

gamut

MHEC
PERSONALIZED PROCUREMENT
OFFICIAL VENDOR

Gamut's Municipal Communication & IT Buyers Guide

Practical upgrades for New England cities and towns that simplify work, meet compliance, and cut confusion.

Find Your Department, Find a Solution



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Introduction & Positioning

Why This Guide Exists

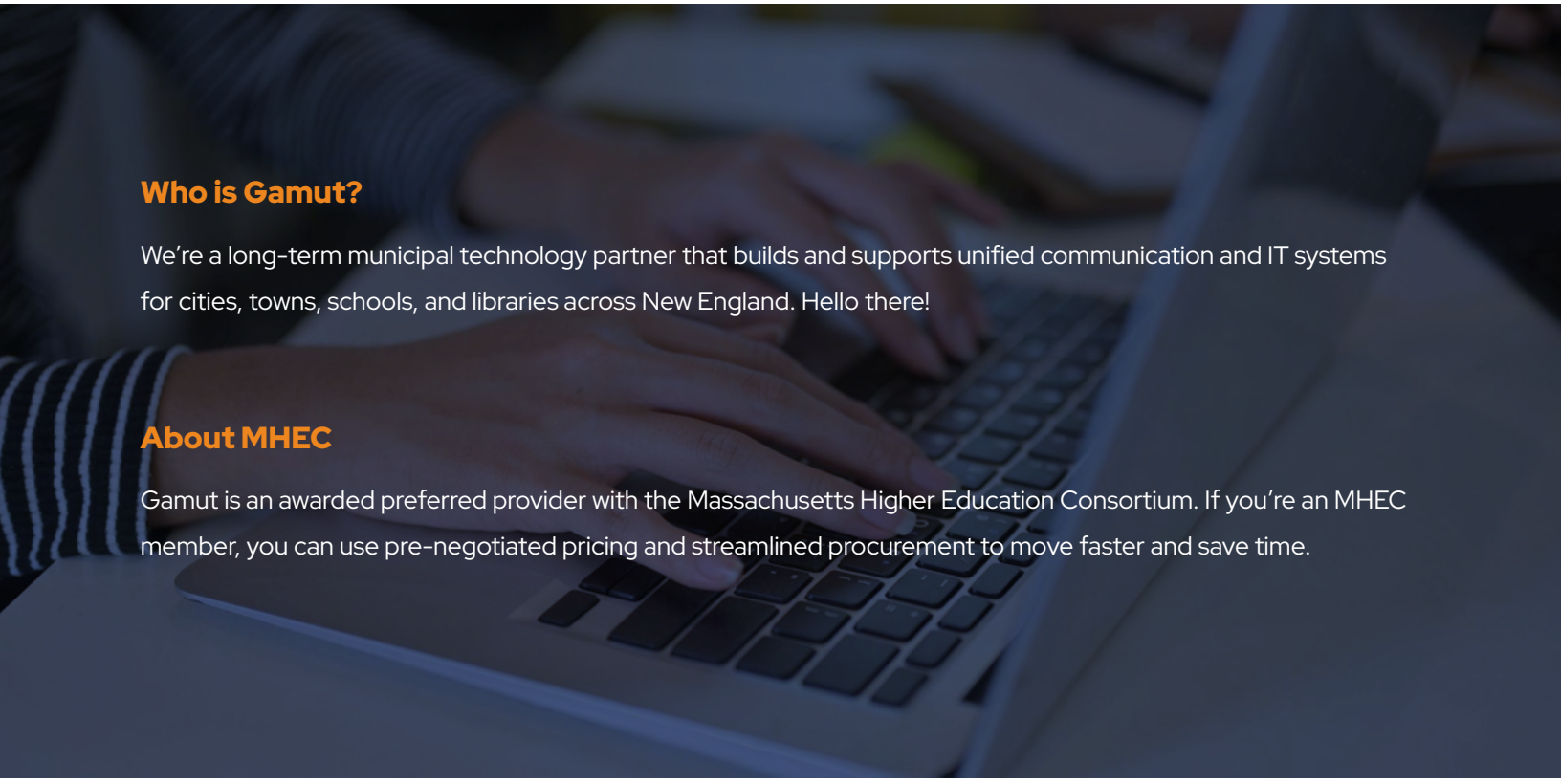
To help municipal teams that want fewer vendors and steadier service. Inside, you will find the exact tools to purchase, the features to look for, the compliance boxes to check, and simple sizing tips so budgets make sense.

