



**REQUEST FOR PROPOSALS  
FOR A VOIP TELEPHONE SYSTEM**

**Proposals accepted until  
3:00 p.m.  
Monday, May 20, 2019  
CORRECTED AS OF May 9, 2019**

CNY Works is seeking bids from qualified vendors for the supply, installation, configuration, and training of a high quality, integrated Voice over Internet Protocol (“VoIP”) or hybrid telephone system, with voice messaging included, which serves the needs of CNY Works.

The VoIP or hybrid telephone solution should:

- Offer reliable mainstream products with strong manufacturer commitment and vendor support.
- Be easy to use and maintain.
- Meet industry standards.
- Be cost effective.

## **I. REQUIREMENTS FOR BID SUBMISSION**

### **Submission of Proposal**

Proposals must be submitted in the format of one (1) electronic or print copy.

Proposals must be received by CNY Works no later than 3:00 p.m. (EDT), Monday, May 20, 2019.

Submission of Bid and related questions should be addressed to the following Contact:

CNY Works Inc.  
960 James Street  
Syracuse, NY 13203  
Attn: Lisa Cooper

Or via email: [Lcooper@cnyworks.com](mailto:Lcooper@cnyworks.com)

### **RFP Modification**

CNY Works reserves the right, without penalty, to add, remove, modify, or otherwise update the RFP, in any way CNY Works sees fit.

### **Timeline**

An estimated timeline is listed below. CNY Works reserves the right to make changes to this schedule at any time.

|                           |  |
|---------------------------|--|
| April 29, 2019            | RFP announcement on CNY Works website                                  |
| May 13, 2019              | Questions regarding RFP and/or request for site visit cutoff           |
| May 20, 2019 at 3:00 p.m. | RFP response due at CNY Works  |
| May 21 – May 24, 2019     | Evaluation of all proposals  |
| May 28 – May 30, 2019     | Potential interviews of finalists<br>Selection of a qualified proposal |
| May 31, 2019              | A recommendation made to CNY Works Board for approval                  |
| June 2019                 | Contract signing and order placing                                     |
| June-July 2019            | Implementation   |

### **Acceptance of RFP Terms**

A proposal submitted in response to this RFP shall constitute a binding offer. The proposer shall identify, clearly and thoroughly, any variation between its offer and this RFP. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance. Proposer's authorized representative may withdraw proposals only by written request received before the proposal due date.

### **Proposal Validity Period**

Each proposal shall be valid for a period of ninety (90) days from the proposal due date.

### **Ownership of Documents**

Any reports, studies, conclusions, and summaries prepared by the Proposer shall become the property of CNY Works.

### **Selection Criteria**

Proposals will be evaluated based on the following criteria:

- Responsiveness of the proposal to the scope of services requested. **25 points**
- Commitment to satisfying CNY Works' needs and requirements as specified in this RFP. **25 points**
- Quality of the product and service. **25 points**
- Five-year total cost. **15 points**
- Relevant industry experience and client references. **10 point**

### **Award of Contract**

CNY Works will accept the bid meeting bid with the highest score or may reject one or all bids without disclosure of a reason.

CNY Works reserves the right to make an award or a partial award.

CNY Works also reserves the right to reject any and all submitted proposals without penalty.

### **Federal, State, and Local Laws and Regulations**

The Contractor will comply with all laws and regulations on taxes and licenses.

Contractors will comply with all applicable laws, regulations, codes, standards, and ordinances in force during term of the Contract.

## **II. REQUIREMENTS FOR PROPOSAL CONTENT AND FORMAT**

To provide a degree of consistency in review of the written proposals, Proposers are required to prepare their proposals in the format described below:

### **Proposal Response Form**

An individual having full authority to execute the proposal and to execute any resulting contract for services ("authorized representative") must complete and submit the attached Proposal Response Form (**ATTACHMENT A**) with full proposal.

### **Summary of the Product Recommended**

Describe the product recommended, including hardware, software, major features, and services available regarding the phone system and phones. Please provide selected product brochures, picture of the phones, quick reference and user guides, etc.

### **System Design and Implementation**

Describe your system design and implementation process in detail.

