

UMIOS

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Building Better Futures

**ENTERPRISE VOIP
TELECOMMUNICATION SYSTEM
REQUEST FOR PROPOSALS**

Release Date: May 10, 2024

Proposal Due Date: June 17, 2024

Enterprise VoIP Telecommunication System Request For Proposals

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Introduction

About UMOS

Nearly 60 years ago, UMOS was founded by community and faith leaders who recognized the unmet needs and aspirations of migrant and seasonal farmworkers. While never forgetting its origins and initial population, UMOS has expanded its programs and services to assist people of all ethnic, racial, and linguistic backgrounds who struggle to meet their needs and dream of a better life for themselves and their families.

Today, because of the generous support of individual and institutional philanthropists as well as federal, state, and local government agencies, UMOS employs 800 human services professionals and invests annual revenues of up to \$70 million from 50 grants to serve thousands of families every day across locations in Wisconsin, Texas, Missouri, Illinois, Florida, and Minnesota.

A tax-exempt entity, UMOS operates on a July 1-June 30 fiscal year.

Purpose of Request For Proposal (RFP)

UMOS is seeking proposals from qualified vendors to provide a comprehensive scalable hosted Voice-over Internet Protocol (VoIP) Solution to support our voice-and-phone enabled auxiliary device communication needs, as described in the requirements section of this RFP.

Qualified Vendors must be able to maintain UMOS' current service level and expand it as necessary.

The contract awarded under this RFP will have an estimated duration of five years.

Current Telecommunications System(s)

UMOS currently has over 60 locations which require approximately 830 lines consisting of Direct Inward Dial (DID) and non-DID phone lines/extensions, and six (6) toll-free numbers. UMOS' current telecommunication needs are served through a variety of on-premises VoIP systems (served through PRI lines), legacy PBX system, cloud-based VoIP system, and POTS lines. Additional detail is provided in Attachment A.

Project Bid & Implementation Timeline

The following table reflects the estimated timeline of project milestones. UMOS reserves the right to modify the schedule at its sole discretion.

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Implementation Plan Timeline:

RFP Issuance	05/10/2024	
Q&A Submittals	05/24/2024	03:00 P.M. (CST)
Q&A Response Posted	05/31/2024	05:00 P.M. (CST)
Bid Proposal Submittals	06/17/2024	03:00 P.M. (CST)
Vendor Selected	06/28/2024	05:00 P.M. (CST)
Contract Executed	07/12/2024	
Project Start Date	07/15/2024	
System Cutover	08/16/2024	
System Acceptance	09/27/2024	

Contact Person, Limitations on Contacts & Email Instructions

To ensure the procurement process is transparent and free from any appearance of undue interaction or influence, all vendors seeking to be considered under this RFP are prohibited from contacting any UMOS Board Directors, management, or staff prior to the conclusion of this RFP process other than the designated contact person. Similarly, third-party agents are prohibited from contacting UMOS Board Directors, management, or staff on behalf of one of more potential vendors prior to the conclusion of this RFP process. Any violation may result in disqualification.

All communications regarding the RFP should be communicated via email to:

rfp.telecom@umos.org

Any inquiries must be related to seeking clarification regarding the RFP, and such inquiries must be made in writing and emailed to the above-mentioned email address provided.

All emailed inquiries must be clearly titled, “**Enterprise Telecommunication VOIP System RFP Inquiry**”. Similarly, when submitting the vendor’s proposal responding to the RFP, the submission must be sent to the email address provided. The email to submit the proposal responding to the RFP must be clearly titled, “**Enterprise Telecommunication VOIP System RFP Response**”.

Please note, UMOS will respond only to those questions it considers appropriate and of interest to the broader cohort of vendors actively considering submitting a proposal in response to this RFP. The nonprofit reserves the right to not respond to any question(s) as it sees fit.

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General Terms & Conditions

RFP Modifications & Responses to Inquiries

Interested parties are encouraged to visit the Procurement page of UMOS' website, which can be found at <https://www.umos.org/about-us/procurement/>. The RFP itself, any formal modifications of the RFP UMOS determine to make, and any responses to inquiries will be posted on the Procurement page. So, prospective vendors are recommended to check the page often during the procurement process.