What You'll Get

- Clear fixes that consolidate IT and communications into one reliable foundation
- Compliance spotlights written in plain language
- A simple path to engage Gamut through MHEC

How To Use IT

Find your department and jump to that page! Once you read it, share **Page 10** with whoever owns implementation and **Page 11** with procurement.



Who is Gamut?

We're a long-term municipal technology partner that builds and supports unified communication and IT systems for cities, towns, schools, and libraries across New England. Hello there!

About MHEC

Gamut is an awarded preferred provider with the Massachusetts Higher Education Consortium. If you're an MHEC member, you can use pre-negotiated pricing and streamlined procurement to move faster and save time.

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Public Safety
(Police, Fire, EMS)

A reliable, compliant platform for dispatch, stations, and the field.

When calls surge, you cannot babysit systems. You need tools that make location clear, alerts instant, and failover automatic.

What to Buy & Why

Get one reliable platform for dispatch, stations, and field alerts. You cut handoffs, see room-level 911 info, and keep updates moving when calls spike. Faster response, fewer gaps, calmer shifts.

Must-Have Features & Specs

- Real-time **dispatchable location** from any desk or softphone
- Paging zones that mirror **incident playbooks**
- Role-based recording access with export logs
- Rugged handsets for bays and high-noise areas
- Mobile-friendly alerts for duty chiefs

What Your Solutions Must Include:
Compliance Checklist

- ☑ CJIS-aware access and role controls
- ☑ Kari's Law direct 911 dialing
- ☑ RAY BAUM's Act dispatchable location
- ☑ NG911 readiness and retention alignment

Good news: Gamut designs for all of this by default.

Price & Contract Tips

- Bundle voice, paging, LTE backup, and support on one contract
- Avoid per-user recording fees when you only need role-based capture
- Use MHEC for pre-bid pricing and faster kickoff, if eligible

Quick Wins on Any Solution:

- **Quarterly room-level 911 test** will prove location accuracy before you need it
- **60-second paging drill by shift** will catch dead zones while crews are on duty
- **Monthly recording export spot-check** helps you avoid "can't find it" during discovery.

How Gamut helps

We blueprint routing with dispatch, map 911 locations room by room, and stage failover you can actually follow. One contract, one bill, one number for support.

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Town/City Hall

(Admin, Clerk, Finance, Planning)

Faster service for residents, less hassle for staff, a win-win for everyone.

Calls should land with the right desk, hearings should "just work," and records requests shouldn't stall over scattered logs.

What to Buy & Why

You need a **town-wide UCaaS platform** with smart routing and **standardized hearing rooms**—simplifying billing, training, records response, and PCI risk.

Must-Have Features & Specs

- IVR menus written with **front-desk input** (+ bilingual options)
- Searchable call logs and recording (role-based access)
- Callback that preserves **queue position**
- One-touch start, auto camera framing, confidence monitor
- Export templates for public records
- Dedicated **VLANs** at Treasurer/Collector windows

What Your Solutions Must Include: Compliance Checklist

- ☑ Public Records retention and export
- ☑ Open Meeting Law audio and video basics
- ☑ 911 direct dial with dispatchable location
- ☑ PCI awareness for payment desks

Good news: Gamut has it all.

Sizing & Budget Cues

- Seats by headcount and shared lines
- 2 to 4 standardized rooms to start, then clone
- Payment areas: dedicated VLAN and locked-down devices

Quick Tips for Better Outcomes

- **Workshop IVR menus with the front desk** so they know how residents actually ask for help
- **Pick one hearing kit and clone it** which will cut down training, speed up setups, and result in fewer failures
- **Name a Records owner + one-page export** so requests can move without cross-department ping-pong

How Gamut helps

We standardize rooms, clean up routing, and hand your clerk a one-page export guide. One platform, one invoice, and measurable gains in hold time and hearing uptime.

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School Districts

Clear parent communication, safer classrooms, and less load on IT.