### **Experience, Expertise, and Capabilities of the Manufacturer and Vendor**

Give a background of the manufacturer's and vendor's experience and qualifications. This should include a brief history, the date founded, ownership, and subsidiary relationships. Also list the types of services the vendor is qualified to perform. Include information on product and vendor certifications. Please provide the number of customer service personnel in the Syracuse area employed by the vendor who are capable of supporting the outlined solution.

### **Use of Subcontractors**

The selected Proposer shall be solely responsible for all services as required by the RFP. Subcontractors, if any, will be the responsibility of the Proposer and the role of subcontractors must be clearly identified in the proposal. CNY Works may factor this information into the evaluation of the service approach of the Proposer. The use of a subcontractor(s) does not relieve the selected Proposer of liability under the contract.

### **Service Scope and Approach**

Submit a clear and detailed response to accomplish the scope of services that reflects your understanding of CNY Works' requirements as described in this RFP.

Proposers must complete and submit the attached Scope of Services Checklist (**ATTACHMENT B**).

### **Cost/Charges**

The proposal must contain a fee schedule that includes, but not limited to, line items for equipment, licenses, warranties, installation, support, and training.

The proposal also must include a quote on five-year total cost, with the charges for the 1st, 2nd, 3rd, 4th, and 5th year listed separately. Total Summary Cost Breakdown must be in the format presented on ATTACHMENT C. Note: Attachment C is a summary only—details of the underlying cost computations need to be shown on additional pages.

All costs associated with the proposal must be included in the quote submitted. CNY Works relies on the Bidder to assure that all charges to complete the scope of work are submitted in the proposal and that there are no hidden costs or charges that will be incurred by CNY Works.

No additional fee will be paid for a reasonable number of changes or minor additions to the scope of work during the implementation process.

No payments will be made for any other services unless written authorization is received from CNY Works prior to the commencement of any such work.

*Please attach a Standard Sales Agreement from your company.*

### **Warranty, Service, and Support**

Submit information about the warranties available for any equipment and services provided by the manufacturer and/or the vendor. List terms for hardware replacement and software upgrades. Clearly enumerate any charges associated with any service that will be billed to CNY Works.

Please attach a Standard Maintenance Agreement from your company.

### **References**

Submit information regarding a minimum of three (3) comparable projects that the vendor has completed as the prime contractor within the last three (3) years. The projects shall indicate the start and completion dates, services and equipment provided, project costs, contract term, and warranty. Please provide contact information for each reference.

## **III. REQUIREMENTS FOR THE TELEPHONE SYSTEM**

The CNY Works is seeking proposals for a VoIP Telephone System, with voice messaging included. CNY Works currently has 65-70 desk phones.

### **i. CNY Works' Infrastructure and Phone Needs**

#### **External Connection**

CNY Works is currently using PRI trunking, which can be switched to SIP trunking. The cost or savings of switching from PRI to SIP will be factored in, if applicable.

CNY Works is equipped with Northland fiber Internet connection with bandwidth of 50 MBPS. CNY Works hosts email in Office 365 and expects that all voicemail will be accessible through email.

Should the vendor require CNY Works to be compliant with a certain network requirement, please specify. Please include a cost estimate, whenever possible.

#### **Internal Connection**

Each workstation is wired with dual Ethernet (CAT6) ports, phone (white), data (Black), that run to the Server Room to network panels. All network cables are connected to three (3) CISCO 2960 Managed switches into a FortiNet FortiWiFi 60D. Vendor is encouraged, but not required, to provide a quote for PoE switches to support the data platform.

Should the vendor require CNY Works to be compliant with any additional requirement(s), please specify.

#### **Phone System Needs**

CNY Works currently has an on-premise telephone system that needs to be replaced as soon as possible with a complete VoIP or hybrid solution. CNY Works will consider hosted, on-premise or hybrid solutions.

## **Phone Needs**

CNY Works is looking to have 65-70 new IP desk phones to replace current phones. It is preferable that some of them come with cordless handsets. CNY Works must be allowed to add additional phones within the next five years.

## **ii. Required Phone System and Phone Features**

### **Existing Phone Numbers**

The solution must keep CNY Works' existing phone numbers as specified below:

- CNY Works currently uses 315-473-8250 as its main phone number.
- CNY Works currently uses a block of DID phone numbers from 315-477-6900 to 6999.
- CNY Works currently uses 315-473-8250 for E-911 Locator Lite.

