Solicitation Number: RFP #120122

CONTRACT

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and RingCentral Inc., 20 Davis Drive, Belmont, CA 94002 (Supplier).

Sourcewell is a State of Minnesota local government unit and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) that offers cooperative procurement solutions to government entities. Participation is open to eligible federal, state/province, and municipal governmental entities, higher education, K-12 education, nonprofit, tribal government, and other public entities located in the United States and Canada. Sourcewell issued a public solicitation for Unified Communication and Contact Center Solutions from which Supplier was awarded a contract.

Supplier desires to contract with Sourcewell to provide equipment, products, or services to Sourcewell and the entities that access Sourcewell's cooperative purchasing contracts (Participating Entities).

1.   TERM OF CONTRACT

A.   EFFECTIVE DATE. This Contract is effective upon the date of the final signature below.

B.   EXPIRATION DATE AND EXTENSION. This Contract expires March 17, 2027, unless it is cancelled sooner pursuant to Article 22. This Contract may be extended one additional year upon the request of Sourcewell and written agreement by Supplier.

C.   SURVIVAL OF TERMS. Notwithstanding any expiration or termination of this Contract, all payment obligations incurred prior to expiration or termination will survive, as will the following: Articles 11 through 14 survive the expiration or cancellation of this Contract. All other rights will cease upon expiration or termination of this Contract.

2.   EQUIPMENT, PRODUCTS, OR SERVICES

A.   EQUIPMENT, PRODUCTS, OR SERVICES. Supplier will provide the Equipment, Products, or Services as stated in its Proposal submitted under the Solicitation Number listed above. Supplier's Equipment, Products, or Services Proposal (Proposal) is attached and incorporated into this Contract.

All Equipment and Products provided under this Contract must be new and the current model. Supplier may offer close-out or refurbished Equipment or Products if they are clearly indicated in Supplier's product and pricing list. Unless agreed to by the Participating Entities in advance, Equipment or Products must be delivered as operational to the Participating Entity's site.

This Contract offers an indefinite quantity of sales, and while substantial volume is anticipated, sales and sales volume are not guaranteed.

B.   WARRANTY.   Supplier warranties for Equipment, Products, and Services furnished are set forth in Supplier's then-current Master Services Agreement which will be made available to Participating Entities at the time of purchase. Supplier's dealers and distributors must agree to assist the Participating Entity in reaching a resolution in any dispute over warranty terms with the manufacturer. Any manufacturer's warranty that is effective past the expiration of the Supplier's warranty will be passed on to the Participating Entity.

C.   DEALERS, DISTRIBUTORS, AND/OR RESELLERS. Upon Contract execution and throughout the Contract term, Supplier must provide to Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers relative to the Equipment, Products, and Services offered under this Contract, which will be incorporated into this Contract by reference. It is the Supplier's responsibility to ensure Sourcewell receives the most current information.

3.   PRICING

All Equipment, Products, or Services under this Contract will be priced at or below the price stated in Supplier's Proposal.

When providing pricing quotes to Participating Entities, all pricing quoted must reflect a Participating Entity's total cost of acquisition. This means that the quoted cost is for delivered Equipment, Products, and Services that are operational for their intended purpose, and includes all costs to the Participating Entity's requested delivery location.

Regardless of the payment method chosen by the Participating Entity, the total cost associated with any purchase option of the Equipment, Products, or Services must always be disclosed in the pricing quote to the applicable Participating Entity at the time of purchase.

A.   SHIPPING AND SHIPPING COSTS. All delivered Equipment and Products must be properly packaged. Damaged Equipment and Products may be rejected. If the damage is not readily apparent at the time of delivery, Supplier must permit the Equipment and Products to be returned within a reasonable time at no cost to Sourcewell or its Participating Entities. Participating Entities reserve the right to inspect the Equipment and Products at a reasonable time after delivery where circumstances or conditions prevent effective inspection of the

Equipment and Products at the time of delivery. In the event of the delivery of nonconforming Equipment and Products, the Participating Entity will notify the Supplier as soon as possible and the Supplier will replace nonconforming Equipment and Products with conforming Equipment and Products that are acceptable to the Participating Entity.

Supplier must arrange for and pay for the return shipment on Equipment and Products that arrive in a defective or inoperable condition.

Sourcewell may declare the Supplier in breach of this Contract if the Supplier intentionally delivers substandard or inferior Equipment or Products.

B.   SALES TAX. Each Participating Entity is responsible for supplying the Supplier with valid tax-exemption certification(s). When ordering, a Participating Entity must indicate if it is a tax-exempt entity.

C.   HOT LIST PRICING. At any time during this Contract, Supplier may offer a specific selection of Equipment, Products, or Services at discounts greater than those listed in the Contract. When Supplier determines it will offer Hot List Pricing, it must be submitted electronically to Sourcewell in a line-item format. Equipment, Products, or Services may be added or removed from the Hot List at any time through a Sourcewell Price and Product Change Form as defined in Article 4 below.

Hot List program and pricing may also be used to discount and liquidate close-out and discontinued Equipment and Products as long as those close-out and discontinued items are clearly identified as such. Current ordering process and administrative fees apply. Hot List Pricing must be published and made available to all Participating Entities.

4.   PRODUCT AND PRICING CHANGE REQUESTS

Supplier may request Equipment, Product, or Service changes, additions, or deletions at any time. All requests must be made in writing by submitting a signed Sourcewell Price and Product Change Request Form to the assigned Sourcewell Supplier Development Administrator. This approved form is available from the assigned Sourcewell Supplier Development Administrator. At a minimum, the request must:

- Identify the applicable Sourcewell contract number;
- Clearly specify the requested change;
- Provide sufficient detail to justify the requested change;
- Individually list all Equipment, Products, or Services affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
- Include a complete restatement of pricing documentation in Microsoft Excel with the effective date of the modified pricing, or product addition or deletion. The new pricing

restatement must include all Equipment, Products, and Services offered, even for those items where pricing remains unchanged.

A fully executed Sourcewell Price and Product Request Form will become an amendment to this Contract and will be incorporated by reference.

5.   PARTICIPATION, CONTRACT ACCESS, AND PARTICIPATING ENTITY REQUIREMENTS

A.   PARTICIPATION. Sourcewell's cooperative contracts are available and open to public and nonprofit entities across the United States and Canada; such as federal, state/province, municipal, K-12 and higher education, tribal government, and other public entities.

The benefits of this Contract should be available to all Participating Entities that can legally access the Equipment, Products, or Services under this Contract. A Participating Entity's authority to access this Contract is determined through its cooperative purchasing, interlocal, or joint powers laws. Any entity accessing benefits of this Contract will be considered a Service Member of Sourcewell during such time of access. Supplier understands that a Participating Entity's use of this Contract is at the Participating Entity's sole convenience and Participating Entities reserve the right to obtain like Equipment, Products, or Services from any other source.

Supplier is responsible for familiarizing its sales and service forces with Sourcewell contract use eligibility requirements and documentation and will encourage potential participating entities to join Sourcewell. Sourcewell reserves the right to add and remove Participating Entities to its roster during the term of this Contract.

B.   PUBLIC FACILITIES. Supplier's employees may be required to perform work at government-owned facilities, including schools. Supplier's employees and agents must conduct themselves in a professional manner while on the premises, and in accordance with Participating Entity policies and procedures, and all applicable laws.

6.   PARTICIPATING ENTITY USE AND PURCHASING

A.   ORDERS AND PAYMENT. To access the contracted Equipment, Products, or Services under this Contract, a Participating Entity must clearly indicate to Supplier that it intends to access this Contract; however, order flow and procedure will be developed jointly between Sourcewell and Supplier. Typically, a Participating Entity will issue an order directly to Supplier or its authorized subsidiary, distributor, dealer, or reseller. If a Participating Entity issues a purchase order, it may use its own forms, but the purchase order should clearly note the applicable Sourcewell contract number. All Participating Entity orders under this Contract must be issued prior to expiration or cancellation of this Contract; however, Supplier performance, Participating Entity payment obligations, and any applicable warranty periods or other Supplier or Participating Entity obligations may extend beyond the term of this Contract.

Supplier's acceptable forms of payment are included in its attached Proposal. Participating Entities will be solely responsible for payment and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.

B.   ADDITIONAL TERMS AND CONDITIONS/PARTICIPATING ADDENDUM. Additional terms and conditions to a purchase order, or other required transaction documentation, may be negotiated between a Participating Entity and Supplier, such as job or industry-specific requirements, legal requirements (e.g., affirmative action or immigration status requirements), or specific local policy requirements. Some Participating Entities may require the use of a Participating Addendum, the terms of which will be negotiated directly between the Participating Entity and the Supplier or its authorized dealers, distributors, or resellers, as applicable. Supplier will require the use of Supplier's then-current Master Services Agreement, and related addenda, as applicable. Any negotiated additional terms and conditions must never be less favorable to the Participating Entity than what is contained in this Contract.

C.   SPECIALIZED SERVICE REQUIREMENTS. In the event that the Participating Entity requires service or specialized performance requirements not addressed in this Contract (such as e-commerce specifications, specialized delivery requirements, or other specifications and requirements), the Participating Entity and the Supplier may enter into a separate, standalone agreement, apart from this Contract. Sourcewell, including its agents and employees, will not be made a party to a claim for breach of such agreement.

D.   TERMINATION OF ORDERS. Participating Entities may terminate an order, in whole or in part, immediately upon notice to Supplier in the event of any of the following events:

   1. The Participating Entity fails to receive funding or appropriation from its governing body at levels sufficient to pay for the equipment, products, or services to be purchased; or
   2. Federal, state, or provincial laws or regulations prohibit the purchase or change the Participating Entity's requirements.

E.   GOVERNING LAW AND VENUE. The governing law and venue for any action related to a Participating Entity's order will be determined by the Participating Entity making the purchase.

7.   CUSTOMER SERVICE

A.   PRIMARY ACCOUNT REPRESENTATIVE. Supplier will assign an Account Representative to Sourcewell for this Contract and must provide prompt notice to Sourcewell if that person is changed. The Account Representative will be responsible for:

- Maintenance and management of this Contract;
- Timely response to all Sourcewell and Participating Entity inquiries; and
- Business reviews to Sourcewell and Participating Entities, if applicable.

B.   BUSINESS REVIEWS. Supplier must perform a minimum of one business review with Sourcewell per contract year. The business review will cover sales to Participating Entities, pricing and contract terms, administrative fees, sales data reports, performance issues, supply issues, customer issues, and any other necessary information.

8.   REPORT ON CONTRACT SALES ACTIVITY AND ADMINISTRATIVE FEE PAYMENT

A.   CONTRACT SALES ACTIVITY REPORT. Each calendar quarter, Supplier must provide a contract sales activity report (Report) to the Sourcewell Supplier Development Administrator assigned to this Contract. Reports are due no later than 45 days after the end of each calendar quarter. A Report must be provided regardless of the number or amount of sales during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

The Report must contain the following fields:

- Participating Entity Name (e.g., City of Staples Highway Department);
- Participating Entity Physical Street Address;
- Participating Entity City;
- Participating Entity State/Province;
- Participating Entity Zip/Postal Code;
- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;
- Sourcewell Assigned Entity/Participating Entity Number;
- Item Purchased Description;
- Item Purchased Price;
- Sourcewell Administrative Fee Applied; and
- Date Purchase was invoiced/sale was recognized as revenue by Supplier.

B. ADMINISTRATIVE FEE. In consideration for the support and services provided by Sourcewell, the Supplier will pay an administrative fee to Sourcewell on all Equipment, Products, and Services provided to Participating Entities. The Administrative Fee must be included in, and not added to, the pricing. Supplier may not charge Participating Entities more than the contracted price to offset the Administrative Fee.

The Supplier will submit payment to Sourcewell for the percentage of administrative fee stated in the Proposal multiplied by the total sales of all Equipment, Products, and Services purchased by Participating Entities under this Contract during each calendar quarter. Payments should note the Supplier's name and Sourcewell-assigned contract number in the memo; and must be mailed to the address above "Attn: Accounts Receivable" or remitted electronically to

Sourcewell's banking institution per Sourcewell's Finance department instructions. Payments must be received no later than 45 calendar days after the end of each calendar quarter.

Supplier agrees to cooperate with Sourcewell in auditing transactions under this Contract to ensure that the administrative fee is paid on all items purchased under this Contract.

In the event the Supplier is delinquent in any undisputed administrative fees, Sourcewell reserves the right to cancel this Contract and reject any proposal submitted by the Supplier in any subsequent solicitation. In the event this Contract is cancelled by either party prior to the Contract's expiration date, the administrative fee payment will be due no more than 30 days from the cancellation date.

9. AUTHORIZED REPRESENTATIVE

Sourcewell's Authorized Representative is its Chief Procurement Officer.

Supplier's Authorized Representative is the person named in the Supplier's Proposal. If Supplier's Authorized Representative changes at any time during this Contract, Supplier must promptly notify Sourcewell in writing.

10. AUDIT, ASSIGNMENT, AMENDMENTS, WAIVER, AND CONTRACT COMPLETE

A. AUDIT. Pursuant to Minnesota Statutes Section 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Contract are subject to examination by Sourcewell or the Minnesota State Auditor for a minimum of six years from the end of this Contract. This clause extends to Participating Entities as it relates to business conducted by that Participating Entity under this Contract.

B. ASSIGNMENT. Neither party may assign or otherwise transfer its rights or obligations under this Contract without the prior written consent of the other party and a fully executed assignment agreement. Such consent will not be unreasonably withheld. Any prohibited assignment will be invalid.

C. AMENDMENTS. Any amendment to this Contract must be in writing and will not be effective until it has been duly executed by the parties.

D. WAIVER. Failure by either party to take action or assert any right under this Contract will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right. Any such waiver must be in writing and signed by the parties.

E. CONTRACT COMPLETE. This Contract represents the complete agreement between the parties. No other understanding regarding this Contract, whether written or oral, may be used

to bind either party. For any conflict between the attached Proposal and the terms set out in Articles 1-22 of this Contract, the terms of Articles 1-22 will govern.

F.   RELATIONSHIP OF THE PARTIES. The relationship of the parties is one of independent contractors, each free to exercise judgment and discretion with regard to the conduct of their respective businesses. This Contract does not create a partnership, joint venture, or any other relationship such as master-servant, or principal-agent.

11. INDEMNITY AND HOLD HARMLESS

Supplier must indemnify, defend, save, and hold Sourcewell and its Participating Entities, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell or its Participating Entities, arising out of any act or omission in the performance of this Contract by the Supplier or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused by some defect in the Equipment, Products, or Services under this Contract to the extent the Equipment, Product, or Service has been used according to its specifications. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.