When messages scatter across tools, families miss updates and IT drowns in tickets. One platform keeps busy days on track.

What to Buy & Why

Put phones, paging, alerts, and parent notifications on one platform with classroom-level 911. Messages land on time, drills stay in sync, and responders go straight to the right room. Small IT teams breathe again.

Must-Have Features & Specs

- Dispatchable location for classrooms/gyms
- Reusable paging templates (drill/weather/early dismissal)
- SIS sync for contact lists and opt-outs
- Simple site-level admin for principals

What Your Solutions Must Include:
Compliance Checklist

- [x] FERPA-aware access to recordings and logs
- [x] E-Rate alignment where applicable
- [x] Kari's Law direct 911 dialing
- [x] RAY BAUM's Act dispatchable location
- [x] Accessibility for menus and notices

Good news: Gamut guides policy and documentation.

Price & Contract Tips

- Pool licensing across schools to handle staff movement
- Include training blocks for principals and front offices
- Use a single invoice per district to reduce admin time

Quick Tips When Something's Off

- If calls resolve to the front office, update the room map and test again
- If parents miss messages, check SIS sync and retry logic
- If announcements clip, review paging QoS and device gain

How Gamut helps

We unify paging and voice, wire classroom location, and train front offices in short, role-based sessions. One platform, one bill, fewer help-desk tickets.

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Libraries

Quiet spaces, reliable access, and simple tools for lean teams.

Small teams shouldn't spend the day troubleshooting. Consistent tools keep branches calm and patrons happy.

What to Buy & Why

Choose a communication system that allows standardization: simple desk pickup, gentle paging, room booking, and managed public Wi-Fi. Patrons get clear information and steady access. Your lean team manages every branch the same way.

Must-Have Features & Specs

- Menus reflecting branch hours/closures
- Paging volume presets per floor
- On-panel check-in to keep rooms available
- Adjustable filter categories for kids' and event spaces

What Your Solutions Must Include: Compliance Checklist

- ☑ CIPA filtering when using E-Rate funds
- ☑ Accessibility for phone menus and notices
- ☑ Public Records retention for call logs and messages
- ☑ 911 direct dial and location for branches

Good news: Gamut builds for these requirements.

Price & Contract Tips

- Bundle branches on one agreement with a shared support plan
- Reuse the same room panel and paging gear to keep costs down

Quick-and-Easy Optimization Tips

- **Preloaded hours/closures** ensure callers get accurate information without a staff scramble.
- **Tune paging by zone** so announcements are heard but not disruptive.
- **Automate retention exports** so that staff can fulfill requests without manual hunts.

How Gamut helps

We centralize management, set consistent templates, and support locally. Patrons see steady service, your staff gets time back.

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Waste Management

Keep routes moving and resident lines clear, even on storm days.

Phones light up on schedule changes and service issues. Crews still need route updates now, not later.

What to Buy & Why

Use one system that guides residents to answers and lets supervisors push voice and text updates from a single console, whether they're in the office or on the road. Yards stay online with backup links. Complaints are tracked in one place, and routes keep moving.

Must-Have Features & Specs

- Secure mobile app with softphone capabilities
- Menu prompts tied to your service calendar
- Group texts with read status
- Quick-apply weather/service templates
- Dashboards showing complaint patterns

Sizing & Budget Cues

- Seats for dispatchers, supervisors, office staff
- Handsets for bays and scale houses
- Backup links per yard with monthly data caps sized to voice

Troubleshooting Tips

- If callers get outdated information, store scripts in advance and schedule them
- If crews miss updates, mirror the message in push-to-talk and SMS
- If you cannot spot trends, tag calls with reason codes and review weekly

What Your Solutions Must Include:
Compliance Checklist

- ☑ Worker safety communication procedures
- ☑ Public Records retention for calls and texts
- ☑ 911 direct dial and location for yards and facilities

Good news: Gamut bakes these into design and training.

How Gamut helps

We build the menus, equip the yards, and give supervisors one pane of glass. You get clearer lines, faster crew comms, and consolidated billing.

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Parks & Recreation

Smooth registrations, fast alerts, and technology that follows the season.