### **Call Routing**

The solution must be capable of routing inbound, outbound, and internal calls. After 4-6 rings at an extension, an unanswered call forwards to the corresponding voice mailbox.

### **Capacity of Simultaneous Phone Conversations**

The solution must allow a minimum of 24 simultaneous phone conversations.

### **Voice Quality**

The solution must provide high quality voice with minimal latency.

### **Voice Menu**

The solution must allow staff to design a simple and easy-to-use voice menu.

### **Automated Attendant**

During business hours,

-Calls to the main phone number will be answered by an automated attendant. The automated attendant must allow a caller to press "0" for the operator.

-Calls to the remaining phone numbers will be answered by staff. When a call is not answered, the caller will be given the option to leave a voicemail if applicable.

After hours, calls to all listed phone numbers will be answered by a phone extension's personal voicemail, with an option to be transferred to the automated attendant. A caller will be given the option to leave a voice message if applicable.

The automated attendant must provide callers with a directory by various functions and by staff members' names.

The automated attendant must allow staff to pre-record multiple messages for different calendar dates, days of the week, and time of day announcements to support CNY Works' business and holiday schedule – with no requirement to "record over" standard greetings. The system must allow staff to remotely change and/or re-record these business and holiday greetings/messages.

**Call Pickup**

The solution must allow a user to pick up an external call, internal call, or a call on-hold. The solution must allow a user to pick up a call on-hold from any internal extension.

**Group Pickup**

The solution must allow two Main Line phones (x203, and xTBD) to be grouped together. When the main number (315-473-8250) is called, x203 will ring. Staff can pick up the call from x203. Staff can also press a Group Pickup button to answer the call from xTBD when x203 is busy.

**Call Transfer**

The solution must allow a call to be transferred to another internal extension.

**Call Forward**

The solution must allow a call to be auto-routed to another internal extension.

**Call On Hold**

The solution must allow a call to be put on hold, and then be answered from the same or different internal extension.

**Capability of Handling Two Lines on Any Individual Phone**

The solution must allow any individual phone to handle two lines simultaneously. For example, while staff puts a call on hold on Line 1, he can use Line 2 to place another call to get more information for the caller waiting on Line 1.

**Phone Display**

The phone must display date, time, extension name, and extension number in idle state. The phones must provide visual display of most incoming call numbers/extensions, and activated features such as DND (Do Not Disturb), Call Forward.

**Standard Phone Buttons**

Transfer/Conference, Hold, Speaker, and Redial functions need to have their own designated buttons on all phones.

**Programmable Phone Buttons**

All phones except for one must have 8 -9 programmable buttons with designated features.

Most phones will have 6 buttons programmed. Namely:

- Line 1
- Line 2
- Pickup extension
- Page
- Voicemail Access
- DND

Two (2) phones (x203 and xTBD) need to have 7 buttons programmed. In addition to the 6 common buttons listed above is Group Pick Up:

Two (2) extra buttons are required on each phone for possible future programming needs.

**Distinctive Ringtone**

The solution must allow staff to distinguish calls with different ringtones when more than one phones are located in the same area.

**Volume Control**

The solution must allow staff to adjust the volume level on individual phones.

**Speakerphone**

The solution must provide the speakerphone feature on all phones.

**Voicemail**

The solution must support a minimum of 50 voicemail subscribers. The voicemail system should be able to provide unified messaging and integrate with Outlook, Google Application Suite, and Office 365 Exchange Online. The service should be able to automate open and closed greetings as well as holiday and other business greetings, and can record ad hoc greetings both onsite and remotely.

Please list voicemail recording time allowed for each occurrence.

Please list the total number of message minutes that can be stored in a user's voice mailbox.

The solution must have a light indicator on the phone to notify a user of a new message in the user's voice mailbox.

Each individual voice mailbox is password-protected.

The solution should also allow an end user to remotely check his voice mailbox via access code.

Voicemails can be forwarded to another internal voice mailbox, allowing the sender to record additional comments if needed.

**Call Recording**

The solution should allow for call recording on all extensions. Available Recording time for each call should be at least 20 minutes and retained for up to a year. THIS COST MUST BE BROKEN OUT IN THE PROPOSAL.