It is the responsibility of the interested parties to visit <https://www.umos.org/about-us/procurement/> for any amendments to, or updates regarding this RFP.

Rejections, Waivers & Withdrawals

This RFP does not commit UMOS to award a contract to a given vendor, or any vendor whatsoever. The nonprofit reserves the right to reject any and all proposals or to waive any irregularity or nonconformance in any proposal or in the RFP process itself. UMOS further reserves the right to modify any aspect of this RFP at any time and without prior notice. Additionally, the organization, at its sole discretion, may withdraw this RFP at any time without prior notice.

Compensation for Pre-Contractual Expenses

UMOS will not compensate any vendor for any individual cost, or combined costs, incurred prior to the award of a contract. Non-reimbursable costs may include, but not be limited to, those costs associated with:

- Submitting one or more inquiries regarding the RFP
- Preparing a proposal for submission in response to the RFP
- Preparing in a finalist interview
- Negotiating with the nonprofit or its agents on any matter related to the RFP or submissions
- Incurring any other expenses incurred by a vendor, or its third-party agents, prior to the date of an award of any agreement

In any event, UMOS shall not be liable for any precontractual expenses incurred by any vendor, including the selected vendor. UMOS shall be held harmless and free from any and all liability, claims, or expenses whatsoever incurred by, or on behalf of, any person or organization responding to this RFP.

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Confidentiality

Proposals submitted to UMOS shall be held in confidence by UMOS Board Directors, management, and staff as well as any third-party consultants assisting the nonprofit in the RFP process and shall not be available for public view.

Withdrawals & Proposal Ownership

Any vendor may withdraw from consideration under this RFP at any time by notification via the contact email noted above. Any proposal submitted shall be considered the property of UMOS, once submitted.

Equal Employment Opportunity

In connection with the performance of the contract, the successful vendor shall not unlawfully discriminate, harass, or allow harassment, against any employee or applicant for employment because of gender, sexual orientation, race, color, ancestry, religion, religious creed, national origin, physical disability [including HIV and AIDS], mental disability, medical condition, age, marital status, or veteran status. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, transfer, recruitment, layoff, termination, rates of pay, other forms of compensation, and selection for training, including apprenticeship.

Scope of VoIP Telecommunication System

This section provides a high-level outline of the features UMOS is seeking to transition to the new hosted VoIP system. In certain of the subsections below, the organization has delineated between essential functionality and other desired capabilities.

The selected vendor will be responsible for the following:

- A. Design and implementation of a scalable Cloud-Based VoIP Solution capable of supporting necessary VoIP services at our designated service locations.
- B. Provisioning and configuration of all necessary hardware and software components.
- C. Integration with our existing system & network infrastructure (AD, AAD, routers, switches, firewalls, etc.).
- D. Porting over all DIDs (Direct Inward Dialing)/Migration of existing phone numbers and extensions to the new system.
- E. Administrative training and documentation for our technical staff to manage and maintain the solution.
- F. Non-technical training for managers and supervisors.
- G. End-user training and user guide.
- H. Ongoing technical support and maintenance services.

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System Requirements

General

The proposed solution must provide the licenses, services, and support to convert existing services as seen in Attachment A to the new system, and meet with the following requirements:

- Primary DID extension licenses should include unlimited free calling and SMS texting to all states in the United States, and ability to use a mobile app for cell phone access to the voice and SMS text services at a minimum.
- Voice, fax, and video conference integration services should be available via a computer and mobile devices.
- Fax services should be capable of being delivered to email or standalone devices, as needed.
- Voicemail to email integration with Microsoft 365 Outlook client.
- Utilize any existing phone sets, as shown in Attachment B, compatible with proposed system; propose comparable phone sets to replace non-compatible hardware.
- Provide a guaranteed Service-Level Agreement (“SLA”) of 99.999% uptime and call quality.
- Ability to add services and licenses ad hoc as necessary.

The proposal/bid must also include the following sections and meet the requirements as identified:

Scalability

The system should be able to accommodate existing needs, future growth, and easily scale up or down as needed.

Reliability

The solution should provide high availability and redundancy to minimize downtime.