12. GOVERNMENT DATA PRACTICES

Supplier and Sourcewell must comply with the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13, as it applies to all data provided by or provided to Sourcewell under this Contract and as it applies to all data created, collected, received, maintained, or disseminated by the Supplier under this Contract.

13. INTELLECTUAL PROPERTY, PUBLICITY, MARKETING, AND ENDORSEMENT

 A. INTELLECTUAL PROPERTY
   1. *Grant of License.* During the term of this Contract:
        a. Sourcewell grants to Supplier a royalty-free, worldwide, non-exclusive right and license to use the trademark(s) provided to Supplier by Sourcewell in advertising and promotional materials for the purpose of marketing Sourcewell's relationship with Supplier.
        b. Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising and promotional materials for the purpose of marketing Supplier's relationship with Sourcewell.
   2. *Limited Right of Sublicense*. The right and license granted herein includes a limited right of each party to grant sublicenses to their respective subsidiaries, distributors, dealers, resellers, marketing representatives, and agents (collectively "Permitted Sublicensees") in advertising and promotional materials for the purpose of marketing the Parties' relationship to Participating Entities. Any sublicense granted will be subject to the terms and conditions

of this Article. Each party will be responsible for any breach of this Article by any of their respective sublicensees.

3. *Use; Quality Control.*

    a. Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.

    b. Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Upon written notice to the breaching party, the breaching party has 30 days of the date of the written notice to cure the breach or the license will be terminated.

4. *Termination*. Upon the termination of this Contract for any reason, each party, including Permitted Sublicensees, will have 30 days to remove all Trademarks from signage, websites, and the like bearing the other party's name or logo (excepting Sourcewell's pre-printed catalog of suppliers which may be used until the next printing). Supplier must return all marketing and promotional materials, including signage, provided by Sourcewell, or dispose of it according to Sourcewell's written directions.

B. PUBLICITY. Any publicity regarding the subject matter of this Contract must not be released without prior written approval from the Authorized Representatives. Publicity includes notices, informational pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for the Supplier individually or jointly with others, or any subcontractors, with respect to the program, publications, or services provided resulting from this Contract.

C. MARKETING. Any direct advertising, marketing, or offers with Participating Entities must be approved by Sourcewell. Send all approval requests to the Sourcewell Supplier Development Administrator assigned to this Contract.

D. ENDORSEMENT. The Supplier must not claim that Sourcewell endorses its Equipment, Products, or Services.

14. GOVERNING LAW, JURISDICTION, AND VENUE

The substantive and procedural laws of the State of Minnesota will govern this Contract. Venue for all legal proceedings arising out of this Contract, or its breach, must be in the appropriate state court in Todd County, Minnesota or federal court in Fergus Falls, Minnesota.

15. FORCE MAJEURE

Neither party to this Contract will be held responsible for delay or default caused by acts of God or other conditions that are beyond that party's reasonable control. A party defaulting under this provision must provide the other party prompt written notice of the default.

16. SEVERABILITY

If any provision of this Contract is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Contract is capable of being performed, it will not be affected by such determination or finding and must be fully performed.

17. PERFORMANCE, DEFAULT, AND REMEDIES

A.   PERFORMANCE. During the term of this Contract, the parties will monitor performance and address unresolved contract issues as follows:

1. *Notification.* The parties must promptly notify each other of any known dispute and work in good faith to resolve such dispute within a reasonable period of time. If necessary, Sourcewell and the Supplier will jointly develop a short briefing document that describes the issue(s), relevant impact, and positions of both parties.
2. *Escalation.* If parties are unable to resolve the issue in a timely manner, as specified above, either Sourcewell or Supplier may escalate the resolution of the issue to a higher level of management. The Supplier will have 30 calendar days to cure an outstanding issue.
3. *Performance while Dispute is Pending*. Notwithstanding the existence of a dispute, the Supplier must continue without delay to carry out all of its responsibilities under the Contract that are not affected by the dispute. If the Supplier fails to continue without delay to perform its responsibilities under the Contract, in the accomplishment of all undisputed work, the Supplier will bear any additional costs incurred by Sourcewell and/or its Participating Entities as a result of such failure to proceed.

B.   DEFAULT AND REMEDIES. Either of the following constitutes cause to declare this Contract, or any Participating Entity order under this Contract, in default:

1. Nonperformance of contractual requirements, or
2. A material breach of any term or condition of this Contract.

The party claiming default must provide written notice of the default, with 30 calendar days to cure the default. Time allowed for cure will not diminish or eliminate any liability for liquidated or other damages. If the default remains after the opportunity for cure, the non-defaulting party may:

- Exercise any remedy provided by law or equity, or
- Terminate the Contract or any portion thereof, including any orders issued against the Contract.

18. INSURANCE

A.   REQUIREMENTS. At its own expense, Supplier must maintain insurance policy(ies) in effect at all times during the performance of this Contract with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:

1.   *Workers' Compensation and Employer's Liability.*
Workers' Compensation: As required by any applicable law or regulation.
Employer's Liability Insurance: must be provided in amounts not less than listed below:
   Minimum limits:
   $500,000 each accident for bodily injury by accident
   $500,000 policy limit for bodily injury by disease
   $500,000 each employee for bodily injury by disease

2.   *Commercial General Liability Insurance.* Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Contract.
   Minimum Limits:
   $1,000,000 each occurrence Bodily Injury and Property Damage
   $1,000,000 Personal and Advertising Injury
   $2,000,000 aggregate for products liability-completed operations
   $2,000,000 general aggregate

3.   *Commercial Automobile Liability Insurance.* During the term of this Contract, Supplier will maintain insurance covering all owned, hired, and non-owned automobiles in limits of liability not less than indicated below. The coverage must be subject to terms no less broad than ISO Business Auto Coverage Form CA 0001 (2010 edition or newer), or equivalent.
   Minimum Limits:
   $1,000,000 each accident, combined single limit

4.   *Umbrella Insurance*. During the term of this Contract, Supplier will maintain umbrella coverage over Employer's Liability, Commercial General Liability, and Commercial Automobile.
   Minimum Limits:
   $2,000,000

5.   *Professional/Technical, Errors and Omissions, and/or Miscellaneous Professional Liability*. During the term of this Contract, Supplier will maintain coverage for all claims the Supplier may become legally obligated to pay resulting from any actual or alleged negligent act, error, or omission related to Supplier's professional services required under this Contract.

> Minimum Limits:
> $2,000,000 per claim or event
> $2,000,000 – annual aggregate

6.   *Network Security and Privacy Liability Insurance*. During the term of this Contract, Supplier will maintain coverage for network security and privacy liability. The coverage may be endorsed on another form of liability coverage or written on a standalone policy. The insurance must cover claims which may arise from failure of Supplier's security resulting in, but not limited to, computer attacks, unauthorized access, disclosure of not public data – including but not limited to, confidential or private information, transmission of a computer virus, or denial of service.

> Minimum limits:
> $2,000,000 per occurrence
> $2,000,000 annual aggregate

Failure of Supplier to maintain the required insurance will constitute a material breach entitling Sourcewell to immediately terminate this Contract for default.

B. CERTIFICATES OF INSURANCE. Prior to commencing under this Contract, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Contract. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or sent to the Sourcewell Supplier Development Administrator assigned to this Contract. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf.

Failure to request certificates of insurance by Sourcewell, or failure of Supplier to provide certificates of insurance, in no way limits or relieves Supplier of its duties and responsibilities in this Contract.

C.   ADDITIONAL INSURED ENDORSEMENT AND PRIMARY AND NON-CONTRIBUTORY INSURANCE CLAUSE. Supplier agrees to list Sourcewell and its Participating Entities, including their officers, agents, and employees, as an additional insured under the Supplier's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Supplier, and products and completed operations of Supplier. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.

D.   WAIVER OF SUBROGATION. Supplier waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Contract or other insurance applicable to the Supplier or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Supplier or its subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.

E.   UMBRELLA/EXCESS LIABILITY/SELF-INSURED RETENTION. The limits required by this Contract can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

19. COMPLIANCE

A.   LAWS AND REGULATIONS. All Equipment, Products, or Services provided under this Contract must comply fully with applicable federal laws and regulations, and with the laws in the states and provinces in which the Equipment, Products, or Services are sold.

B.   LICENSES. Supplier must maintain a valid and current status on all required federal, state/provincial, and local licenses, bonds, and permits required for the operation of the business that the Supplier conducts with Sourcewell and Participating Entities.

20. BANKRUPTCY, DEBARMENT, OR SUSPENSION CERTIFICATION

Supplier certifies and warrants that it is not in bankruptcy or that it has previously disclosed in writing certain information to Sourcewell related to bankruptcy actions. If at any time during this Contract Supplier declares bankruptcy, Supplier must immediately notify Sourcewell in writing.

Supplier certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Contract. Supplier further warrants that it will provide immediate written notice to Sourcewell if this certification changes at any time.

21. PROVISIONS FOR NON-UNITED STATES FEDERAL ENTITY PROCUREMENTS UNDER UNITED STATES FEDERAL AWARDS OR OTHER AWARDS

Participating Entities that use United States federal grant or FEMA funds to purchase goods or services from this Contract may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may have additional requirements based on specific funding source terms or conditions. Within this Article, all references to "federal" should be interpreted to mean the United States federal government. The following list only applies when a Participating Entity accesses Supplier's Equipment, Products, or Services with United States federal funds.

A. EQUAL EMPLOYMENT OPPORTUNITY. Except as otherwise provided under 41 C.F.R. § 60, all contracts that meet the definition of "federally assisted construction contract" in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. §60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 C.F.R. § 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor." The equal opportunity clause is incorporated herein by reference.

B. DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148). When required by federal program legislation, all prime construction contracts in excess of $2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Supplier must be in compliance with all applicable Davis-Bacon Act provisions.

C.   CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708). Where applicable, all contracts awarded by the non-federal entity in excess of $100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence. This provision is hereby incorporated by reference into this Contract. Supplier certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

D.   RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT. If the federal award meets the definition of "funding agreement" under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 C.F.R. § 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency. Supplier certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

E.   CLEAN AIR ACT (42 U.S.C. § 7401-7671Q.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. § 1251-1387). Contracts and subgrants of amounts in excess of $150,000 require the non-federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA). Supplier certifies that during the term of this Contract will comply with applicable requirements as referenced above.

F.   DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689). A contract award (see 2 C.F.R. § 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 C.F.R. §180 that implement Executive Orders 12549 (3 C.F.R. § 1986 Comp., p. 189) and 12689 (3 C.F.R. § 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names

of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Supplier certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

G.   BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352). Suppliers must file any required certifications. Suppliers must not have used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Suppliers must disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award. Suppliers must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

H.   RECORD RETENTION REQUIREMENTS. To the extent applicable, Supplier must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Supplier further certifies that it will retain all records as required by 2 C.F.R. § 200.333 for a period of 3 years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

I.   ENERGY POLICY AND CONSERVATION ACT COMPLIANCE. To the extent applicable, Supplier must comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

J.   BUY AMERICAN PROVISIONS COMPLIANCE. To the extent applicable, Supplier must comply with all applicable provisions of the Buy American Act. Purchases made in accordance with the Buy American Act must follow the applicable procurement rules calling for free and open competition.

K.   ACCESS TO RECORDS (2 C.F.R. § 200.336). Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Supplier's personnel for the purpose of interview and discussion relating to such documents.

L.   PROCUREMENT OF RECOVERED MATERIALS (2 C.F.R. § 200.322). A non-federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation

and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 C.F.R. § 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds $10,000 or the value of the quantity acquired during the preceding fiscal year exceeded $10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

M. FEDERAL SEAL(S), LOGOS, AND FLAGS. The Supplier cannot use the seal(s), logos, crests, or reproductions of flags or likenesses of Federal agency officials without specific pre-approval.

N. NO OBLIGATION BY FEDERAL GOVERNMENT. The U.S. federal government is not a party to this Contract or any purchase by a Participating Entity and is not subject to any obligations or liabilities to the Participating Entity, Supplier, or any other party pertaining to any matter resulting from the Contract or any purchase by an authorized user.

O. PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS. The Contractor acknowledges that 31 U.S.C. 38 (Administrative Remedies for False Claims and Statements) applies to the Supplier's actions pertaining to this Contract or any purchase by a Participating Entity.

P. FEDERAL DEBT. The Supplier certifies that it is non-delinquent in its repayment of any federal debt. Examples of relevant debt include delinquent payroll and other taxes, audit disallowance, and benefit overpayments.

Q. CONFLICTS OF INTEREST. The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Contract or any aspect related to the anticipated work under this Contract raises an actual or potential conflict of interest (as described in 2 C.F.R. Part 200). The Supplier must explain the actual or potential conflict in writing in sufficient detail so that the U.S. Office of General Services, Sourcewell, and Participating Entity are able to assess the actual or potential conflict; and provide any additional information as necessary or requested.

R. U.S. EXECUTIVE ORDER 13224. The Supplier, and its subcontractors, must comply with U.S. Executive Order 13224 and U.S. Laws that prohibit transactions with and provision of resources and support to individuals and organizations associated with terrorism.

S. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT. To the extent applicable, Supplier certifies that during the term of this Contract it will comply with applicable requirements of 2 C.F.R. § 200.216.

T.   DOMESTIC PREFERENCES FOR PROCUREMENTS. To the extent applicable, Supplier certifies that during the term of this Contract will comply with applicable requirements of 2 C.F.R. § 200.322.

22. CANCELLATION

Sourcewell or Supplier may cancel this Contract at any time, with or without cause, upon 60 days' written notice to the other party. However, Sourcewell may cancel this Contract immediately upon discovery of a material defect in any certification made in Supplier's Proposal. Cancellation of this Contract does not relieve either party of financial, product, or service obligations incurred or accrued prior to cancellation.

<table>
<tr><td>Sourcewell</td><td>RingCentral Inc.</td></tr>
<tr><td>By: Jeremy Schwartz
C0FD2A139D06489...</td><td>By: Stacy Schwartz
CCD0EC03B69D45B...</td></tr>
<tr><td>Jeremy Schwartz
Title: Chief Procurement Officer</td><td>Stacy Schwartz
Title: VP Sales, U.S. Public Sector and Education</td></tr>
<tr><td>Date: 3/29/2023 | 7:44 PM CDT</td><td>Date: 3/30/2023 | 3:10 PM CDT</td></tr>
</table>

Approved:

By: Chad Coauette
7E42B8F817A64CC...