**DID (Direct Inward Dialing)**

The solution must allow external callers to dial directly to individual phone numbers without intervention by a live operator or automated attendant.

**DND (Do Not Disturb)**

The solution must allow staff to turn on/off the DND feature for any individual phone, as needed.



**Internal Dialing**

The solution must allow staff to dial a three-digit extension on an internal phone to reach another internal line.

**Caller ID**

The solution must allow users to view the phone number and its associated staff name for all internal calls. The solution should also allow users to view the phone number of the caller regarding most inbound calls. The IDs need to be retrievable after the calls are concluded.

**911 and E911 Compliance**

The solution must support placing calls to 911 from any phone within CNY Works building. The service must be E911 compliant. Dialing 911 from any phone should allow a 911 dispatcher to identify the location (floor/room/area) where the call originated. The service should notify designated staff (via email and/or phone) of the phone extension and location from which the 911 call originated.

**Paging**

The solution must allow paging announcements to be broadcast simultaneously via idle desk phones.

**Unified Messaging**

The solution must allow a voicemail message to be automatically converted into an audio file and sent to a user's email account. Please specify in what format the audio file will be (e.g., wav.) and what types of emails accounts are compatible (e.g., Gmail, Outlook).

**Conference Call**

The solution should allow a phone user (conference leader) to establish a Telephone Conference among three or more parties, with the conference leader included. The solution should allow users to be able to add multiple people to a call and should also provide a means to invite a group to dial into a predetermined conference call number. The ability to include screen sharing is also highly desired.

**Music On-Hold**

The solution is required to offer or support Music On-Hold and also recorded messages that can be played over music to market CNY Works' services to a patron while he is put on hold. THIS COST MUST BE BROKEN OUT IN THE PROPOSAL.

**Web-based Administration and Programming Capability**

The solution must allow multiple, designated staff to use a web interface for phone programming, management of account creation, deletion, and changes in settings.

The solution must allow multiple, designated staff to record and manage the voice menu, business, and holiday greetings.

The solution must provide manuals and documentations for multiple, designated staff to be trained.

### **Statistics Reporting**

The solution must allow multiple, designated staff to view basic historic call reporting for phone extensions, hunt groups, mailboxes, etc.

### **Implementation**

Vendors are required to plan the implementation in such a manner as to provide NO downtime during CNY Works' operation hours. CNY Works' operation hours are:

Monday – Friday: 8:00 am – 5:00 pm

Vendors are required to provide a summary of their implementation plan, with a timeline included from equipment ordering to system design/configuration to final cutover.

### **Maintenance Services and Technical Support**

Vendors are required to offer maintenance services and technical support for a minimum of five (5) years. Vendors are required to provide remote and on-site assistance when needed. During an emergency, remote and on-site assistance need to be available from vendors after regular business hours. Please list response time about technical support.

## **iii. Preferred Phone and Phone/Voicemail System Features**

### **Cordless Handset**

It is strongly preferred that some phones come with integrated cordless handsets. Please specify the signal range, length of talk time, length of standby time, and battery recharge time, for cordless handsets. Provide an option for both single over-the-ear headsets as well as over-the-head noise cancelling headsets.

The inclusion of at least one device for hearing impaired customers is required.

### **Bi-directional Synchronization of Unified Messaging**

It is preferred that the solution provides bi-directional synchronization of deletion and read / heard messages. A user only needs to listen/read/delete a message once, either from a phone or from an email account, with unified messaging turned on.

### **Rerouting Callers to a Pre-recorded Message Offsite**

It is preferred that callers be automatically rerouted to a pre-recorded message offsite during any phone system downtime.

### **Built-in Redundancy for Minimal Downtime**

It is preferred that the solution has built-in redundancy for reducing system downtime to the minimum.

### **Analog Device Support**

If the system has built-in analog ports, please specify. We will have three (3) analog fax machines integrated into the system. Also include an option for electronic faxing.

**ATTACHMENT A Proposal Response Form**

DATE \_\_\_\_\_

Proposal of: \_\_\_\_\_, (herein after called Vendor), a  
Corporation/Partnership doing business as

\_\_\_\_\_.

TO: CNY Works

The Proposer, in compliance with your Request for Proposal for the VoIP solution having examined the RFP and being familiar with all of the conditions surrounding the work, hereby agrees to perform the work required by the project, within the time set forth in the Proposal Submission Instructions, and at the price stated therein. These prices are to cover all expenses incurred in performing the work required by the contract documents, of which this proposal is a part.