System Features

The system should deliver excellent voice quality and support standard and advanced features including, but not limited to:

- Ability to separate lines into custom groups by category (sites, programs, etc.).
- Support 4 digit dialing between extensions and groups (sites, programs, etc.).
- Ability to create paging groups (page via desk phone speakers) by groups, site(s) and company-wide, for emergency broadcasting.
- Ability to delegate role based administrative, reporting, and analytics access at the location and user level is desired.
- Ability to organize system based on locations (sites) to facilitate administration, delegation, and reporting.
- Auto attendant
- Busy Lamp Field

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- Caller ID
- Call Forwarding
- Call Hold
- Call Flip
- Call Notification – informs specific agents by email when a particular notable customer calls.
- Call Park
- Call Bulk Blasting voice messages
- Call Presence - lets you see which agents are available to take calls, who is on the phone and how many calls in queue.
- Call Queues
- Call Recording
- Call Routing
- Call Routing/Ring Groups
- Call Transferring to voicemail
- Call Waiting
- Conference Calls up to 6 merged lines
- Conference Bridge Line – Dedicated line for large groups
- Custom Ring Back – Allows callers to hear a specific audio file when they call.
- Do Not Disturb
- Desktop App
- E-911
- e-Faxing
- IVR – Interactive Voice Response
- Intra-Company Extension Calling
- Mobile App
- On Hold Music
- Shared Call Appearance
- SMS/MMS texting
- SMS Bulk Blasting text messaging
- Speed Dial
- Remote Call Forwarding (twinning)
- Toll Free Numbers
- Unified Communications
- Video Conferencing
- Voicemail- Standard and voicemail to email

User-friendly interface

Intuitive interface for non-technical users to navigate and interact with the reporting and analytics platform effectively.

Security

Ensure the solution incorporates strong security measures, but not limited to:

- End-to-end encryption to secure voice and data transmissions.
- Single Sign-On integration for enhanced user authentication.
- Enforced multi-factor authentication.
- System update/patch policies and practices are in place to ensure the system is protected from vulnerabilities or weaknesses.

System Health Monitoring and Disaster Recovery

Ensure the solution has established monitoring and recovery measures, but not limited to:

- Failover Redundancy

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- Service disruption notifications

Integration

The system should seamlessly integrate with existing applications, including but not limited to:

- AAD Single Sign-On
- Microsoft Teams
- Microsoft Office 365 Outlook

Training and Support

The solution must provide training and support, but not limited to:

- System administration training, guides, and tutorials for technical staff
- System training, guides, and tutorials for non-technical manager/lead staff
- System training, guides, and tutorials for non-technical end-users
- Support: 24/7, proactive alerts, online ticket submissions

Reporting and Analytics

The solution should provide comprehensive reporting and analytics, including but not limited to:

Essential Features

The solution should provide essential reporting functionality, including but not limited to:

- Data Visualization: Provide standardized and customized report options that include formats easily readable for non-technical staff, such as graphs and charts.
- Real-Time Reporting: Timely insights through real-time or near-real time data updates.
- Customization: The ability to customize reports (csv and pdf format) based on specific business needs.
 - Reports based on Groups, Sites, and Programs.
 - Cradle to Grave Reports for individual extensions and companywide.

Report Automation

The ability to schedule reports, accessible via console and scheduled email delivery.

Drill-down Capability

The ability to trace individual call data.

Scalability

The capacity to handle increasing volumes of data as business needs change.

- Minimum 30-day retention for voicemail recordings
- Minimum 60-day retention for e-fax

**Retention periods are subject to change per business needs and compliance requirements.*

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System Status & Activity Alerts and Notifications

Automate alerts to administrators, managers, and users where applicable, based on significant data changes or thresholds, such as:

- Call Volume alerts: Sudden increase or decrease in call activity, to identify unexpected spikes in call volume or potential issues with call routing or capacity.
- Call duration alerts: Monitor call duration and notify admins/users when calls exceed established threshold, to assist in identifying potential customer service issues or inefficient call handling.
- System health alerts: Provide automated system alerts to UMOS admin/support team when a system degradation or failure occurs.

Cost-Effectiveness

The solution's effectiveness will be evaluated in terms of its ability to deliver tangible value to UMOS business operations. Factors such as long-term savings, increased efficiency, and improved outcomes contribute to the overall assessment of cost effectiveness.

