

COMMENT AND REVIEW

to the
REQUEST FOR PROPOSAL (RFP) #120122
Entitled

Unified Communication and Contact Center Solutions

The following advertisement was placed October 13, 2022 in *USA Today*, in South Carolina's *The State*, and on the Sourcewell website www.sourcewell-mn.gov, Sourcewell Procurement Portal https://proportal.sourcewell-mn.gov, Biddingo, Merx, The New York State Contract Reporter www.nyscr.ny.gov, PublicPurchase.com, October 14, 2022 in Oregon's Daily Journal of Commerce, and on October 13 and October 20, 2022 in *The Oklahoman*:

Sourcewell, a State of Minnesota local government unit and service cooperative, is requesting proposals for Unified Communication and Contact Center Solutions to result in a contracting solution for use by its Participating Entities. Sourcewell Participating Entities include thousands of governmental, higher education, K-12 education, nonprofit, tribal government, and other public agencies located in the United States and Canada. A full copy of the Request for Proposals can be found on the Sourcewell Procurement Portal [https://proportal.sourcewell-mn.gov]. Only proposals submitted through the Sourcewell Procurement Portal will be considered. Proposals are due no later than December 1, 2022, at 4:30 p.m. Central Time, and late proposals will not be considered.

The solicitation process was conducted through the Sourcewell Procurement Portal. The following parties expressed interest in the solicitation by registering for this opportunity within the portal:

1429481 Ontario, Inc.	KNS IT Group, Inc.
22nd Century Technologies, Inc.	Komplement
8x8, Inc.	Kyndryl, Inc.
Accenture	Kyyba Tech, Inc.
Acquire BPO, Inc.	Linea Partners, Ltd.
Acta Solutions, Inc.	LiveVox, Inc.
Allegiant Networks, LLC	LiveVox Holdings, Inc.
Alliance Technology Group, LLC	Loffler Companies
Alpha Technologies, Inc.	Logixservice, Inc.
Amazon Web Services, Inc.	Mergent Systems, Inc.
Aspire Technology Partners, LLC	Meteor Telecommunications, Inc.
Atos IT Solutions and Services, Inc.	MetTel
Aum Tech, Inc.	Millennium Process Group, Inc.
Avaya, Inc.	Mitel Business Systems, Inc.

Sourcewell Page 2 of 6

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Disabled Veterans Call Center, LLC Distributel Communications, Limited (DBA ThinkTel) Sled Consulting, LLC Dominic System, Limited Smart Information Management Systems, Inc. DSS Corporation SMART IT PROS, INC. Embark IT, Inc. Software One, Inc. ERepublic, Inc. Swissphone, LLC Eventus Solutions Group, LLC TA Networks, Inc. Five9, Inc. Talkdesk, Inc. Forum Info-Tech, Inc. TDB Communications, Inc. G12 Communications, LLC Tech Mahindra Americas, Inc.	Deloitte Consulting, LLP	Senture, LLC	
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Dominic System, Limited Smart Information Management Systems, Inc. DSS Corporation SMART IT PROS, INC. Embark IT, Inc. Software One, Inc. ERepublic, Inc. Swissphone, LLC TA Networks, Inc. Five9, Inc. Talkdesk, Inc. Tob Communications, Inc. G12 Communications, LLC Talkdesk, Inc. Tech Mahindra Americas, Inc.	Distributel Communications, Limited (DBA ThinkTel)	Sled Consulting, LLC	
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Eventus Solutions Group, LLC Five9, Inc. Forum Info-Tech, Inc. G12 Communications, LLC TA Networks, Inc. Talkdesk, Inc. TDB Communications, Inc. Tech Mahindra Americas, Inc.			
Five9, Inc. Forum Info-Tech, Inc. G12 Communications, LLC Talkdesk, Inc. TDB Communications, Inc. Tech Mahindra Americas, Inc.	Eventus Solutions Group, LLC		
Forum Info-Tech, Inc. G12 Communications, LLC TDB Communications, Inc. Tech Mahindra Americas, Inc.	-		
G12 Communications, LLC Tech Mahindra Americas, Inc.			
T I CICCOTTI MICHIO	Genesis Systems Corporation	Telecom Metric, Inc.	