Proposer acknowledges receipt of the following addenda in the event subsequently issued.

\_\_\_\_\_

Proposer agrees to provide the VoIP system and services described in the RFP Scope of Services.

Submitted by authorized  
representative:

|           |                       |
|-----------|-----------------------|
| _____     | _____                 |
| Firm      | FEI                   |
| _____     | _____                 |
| Signature | Typed Name & Title    |
| _____     | _____                 |
| Address   | City, State, Zip Code |

## ATTACHMENT B

### Scope of Services Checklist

Please complete the Scope of Services Checklist below.

|     | Scope of Services Checklist  | Does Your Solution Meet CNY Works' Requirement or Preference? |    |                                 |
|-----|--|---|----|---------------------------------|
|     |  | Yes   | No | Additional Comments (if needed) |
| 1.  | Keeps CNY Works' existing phone numbers  |   |    |                                 |
| 2.  | Utilizes a PRI trunk, or   |   |    |                                 |
| 3.  | Utilizes SIP trunk   |   |    |                                 |
| 4.  | Routes inbound, outbound, and internal calls   |   |    |                                 |
| 5.  | Allows a minimum of 24 simultaneous phone conversations  |   |    |                                 |
| 6.  | Has high quality voice with minimal latency  |   |    |                                 |
| 7.  | Has simple, easy-to-use voice menu customizable by multiple, designated staff  |   |    |                                 |
| 8.  | Includes an automated attendant  |   |    |                                 |
| 9.  | Callers may press "0" to reach the operator and exit the automated attendant   |   |    |                                 |
| 10. | During non-business hours, automated attendant allows callers to leave voice messages                                  |   |    |                                 |
| 11. | Automated attendant includes a Dial by Type of Service directory   |   |    |                                 |
| 12. | Automated attendant includes a Dial by Name directory  |   |    |                                 |
| 13. | Automated attendant supports multiple pre-recorded messages  |   |    |                                 |
| 14. | Automated attendant supports remote management by staff and by vendor  |   |    |                                 |
| 15. | Users may pick up external, internal, and on hold calls from any internal extension                                    |   |    |                                 |
| 16. | Multiple phones can be grouped together  |   |    |                                 |
| 17. | Multiple extensions (English, other language) can be programmed onto the same physical phone, with voicemail included. |   |    |                                 |
| 18. | Call transfer to internal extensions supported   |   |    |                                 |
| 19. | Call forwarding to internal extensions supported   |   |    |                                 |
| 20. | Calls may be placed on hold and be picked up from the same or different extension                                      |   |    |                                 |

|     | <b>Scope of Services Checklist (con't)</b>   | <b>YES</b> | <b>NO</b> | <b>Additional Comments:</b> |
|-----|--|------------|-----------|-----------------------------|
| 21. | Extensions each have two lines, which may be active simultaneously.  |            |           |                             |
| 22. | Phone displays date, time, extension name, extension number, incoming call numbers/extensions, and activated features  |            |           |                             |
| 23. | All phones have Transfer/Conference, Hold, Speaker, and Redial buttons   |            |           |                             |
| 24. | All phones except for two have 8 programmable buttons with 6 buttons programmed initially, matching configurations as outlined in Programmable Phone Buttons.                                      |            |           |                             |
| 25. | Two phones have 9 programmable buttons available, with 7 buttons programmed initially, matching configurations outlined in Required Phone Features   |            |           |                             |
| 26. | Phones are capable of multiple, distinctive, ringtones   |            |           |                             |
| 27. | All phones have individual volume control  |            |           |                             |
| 28. | All phones have speakerphones  |            |           |                             |
| 29. | Supports a minimum of 50 voicemail subscribers   |            |           |                             |
| 30. | Voicemail integrates with Google Application Suite, Outlook, and/or Office 365 Exchange Online   |            |           |                             |
| 31. | Voicemail supports automated open, closed, holiday, and prerecorded event greetings. Staff is allowed to record ad hoc greetings for surprise closures, and check voicemail, on site and remotely. |            |           |                             |
| 32. | Different greetings can be scheduled to play on different calendar days and at different time of the day.  |            |           |                             |
| 33. | Voicemail recording time for each occurrence and total number of message minutes allowed per mailbox is defined.   |            |           |                             |
| 34. | Phones have new voicemail light indicator  |            |           |                             |
| 35. | Individual voicemails are password protected   |            |           |                             |
| 36. | Voicemails can be forwarded to another internal voice mailbox, allowing the sender to record additional comments   |            |           |                             |
| 37. | Available recording time per call is at least 20 minutes with retention for up to one year   |            |           |                             |
| 38. | Supports DID by external callers   |            |           |                             |
| 39. | Individual phones may be set to DND by staff   |            |           |                             |
| 40. | Staff may dial a 3 digit extension for internal calls  |            |           |                             |
| 41. | Phones list Caller ID for all internal and most external calls and numbers are retrievable upon call conclusion.   |            |           |                             |