Vendor Bid Submission Items

To be considered for this project, the vendor must provide the following at a minimum:

Cover Letter

Brief, high-level overview of bidder's interest in, and capabilities associated with, completing the project. The cover letter must be signed by an authorized executive of the applicant firm capable of binding the applicant contractually, identify the proposed Senior Project Leader and team members who will be engaged in accomplishing the project, and affirm the content of the response being submitted is true and accurate. The cover letter should also indicate the length of time for which the bid is valid, including pricing.

Bidder Overview

Brief narrative including name, legal structure, principal headquarters, size (e.g., FTE), and years of experience with similar projects. Describe the vendor and its relevant experience in migrating voice services and providing scalable VoIP service solutions. Identify the number of relevant projects the vendor has implemented in the past 24 months.

Telecommunication VoIP System Overview

Provide a brief narrative including the name of the VoIP system being recommended, the entity that designed the system, the number of years offered, number of customers in the U.S. currently using the system, etc. Indicate the IT systems and network infrastructure requirements to manage and operate the system.

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Scope of Telecommunication VoIP System Attestations & Exceptions

Provide a separate, brief statement for each subsection of the Scope of VoIP Telecommunication System attesting whether the solution being recommended meets or exceeds, at a minimum, all items identified under that subsection. Highlight any strengths or benefits the proposed system offers in the particular subsection. Clearly indicate any item(s) which the proposed system cannot provide under the appropriate subsection, if applicable.

Other Value-Added Features

Briefly describe any value-added functionality or features of the VoIP system beyond those identified within the Scope section of this RFP.

Staffing Plan

Provide details related to the vendor's personnel which will serve as the implementation team as well as a narrative indicating their relevant experience and expertise. Indicate the number of team members being proposed, whether the individuals work for the bidding vendor, and the availability of each team member for the duration of the project.

Additionally, provide the name and resume of the individual who will serve as the vendor's Project Management executive and work directly with UMOS' Chief Information Officer throughout the project. Describe the individual's prior experience and expertise. Indicate whether the individual has the authority to resolve project bottlenecks and other issues arising between UMOS and the successful vendor.

Implementation Plan

Describe the vendor's approach to migrating and implementing the new VoIP system. Provide a timeline for completing the transition, including, but not limited to, system configuration, system testing, e911 testing, and system cutover. System cutover and porting of existing numbers shall be scheduled as to not interfere with UMOS' daily business operations. If required, this activity shall be conducted outside of business hours, as defined by UMOS. During implementation, all phone sets (hardware and softphones) shall be tested for programmed features operation, while ensuring minimal disruption to telecommunication services. UMOS is particularly interested in understanding how the vendor will ensure timely accomplishment of milestones and keeping the project on track.

Training Plan

Provide a training plan, including a timeline, to train:

- Information Technology VoIP system administration team
- Information Technology end-user administration and support team
- Non-technical managers/lead staff, including call monitoring and reporting features
- Non-technical end-user standard features

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Training plans should include live training along with training guides and tutorials designed for each targeted audience.

System Support Plan

Describe the system support available for administrators and end users. Support information should include hours of support operations, methods of support (phone, email, online, etc.), escalation process/tiers, and any proactive system alerts ,and how they are communicated to the customer.

System Security

Security is of utmost concern to UMOs. Provide information of the proposed system's security plan and protocols. Explain the features of the system designed to prevent breaches and other negative impacts. This should include details related to, but not limited to: Encryption Protocols, User Authentication, Access Control, Network Security, Data Integrity, DoS Protection, Physical Security, Auditing and Logging, Vulnerability Management, and Incident Response.

Disaster Recovery Plan

Given that UMOs serves a variety of vulnerable populations on behalf of governmental agencies and private entities, the nonprofit cannot afford disruptions in service or systems. Provide an overview of the firm and system disaster recovery plan and protocols. Explain the features of the VoIP system designed to minimize the duration of any disruption and its negative impacts. Further describe how the vendor will work closely, and communicate clearly, with UMOs should a disruption occur.

Pricing

All Bidders must complete and submit with their proposal a detailed schedule of priced line items and services, including the cost of performing the tasks outlined in the above-mentioned Scope.