Chad Coauette
Title: Executive Director/CEO

Date: 3/30/2023 | 3:14 PM CDT

RFP 120122 - Unified Communication and Contact Center Solutions

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Vendor Details

Company Name:	RingCentral Inc.
Address:	20 Davis Drive
	Belmont, California 94002
Contact:	Daniel Flannery
Email:	daniel.flannery@ringcentral.com
Phone:	980-999-2087
HST#:	

Submission Details

Created On:	Monday October 31, 2022 16:58:44
Submitted On:	Wednesday November 30, 2022 17:31:57
Submitted By:	Daniel Flannery
Email:	daniel.flannery@ringcentral.com
Transaction #:	fce1d945-e762-4706-94c9-25ce4d0c4eef
Submitter's IP Address:	136.226.50.252

Specifications

Table 1: Proposer Identity & Authorized Representatives

General Instructions (applies to all Tables) Sourcewell prefers a brief but thorough response to each question. Do not merely attach additional documents to your response without also providing a substantive response. Do not leave answers blank; respond "N/A" if the question does not apply to you (preferably with an explanation).

Line Item	Question	Response *	
1	Proposer Legal Name (one legal entity only): (In the event of award, will execute the resulting contract as "Supplier")	RingCentral Inc.	*
2	Identify all subsidiary entities of the Proposer whose equipment, products, or services are included in the Proposal.	N/A	*
3	Identify all applicable assumed names or DBA names of the Proposer or Proposer's subsidiaries in Line 1 or Line 2 above.	RingCentral Inc.	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	Our CAGE code is 5XGN6.	*
5	Proposer Physical Address:	20 Davis Drive Belmont, CA 94002 USA	*
6	Proposer website address (or addresses):	https://www.ringcentral.com	*
7	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer and, in the event of award, will be expected to execute the resulting contract):	Jeannie Horton-Isreal, Public SectorContracts Administrator, jeannie.hortonisreal@ringcentral.com, (980) 890-8549 Authorized Representative is amended to read: Stacy Schwartz, VP Sales, U.S. and Public Sector 20 Davis Drive, Belmont, CA 94002 (657) 233-8848	*
8	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Jeannie Horton-Isreal, Public Sector Contracts Administrator, jeannie.hortonisreal@ringcentral.com, (980) 890-8549	*
9	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Matt Foosaner, Regional Vice President of Federal Sales, (540) 466-1565, matt.foosaner@ringcentral.com	

Table 2: Company Information and Financial Strength

Line Item	Question	Response *
10	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested equipment, products or services.	RingCentral was established in 1999 and has been implementing its services in the US and Canada since 2003. RingCentral then began implementing more international businesses in 2013. Since the public launch of RingCentral Office, we have revolutionized how companies of all sizes are deploying communications solutions across all the enterprise. Our ease of administration, rich feature set, and simple all-inclusive pricing have disrupted the industry, resulting in the fastest company growth in the category, and a strong public market performance (listed RNG on the NYSE). We are currently servicing more than 400,000 businesses across the globe, and continued international expansion is a core tenant of our ongoing growth strategy. We serve very large customers with more than 40,000 users, as well as small businesses. Our Enterprise segment is the fastest growing segment of our business. We are the fastest growing company in the industry and have held an A+ rating with the Better Business Bureau for the past 9 years. As the largest hosted-VoIP provider, RingCentral handles over 4 billion minutes of voice traffic annually. RingCentral pioneered cloud-based business communications and now offers the most comprehensive collection of capabilities including PBX, Fax, conferencing, Contact Center, Web/Video Meetings, IM, Group Chat, Team Collaboration, VM, QoS Reporting, Live Queue Reporting, File Sharing, and Task Management all under a single solution supported by an open platform enabling further custom development and workflows. Please visit the link to know more of our product offerings: https://www.ringcentral.com/all-products.html

RingCentral's extensive cloud experience and fully integrated approach to both Unified Communications (UC) and Contact Center (CC) is truly unique in the industry. The RingCentral solution is an award-winning solution for both UC and CC providing unparalleled flexibility, ease of use, and ease of administration. We are the only UCaaS provider to have leadership or top rank recognition by four major analyst firms:

Gartner has placed RingCentral as a Magic Quadrant Leader for the past 5 years running, 2015, 2016, 2017, 2018 and 2019
TMC Unified Communications Product of the Year Award 2014, 2017, 2018, and 2019
IHS Markit has placed RingCentral as a Leader in the 2019 North American UCaaS Scorecard Report for third year in a row
Aragon has placed RingCentral as a Leader in The Aragon Research Globe for Unified Communications and Collaboration, 2019

A full listing of RingCentral award and recognition is available at: www.ringcentral.com/whyringcentral/awards.html

We believe that our solutions go beyond the core functionality of existing on-premise communications solutions by providing additional key benefits that address the changing requirements of business to allow business communications using voice, SMS, team messaging, collaboration, fax, and HD video web conferencing. The key benefits of our solutions include:

Location Independence. Our cloud-based solutions are designed to be location independent. We seamlessly connect distributed and mobile users, enabling employees to communicate with a single identity whether working from a central location, a branch office, on the road, or at home. Our RingCentral Global Office capabilities support multinational enterprise workforces. RingCentral Global Office connects multinational workforces globally, while reducing the complexity and high costs of maintaining multiple, legacy on-premise PBX systems with a single global cloud solution.
Device Independence. Our solutions are designed to work with a broad range of devices, including smartphones, tablets, PCs, and desk phones, enabling businesses to successfully implement a "bring-your-own" communications device strategy.
Instant Activation and Easy Account Management. Our solutions are designed for rapid deployment and ease of management. Our intuitive graphical user interfaces allow administrators and users to set up and manage their business communications system with little or no IT expertise, training, or dedicated staffing.
Our cloud-based solutions scale easily and efficiently with the growth of our customers. Customers can add users, regardless of their location, without having to purchase additional infrastructure hardware or software upgrades. Lower Cost of Ownership. We believe that our customers experience significantly lower cost of ownership compared to legacy on-premise systems. Using our cloud-based solutions, our customers can avoid the significant upfront costs of infrastructure hardware, software, ongoing maintenance and upgrade costs, and the need for dedicated and trained IT personnel to support these systems. Seamless and Intuitive Integration with Other Applications. Applications are proliferating within businesses of all sizes. Integration of these business applications with legacy on-premise systems is typically complex and expensive, which limits the ability of businesses to leverage cloud-based applications. Our platform provides seamless and intuitive integration with multiple popular cloud-based business applications such as Office365, Google GSuite, Salesforce CRM, Oracle, Okta, Zendesk, and Box, as well as customer lines-of business applications.

RingCentral uses its own VoIP, Contact Center, and UC technology to support its internal operations. RingCentral is a highly strategic and collaborative organization with distributed teams. Our technology stack and internal adoption of those technologies have enabled us to work and collaborate effectively. RingCentral's service delivery is not dependent on contractors. Occasionally we will utilize certified partners to assist with deployment and installation of phones if needed.

RingCentral, Inc. is a global and publicly traded company. If you would like additional information regarding the structure of our organization as well as a partial breakdown of our personnel, please see our public SEC filings here: http://ir.ringcentral.com/CorporateProfile.aspx?iid=4406983

Details for the Executive Team and Board of Directors can be found on our website at https://www.ringcentral.com/whyringcentral/leadership.html.

11	What are your company's expectations in the event of an award?	If RingCentral is awarded we will work with Sourcewell on all initiatives to deliver the strong unified cloud communications solutions. RingCentral takes pride in how we care for each customer, we work with our customers to reimagine the world of business communications and collaboration. This relentless passion to innovate is matched only by our service and support program which was exclusively created so we can always be there for organizations such Sourcewell.	*
12	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response.	RingCentral is a global and publicly traded company. Our financial statements and information are updated and available here: http://ir.ringcentral.com/QuarterlyResults. RingCentral is the leader in the Unified Communications as a Service industry segment according to multiple metrics and industry analysts. For the past two years RingCentral's growth has outpaced the overall growth of the UCaaS segment. As a segment, UCaaS is growing at 20% per year while RingCentral is growing at 34% per year; meaning that RingCentral is taking market share from other competitors in the segment. This is validated by comparing RingCentral's earnings vs our nearest competitor, 8x8. In the most recent quarter, RingCentral grew at 34% year on year, while 8x8 grew only 16%. RingCentral's Enterprise segment grew by 88%; nearly 2.5x the overall growth of the company. RingCentral's revenue was $215 Million compared to 8x8's revenue of $96M. This is significant because our growth and revenue allow us to reinvest more in R&D than our next three closest competitors combined. A look at the most recent Gartner Magic Quadrant shows RingCentral separating itself from the competition in Completeness of Vision, but more importantly and dramatically in Ability to Execute. (www.ringcentral.com/lp/gartner-magic-quadrant.html). Industry strength and stability: RingCentral has over 20 years experience providing top level solutions in the UCaaS industry. Additionally, RingCentral invests heavily in research and development. Over the last five years, RingCentral has invested a cumulative $396M in R&D in order to provide the best product on the market for our customers. RingCentral's annual R&D budget enables us to constantly innovate bringing improvements in: Analytics Customer Engagement Artificial Intelligence Quality of Service and Network Monitoring Local Survivability Global Office Expansion We have a simple strategy: to be the best Unified Communication as a Service (UCaaS) provider globally. This will result in greater customers, greater revenues which in turn we aim to place back into our platform to continue to increase our ability to be the best UCaaS provider globally. We believe that the three main differentiators to RingCentral are the completeness of our offering, the integrations we offer and the Support and Service we aim to provide. Completeness: I described completeness both in terms of the features and functions of our software but also the ability to support our customers. We have local service in 81 countries, are localized in 11 and have workforce around the World. We have a $329M trailing twelve months spend on R&D (this is almost as much as the total revenue for our nearest UCaaS competitor) which keeps us evolving and iteration our platform for the benefit of our customers. Our aim is to provide a platform that meets your requirements now but also provides headroom for the future. Integrations: We have over 20,000 active developers in our ecosystem and hundreds of other organizations choose to integrate with us. As we have open APIs and published SDKs we find organizations are able to easily fit us alongside their other strategically chosen technology partners. This allows is to augment existing technologies without necessarily needing to replace them. RingCentral is a fully open platform, which brings many advantages to our business partners. We offer an extensive "no-code" App Gallery for users to quickly plug their RC communication services into their business eco-systems (for more info please visit our app gallery - https://www.ringcentral.com/apps/) We provide "low" code integrations, allowing customers to apply their own customization to business workflows that are specific to them. Also, every RingCentral customer naturally has access to their own Developer portal which is linked to their main account. This allows us to offer over custom integrations to be built into a variety of applications which offers our customers unparalleled flexibility in what they hope to accomplish with the solution and how	*

		they desire to grow as a business. Support: The Technology Services Industry Association rated us 9.4 out of 10 in service and support which is ahead of the top 15 pacesetter value of 9.20. This is important to us, especially being a SaaS company, as we recognize the need to retain customers and also bring them into our business to be guided by them as how to continue to grow. We are a single focus company and so the entire organizations are solely focused on adding, growing and serving customers that use our platform. The benefit to our customers is greater investment protection, greater quality of service, enhanced reliability and resiliency, and greater Global coverage. RingCentral's financial strength and stability ensures that not only are we making investments in the future we also have the resources necessary to ensure our customers receive the highest degree of customer service after the sale. This is evidenced by the fact that RingCentral has less than a 3% churn rate; meaning that more than 97% of our customers renew their service after the initial term. RingCentral continues to experience unprecedented growth in the industry and more and more public sector organizations in education, government, and non-profits are making the move to RingCentral.
13	What is your US market share for the solutions that you are proposing?	As of 2021 RingCentral had a US market share of 27%. As the market share leader, no one comes close to RingCentral in terms of installed base and strategic partner development. RingCentral's continued product investment with new enhancements and capabilities continues to set the bar in the industry. RingCentral has separated itself from the rest of the pack through channel development, particularly with key vendor and operator partnerships, international expansion, and focus across small and medium-sized businesses (SMBs) and large enterprises.
14	What is your Canadian market share for the solutions that you are proposing?	For privacy reasons, RingCentral does not disclose what our market share is in this region. However, we have been in business in the Canadian market since 2003 and have thousands of customers across the region. We service a diverse range of customers, from small entities to large across many industries and verticals.
15	Has your business ever petitioned for bankruptcy protection? If so, explain in detail.	RingCentral has not filed for bankruptcy. RingCentral is a publicly traded company and as a publicly traded, our SEC filings may be accessed under the Investor Relations section of our website at: https://ir.ringcentral.com/financials/sec-filings/default.aspx
16	How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer whichever question (either a) or b) just below) best applies to your organization. a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned? b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?	RingCentral is a cloud-based service provider. a) N/A b) RingCentral is a 100% cloud hosted provider who does not require the use of any on-premises equipment other than desk phones if required. RingCentral is generally network agnostic, and can utilize whatever is available and will work best for your overall data network. We provide a SaaS solution to all customers and all of our teams our internally based. RingCentral's Sales Team is dedicated to providing the best service to all clients by promoting our cutting edge technology and supporting our potential customers throughout the lifecycle of the sale. After the Sales Team has completed the sale our Professional Service Team works tirelessly with the customer to install and test all equipment as well as provide the necessary trainings. After installation is complete and the customer is live we continue to support and monitor their system and provide a dedicated Technical Support Team. Our data centers provide the first layer of redundancy. Data between the bi-coastal locations is synchronized consistently with real time replication in Active-Active design. Each features a redundant power supply. This ensures seamless operation in case of geographic outages as well as any natural disasters, and delivers 99.999% availability. Note that RingCentral Contact Centre offers 99.99% uptime.

| 17 | If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP. | RingCentral, Inc. and has the licenses, permits or certificates that are required to transact business in the 50 states. Founded in 1999, RingCentral has been in business for over 14 years and is incorporated in the State of ~~Minnesota~~. If RingCentral does not currently have a business license required for a certain project than upon award we will plan to obtain the required business license.