|     | <b>Scope of Services Checklist (con't)</b>   | <b>YES</b> | <b>NO</b> | <b>Additional Comments:</b> |
|-----|--|------------|-----------|-----------------------------|
| 42. | Is 911 and E911 compliant  |            |           |                             |
| 43. | Allows simultaneous broadcasting of pages from idle speakerphones  |            |           |                             |
| 44. | Allows unified messaging with specified audio format and compatible email type(s)  |            |           |                             |
| 45. | Allows conference calls of 3 or more parties   |            |           |                             |
| 46. | Accommodates existing analog fax machines  |            |           |                             |
| 47. | Supports Music On Hold, including recorded promotional messages  |            |           |                             |
| 48. | Allows staff to use web interface for phone programming, management of account creation, deletion, and changes in settings |            |           |                             |
| 49. | Allows staff to record and manage the voice menu, business, holiday, and ad hoc greetings.                                 |            |           |                             |
| 50. | Staff may view historic call reporting for phone extensions, hunt groups, mailboxes, etc.                                  |            |           |                             |
| 51. | Implementation will occur with no downtime during business hours.  |            |           |                             |
| 52. | Timeline of project installation is included   |            |           |                             |
| 53. | Maintenance services and technical support for a minimum of 5 years  |            |           |                             |
| 54. | Cordless handsets supported for requested lines  |            |           |                             |
| 55. | At least one device for hearing-impaired customers is included   |            |           |                             |
| 56. | Bi-directional synchronization of deletion and read / heard messages regarding Unified Messaging                           |            |           |                             |
| 57. | Calls are automatically rerouted to a pre-recorded message offsite during any phone system downtime                        |            |           |                             |
| 58. | Solution has built-in redundancy for reducing system downtime  |            |           |                             |
| 59. | Specify the number of built-in analog ports, if any, to accommodate existing analog fax machines.                          |            |           |                             |

**ATTACHMENT C**

**Summary Cost Breakdown:**

Please provide cost break down into type and total by year for five years. **Please provide backup to any calculations on additional pages as necessary (i.e. 70 phones x \$\$ = \$\$\$)**

|                  | One Time Cost | Year 1                 |         | Year 2                 |         |
|------------------|---------------|------------------------|---------|------------------------|---------|
|                  |               | Hardware and Licensing | Support | Hardware and Licensing | Support |
| System*          |               |                        |         |                        |         |
| Support          |               |                        |         |                        |         |
| Training         |               |                        |         |                        |         |
| Updates/Upgrades |               |                        |         |                        |         |
| Other            |               |                        |         |                        |         |
| Total            |               |                        |         |                        |         |

|                  | Year 3                 |         | Year 4                 |         | Year 5                 |         |
|------------------|------------------------|---------|------------------------|---------|------------------------|---------|
|                  | Hardware and Licensing | Support | Hardware and Licensing | Support | Hardware and Licensing | Support |
| System*          |                        |         |                        |         |                        |         |
| Support          |                        |         |                        |         |                        |         |
| Training         |                        |         |                        |         |                        |         |
| Updates/Upgrades |                        |         |                        |         |                        |         |
| Other            |                        |         |                        |         |                        |         |
| Total            |                        |         |                        |         |                        |         |

\*Break out cost of call recording and music on hold features.