Sourcewell Page 3 of 6

Genesys	Teleperformance	
Genesys Canada	TeleSky, Ltd.	
Genesys Cloud Services, Inc.	The Barrington Consulting Group, Inc.	
Gioia P. Ambrette, Inc. (Newcastle	Tidal Basin Government Consulting, LLC	
Communications)		
GoTo Communications, Inc.	TommyTQL, LLC	
Granite Telecommunications, LLC	Transworld Systems, Inc.	
HUBFirst, LLC	TTEC Government Solutions, LLC	
IBM	Twilio	
IM Wireless Communications, Ltd.	Tykans Group, Inc.	
Inland Audio Visual, Limited	Unique Comp, Inc.	
Inoria	Unity Connected Solutions, Inc.	
Integrated Fire & Security Solutions, Inc.	UStronics.com, Inc.	
Integrated IT Group, LLC	Veoci, Inc.	
Integrated Wireless Technologies	Voice Products, Inc.	
Integrity Networks, Inc.	Voip Network Services	
Interactive Capture Systems	Vonage Business, Inc.	
Intrado Interactive Services Corporation	VortalSoft, Inc.	
(SchoolMessenger)		
Jj	Windstream Holdings, Inc.	
Kaleyra, Inc.	World Wide Technology	
Kifinti Solutions, Inc.	Zoom Communications	
Kinipi Communications, Inc.		

All Proposals remained sealed within the Sourcewell Procurement Portal until the scheduled due date and time. Proposals were electronically opened, and the list of all Proposers was made publicly available on the Sourcewell Procurement Portal, on December 1, 2022, at 4:31:15 pm CT. Proposals were received from the following:

Acta Solutions, Inc.

Alliance Technology Group, LLC

Aum Tech, Inc.

Avaya, Inc.

Beanfield Technologies, Inc. dba Beanfield Metroconnect

ClassTag, Inc.

Compunetix, Inc.

CONNEX Telecommunications Inc

Consolidated Communications Enterprise Services, Inc.

Dais, Inc. dba Regroup Mass Notification

Distributel Communications, Limited (DBA ThinkTel)

G12 Communications, LLC

Gioia P. Ambrette, Inc. (Newcastle Communications)

GoTo Communications, Inc.

Granite Telecommunications, LLC

Integrity Networks, Inc.

Intrado Interactive Services Corporation (SchoolMessenger)

Kyndryl, Inc.

Sourcewell Page 4 of 6

Linea Partners, Ltd.

Mitel Business Systems, Inc.

Netagen Communication Technologies, Inc.

Nextiva, Inc.

PCS, Inc. (Pegasus Communication Solution, Inc. DBA PCS Bsoft)

Presidio Networked Solutions, LLC

RingCentral, Inc.

S&L Integrated Systems, LLC

SIGNIA, Ltd.

SMART IT PROS, INC.

Swissphone, LLC

Talkdesk. Inc.

Telecom Metric, Inc.

Vonage Business, Inc.

Proposals were reviewed by the Proposal Evaluation Committee:

James Voelker, CPCM, CFCM, Procurement Lead Analyst Brandon Town, NIGP-CPP, CPSM, CPSD, Procurement Analyst Nick Scholer, Procurement Analyst Bill Davison, NIGP-CPP, CPPO, Procurement Analyst

The findings of the Proposal Evaluation Committee are summarized as follows:

The Proposal Evaluation Committee applied the Sourcewell RFP evaluation criteria and determined that all proposal responses met the scope and mandatory submittal requirements and were evaluated.

Avaya, Inc. delivers a comprehensive portfolio of Unified Communications as a Service (UCaaS), Contact Center as a Service (CCaaS), and Communications Platform as a Service (CPaaS) technologies. Their sales staff and authorized network of over 4200 resellers will work throughout the United States and Canada to serve Sourcewell participating entities. Avaya, Inc. also follows an ISO 14001-certified Design for Environment program focused on opportunities to reduce the environmental impact of their solutions and services. They are offering substantial discounts off list price.

