take place until installed. TeamKC PM's entire process
- Any tiered service options (if applicable) Budgetary costs for VoIP are \$25/seat, can negotiate for less. This is all in (excluding taxes & fees) – including hardware, long distance, features like voicemail, and would completely replace Socket PRI cost.

*E. Additional Information*

- Certifications (e.g., Cisco, Microsoft, Mitel)

N/A, as not selling on-prem or hybrid solution. Have experience selling Microsoft Teams integrations

- Insurance coverage (minimum \$1 million general liability)

Can provide, however is not needed as I am not reselling services; City would be signing with supplier directly

- Any value-added services or recommendations

I have completed hundreds of VoIP projects over my career. TeamKC specializes in providing boutique peer-reviewed suppliers to our clients. We have over 600 seats with Broadvoice alone; all of my clients would be happy to be a reference for the City to speak with. TeamKC has extensive Hosted VoIP and Contact Center expertise, as well as experience with SIP, PRI, and POTS/analog lines, POTS replacement, SMS. Will help implement with disaster recovery and business continuity with voice as well.

# Motion VOIP

**From:** [Shannon Hance](#)  
**To:** [Greg Hodge](#)  
**Subject:** FW: Moberly Telephone System Replacement  
**Date:** Tuesday, May 13, 2025 4:49:34 PM

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Greg,

I was out of the office yesterday. This came in at 1:38 p.m. yesterday. The bid opening was at 11, but I thought I'd send it over anyway.

Sincerely,

Shannon Hance, CMC/MRCC  
City Clerk, Records Custodian  
[City of Moberly](#)  
101 W Reed St, Moberly, MO 65270  
(660) 269.7652



**From:** Luke Robinson <luke@motionvoip.com>  
**Sent:** Monday, May 12, 2025 1:38 PM  
**To:** Shannon Hance <shance@cityofmoberly.com>  
**Subject:** Moberly Telephone System Replacement

You don't often get email from [luke@motionvoip.com](mailto:luke@motionvoip.com). [Learn why this is important](#)

**To:** City of Moberly Procurement Team  
**From:** Motion VOIP – Branson, MO  
**Subject:** Response to RFQ – VOIP System Consulting Services  
**Date:** May 5, 2025

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## Executive Summary

Motion VOIP is pleased to submit this proposal in response to the City of Moberly's Request for Qualifications for VOIP consulting services. Based in Branson, Missouri, we specialize in delivering custom VOIP solutions, primarily serving the hospitality sector and various businesses in the region. Leveraging our experience and strategic partnerships with industry-leading providers, we are well-equipped to guide the City through a seamless transition to a modern, efficient, cost-effective communication system.

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## Company Overview

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- **Company:**

- Motion VOIP

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- **Office Locations:**

- Branson MO and Springfield IL

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- **Core Services:**

- VOIP system design, consulting, deployment, and support

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- **Primary Clients:**

- Hotels, resorts, and businesses in the Branson area

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- **Vendor Partnerships:**

- RingCentral and other major cloud communication providers

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## **Project Understanding**

The City of Moberly seeks expert consulting services to assess, plan, and oversee the implementation of a VOIP phone system that meets the specific needs of municipal operations. Key objectives include:

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- Evaluating the current telecommunication infrastructure

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- Identifying suitable VOIP solutions that enhance reliability and scalability

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- Ensuring cost-effectiveness and long-term sustainability

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- Facilitating a smooth transition with minimal disruption to city services

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## Our Approach

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3. **Comprehensive Assessment:**
4. Conduct a thorough analysis of the existing telecommunication setup, including
5. hardware, software, and network capabilities.
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11. **Stakeholder Engagement:**
12. Collaborate with city departments to understand specific communication needs and
13. challenges.
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19. **Solution Identification:**
20. Evaluate and recommend VOIP solutions from our trusted partners, such as RingCentral,
21. that align with the City's requirements.
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27. **Cost-Benefit Analysis:**

28. Provide detailed comparisons of potential solutions, highlighting cost savings,

29. feature enhancements, and scalability.

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35. **Implementation Planning:**

36. Develop a strategic roadmap for deployment, including timelines, resource allocation,

37. and risk mitigation strategies.

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43. **Vendor Coordination:**

44. Liaise with selected VOIP providers to ensure alignment with project goals and

45. facilitate procurement processes.

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51. **Training and Support:**

52. Offer training sessions for city staff and establish support mechanisms to ensure

53. a smooth transition and ongoing system optimization.

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## Relevant Experience

While Motion VOIP has not directly implemented VOIP systems for municipalities, our vendor partners have extensive experience in this domain. Notably:

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- **RingCentral:**
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  - Assisted the Local Government Corporation in Tennessee to cut telephone costs by 50%
  - and enhance disaster recovery capabilities.
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  - Enabled Surry County, Virginia, to improve workflows, provide flexible mobile services,
  - and lower telecom costs.
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  - [View](#)
  - [RingCentral Municipal Case Studies](#)
  -

These partnerships allow us to bring proven solutions and insights to the City of Moberly's project.

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### **Proposed Timeline**

<b>Phase</b>	<b>Duration</b>
Initial Assessment	2 weeks
Solution Identification	2 weeks
Implementation Planning	2 weeks
Vendor Coordination & Setup	4 weeks
Training & Transition Support	2 weeks
<b>Total Estimated Duration</b>	<b>12 weeks</b>

*Note: Timeline may be adjusted based on the City's specific needs and scheduling.*

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### **Investment**

We propose a consulting fee structured as follows:

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- **Hourly Rate:**
- \$100/hour
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- **Estimated Total Hours:**
- 120
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- **Estimated Total Cost:**

- \$12,000

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*This estimate includes all consulting services outlined in our approach. Any additional services or changes in scope will be discussed and agreed upon before implementation.*

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## **Why Motion VOIP**

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- **Local Expertise:**

- Deep understanding of Missouri's business landscape and communication needs.

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- **Vendor Agility:**

- Access to proven VOIP solutions through trusted partnerships.

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- **Client-Centric Approach:**

- Commitment to tailoring solutions that align with client objectives and constraints.

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- **Proven Methodology:**

- Structured approach to assessment, planning, and implementation ensures project success.

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We appreciate the opportunity to submit this proposal and look forward to the possibility of collaborating with the City of Moberly to enhance its communication infrastructure.

Sincerely,  
Luke Robinson  
Regional Sales Manager  
Motion VOIP  
870 218 0001

[luke@motionvoip.com](mailto:luke@motionvoip.com)

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**Luke Robinson**  
Regional Sales Manager, Motion VOIP

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Desk [870-218-0001](tel:870-218-0001) Mobile [940-580-8488](tel:940-580-8488)

Email [luke@motionvoip.com](mailto:luke@motionvoip.com) Website [www.motionvoip.com](http://www.motionvoip.com)

Missouri office [417-464-6670](tel:417-464-6670)

Illinois office [217-331-6700](tel:217-331-6700) Iowa support [515-895-6670](tel:515-895-6670)

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