RingCentral possesses a number of security certifications. RingCentral maintains various internal audits as well as third party audits and certifications including:
• SSAE16
• ISO 27001 data centers
• HIPAA
• Skyhigh
• SOC2
• SOX
• CPNI
• GDPR compliance in May 2018 | * |
| 18 | Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years. | RingCentral warrants and certifies that we are eligible to submit a Proposal because we are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in a transaction by any Federal, State, or local department or agency. | * |

Table 3: Industry Recognition & Marketplace Success

Line Item	Question	Response *	
19	Describe any relevant industry awards or recognition that your company has received in the past five years	Industry Analyst Awards & Recognition Gartner: A leader in the 2022 Gartner Magic Quadrant for Unified Communications as a Service, Worldwide Report - for the 8th year in a row. Strengths highlighted by Gartner include: Platform: "RingCentral receives strong integration and deployment ratings through its extensive availability of third-party integrations and robust application resources for developers. These enable customization for vertical-specific use cases." Partnerships: "RingCentral's unique access to the installed telephony user base via several global technology and service provider partnerships strengthens the company's long-term viability, which buyers value when making a selection." Mobility: "RingCentral differentiates its MVP solution with a mobile-first experience. The platform offers advanced application management and usage (including whiteboarding) capabilities via an intuitive mobile app that receives positive end-user feedback for its capabilities and user experience." Reliability: "RingCentral delivers consistently reliable service. The vendor has delivered 48 months of uptime as of this evaluation and provides an availability SLA target of 99.999%." Gartner: Ranked highest in 3 of 4 Use Cases in the 2022 Critical Capabilities for UCaaS, Worldwide Gartner: Named a 2021 Gartner® Peer Insights Customers' Choice for Unified Communications as a Service, Worldwide IDC MarketScape: Worldwide UCaaS Service, Providers for Enterprise 2021 Leader IDC Education MarketScape: Leader category with 5 out of 5 for innovation and strategy for the education vertical OMDIA: #1 Leader in the North American UCaaS, Scorecard, 5 years in a row Frost & Sullivan: 2nd year in a row, first place, and highest growth, Frost & Sullivan: in 2020 Frost Radar UCaaS North American Corporate Awards: 2022 Best Places to Work in the Bay Area 2022 Best Places to Work for LGBTQ Equality 2022 Best Places to Work in Colorado 2022 Comparably Best Engineering Teams 2022 Comparably Best Sales Teams 2022 Comparably Best Product & Design Teams 2022 Comparably Best Company Outlook	*
20	What percentage of your sales are to the governmental sector in the past three years	The percentage of governmental sales across the US is 1.56%	*
21	What percentage of your sales are to the education sector in the past three years	The percentage of education sales across the US is 3.78%	*
22	List any state, provincial, or cooperative purchasing contracts that you hold. What is the annual sales volume for each of these contracts over the past three years?	Over the past three years, annual sales across RingCentral state/cooperative purchasing contracts include: - NYS OGS - $206K - TIPS, $1.5M - OMNIA Partners Region 4 ESC-TX, $670K - NCPA TX Region ESC, $402K	*
23	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	N/A	*

Table 4: References/Testimonials

Line Item 24. Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *	
PA Virtual Charter School	Nathan Achey, Director of Information Technology	484-680-7775 nachey@pavcs.us	*
Whitehall Township	Lenore Brazier, Purchasing Agent	610-228-4242 lbrazier@whitehalltownship.com	*
Town of North Borough	Becca Meekins	508-393-5040 Rmeekins@town.northborough.ma.us	*

Table 5: Top Five Government or Education Customers

Line Item 25. Provide a list of your top five government, education, or non-profit customers (entity name is optional), including entity type, the state or province the entity is located in, scope of the project(s), size of transaction(s), and dollar volumes from the past three years.

Entity Name	Entity Type *	State / Province *	Scope of Work *	Size of Transactions *	Dollar Volume Past Three Years *	
Large University	Education	New York - NY	Updated aging, and disparate platforms that were not meeting the needs for the university with Video integration/Education based; API for emergency notification/911 address update for local survivability.	12,000-14,000+ seat licenses for UCaaS	$7,571,340	*
Large University	Education	New York - NY	University had very old technology, expensive to upgrade & maintain, and was a drain on IT resources, video, and overall collaboration was very fragmented RingCentral delivered a scalable solution; support for analog with migration path to IP/SIP; seamless collaboration across university.	6,000-17,000 seat licenses for UCaaS	$4,475,916	*
County Public Schools	Education	Kentucky - KY	Integrated RingCentral's cloud-based solution with their existing on-prem PBX so they could open up opportunities that allowed 7,000 additional teachers to conduct class remotely	14,652 seat licenses for UCaaS	$4,017,744	*
City	Government	Mississippi - MS	Modernized the city communications system from an outdated hard to manage on prem to a future proof intuitive system that allowed the city to work from anywhere.	1,178 seat licenses for UCaaS	$890,136	*
Council of Government	Government	Texas - TX	Delivered unified communications for collaborative communications platform, meetings, and messaging; contact center direct routing, and professional services that allowed for smooth end user implementation.	900 seat licenses for UCaaS	$705,672	*

Table 6: Ability to Sell and Deliver Service

Describe your company's capability to meet the needs of Sourcewell participating entities across the US and Canada, as applicable. Your response should address in detail at least the following areas: locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *	

26	Sales force.	RingCentral has a dedicated Public Sector organization. It is compromised of multiple regional sales teams that focus exclusively on selling and supporting State & Local Government Agencies, Educational Entities in K-12 and Higher Education, Tribal Nations and Non-Profit organizations. Our Public Sector Sales professionals are regionally dispersed to provide coverage throughout the US, and we have a dedicated sales team in Canada. RingCentral has centralized offices in Charlotte, Dallas, Denver and our headquarters in Belmont CA. In addition to our dedicated sales organization, RingCentral has dedicated Public Sector personnel in Contract Administration, Legal, RFP Support, Solution Engineering, Professional Services, Customer Support and Marketing. Between the RingCentral dedicated Public Sector personnel and our channel partners (third party who have sales, solution engineering and operations support) can count on several hundred team members that can reach through the US.	*
27	Dealer network or other distribution methods.	Any business generated from this contract will be directly done directly through RingCentral and there will be no resellers. Customers will work directly with a RingCentral representative assigned to support them. For devices: Devices can be locally supplied in both US and Canada using RC's in-country distributors and can be sold in local currency if needed.	*
28	Service force.	RingCentral adheres to PMI best practices by utilizing a Project Life Cycle (PLC), or Waterfall, model for project delivery and building upon it for the modern customer. The project is broken into five stages including Initiation, Planning and Design, Implementation, Control and Monitor, and finally Acceptance and Closure. Traditionally a PLC model requires strict adherence to gating events to move from stage to stage, however RingCentral interjects aspects of Software Development Life Cycle (SDLC), or Agile, modeling to create a unique experience for every customer. Major milestones in the delivery process include: Initiation – During the initiation stage of the project the RingCentral Project Manager (PM) will partner with the Customer Single Point of Contact (SPOC) to create the project governance and / or Project Management Office (PMO). This will include a mutually agreement upon change management planning, escalation management planning, risk management planning (or register), resource management planning, communication planning, project milestone planning, and Work Breakdown Structure (WBS) creation, to establish the project collateral. During this time the PM and SPOC will bring their respective resources to an internal and external call to review project expectations, project charter, best practices, and next steps. The RingCentral PM will introduce the Customer to any designated support resources and prior to moving to the Planning and Design stage the PM and SPOC should baseline the Scope of Work and Project Plan for a mutual understanding of the goals and process to achieve mutual success. Planning and Design – During the planning and design stage of the project the PM and SPOC will organize their respective Subject Matter Experts (SME) to review the necessary client data to complete the Business Requirements Document (BRD). RingCentral resources will partner with the Customer to review and document the business requirements in the UC and CC BRD document(s) as the basis upon which the solution is built. A RingCentral Engineer will visit customer designated location(s) to work with the Customer resources focused on gathering the necessary client data to complete the system build-out, submit the port request(s) and to ensure network readiness. Further discovery and discussion is required with the Customer to determine how many locations require on-site Planning and Design services for the UC and CC solutions. Specific details gathered in this stage include call routing details for UC users, user profiles, providing an inventory of main and direct dial numbers, in-depth network mapping and topology, collection of integration requirements for CRM and Third-party systems. Additional data for Contact Center includes information for agents, skills, teams, campaigns, integrations, screen-pops, call routing, multi-channel integration, advanced applications, and inbound call treatment. Throughout the planning and design stage the PM and SPOC track key milestones and deliverables against the baseline project plan, address and track any identified risks in the risk register, and provide status updates to stakeholders via agreed upon dashboard and cadence meetings. Following the completion of the BRD a formal review is held between key stakeholders from RingCentral and the Customer to walk through the entire document in detail. At the conclusion of the final review RingCentral will ask the Customer to sign the final BRD as the trigger that both parties have an agreed upon final design and signal the transition into the implementation stage of the project. Implementation – During the implementation stage of the project RingCentral will take the complete UC and CC BRD documents and begin execution of the steps necessary to match the build to the design. At this time RingCentral will provide feedback to the Customer on progress via scheduled conference calls and project plan updates. The RingCentral team will also start prepping the Customer team for the Control and Monitor stage. The PM will provide a curriculum of web based training classes for the Contact Center agents, supervisors, and administrators to review and achieve before the transition into the Control and Monitor stage. This web	*

based training provides the foundation for the Contact Center users to understand the basics of the console and reporting applications. RingCentral will work with the customer to complete the network assessment and remediation during this time (if it was not completed earlier) to ensure proper configuration for optimal voice quality. The Customer developers will need to participate with any API integration configurations necessary for CRM and Third-party integrations, and the PM and SPOC will work to schedule those resources according to the Resource Plan and Project Plan. At the conclusion of this stage RingCentral will conduct a Quality Assurance (QA) testing prior to handoff to the Customer for User Acceptance Testing (UAT).

Control and Monitor – During the control and monitor stage of the project the Customer will complete UAT on for the UC and CC platforms. RingCentral can provide baseline UAT plans, as needed, but this stage is the opportunity for the Customer to make sure the build completed by RingCentral matches the design completed, and documented, during the Planning and Design stage. The Customer SPOC will work with the RingCentral PM to schedule any instructor guided training sessions for users, agents, supervisors, and administrators during this stage, to build upon the remote web based training classes identified in the curriculum provided in the Implementation stage of the project. During this stage all on-site delivery services and training are completed and staging of all necessary go-live activities are prepared. At the conclusion of all training classes and the Customer UAT, RingCentral and the Customer will conduct a project go/no-go review, or a customer readiness review. During this review RingCentral and the Customer will evaluate the results of the training, and the QA and UAT processes conducted by RingCentral and the Customer respectively. Both parties will evaluate the system and users for readiness and mutually agree to proceed with the scheduled go-live date. RingCentral will request the customer execute a Readiness Checklist as record of mutual agreement to move forward, and the project will transition into the final stage, acceptance and closure)

Please see the attachment entitled "Global PS Footprint" included in the document section for more information.

| 29 | Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others. | RingCentral is a telecommunications software-as-a-service (SaaS) provider. As it relates to purchasing and sustainability, approximately 85% of what we purchase is software and services. The remaining 15% is primarily the resale of phone devices for end-customers. RingCentral does not manufacture or package direct goods. OEM suppliers follow commercially acceptable sustainability practices, including publicly available Corporate Social Responsibility (CSR) reporting. Disposal of hardware is minimal each year. Disposal of phone devices is managed by individual customers or suppliers. Where handled by suppliers, disposal is through a licensed recycler. | * |

| 30 | Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises. | RingCentral employs three layers of network and service redundancy to ensure our customers' phone systems are always on: Our data centers provide the first layer of redundancy. Data between the bi-coastal locations is synchronized consistently with real time replication in Active-Active design. Each features a redundant power supply. This ensures seamless operation in case of geographic outages as well as any natural disasters and delivers 99.999% availability. The data centers share hosted facilities space with some of the world's largest Internet companies and financial institutions. In close physical proximity to the world's top 20 Internet exchange points, they are also co-located with all the major U.S. telecommunications carriers to maintain the fastest response times and interconnect services possible.

RingCentral's network operations center (NOC) operates 24x7x365 to ensure optimal system configuration and service availability. Our engineers continuously monitor countless systems, metrics, and alarms.

In the event of a failure, RingCentral's automated systems, in conjunction with an always-on and world-class NOC, ensure a rapid transition to back up systems, as needed, to maintain uninterrupted service availability. If a system failure within one of RingCentral's data centers is detected, the redundant system — whether within that same data center or at another data center — takes over operations in accordance with internal failover policies and procedures. In the event a geographic disaster causes a data center failure, RingCentral's other major data center assumes immediate and complete system operations with no loss of functionality or customer data.

While issues are being troubleshot, NOC personnel will transition the effected system components to their active mirror in the second data center. This active/active configuration ensures that customers enjoy high service availability. Once the issue is resolved, all systems will return to their optimal configuration. In the event the issue originates from local client locations, RingCentral's support teams will work with the customer to rapidly resolve the issues, always maintaining open and frequent communications.

RingCentral uses five internal alarm levels to ensure reliable operations (presented here from lowest to highest importance):

Informational (take note, no direct-action results)
Warning (watch and take action as needed)
Critical (immediately fix and/or escalate)
Service Outage (immediately fix and escalate)
Disaster (immediately fix and escalate through a live conference call regardless of day or time)

RingCentral customers are immediately notified of issues and outages affecting their service. Customers are also notified when the issue is resolved, what the issue was, and how it was resolved.

With RingCentral, you get strategic call center support. Whether you need help with a specific issue, or you want proactive support services, we are here to help. We provide 24x7 technical service via phone, chat, and portal

Initial responses and status updates will be tracked and measured within RingCentral's case management system. Incidents are prioritized according to their business impact and frequency described in this document.

Incident Resolution Time: Resolution is defined as the restoration of service of a reported incident or the implementation of a viable work around. Service levels are based on a Mean Time To Resolve (MTTR). MTTR is measured monthly and quarterly. Priority service levels do not apply to issues that are determined to be third party vendor issues, bugs or product enhancements. These are escalated to the RingCentral Software Engineering group. The break down of priority levels and response time is as follows.

Priority 1: 4 hours MTTR
Priority 2: 24 hours MTTR
Priority 3: 48 hours MTTR
Priority 4: 96 hours MTTR

Support Escalation: If incidents are not resolved to the client's satisfaction by the above timelines, or Customer feels the time frame assigned to a priority is not acceptable, Customer may escalate the case by contacting RingCentral in the following order: (i) Technical Support, (ii) Technical Support Supervisor. |
| 31 | Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the | RingCentral is a publicly traded company and has nearly a billion dollars in annual revenue. RingCentral is solely focused on UCaaS and CCaaS services. We've been providing our solution to the US and Canadian market since 2003. providing services |

United States.	to over 400,000 business globally and 1000+ customers in Canada including some of Canada's largest and most recognized organizations. The RingCentral UCaaS and CCaaS is full accessible from any location at any time either within the client's business buildings or through remote working. We can provide a wide range of products to support Sourcewell customers and are eager to do so. We have a portfolio of cloud-based offerings that are subscription-based and made available at different monthly rates, varying by the specific functionalities, services, and several users. We primarily generate revenues from the sale of subscriptions of our offerings, which include the following:

RingCentral MVP. RingCentral MVP, our flagship solution, provides a unified experience for communication and collaboration across multiple modes, including HD voice, video, SMS, messaging and collaboration, conferencing, online meetings, and fax. Offered globally, customers can extend the RingCentral MVP to support their multinational workforce in many countries around the world. This subscription is designed primarily for businesses that require a communications solution, regardless of location, type of device, expertise, size, or budget. Businesses can seamlessly connect users working in multiple office locations on smartphones, tablets, PCs, and desk phones. We sell RingCentral MVP in four editions: Essentials, Standard, Premium, and Ultimate. The features, capabilities, and price per user increase from Essentials to Ultimate. The solution capabilities include high definition voice, call management, mobile applications, business SMS and MMS, fax, team messaging and collaboration, audio/video/web conferencing capabilities, out-of-the-box integrations with other cloud-based business applications, and business analytics and reporting. Our platform also enables customers to create, develop, and deploy custom integrations using our APIs. RingCentral MVP customers also have available to them RingCentral Global MVP.