# Disclosures

## CNY WORKS POLICY FOR COMPLIANCE WITH EQUAL EMPLOYMENT OPPORTUNITIES

CNY Works is an equal opportunity employer. CNY Works will not discriminate against employees or applicants for employment on any legally recognized basis including, but not limited to race, color, religion, gender, sexual orientation, national origin, marital status, veteran status, age or disability genetic predisposition or carrier status in the employment process or in any aspect of employment thereafter. This policy applies to all terms and conditions of employment including, but not limited to hiring, placement, promotion, termination, lay-off, transfer, leave of absence, compensation and training. This policy is effective at all times employees are engaged in work, work-related activities and non-work activities that are sponsored by CNY Works.

CNY Works will make a distinct effort to assure that its workforce represents the diversity of the City of Syracuse and County of Onondaga and that minorities, women and persons with disabilities receive full consideration for employment, development and advancement within the employment structure.

## FAIR TREATMENT COMMITMENT

CNY Works expects that every person associated with this organization to be treated with fairness, respect and dignity. Every policy of this organization is designed to provide a culture in which every employee, every customer, every client and visitor to CNY Works will feel comfortable and be free from any unfair treatment including harassment and/or discrimination. We encourage all employees to learn and appreciate the differences that CNY Works' customers, partners and co-workers bring to the workplace and to demonstrate appropriate understanding through our daily interactions. Anyone at CNY Works who believes he/she has encountered any type of unfair treatment, including harassment or discrimination from a co-worker, customer or a partner colleague must notify the Executive Director or Special Projects Manager immediately. No employee's position at CNY Works will ever be adversely affected by addressing such matters.

## COMPLIANCE WITH NON-DISCRIMINATION

CNY Works is the recipient of Federal financial assistance under the Workforce Innovation and Opportunity Act of 1998. As such it is prohibited for any employee, partner colleague or other individual acting as an agent of CNY Works to engage in any form of discrimination against our customers or witness discrimination on this organization

## CNY WORKS POLICY FOR COMPLIANCE WITH EQUAL OPPORTUNITY IS THE LAW

As a recipient of Federal financial assistance, it is against the law for CNY Works to discriminate on the following bases: Against any individual in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act of 1998 (WIOA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIOA Title-I financially assisted program or activity. As the recipient, CNY Works must not discriminate in any of the following areas:



- Deciding who will be admitted, or have access, to any WIOA Title-I financially assisted program or activity
- Providing opportunities in or treating any person with regard to such a program or activity
- making employment decisions in the administration of or in connection with such a program or activity

If you believe you have experienced or witnessed discrimination:

If you think you have been subjected to discrimination under WIOA Title I-financially assisted program or activity you may file a complaint within 180 days from the date of the alleged violation with either:

Sheryl Bowman  
 Special Projects Manager  
 CNY Works, Inc. 960 James Street, Syracuse, NY 13203 Direct: 315-477-6960 OR

Director, Division of Equal Opportunity Development, NYSDOL  
 State Office Campus, Building 12, Room 540, Albany, NY 12240 OR

Director, Civil Rights Center  
 US Department of Labor  
 200 Constitution Avenue NW Room N-4123 Washington, D.C. 20210

If you file your complaint with CNY Works, you must wait either until CNY Works issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner) before filing with the Civil Rights Center. If CNY Works does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for CNY Works.

**ASSURANCES for Sub Recipients**

Each WIOA grant applicant must provide a written assurance or guarantee that the organization will comply with WIOA regulation, 29 CFR 37.20. Each grant applicant and each training provider who seeks eligibility for WIOA funding must indicate that they are in compliance with the same policies.

**VETERANS PRORITY PROVISION**

Federal grants for qualified job training programs funded in whole or in part, by the U.S. Department of Labor are subject to the provisions of the "Jobs For Veterans Act" (JVA), Public Law 107-288 (38 USC 4215). The JVA provides priority of service to veterans and spouses of certain veterans for the receipt of employment, training and placement services. Please note that to obtain priority service, a person must meet the program's eligibility requirements. Training and Employment Guidance Letter (TEGL) No. 5-03 (September 16, 2003) and Section 20 of the Code of Federal Regulations (CFR) Part 1010 (effective January 19, 2009) provide general guidance on the scope of the veterans' priority statute and its effect on current employment and training programs. Where applicable, the Contractor agrees to comply with the Veterans' Priority Provision.