You juggle rotating staff, pop-up sites, and fast changes to schedules. Technology should keep pace, not slow you down.

What to Buy & Why

You need a system **central number** that routes by program and season, fast **SMS alerts** for closures and changes, and **portable kits** so temporary offices and events run like permanent sites.

Essentials to Look for

- Self-service hours you can schedule in advance
- Text templates for fields, pools, and rinks
- Plug-and-play kits with labeled cables and quick cards
- Shared voicemail boxes for program teams

Sizing & budget cues

- Seats for office staff plus seasonal hires
- One portable kit per concurrent pop-up site
- SMS volume sized to program enrollment

Helpful Tips to Keep Things Clean

- Load seasonal calendars ahead of registration
- Approve closure templates once, reuse all year
- Store portable kits in a labeled, grab-and-go case

What Your Solutions Must Include: Compliance Checklist

- ☑ Accessibility in announcements and menus
- ☑ Public Records retention for calls and texts
- ☑ 911 direct dial and location for facilities

Good news: Gamut designs and documents these for you.

How Gamut helps

We set the templates, prep the kits, and train rotating staff in short sessions. One platform, one bill, and tools that keep pace with your programs.

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What To Expect with Install & Onboarding with Gamut

Want everything you need in one place with one team? That's Gamut. We design it once, prove it fast, and roll it out so every building works the same in five simple steps:

Step 1. Discovery and site walk

We learn your buildings before we touch a cable. That means we:

- Inventory phones, lines, paging, and network gear by site
- Map 911 locations down to rooms and stations
- Confirm retention rules, union guidelines, and shift constraints

Step 2. Design & Test plan

We design it once so it runs the same everywhere, by helping you with:

- Building call flows, hunt groups, paging zones, and alerts
- Adding failover and power plans for priority locations
- Setting recording rules by department and role
- Creating a cutover schedule that avoids payroll days and major meetings

Step 3. Install and cutover

We keep service steady while you switch, which means we:

- Stage phones and network changes before arriving on site
- Pilot in one building, tune it, then roll to the rest
- Keep legacy lines live until verification is complete

Step 4. Training your way

Once deployed, we offer short sessions that cover real tasks with tools people will actually use. That includes:

- Role-based training for front desks, dispatch, and admins
- Quick reference cards and short how-to videos
- Live office hours for follow-up questions

Step 5. Ongoing support

After training, we don't ditch you. Whenever you call, we'll answer, and things will get fixed. You enjoy:

- 24x7 monitoring and one number for help
- Simple portal for adds, moves, and changes
- Quarterly check-ins to tune call flows, alerts, and reports

The payoff from consolidating with Gamut

This is where it clicks into place.

- Fewer vendors and fewer invoices to chase
- One security posture across phones, Wi-Fi, and meeting rooms
- Faster troubleshooting because voice and network live with the same team
- Clear ownership when something needs to change

Up next? We show you the easiest way to buy in New England: MHEC. If you use it, you can start sooner with less paperwork.

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MHEC Information & Next Steps

Why Massachusetts Higher Education Consortium (MHEC) Membership Matters
Being a member of MHEC takes the friction out of public purchasing in our region.

Benefits of Working with Gamut through MHEC

- Pre-negotiated pricing so budgets stay predictable
- Streamlined procurement using the MHEC contract
- Trusted, vetted provider you can document in your files
- Lower administrative burden for staff
- Faster project start times from plan to install

How to Engage

If you are an MHEC member

1. Share this guide with leadership and procurement
2. Email **MHEC@gogamut.io** to review scope and confirm your contract path.
3. Select services and schedule discovery
4. Approve the MHEC order and pick your start date

If you are not an MHEC member

1. Review your eligibility and apply
2. After approval, align your project to the MHEC contract with Gamut
3. Kick off discovery and scheduling
4. Enjoy streamlined billing that simplifies invoicing

Let's Build the Backbone Your Municipality Deserves

Your residents deserve steady service. Your team deserves tools that just work. Gamut delivers both with one reliable foundation backed by local support you can reach.

Sound good? Let's talk!

In one short call we will lock a pilot, timeline, and your fastest MHEC path.

MHEC PERSONALIZED PROCUREMENT OFFICIAL VENDOR

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