RingCentral Contact Center. Our RingCentral Contact Center is a collaborative contact center solution that delivers omnichannel and integrates with RingCentral MVP and RingCentral Video Pro. RingCentral Contact Center enables businesses to transform the way they engage their customers across all channels while effectively maximizing agent availability. The solution leverages technology from NICE inContact, Inc., has a comprehensive feature set, and can integrate with RingCentral Office. This enables businesses to build customer loyalty and increase productivity by resolving customer issues faster and more effectively.

RingCentral Engage Digital. RingCentral Engage is a digital customer engagement platform allowing enterprises to interact with their customers through a single platform across all digital channels. The platform uses an AI-based smart routing engine that enables agents to efficiently manage customer interactions across digital channels including mobile and in-app messaging, social media, live chats, and email.

RingCentral Engage Voice. Engage Voice is a cloud-based outbound/blended customer engagement platform for midsize and enterprise companies. The platform provides automated dialing capabilities to help accelerate the sales process and improve the time it takes sales teams to reach prospects.

RingCentral Video Pro. Our RingCentral Video Pro team messaging and collaboration solution allows diverse teams to stay connected through multiple modes of communication through an integration with RingCentral MVP. In addition to using RingCentral Video Pro for team messaging and communications, teams can share tasks, notes, group calendars, and files. RingCentral Video Pro is designed for distributed and mobile teams and offers out-of-the-box integrations with a number of leading cloud business applications such as Asana, Dropbox, Evernote, Jira, Github, Google, and others. Available stand-alone, this solution can be upgraded to the full cloud communications capabilities of RingCentral MVP.

RingCentral Live Reports. RingCentral Live Reports is an add-on for RingCentral MVP customers to gather real-time information needed to maximize the performance with dashboards that contain information on agent utilization and overall customer experience.

RingCentral Professional. RingCentral Professional is a cloud-based virtual telephone service offering designed for professionals who are on the go. It provides inbound call answering and management services and includes inbound local, long-distance, and toll-free minutes.

RingCentral Fax. RingCentral Fax provides online fax capabilities that allow businesses to send and receive fax documents without the need for a fax machine. RingCentral Fax capability is made available to all RingCentral MVP customers or as a stand-alone offering at monthly subscription rates that vary based on the desired number of pages and phone numbers allotted to the plan.

RingCentral Training: MVP and Contact Center RingCentral offers comprehensive training that includes both "train the trainer" as well as "end user" training. Over the

course of the deployment, users receive training for managing their own systems, including their personal greetings, hold music, call forwarding, and call screening. In our experience, users welcome the chance to manage their own settings through easy-to-use web forms from their desktop computers or even their smartphones.

RingCentral can provide on-site and virtual training as required by your users and administrators ensuring comfort with the system before moving to full operation. RingCentral will work with you to develop a custom scope of work to include pre-cutover training, customer support, and post-installation training. RingCentral will provide administrator and user start guides for all appropriate personnel along with the delivery and implementation of the new solution. Users and administrators will also have full access to RingCentral's online support community and customer care center, https://success.ringcentral.com/ in which additional learning, documentation, and perpetual education about functionality and troubleshooting resides. RingCentral will also provide access to the RingCentral University which includes ongoing live and on-demand video training, self-paced courses, and other training materials. Customers can customize self-paced training plans in the RingCentral LMS and keep track of training requirements for compliance.

The primary approach will be to train the trainer. Conducted in the first four weeks of setup, RingCentral will build out the system with the trainers in close contact, they will be highly exposed to the system before the go-live date. This will be conducted in 3-4 sessions via web-conference. To train all users on the functionality and features that apply to the individual, it is recommended to designate a specific web training to go over the setup of their unique extension, softphone, and mobile application, so they are well informed and capable of customizing their presence on the system prior to the go-live date.

RingCentral provides a substantial catalogue of continued education for our customers to consume at their pace. The catalog includes both web-based training sessions and on-site multi-day sessions to meet the broad range of customer needs and requirements, subject to an additional fee. Every user subscription includes access to the online catalog of pre-recorded training classes covering a multitude of options for users and administrators to continue to hone their skills and increase adoption and usability of the platform. Additionally, RingCentral will work with the customer to review their specific needs and can create custom agenda and curriculum to meet those requirements at an additional cost. We provide manuals, training materials, and phone, chat, and case support to all users in addition to our online help center. Additionally, users and admins are able to participate in the RingCentral Community, and find all the resources they need for nearly any issue.

All provided training services must be scoped into the Statement of Work (SOW) prior to contracting with Professional Services. The SOW once final will detail training locations, hours, and other relevant information. We will need scheduling, contact information, and other logistical assistance from you in order to ensure all staff are adequately trained.

RingCentral MVP

Administrator Training – Three to four remote sessions once the client portal has been built. Reviews high level functionality including MACDs and call flow to granular details like advanced rules and roles and permissions. Training sessions conducted by PS Trainer or Project Manager in advance of the first deployment.
End User Training Remote – Focused around the features/functionality required day one. Typical training sessions are one hour in length to include Q&A. Several sessions are scheduled in advance of site go-live to capture as many users as possible.
End User Training Onsite – Two to three group sessions, scheduled in advance, prior to the port. Focused on the features and functions required day one to ensure adoption.
Executive Trainings Onsite – Fifteen to 20-minute one-on-one sessions with senior leadership and Executive Assistants to provide focused feature/function training, plus completing personal settings so those users are ready to go when the port takes place.
Administrative Review Onsite – Once the port has taken place and the system is functioning live, final details are reviewed to ensure proper build out of call flows, groups, and settings before site sign off.

RingCentral Contact Center
Administrator Training – RingCentral training resource to provide an overview of the Central and Studio applications to help the customer facilitate the day-to-day operation of the Contact Center.
Agent Training Remote - Focused around the features/functionality required day one. Typical training sessions are one hour in length to include Q&A. Training included for Contact Center agents is "train the trainer" to a subset of the user population.
Supervisor Training Remote – Focused on the Day two analytics and reporting for

| | | the operation of the Contact Center. Includes features for monitor, barge, coaching, etc. Agent Training Onsite (optional) – RingCentral training at the Customer facility to provide instructor led agent and supervisor training to local resources. Implementation Manager would stay for go-live and help with any floor walking and questions pertinent to the Contact Center. Additional training sessions are available at an additional cost. Some examples include: Advanced IVR Scripting training Scripting integration with multi-media Scripting integration with Web Interactions Outbound dialer training Workforce Optimization Workforce Management Quality Monitoring Analytics

After Implementation: RingCentral will also provide you access to the RingCentral University which includes ongoing live and on-demand video training, self-paced courses, and other training materials. You can customize self-paced training plans in the RingCentral LMS and keep track of training requirements for compliance. The RingCentral Customer Success Manager aligned to you can help plan, coordinate and schedule ongoing customized training programs both onsite and remote at no additional costs to help continue to drive adoption after the initial implementation period has been completed. Additional formal training classes are available from the Professional Services product catalog at an additional cost. | |
|---|---|---|---|
| 32 | Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada. | RingCentral is willing and able to support business in Canada and has been doing so since 2003. Please see the above answer for a full list of our products and services we are willing to offer to Canadian customers. | * |
| 33 | Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract. | We will serve all areas of the United states and all areas of Canada. | * |
| 34 | Identify any Sourcewell participating entity sectors (i.e., government, education, not-for-profit) that you will NOT be fully serving through the proposed contract. Explain in detail. For example, does your company have only a regional presence, or do other cooperative purchasing contracts limit your ability to promote another contract? | RingCentral operates globally and does not have any limitations to promoting the Sourcewell contract to members and prospective constituents. | * |
| 35 | Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories. | There are no specific contract requirements or restrictions for Hawaii, Alaska, or US Territories. RingCentral covers the entire United States the same and that includes all 50 states and US Territories. | * |

Table 7: Marketing Plan

Line Item	Question	Response *	
36	Describe your marketing strategy for promoting this contract opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	Upon award, RingCentral's designated points of contacts in vertical sales and marketing will work directly with in-house marketing and Sourcewell to launch a joint marketing plan that will benefit existing and prospective members on the value of the agreement, the right solution and ultimately guide the business relationship.

The overall go to market strategy will include involvement from RingCentral's senior sales management, strategic industry partners, and contract management, who will put in place internal business reviews, performance goals and overall relationship management.

RingCentral is committed to working with the Sourcewell team to ensure that the relationship is active and supported across the various phases of the relationship.

Based on RingCentral's proven government and education experience, elements of the marketing plan outlined below will drive contract adoption and sales transactions. We recommend focusing our efforts in the following areas outlined below, but this is not an exhaustive list. In the spirit of partnership and collaboration, we will put business reviews in place with Sourcewell to drive immediate needs and long-term strategic planning.

RingCentral's go to market strategy will include three key phases for year one of the Sourcwell engagement:

Foundational Support | |

Sales and Member Activation
Driving Awareness and Engagement

Foundational Support:

Assignment of a lead account representative to coordinate and administer the Sourcewell program.
Business reviews to drive progress of efforts.
Co-partnered public communication announcing RingCentral as a newly awarded vendor.
Executive Sponsorship is a RingCentral commitment to Sourcewell. We believe executive alignment-internally is a key part of a successful contract strategy. As a result, we are committed to quarterly executive alignment calls between the two organizations.
Collaboration with Sourcewell about RingCentral's solutions and how they apply to different markets (State, Local and Education) to members and membership-eligible organizations.
Provision of marketing and sales assets that will promote the contract; align to goals and objectives that will grow the program throughout the MSA term
A key objective for this contract will be to leverage RingCentral's exclusive UCaaS partnership with Mitel. Mitel's user base of over 35 million and members of Sourcewell will have an easy, flexible and differentiated digital transformation path to RingCentral's industry leading MVP cloud communications platform.

Sales and Member Activation:

Foundational Sales Enablement & Training
New Supplier Member announcement to Sourcewell and RingCentral teams via email
Series of RingCentral 101 Overview Trainings (Live and archived recording)
Sales Toolkit (items to possibly include sales pitch decks, email templates, demos, web page, etc.)
RingCentral to take part in any ongoing in person or virtual training that the Sourcewell teams believe are opportunities to be included to provide continued support and knowledge transfer
Ability to share new updates quarterly, or agreed upon frequency
Opportunity to leverage RingCentral Industry Principles for customer facing meetings and companies being consulted as needed by Sourcewell members
RingCentral will also focus on executing the above elements with our internal sales and channel teams to ensure their education about the Sourcewell contract, how to engage and the value for closing business

Driving Awareness and Engagement:

Marketing Materials: During the first year of the relationship RingCentral will work to create a variety of marketing and enablement materials to support the contract, these items will include: Internal sales, quick reference overview, co-marketing solution brief, use cases across State, Local and Education, if applicable Sourcewell customer testimonials, pitch decks and more
Online Awareness & Engagement: To further optimize and scale awareness RingCentral will work in establishing the following online resources to support the contract but not limited to: a unique vendor portal, dedicated landing page hosted by RingCentral, evergreen social media posts and organic outreach, leveraging existing content and repurposing content like industry blogs, integration and mentions into existing marketing motions
Outreach Campaign: RingCentral will work with the Sourcewell team to create two annual outbound emails with a specific message for state, local and education to be sent out to the Sourcewell distribution lists and host online webinars to the Sourcewell community

| 37 | Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness. | RingCentral has a world class marketing organization that executes in a variety of ways to create demand, engagement and retention with prospects and existing customers. This is achieved with a full funnel approach leveraging websites, dedicated web landing pages, virtual events and dedicated online marketing efforts.

We are consistently monitoring campaign performance and optimizing for results. We will leverage and implement these same strategies in our efforts with Sourcewell upon awarded contract. |
| 38 | In your view, what is Sourcewell's role in promoting contracts arising out of this RFP? How will you integrate a Sourcewell-awarded contract into your sales process? | In addition to the above efforts described, we will also look to implement:

Prescriptive Go-to-Market Strategy: Following the award, RingCentral will work to create a dedicated strategy to meet the needs of the contract as needed and leverage our Industry Principal team to act as an external advocate around the benefits of the relationship and RingCentral technology

Co-Marketing Collaboration Efforts: As the world reopens post COVID and we move to launch this new agreement, we look forward to working with the Sourcewell team on both virtual and in-person events. RingCentral looks to integrate Sourcewell in statewide and local events focused across the Public Sector with audience specific messaging, training and education opportunities. Event participation may include co-branded sponsorships, topical round tables, session presentations, and contribution to panel discussions. |

| 39 | Are your products or services available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it. | RingCentral does not have an e-procurement tool for Public Sector. To ensure contract compliance, a dedicated, single point of contact is made available form the Sourcewell landing page for Members to request RingCentral solutions and Sourcewell pricing. | * |

Table 8: Value-Added Attributes

Line Item	Question	Response *	
40	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.	We have a portfolio of cloud-based offerings that are subscription-based and made available at different monthly rates, varying by the specific functionalities, services, and several users. We primarily generate revenues from the sale of subscriptions of our offerings, which include the following:

RingCentral MVP. RingCentral MVP, our flagship solution, provides a unified experience for communication and collaboration across multiple modes, including HD voice, video, SMS, messaging and collaboration, conferencing, online meetings, and fax. Offered globally, customers can extend the RingCentral MVP to support their multinational workforce in many countries around the world. This subscription is designed primarily for businesses that require a communications solution, regardless of location, type of device, expertise, size, or budget. Businesses can seamlessly connect users working in multiple office locations on smartphones, tablets, PCs, and desk phones. We sell RingCentral MVP in four editions: Essentials, Standard, Premium, and Ultimate. The features, capabilities, and price per user increase from Essentials to Ultimate. The solution capabilities include high definition voice, call management, mobile applications, business SMS and MMS, fax, team messaging and collaboration, audio/video/web conferencing capabilities, out-of-the-box integrations with other cloud-based business applications, and business analytics and reporting. Our platform also enables customers to create, develop, and deploy custom integrations using our APIs. RingCentral MVP customers also have available to them RingCentral Global MVP.