Gioia P. Ambrette, Inc. (Newcastle Communications) provides a full catalog of Unified Communications as a Service (UCaaS), Contact Center as a Service (CCaas) solutions and is an authorized NEC technology integrator. Their sales team and NEC's premium dealers are ready to serve Sourcewell participating entities in the United States and Canada. Newcastle Communications has been in business for over 43 years and is also a certified woman-owned business enterprise (WBE). They are offering Sourcewell participating entities competitive pricing discounts.

Mitel Business Systems, Inc. offers a full spectrum of Unified Communications as a Service (UCaaS) and contact center solutions. Their sales team and network of over 1400 Mitel Authorized Partners are ready to serve Sourcewell participating entities across the United States and Canada. Their solutions adhere to numerous environmental standards to include ISO 14001, IEEE 1680, RoHS Directive 2002/95/EC, CSA Z762-95, ECMA-341, WEEE 2002/96/EC, and Energy Star. Mitel Business Systems, Inc.'s pricing proposal provides generous discounts to Sourcewell participating entities.

Sourcewell Page 5 of 6

Presidio Networked Solutions, LLC provides a full suite of unified communication and contact center solutions. They are also an authorized Cisco reseller. Their sales team of nearly 1100 personnel is prepared to serve Sourcewell participating entities in the United States and Canada. Presidio Networked Solutions, LLC boasts a 98 percent retention rate which demonstrates their passion for driving client results. They are offering Sourcewell participating entities solid pricing discounts.

RingCentral, Inc. offers an extensive cloud-based selection of Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaas) technologies. Their dedicated public sector sales force is ready to serve Sourcewell participating entities in the United States and Canada. RingCentral, Inc. delivers business analytics that provide users with summary statistics, trends, and performance indicators critical to organizational decision making. Their pricing proposal includes deep discounts for Sourcewell participating entities.

For these reasons, the Sourcewell Proposal Evaluation Committee recommends award of Sourcewell Contract #120122 to:

Avaya, Inc.	#120122-AVY
Gioia P. Ambrette, Inc. (Newcastle Communications)	#120122-NEW
Mitel Business Systems, Inc.	#120122-MBS
Presidio Networked Solutions, LLC	#120122-PSO
RingCentral, Inc.	#120122-RNG

The preceding recommendations were approved on February 13, 2023.

DocuSigned by:

James Voelker

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James Voelker, CPCM, CFCM, Procurement Lead Analyst

DocuSigned by:

Brandon Town, NIGP-CPP, CPSM, CPSD, Procurement Analyst

DocuSigned by:

Mick Scholer

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Nick Scholer, Procurement Analyst

DocuSigned by:

Bill Dawison

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Bill Davison, NIGP-CPP, CPPO, Procurement Analyst

Sourcewell Page 6 of 6

STATEMENT OF COMPLIANCE

As Chief Procurement Officer for Sourcewell, I have reviewed the recommendation of the Evaluation Committee and the accompanying support materials documenting the process followed for RFP #120122 for Unified Communication and Contact Center Solutions.

The committee accepted, deemed responsive, evaluated, and recommended proposals for award. Under authority granted to the Chief Procurement Officer in Sourcewell's bylaws, the recommendations set forth above are approved.

I hereby certify:

- 1. Sourcewell is a government agency, created and authorized by Minnesota law to provide cooperative procurement contracts.
- 2. The procurement process and resulting contracts have been awarded in compliance with the laws of the State of Minnesota (Minnesota Statutes Chapter 471 and Minnesota Statutes Section 123A.21), and in conformity to Sourcewell's Procurement Policy.

DocuSigned by:

Jeremy Schwartz, CSSBB, CPPO, NIGP-CPP

Chief Procurement Officer

Jeremy Schwartz —COFD2A139D06489...