Respondents must complete all areas, including:

1. Annual Escalation Rate: This will be applied to year 2 thru year 5, based on the first-year costs to be listed in Exhibit.
2. Software: Annual cost of services based on the current system configuration needs, as well as costs for additional licenses and additional services, as needed;
3. Professional Services: Hourly rate;
4. Additional one-time costs, including porting of UMOs' current configurations from existing systems to new provider, if necessary.

[Note: As an IRS-recognized 501(c)(3)-designated nonprofit, UMOs is exempt from state and federal taxes.]

References

A minimum of three (3) references of similar scale must be provided with the name, job title, and contact information for at least one executive employed by each reference organization.

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Selection Criteria

Proposals submitted will be evaluated by UMOS. During the evaluation process, UMOS reserves the right, where it may serve UMOS' best interest, to request additional information or clarifications from Bidders, or to allow corrections of errors or omissions. At the discretion of UMOS, Bidders submitting proposals may be requested to make oral presentations as part of the evaluation process. UMOS reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the Bidder of the conditions contained in this request for proposals.

Failure to supply all response items requested may result in the prospective vendor being disqualified. UMOS, at its sole discretion, may reach out to the prospective vendor to request that the applicant cure the deficiency.

Proposals/Bids will be evaluated using the following criteria:

<u>Criteria</u>	<u>Points</u>
• Vendor/Provider Experience & Qualifications	10
• System	50
○ Capabilities & Scalability	
○ Reporting & Analytics	
○ Integration	
○ System Support	
• Implementation & Training	20
○ Implementation/Migration Plan	
○ Training Plan	
• Security & Preparedness	30
○ System Security	
○ Incident Response & Recovery Preparedness	
• Solution Cost Effectiveness	20

UMOS recognizes this is a complex and dynamic project, and anticipated costs may change over the course of completion. As such, UMOS will consider change orders from the selected vendor after contract award and may authorize changes in costs presented for approval prior to expenses being realized. Change orders must be presented to, and approved by, UMOS before any modification is made.