RingCentral Contact Center. Our RingCentral Contact Center is a collaborative contact center solution that delivers omnichannel and integrates with RingCentral MVP and RingCentral Video Pro. RingCentral Contact Center enables businesses to transform the way they engage their customers across all channels while effectively maximizing agent availability. The solution leverages technology from NICE inContact, Inc., has a comprehensive feature set, and can integrate with RingCentral Office. This enables businesses to build customer loyalty and increase productivity by resolving customer issues faster and more effectively.

RingCentral Engage Digital. RingCentral Engage is a digital customer engagement platform allowing enterprises to interact with their customers through a single platform across all digital channels. The platform uses an AI-based smart routing engine that enables agents to efficiently manage customer interactions across digital channels including mobile and in-app messaging, social media, live chats, and email.

RingCentral Engage Voice. Engage Voice is a cloud-based outbound/blended customer engagement platform for midsize and enterprise companies. The platform provides automated dialing capabilities to help accelerate the sales process and improve the time it takes sales teams to reach prospects.

RingCentral Video Pro. Our RingCentral Video Pro team messaging and collaboration solution allows diverse teams to stay connected through multiple modes of communication through an integration with RingCentral MVP. In addition to using RingCentral Video Pro for team messaging and communications, teams can share tasks, notes, group calendars, and files. RingCentral Video Pro is designed for distributed and mobile teams and offers out-of-the-box integrations with a number of leading cloud business applications such as Asana, Dropbox, Evernote, Jira, Github, Google, and others. Available stand-alone, this solution can be upgraded to the full cloud communications capabilities of RingCentral MVP.

RingCentral Live Reports. RingCentral Live Reports is an add-on for RingCentral MVP customers to gather real-time information needed to maximize the performance with dashboards that contain information on agent utilization and overall customer experience.

RingCentral Professional. RingCentral Professional is a cloud-based virtual telephone service offering designed for professionals who are on the go. It provides inbound call answering and management services and includes inbound local, long-distance, and toll-free minutes.

RingCentral Fax. RingCentral Fax provides online fax capabilities that allow businesses to send and receive fax documents without the need for a fax machine. RingCentral Fax | |

capability is made available to all RingCentral MVP customers or as a stand-alone offering at monthly subscription rates that vary based on the desired number of pages and phone numbers allotted to the plan.

RingCentral Training: MVP and Contact Center

RingCentral offers comprehensive training that includes both "train the trainer" as well as "end user" training. Over the course of the deployment, users receive training for managing their own systems, including their personal greetings, hold music, call forwarding, and call screening. In our experience, users welcome the chance to manage their own settings through easy-to-use web forms from their desktop computers or even their smartphones.

RingCentral can provide on-site and virtual training as required by your users and administrators ensuring comfort with the system before moving to full operation. RingCentral will work with you to develop a custom scope of work to include pre-cutover training, customer support, and post-installation training.

RingCentral will provide administrator and user start guides for all appropriate personnel along with the delivery and implementation of the new solution. Users and administrators will also have full access to RingCentral's online support community and customer care center, https://success.ringcentral.com/ in which additional learning, documentation, and perpetual education about functionality and troubleshooting resides. RingCentral will also provide access to the RingCentral University which includes ongoing live and on-demand video training, self-paced courses, and other training materials. Customers can customize self-paced training plans in the RingCentral LMS and keep track of training requirements for compliance.

The primary approach will be to train the trainer. Conducted in the first four weeks of setup, RingCentral will build out the system with the trainers in close contact, they will be highly exposed to the system before the go-live date. This will be conducted in 3-4 sessions via web-conference. To train all users on the functionality and features that apply to the individual, it is recommended to designate a specific web training to go over the setup of their unique extension, softphone, and mobile application, so they are well informed and capable of customizing their presence on the system prior to the go-live date.

RingCentral provides a substantial catalogue of continued education for our customers to consume at their pace. The catalog includes both web-based training sessions and on-site multi-day sessions to meet the broad range of customer needs and requirements, subject to an additional fee. Every user subscription includes access to the online catalog of pre-recorded training classes covering a multitude of options for users and administrators to continue to hone their skills and increase adoption and usability of the platform. Additionally, RingCentral will work with the customer to review their specific needs and can create custom agenda and curriculum to meet those requirements at an additional cost. We provide manuals, training materials, and phone, chat, and case support to all users in addition to our online help center. Additionally, users and admins are able to participate in the RingCentral Community, and find all the resources they need for nearly any issue.

All provided training services must be scoped into the Statement of Work (SOW) prior to contracting with Professional Services. The SOW once final will detail training locations, hours, and other relevant information. We will need scheduling, contact information, and other logistical assistance from you in order to ensure all staff are adequately trained.

RingCentral MVP:
Administrator Training – Three to four remote sessions once the client portal has been built. Reviews high level functionality including MACDs and call flow to granular details like advanced rules and roles and permissions. Training sessions conducted by PS Trainer or Project Manager in advance of the first deployment.
End User Training Remote – Focused around the features/functionality required day one. Typical training sessions are one hour in length to include Q&A. Several sessions are scheduled in advance of site go-live to capture as many users as possible.
End User Training Onsite – Two to three group sessions, scheduled in advance, prior to the port. Focused on the features and functions required day one to ensure adoption.
Executive Trainings Onsite – Fifteen to 20-minute one-on-one sessions with senior leadership and Executive Assistants to provide focused feature/function training, plus completing personal settings so those users are ready to go when the port takes place.
Administrative Review Onsite – Once the port has taken place and the system is functioning live, final details are reviewed to ensure proper build out of call flows, groups, and settings before site sign off.
RingCentral Contact Centre
Administrator Training – RingCentral training resource to provide an overview of the Central and Studio applications to help THE CUSTOMER facilitate the day-to-day operation of the Contact Centre.
Agent Training Remote - Focused around the features/functionality required day one. Typical training sessions are one hour in length to include Q&A. Training included for Contact Centre agents is "train the trainer" to a subset of the user population.

Supervisor Training Remote – Focused on the Day two analytics and reporting for the operation of the Contact Centre. Includes features for monitor, barge, coaching, etc.
Agent Training Onsite (optional) – RingCentral training at the Customer facility to provide instructor led agent and supervisor training to local resources. Implementation Manager would stay for go-live and help with any floor walking and questions pertinent to the Contact Center:
Additional training sessions are available at an additional cost. Some examples include:
Advanced IVR Scripting training
Scripting integration with multi-media
Scripting integration with Web Interactions
Outbound dialer training
Workforce Optimization
Workforce Management
Quality Monitoring
Analytics

After Implementation: RingCentral will also provide you access to the RingCentral University which includes ongoing live and on-demand video training, self-paced courses, and other training materials. You can customize self-paced training plans in the RingCentral LMS and keep track of training requirements for compliance. The RingCentral Customer Success Manager aligned to you can help plan, coordinate and schedule ongoing customized training programs both onsite and remote at no additional costs to help continue to drive adoption after the initial implementation period has been completed. Additional formal training classes are available from the Professional Services product catalog at an additional cost.

41	Describe any technological advances that your proposed products or services offer.	We are committed to innovation and have proved over our tenure that we are a highly available and responsive organization, committed to providing the best technology that is relevant to our customers, ensuring that we always have the latest and greatest and our customers do not ever experience a technological ceiling.

The below new features help hybrid teams work better together, making meetings more effective and engaging:

RingCentral Webinar™: The recently announced webinar offering makes webinar experiences exceptionally simple for everyone. It is available as a beta to MVP customers.
AI-based Advanced Meeting Insights and Summaries: RingCentral is launching AI-based Advanced Meeting Insights to help make teams more effective in catching up on the post-meeting experience. Instead of watching entire meeting recordings, anyone can get caught up with what they have missed in minutes, even seconds, with AI-based short form summaries, video highlights, hot-linked keywords, and additional automatically generated time-saving insights. This feature is a "Best in Enterprise Connect 2022" innovation finalist and will be available as an open beta in Q2 '22 for free and paid RingCentral Video customers.
Whiteboard: With RingCentral Whiteboard, meeting participants will be able to draw, upload images, type, and so much more to enhance their virtual collaboration experience. It includes unique, powerful functionality to help people find each other and jump to specific areas of the canvas instantly with a mini map functionality and "bring to me" feature. RingCentral Whiteboard will be generally available in Q2 '22.
Live Transcription: Live Transcription uses AI to automatically transcribe conversations in real-time. This feature is ideal for late joiners who can get caught up without disrupting the meeting. Transcripts can be reviewed at any time during the meeting and also downloaded for future reference. Live transcriptions will be generally available in Q2, '22.
Participant Reactions: Users can use non-verbal cues in a meeting such as emojis and "slow down" or "go faster" indicators and more to meeting participants. Participant Reactions will be available in Q2'22.
Join third party meetings from RingCentral Rooms™: Businesses now can use RingCentral Rooms to join other video meetings from Zoom and Webex–making connecting into those meetings easier. Customers can simply use the SIP dialer to dial into the invited meetings from those meeting clients. This feature is planned for open beta at the end of March 2022.
RingCentral Add-ins: RingCentral Add-ins enable users to use their preferred applications and services within the RingCentral app without having to switch to a different app. Today, RingCentral Add-ins include apps for Akazio, BeRemote, Bridge OC, Bugsnag, GitHub, Jira (Cloud and On-Prem), KeeperAI, Poll bot, RSI (Shadow Bot), and Trello. In Q2, RingCentral will release new apps for Aha!, Asana, Google Drive, Google Forms, Hubspot, and Workday, with many more to come.
RingCentral for Hubspot: RingCentral is launching a Hubspot integration to streamline communication and reporting workflows, building upon popular integrations such as Salesforce, Zendesk, Google, and Microsoft Teams. This integration is in open beta now and is planned for GA in Q2'22.
Advanced Call and Fax Blocking: With advanced call and fax blocking, users can now block specific numbers and area codes and customize their blocking options. Users can also block calls and faxes with no caller ID, allow/block numbers that start with a specific area code, start with 1-800, allow/block only specific phone numbers and so on. This feature gives users the security controls they need to manage their work, wherever they do it. Advanced call and fax blocking are available to MVP customers immediately.

RingCentral is also committed to innovations that will enable organizations to gain data and

insights to inform business decisions:

Next-gen analytics for lines of business (LOB): Designed to go beyond IT quality of service and usage metrics, RingCentral's business analytics provides business users with summary statistics, trends and performance indicators that are critical for business decisions across sales, operations, finance, HR, facilities, and more.
Configurable dashboards and custom reporting: Customers can now customize and share data views, key performance indicators, and reports on real-time or historical metrics from any device and without the need for specialized applications or skills. Analytic APIs are also available should developers need to access these same insights programmatically. The RingCentral Analytics Suite empowers users to answer their most critical questions by giving them control of what they see, and how they see it, making business decisions a lot easier.

Availability: RingCentral next-gen business analytics, configurable dashboards, custom reporting, and analytics APIs are available as a beta to all MVP Standard, Premium, and Ultimate customers immediately.

Enhancing customer experiences:

AI Agent Assist: With AI Agent Assist, built using Google's Contact Center AI, contact center agents can respond faster and better with AI-powered Smart Reply and FAQ-Assist capabilities from Google. Smart Reply automatically suggests a response based on past conversations with customers. FAQ-Assist suggests preconfigured answers based on the uploaded datasets and context of the conversation with the customer.
Video Elevation: RingCentral Video capabilities in Engage Digital now help customers seamlessly elevate a conversation to a video conversation with an agent.
Virtual Agent hub: Virtual Agent hub simplifies deployment of customer facing bots. Users can now leverage their existing investments in bots and orchestrate better customer journeys for smarter self-service.

Availability: AI Agent Assist, Video Elevation, Virtual Agent Hub are available to customers immediately.

42	Describe any "green" initiatives that relate to your company or to your products or services, and include a list of the certifying agency for each.	RingCentral is not in the physical manufacturing business and does not have a stated environmental policy, however, the suppliers we work with do. Equinix, our major data center provider's, environmental policy and certifications: https://www.equinix.com/company/green/green-certifications/standards-and-compliance/ Polycom, our major hardware provider's, environmental policy and certifications: https://www.polycom.com/company/about-us/the-environment.html	*
43	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the equipment or products included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	RingCentral is not in the physical manufacturing business and does not have a stated environmental policy, however, the suppliers we work with do. Equinix, our major data center provider's, environmental policy and certifications: https://www.equinix.com/company/green/green-certifications/standards-and-compliance/ Polycom, our major hardware provider's, environmental policy and certifications: https://www.polycom.com/company/about-us/the-environment.html RingCentral is a telecommunications software-as-a-service (SaaS) provider. As it relates to purchasing and sustainability, approx. 85% of what we purchase is software and services. The remaining 15% is primarily the resale of phone devices for end-customers. RingCentral does not manufacture or package direct goods. OEM suppliers follow commercially acceptable sustainability practices, including publicly available Corporate Social Responsibility (CSR) reporting. Disposal of hardware is minimal each year. Disposal of phone devices is managed by individual customers or suppliers. Where handled by suppliers, disposal is through a licensed recycler.	*
44	Describe any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation of certification (as applicable) in the document upload section of your response.	RingCentral does not obtain certifications at this time. Diverse suppliers are categorized based on self-identification through the onboarding process.	*

| 45 | What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities? | RingCentral's provides a user-friendly, virtual workspace packed with features to encourage communication and teamwork. We are 100% cloud based and perfect for the modern work force. We are remote friendly and understand that in the post-Covid world remote work is more important than ever. With our Unified Cloud Communications solution employees can work from anywhere with ease all that is needed is connection to a WIFI network We provide 99.999% reliability so that your system will always be functioning with the highest efficiency.

We have a simple strategy: to be the best Unified Communication as a Service (UCaaS) provider globally. This will result in greater customers, greater revenues which in turn we aim to place back into our platform to increase our ability to be the best UCaaS provider globally.

We believe that the three main differentiators to RingCentral are the completeness of our offering, the integrations we offer and the Support and Service we aim to provide.

Completeness: I described completeness both in terms of the features and functions of our software but also the ability to support our customers. We have local service in 81 countries, are localized in 11 and have workforce around the World. We have a $329M trailing twelve-month spending on R&D (this is almost as much as the total revenue for our nearest UCaaS competitor) which keeps us evolving and iteration our platform for the benefit of our customers. Our aim is to provide a platform that meets your requirements now but also provides headroom for the future.

Integrations: We have over 20,000 active developers in our ecosystem and hundreds of other organizations choose to integrate with us. As we have open APIs and published SDKs we find organizations are able to easily fit us alongside their other strategically chosen technology partners. This allows is to augment existing technologies without necessarily needing to replace them.

RingCentral is a fully open platform, which brings many advantages to our business partners. We offer an extensive "no-code" App Gallery for users to quickly plug their RC communication services into their business eco-systems (for more info please visit our app gallery - https://www.ringcentral.com/apps/)

We provide "low" code integrations, allowing customers to apply their own customization to business work flows that are specific to them. Also, every RingCentral customer naturally has access to their own Developer portal which is linked to their main account. This allows us to offer over custom integrations to be built into a variety of applications which offers our customers unparalleled flexibility in what they hope to accomplish with the solution and how they desire to grow as a business.

Support: The Technology Services Industry Association rated us 9.4 our of 10 in service and support which is ahead of the top 15 pacesetter value of 9.20. This is important to us, especially being a SaaS company, as we recognize the need to retain customers and also bring them into our business to be guided by them as how to continue to grow. We are a single focus company and so the entire organizations is solely focused on adding, growing and serving customers that use our platform. |

Table 9: Warranty

Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure. You may upload representative samples of your warranty materials (if applicable) in the document upload section of your response in addition to responding to the questions below.

Line Item	Question	Response *

| 46 | Do your warranties cover all products, parts, and labor? | Yes warranties cover all products. The customer understands that RingCentral is not the Supplier of the Products. Accordingly, all Products are sold subject to the express warranty terms, if any, specified by the original Supplier of the Products. Any software supplied to Customer pursuant to a Contract is supplied subject to the provisions of the Supplier's licensing terms. RingCentral will pass through to the Customer all warranties that RingCentral is expressly authorized by the original Supplier to pass through to the Customer.

RingCentral represents and warrants that title to all Products shall be free from all security interests, liens, and encumbrances at the time of delivery to the Customer. The foregoing shall not be construed, and RingCentral does not provide, any warranty against infringement of a third-party intellectual property right. Any warranties, conditions or other terms implied by common law or statute or otherwise in connection with these Conditions (except to title, in the case of Products) are hereby expressly excluded to the fullest extent permitted by law, save for fraudulent misrepresentation. | * |
| 47 | Do your warranties impose usage restrictions or other limitations that adversely affect coverage? | Warranty.

The customer understands that RingCentral is not the Supplier of the Products. Accordingly, all Products are sold subject to the express warranty terms, if any, specified by the original Supplier of the Products. Any software supplied to the customer pursuant to a Contract is supplied subject to the provisions of the Supplier's licensing terms. RingCentral will pass through to the customer all warranties that RingCentral is expressly authorized by the original Supplier to pass through to the customer.

RingCentral represents and warrants that title to all Products shall be free from all security interests, liens, and encumbrances at the time of delivery to the customer. The foregoing shall not be construed, and RingCentral does not provide, any warranty against infringement of a third-party intellectual property right. Any warranties, conditions or other terms implied by common law or statute or otherwise in connection with these Conditions (except to title, in the case of Products) are hereby expressly excluded to the fullest extent permitted by law, save for fraudulent misrepresentation.

Warranty Assistance:

For all Returned Products (whether pursuant to a Warranty Claim or otherwise) RingCentral will, on the customer's behalf, initiate an RMA request with Supplier. Following an RMA request, RingCentral shall issue an RMA number and issue a shipping label to Customer via electronic exchange (an "RMA").

The customer shall immediately notify RingCentral if any Products supplied to the customer prove to be defective in quality or condition within the Supplier's warranty period (the "Claim"). Upon receipt of notification of such Claim, RingCentral shall notify the customer whether, as a matter of Supplier policy, the Claim must be handled directly with the Supplier or indirectly through RingCentral. In the event the Claim must be handled directly between the customer and Supplier, RingCentral shall provide contact information to enable the customer to contact Supplier. In the event the Claim will be handled by RingCentral, then RingCentral shall provide the customer with a return material authorization ("RMA") for the customer to return the Products to RingCentral, and the customer shall return such Products to RingCentral in accordance with these Conditions and RingCentral's then current RMA policy (which shall be made available to Customer upon request).

No Products may be returned to RingCentral without a valid RMA number displayed on the Products packaging. Any Products returned without a valid RMA number displayed on the Products packaging will be refused or returned. RingCentral shall not be obligated to ship replacement Products to the customer until RingCentral is in receipt of the original Products being returned. Notwithstanding the foregoing, upon receipt of notification of any warranty claim within the first ninety (90) days after receipt of the Product by the customer, RingCentral shall process such warranty claim per Supplier procedures and ensure the shipment of a replacement Product to the customer. Replacement Product may be new or used. After the first ninety (90) days from receipt of the Product by the customer, and unless otherwise directed by RingCentral, the Customer must contact the Supplier directly for any warranty repair or replacement services.

During the first ninety (90) days after the customer's receipt of the Product, RingCentral is responsible for all shipping fees associated with a warranty | * |

claim (including, without limitation, both return of the defective Product and shipment of the replacement Product). The customer shall be responsible for any such shipping costs for warranty claims made after such initial ninety (90) day period.

The customer agrees that RingCentral's sole liability to the customer regarding any Product defect claims is limited to the administration of such claims with the Supplier, and as set forth herein. After the first ninety (90) days from Customer's receipt of Product, RingCentral's liability to Customer regarding any Product defect claims is limited to and is expressly contingent upon RingCentral's ability to obtain a refund, credit or replacement Products from the Supplier. RingCentral has no obligation to accept a return of Products where the Customer fails to comply with Supplier's policy on Product returns.

RingCentral shall not be liable or responsible for administering any defect or other claim which arises from normal wear and tear, misuse, negligence, accident, abuse, use not in accordance with Supplier's Product documentation, modification or alteration not authorised by Supplier, or use in conjunction with a third party product. RingCentral reserves the right to determine whether any Products are defective.

Warranty Returns:

Any Products returned pursuant to an RMA issued by RingCentral must be shipped to RingCentral within seven (7) working days of the date of such RMA. Following an RMA request, RingCentral shall issue an RMA number and issue a shipping label to Customer via electronic exchange.

Customer irrevocably authorizes RingCentral to carry out any necessary tasks related to the repair or replacement of Products on behalf of Customer under these Conditions.

Unless RingCentral collects Products using its own carrier, Customer agrees that RingCentral shall not be liable for any loss or damage to Products returned to RingCentral.

EXCEPT AS SPECIFICALLY SET FORTH IN THIS AGREEMENT AND TO THE FULLEST EXTENT PERMITTED BY LAW, THE SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE," AND RINGCENTRAL MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, QUIET ENJOYMENT, AND FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTIES ARISING FROM A COURSE OF DEALING OR USAGE IN TRADE, TOGETHER WITH SIMILAR WARRANTIES, WHETHER ARISING UNDER ANY LAW OR OTHERWISE. TO THE EXTENT THAT RINGCENTRAL CANNOT DISCLAIM ANY SUCH WARRANTY AS A MATTER OF APPLICABLE LAW, THE SCOPE AND DURATION OF SUCH WILL BE LIMITED TO THE FULLEST EXTENT PERMITTED BY LAW.

#	Question	Response	
48	Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?	RingCentral supports its' cloud solution for the duration of the account subscription. Manufacturer warranties are passed through for certain models of telephone endpoint. Maintenance and support of the system and hardware (phones provided by RingCentral) are included free of charge with 24/7 coverage. Software upgrades to the RingCentral system are always included free of charge.	*
49	Are there any geographic regions of the United States or Canada (as applicable) for which you cannot provide a certified technician to perform warranty repairs? How will Sourcewell participating entities in these regions be provided service for warranty repair?	No.	*
50	Will you cover warranty service for items made by other manufacturers that are part of your proposal, or are these warranties issues typically passed on to the original equipment manufacturer?	Equipment Warranty: RingCentral represents, and Customer acknowledges, that RingCentral is not the Supplier of the equipment ("Supplier" means the supplier, licensor, publisher, manufacturer or other third party provider of equipment).Accordingly, all equipment is sold subject to the express warranty terms, if any, specified by the original Supplier of the equipment. Any software supplied to Customer pursuant to a Contract is supplied subject to the provisions of the Supplier's licensing terms. RingCentral will pass through to Customer all warranties that RingCentral is expressly authorized by the original Supplier to pass through to Customer.	

RingCentral represents and warrants that title to all equipment shall be free from all security interests, liens, and encumbrances at the time of delivery to Customer. The foregoing shall not be construed, and RingCentral does not provide, any warranty against infringement of a third-party intellectual property right.Any warranties, conditions or other terms implied by common law or statute or otherwise in connection with these Conditions (except to title, in the case of equipment) are hereby expressly excluded to the fullest extent permitted by law, save for fraudulent misrepresentation.

Warranty Assistance:

For all Returned equipment (whether pursuant to a Warranty Claim or otherwise) RingCentral will, on the Customer's behalf, initiate an RMA request with Supplier. Following an RMA request, RingCentral shall issue an RMA number and issue a shipping label to Customer via electronic exchange (an "RMA").

Customer shall immediately notify RingCentral if any equipment supplied to Customer prove to be defective in quality or condition within the Supplier's warranty period (the "Claim").Upon receipt of notification of such Claim, RingCentral shall notify Customer whether, as a matter of Supplier policy, the Claim must be handled directly with the Supplier or indirectly through RingCentral. In the event the Claim must be handled directly between Customer and Supplier, RingCentral shall provide contact information to enable Customer to contact Supplier. In the event the Claim will be handled by RingCentral, then RingCentral shall provide Customer with a return material authorization ("RMA") for Customer to return the equipment to RingCentral, and Customer shall return such equipment to RingCentral in accordance with these Conditions and RingCentral's then current RMA policy (which shall be made available to Customer upon request).

No equipment may be returned to RingCentral without a valid RMA number displayed on the equipment packaging. Any equipment returned without a valid RMA number displayed on the equipment packaging will be refused or returned. RingCentral shall not be obligated to ship replacement equipment to Customer until RingCentral is in receipt of the original equipment being returned. Notwithstanding the foregoing, upon receipt of notification of any warranty claim within the first ninety (90) days after receipt of the Product by Customer, RingCentral shall process such warranty claim per Supplier procedures and ensure the shipment of a replacement Product to Customer. Replacement Product may be new or used. After the first ninety (90) days from receipt of the Product by Customer, and unless otherwise directed by RingCentral, the Customer must contact the Supplier directly for any warranty repair or replacement services.

During the first ninety (90) days after Customer's receipt of the Product, RingCentral is responsible for all shipping fees associated with a warranty claim (including, without limitation, both return of the defective Product and shipment of the replacement Product).Customer shall be responsible for any such shipping costs for warranty claims made after such initial ninety (90) day period.

Customer agrees that RingCentral's sole liability to Customer regarding any Product defect claims is limited to the administration of such claims with the Supplier, and as set forth herein. After the first ninety (90) days from Customer's receipt of Product, RingCentral's liability to Customer regarding any Product defect claims is limited to and is expressly contingent upon RingCentral's ability to obtain a refund, credit or replacement equipment from the Supplier. RingCentral has no obligation to accept a return of equipment where the Customer fails to comply with Supplier's policy on Product returns.

RingCentral shall not be liable or responsible for administering any defect or other claim which arises from normal wear and tear, misuse, negligence, accident, abuse, use not in accordance with Supplier's Product documentation, modification or alteration not authorized by Supplier, or use in conjunction with a third party product. RingCentral reserves the right to determine whether any equipment are defective.

| 51 | What are your proposed exchange and return programs and policies? | Warranty Returns.

Any equipment returned pursuant to an RMA issued by RingCentral must be shipped to RingCentral within seven (7) working days of the date of such RMA. Following an RMA request, RingCentral shall issue an RMA number and issue a shipping label to Customer via electronic exchange.

Customer irrevocably authorizes RingCentral to carry out any necessary tasks related to the repair or replacement of equipment on behalf of Customer under these Conditions.

Unless RingCentral collects equipment using its own carrier, Customer agrees that RingCentral shall not be liable for any loss or damage to equipment returned to RingCentral.

EXCEPT AS SPECIFICALLY SET FORTH IN THE RINGCENTRAL MASTER SERVICES AGREEMENT AND TO THE FULLEST EXTENT PERMITTED BY LAW, THE SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE," AND RINGCENTRAL MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, QUIET ENJOYMENT, AND FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTIES ARISING FROM A COURSE OF DEALING OR USAGE IN TRADE, TOGETHER WITH SIMILAR WARRANTIES, WHETHER ARISING UNDER ANY LAW OR OTHERWISE. TO THE EXTENT THAT RINGCENTRAL CANNOT DISCLAIM ANY SUCH WARRANTY AS A MATTER OF APPLICABLE LAW, THE SCOPE AND DURATION OF SUCH WILL BE LIMITED TO THE FULLEST EXTENT PERMITTED BY LAW. | * |
| 52 | Describe any service contract options for the items included in your proposal. | RingCentral does not offer service contracts at this time. | * |

Table 10: Payment Terms and Financing Options

Line Item	Question	Response *	
53	Describe your payment terms and accepted payment methods.	RingCentral accepts the following payment (there are no additional charges for the method selected): Check Purchase Card (upon approval) Electronic Data Interchange such as ACH Wire Transfer Currently, RingCentral does not have a Net 75 payment term as an option in our system, however, we do have Net 90.	*
54	Describe any leasing or financing options available for use by educational or governmental entities.	Since RingCentral is a true 100% cloud solution, the pricing model is already an OPEX Monthly or Annual pay model. The only one-time costs are for the Professional Services for the set up and onboarding of the users. The hard IP phones are optional and not required, but if you do choose to utilize hard phones, they can be purchased or rented at very low monthly rates. Please see the pricing sheet for details. There are no other fees for the RingCentral service. There are no maintenance or warranty costs etc. Everything is included in the per user rates as outlined in the pricing document.	*
55	Describe any standard transaction documents that you propose to use in connection with an awarded contract (order forms, terms and conditions, service level agreements, etc.). Upload a sample of each (as applicable) in the document upload section of your response.	RingCentral's price and delivery proposed in all opportunities is predicated on all transactions being governed exclusively by the terms and conditions of the RingCentral Master Services Agreement. A RingCentral MSA is submitted as an integral part of RingCentral's proposal.	*
56	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	RingCentral will receive the following payment formats: Invoicing w/net terms – ACH or Check Credit Card auto pay Debit Card auto pay P-Cards would be accepted under the #2 payment method mentioned above.	*

Table 11: Pricing and Delivery

Provide detailed pricing information in the questions that follow below. Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract as described in the RFP, the template Contract, and the Sourcewell Price and Product Change Request Form.