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ATTACHMENT A

PHONE LINE TYPE AND DISTRIBUTION

Site ID/Name	Current System Type	Ring Groups Qty	Auto Attendants	Extension - DID	Extension - Non-DID	Fax to email	Fax - Stand-alone device (and TTY)	Alarm system lines	Toll-Free
001-WI-Kenosha-WHEAP	Hosted VoIP	1	0	20	0	0	1	0	0
007-WI-MKE-LRC	VoIP PBX/PRI	1	1	44	0	0	10	1	0
010-WI-Amery	POTS Lines	0	0	3	0	0	0	1	0
012-WI-MKE-Chase (ABDE)	VoIP PBX/PRI	2	2	368	26	111	19	0	1
012-WI-MKE-UI-Navigator	Hosted VoIP	1	0	7	0	0	0	0	1
024-WI-Wautoma-NFJP	VoIP PBX/PRI	0	0	8	0	2	1	0	0
024-WI-Wautoma-LRC	VoIP PBX/PRI	0	0	2	0	0	1	0	0
024-WI-Wautoma-UI-Nav	Hosted VoIP	0	0	1	0	0	0	0	0
027-WI-Plymouth	POTS Lines & Hosted VoIP	0	0	3	0	0	0	1	1
030-WI-Plainfield	POTS Lines	0	0	3	0	0	0	1	0
032-WI-Spring-Lake	POTS Lines	0	0	5	0	0	0	1	2
034-WI-Oshkosh	Hosted VoIP	1	1	33	0	1	2	0	1
036-WI-Aurora-Housing	POTS Lines	0	0	2	0	0	0	1	0
036-WI-Aurora-HS	POTS Lines	0	0	3	1	0	0	1	1
038-WI-Green Bay-TJ	Hosted VoIP	0	0	1	0	0	0	0	0
038-WI-Green Bay-UI-Nav	Hosted VoIP	0	0	1	0	0	0	0	0
039-WI-Keshena	VoIP PBX/PRI	0	0	3	0	1	0	0	0
041-WI-Menomonie	Hosted VoIP	0	0	2	0	0	0	1	0
043-WI-Menasha	Hosted VoIP	0	0	1	0	0	0	0	0
046-WI-Racine	Hosted VoIP	1	0	4	0	0	0	0	0
060-WI-Beaver-Dam	Hosted VoIP	0	0	4	1	0	0	1	2
064-WI-Montello	POTS Lines	0	0	4	0	0	0	1	2
066-WI-Richland Center	Hosted VoIP	0	0	3	0	0	0	1	0
071-MO-Malden	POTS Lines	0	0	4	0	0	0	2	0
072-WI-Jefferson	POTS Lines	0	0	2	0	0	0	1	0
073-MN-Claremont	POTS Lines	0	0	2	0	0	0	1	0
081-MO-Kennett	Hosted VoIP	1	0	10	0	0	0	1	0
083-MO-Lexington-HS	POTS Lines	0	0	2	2	0	0	1	0
083-MO-Lexington-NFJP	POTS Lines	0	0	2	0	0	0	1	0
084-MO-Mt-Vernon	POTS Lines	0	0	2	2	0	0	1	0
085-MO-Mt-Vernon-Reg	PBX/POTS Lines	0	1	10	2	0	0	2	0
092-TX-Weslaco	Hosted VoIP	0	0	2	0	0	0	1	0
093-MO-Carthage	Hosted VoIP	0	0	2	0	0	0	1	0
100-TX-McAllen	Hosted VoIP	1	0	23	0	0	0	2	0
101-TX-Donna-Admin	Hosted VoIP	1	0	39	0	0	0	2	0
102-TX-Brownsville	Hosted VoIP	1	0	9	0	0	0	1	0
103-TX-San-Benito	Hosted VoIP	1	0	8	0	0	0	1	0
105-TX-Alamo-Guerra	Hosted VoIP	1	0	7	0	0	0	1	0
106-TX-Alton	Hosted VoIP	1	0	6	0	0	0	1	0
107-TX-Donna	Hosted VoIP	1	0	9	0	0	0	1	0
109-TX-Edcouch	Hosted VoIP	1	0	9	0	0	0	1	0
110-TX-Edinburg	Hosted VoIP	1	0	9	0	0	0	1	0
111-TX-Mercedes	Hosted VoIP	0	0	7	0	0	0	1	0
112-TX-Mission	Hosted VoIP	1	0	16	0	0	0	3	0
113-TX-Pharr	Hosted VoIP	1	0	8	0	0	0	1	0
114-TX-San Juan	Hosted VoIP	1	0	6	0	0	0	1	0
115-TX-Weslaco-I-T	Hosted VoIP	1	0	7	0	0	0	1	0
116-TX-Weslaco-Progreso	Hosted VoIP	1	0	11	0	0	0	1	0
117-TX-Alto-Bonito	Hosted VoIP	1	0	11	0	0	0	1	0
118-TX-Rio Grande	Hosted VoIP	1	0	7	0	0	0	0	0
119-TX-Roma	Hosted VoIP	1	0	7	0	0	0	1	0
120-TX-Raymondville	Hosted VoIP	1	0	8	0	0	0	1	0



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ATTACHMENT A (CONTINUED)

PHONE LINE TYPE AND DISTRIBUTION

Site ID/Name	Current System Type	Ring Groups Qty	Auto Attendants	Extension - DID	Extension - Non-DID	Fax to email	Fax - Stand-alone device (end TTY)	Alarm system lines	Toll-free
123-IX-FaFurias	Hosted VoIP	1	0	8	0	0	0	1	0
221-MO-Cardvoell	POTS Lines	0	0	2	0	0	0	1	0
251-IL-Champaign	Hosted VoIP	0	0	2	0	0	0	1	0
252-IL-Mt Vernon	Hosted VoIP	0	0	2	0	0	0	1	0
253-IL-Moline	Hosted VoIP	1	0	6	0	0	0	1	0
310-FL-Florida-City	POTS Line	0	0	1	0	0	0	0	0
Total Quantity		28	5	791	34	127		72	8

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ATTACHMENT B

PHONE DEVICE TYPES AND QUANTITIES

<u>Device Type</u>	<u>Quantity</u>
Polycom VVX 401	168
Polycom VVX 411	4
Polycom VVX 250	1
Polycom VVX 450	6
Polycom Edge E220	24
Polycom Edge E450	1
Avaya 9608	191
Avaya 1616L	2
TOTAL	397