Line Item	Question	Response *	
57	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	RingCentral proposes a product category discount, also referred to as top-line discount off list price, that will make it easy and transparent for new and existing Sourcewell members to purchase solutions.	*
58	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	The pricing in the RingCentral price list is a top-line discount percentage off MRSP.	*
59	Describe any quantity or volume discounts or rebate programs that you offer.	For US customers, our MVP product pricing model involves built in lower pricing for higher volumes for all MVP Editions (Essentials, Standard, Premium, Ultimate) or payment types (monthly pay or annual prepay). The specific buckets are 0-99 Users (highest price per user), 100-999 users, 1,000-9,999 users, and 10,000+ users.	*
60	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "nonstandard options". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.	RingCentral proposes supplying a quote for these types of requests.	*
61	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	Our price list does not include local and state taxes.	*

| 62 | If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program. | For On-site Delivery and Go Live Services, RingCentral Professional Services will provide a/some resource(s) for on-site delivery services to complete the following:

Provide technical resources for testing, staging, and \ deployment of RingCentral phones
Complete user validation via active floor walk, ride along, or shadowing sessions
On-site training and go-live services to complete end user training sessions
Document open issues in action log;
Transition into support services;
Perform closure procedures at the conclusion of project activities

For Contact Center, On-site data gathering and on-site go live support is available. RingCentral will provide a resource for as many days as requested with a 2-day minimum per location/trip. Travel and expenses are billed to the customer as actual charges for each trip.

Day 1 for on-site go live support incudes

Training for the agents (high touch), supervisors, anyone who will be logging into the call center to process customer calls.
Day two is go live and the resource will support the go live activities and work with the supervisors (high touch) reports, dashboards, additional training if required.

Phased Installation:

A migration plan will be built out in accordance to the site locations and the on-site required. The resources will be assigned by on-site requested or remote resource. The project manager will create a rollout schedule and a project plan to indicate all actions for a site, when they are scheduled and complete them as part of the project management. | * |
| 63 | Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery. | The RingCentral PM will work with your SPOC to determine shipping address and delivery dates for the handsets. Handsets purchased from RingCentral are pre-provisioned and ready to use as soon as they plugged in. We also have RingCentral deployment engineers that can come on-site to decommission the old phones and setup the RingCentral phones. While on-site these deployment engineers will also conduct group trainings, 1 on 1 trainings, shadow calls and troubleshoot any issues that may arise. Deployment of the softphone can be achieved remotely in various ways. The RingCentral PM will work with your team to determine that best way to do so. Offshore delivery is subject to country import laws and customs. | * |

| 64 | Describe any unique distribution and/or delivery methods or options offered in your proposal. | All Professional Service engagements include a designated Project Manager skilled in the practice of PMI methodology. RingCentral adheres to PMI best practices by utilizing a Project Life Cycle (PLC), or Waterfall, model for project delivery and building upon it for the modern customer. The project is broken into five stages including Initiation, Planning and Design, Implementation, Control and Monitor, and finally Acceptance and Closure. Traditionally, a PLC model requires strict adherence to gating events to move from stage to stage, however RingCentral interjects aspects of Software Development Life Cycle (SDLC), or Agile, modeling to create a unique experience for every customer. The initial Planning and Design follows a comprehensive Business Requirements Document (BRD) that requires signature by both parties for each component. Project initiation (outlined above) can include any number of project governance documents. RingCentral has a vast library of documents in our Project Management Office that we can leverage to align project documents with customer requirements for tracking and documentation. Standard documents included for all projects include:

Documentation used during project:
BRD checklists for both RingCentral MVP and Contact Center;
PMI based project plan (Gantt chart);
LOA (letter of authorization) for porting;
Site network readiness;
Site implementation completion form;
Customer readiness report card;
Final project sign off | * |

Table 12: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
65	c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.	Pricing includes 50% discount off published retail rates, provided by a world class UCaaS industry leader with an industry leading network operating at a 99.999% uptime performance, and SLA.

Table 13: Audit and Administrative Fee

Line Item	Question	Response *	
66	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to Sourcewell. Provide sufficient detail to support your ability to report quarterly sales to Sourcewell as described in the Contract template.	We have a dedicated Public Sector Contracts Administrator who will put in place the operations and the Salesforce tracking mechanism to capture all sales purchased using the Sourcewell contract. Our sales teams will be trained on the contract pricing along with the pre and post ordering procurement guidelines to ensure contract compliance. Additionally, RingCentral's quarterly report template captures the total sales and pre- populates the total admin fee for each sale. RingCentral maintains various internal audits as well as third party audits and certifications. These audits are conducted at least annually, including: ISO 27001; ISO 27017 & ISO 27018 ISO 22301 ISO 27001 data centers PCI (as a merchant) HITRUST McAfee Enterprise-Ready SOC2 +HIPAA, FINRA CSR SOC3 C5 (Cloud Computing Compliance Controls Catalog) Cyber Essentials Plus Additional information can be found on Trust center https://www.ringcentral.com/trust-center.html. Public reports can be found on Compliance page https://www.ringcentral.com/trust-center/compliance.html. Confidential reports can be shared separately under NDA. Please also see our attached quarterly report in the document section.	*
67	If you are awarded a contract, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the contract.	If awarded the contract, we will implement a Sourcewell specific Salesforce campaign/tracking ID to track all opportunities and monitor account activity and overall performance of the contract. Please see the attached Account Activity Report and Sourcewell Quarterly Report in the document section of this response.	*
68	Identify a proposed administrative fee that you will pay to Sourcewell for facilitating, managing, and promoting the Sourcewell Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See the RFP and template Contract for additional details.)	RingCentral proposes to pay 2% of the total net sales of services purchased under the Sourcewell agreement.	*

Table 14A: Depth and Breadth of Offered Equipment Products and Services

Line Item	Question	Response *	
69	Provide a detailed description of the equipment, products, and services that you are offering in your proposal.	We have a portfolio of cloud-based offerings that are subscription-based and made available at different monthly rates, varying by the specific functionalities, services, and several users. We primarily generate revenues from the sale of subscriptions of our offerings, which include the following: RingCentral MVP. RingCentral MVP, our flagship solution, provides a unified experience for communication and collaboration across multiple modes, including HD voice, video, SMS, messaging and collaboration, conferencing, online meetings, and fax. Offered globally, customers can extend the RingCentral MVP to support their multinational workforce in many countries around the world. This subscription is designed primarily for businesses that require a communications solution, regardless of location, type of device, expertise, size, or budget. Businesses can seamlessly connect users working in multiple office locations on smartphones, tablets, PCs, and desk phones. We sell RingCentral MVP in four editions: Essentials, Standard,	

Premium, and Ultimate. The features, capabilities, and price per user increase from Essentials to Ultimate. The solution capabilities include high definition voice, call management, mobile applications, business SMS and MMS, fax, team messaging and collaboration, audio/video/web conferencing capabilities, out-of-the-box integrations with other cloud-based business applications, and business analytics and reporting. Our platform also enables customers to create, develop, and deploy custom integrations using our APIs. RingCentral MVP customers also have available to them RingCentral Global MVP.

RingCentral Contact Center. Our RingCentral Contact Center is a collaborative contact center solution that delivers omnichannel and integrates with RingCentral MVP and RingCentral Video Pro. RingCentral Contact Center enables businesses to transform the way they engage their customers across all channels while effectively maximizing agent availability. The solution leverages technology from NICE inContact, Inc., has a comprehensive feature set, and can integrate with RingCentral Office. This enables businesses to build customer loyalty and increase productivity by resolving customer issues faster and more effectively.

RingCentral Engage Digital. RingCentral Engage is a digital customer engagement platform allowing enterprises to interact with their customers through a single platform across all digital channels. The platform uses an AI-based smart routing engine that enables agents to efficiently manage customer interactions across digital channels including mobile and in-app messaging, social media, live chats, and email.

RingCentral Engage Voice. Engage Voice is a cloud-based outbound/blended customer engagement platform for midsize and enterprise companies. The platform provides automated dialing capabilities to help accelerate the sales process and improve the time it takes sales teams to reach prospects.

RingCentral Video Pro. Our RingCentral Video Pro team messaging and collaboration solution allows diverse teams to stay connected through multiple modes of communication through an integration with RingCentral MVP. In addition to using RingCentral Video Pro for team messaging and communications, teams can share tasks, notes, group calendars, and files. RingCentral Video Pro is designed for distributed and mobile teams and offers out-of-the-box integrations with a number of leading cloud business applications such as Asana, Dropbox, Evernote, Jira, Github, Google, and others. Available stand-alone, this solution can be upgraded to the full cloud communications capabilities of RingCentral MVP.

RingCentral Live Reports. RingCentral Live Reports is an add-on for RingCentral MVP customers to gather real-time information needed to maximize the performance with dashboards that contain information on agent utilization and overall customer experience.

RingCentral Professional. RingCentral Professional is a cloud-based virtual telephone service offering designed for professionals who are on the go. It provides inbound call answering and management services and includes inbound local, long-distance, and toll-free minutes.

RingCentral Fax. RingCentral Fax provides online fax capabilities that allow businesses to send and receive fax documents without the need for a fax machine. RingCentral Fax capability is made available to all RingCentral MVP customers or as a stand-alone offering at monthly subscription rates that vary based on the desired number of pages and phone numbers allotted to the plan.

RingCentral Training: MVP and Contact Center

RingCentral offers comprehensive training that includes both "train the trainer" as well as "end user" training. Over the course of the deployment, users receive training for managing their own systems, including their personal greetings, hold music, call forwarding, and call screening. In our experience, users welcome the chance to manage their own settings through easy-to-use web forms from their desktop computers or even their smartphones.

RingCentral can provide on-site and virtual training as required by your users and administrators ensuring comfort with the system before moving to full operation. RingCentral will work with you to develop a custom scope of work to include pre-cutover training, customer support, and post-installation training.

RingCentral will provide administrator and user start guides for all appropriate personnel along with the delivery and implementation of the new solution. Users and administrators will also have full access to RingCentral's online support community and customer care center, https://success.ringcentral.com/ in which additional learning, documentation, and perpetual education about functionality and troubleshooting resides. RingCentral will also provide access to the RingCentral University which includes ongoing live and on-demand video training, self-paced courses, and other

training materials. Customers can customize self-paced training plans in the RingCentral LMS and keep track of training requirements for compliance.

The primary approach will be to train the trainer. Conducted in the first four weeks of setup, RingCentral will build out the system with the trainers in close contact, they will be highly exposed to the system before the go-live date. This will be conducted in 3-4 sessions via web-conference. To train all users on the functionality and features that apply to the individual, it is recommended to designate a specific web training to go over the setup of their unique extension, softphone, and mobile application, so they are well informed and capable of customizing their presence on the system prior to the go-live date.

RingCentral provides a substantial catalogue of continued education for our customers to consume at their pace. The catalog includes both web-based training sessions and on-site multi-day sessions to meet the broad range of customer needs and requirements, subject to an additional fee. Every user subscription includes access to the online catalog of pre-recorded training classes covering a multitude of options for users and administrators to continue to hone their skills and increase adoption and usability of the platform. Additionally, RingCentral will work with the customer to review their specific needs and can create custom agenda and curriculum to meet those requirements at an additional cost. We provide manuals, training materials, and phone, chat, and case support to all users in addition to our online help center. Additionally, users and admins are able to participate in the RingCentral Community, and find all the resources they need for nearly any issue.

All provided training services must be scoped into the Statement of Work (SOW) prior to contracting with Professional Services. The SOW once final will detail training locations, hours, and other relevant information. We will need scheduling, contact information, and other logistical assistance from you in order to ensure all staff are adequately trained.

RingCentral MVP
Administrator Training – Three to four remote sessions once the client portal has been built. Reviews high level functionality including MACDs and call flow to granular details like advanced rules and roles and permissions. Training sessions conducted by PS Trainer or Project Manager in advance of the first deployment.
End User Training Remote – Focused around the features/functionality required day one. Typical training sessions are one hour in length to include Q&A. Several sessions are scheduled in advance of site go-live to capture as many users as possible.
End User Training Onsite – Two to three group sessions, scheduled in advance, prior to the port. Focused on the features and functions required day one to ensure adoption.
Executive Trainings Onsite – Fifteen to 20-minute one-on-one sessions with senior leadership and Executive Assistants to provide focused feature/function training, plus completing personal settings so those users are ready to go when the port takes place.
Administrative Review Onsite – Once the port has taken place and the system is functioning live, final details are reviewed to ensure proper build out of call flows, groups, and settings before site sign off.

RingCentral Contact Center:
Administrator Training – RingCentral training resource to provide an overview of the Central and Studio applications to help the customer facilitate the day-to-day operation of the Contact Center.
Agent Training Remote - Focused around the features/functionality required day one. Typical training sessions are one hour in length to include Q&A. Training included for Contact Center agents is "train the trainer" to a subset of the user population.
Supervisor Training Remote – Focused on the Day two analytics and reporting for the operation of the Contact Center. Includes features for monitor, barge, coaching, etc.
Agent Training Onsite (optional) – RingCentral training at the Customer facility to provide instructor led agent and supervisor training to local resources.
Implementation Manager would stay for go-live and help with any floor walking and questions pertinent to the Contact Center
Additional training sessions are available at an additional cost. Some examples include:
Advanced IVR Scripting training
Scripting integration with multi-media
Scripting integration with Web Interactions
Outbound dialer training
Workforce Optimization
Workforce Management
Quality Monitoring
Analytics

		After Implementation: RingCentral will also provide you access to the RingCentral University which includes ongoing live and on-demand video training, self-paced courses, and other training materials. You can customize self-paced training plans in the RingCentral LMS and keep track of training requirements for compliance. The RingCentral Customer Success Manager aligned to you can help plan, coordinate and schedule ongoing customized training programs both onsite and remote at no additional costs to help continue to drive adoption after the initial implementation period has been completed. Additional formal training classes are available from the Professional Services product catalog at an additional cost.	
70	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	RingCentral is a global leader in cloud telephony solutions, with more than 16 years' experience in delivering carrier-grade telephony, advanced features, collaboration tools, and innovative integrations to enhance business productivity. The RingCentral solution is an award-winning solution that is designed, built, and operated as cloud-based business communications platforms. The robust and powerful platforms behind these cloud communications solutions are based on a reliable, scalable, and modular architectures. They comprise of proprietary technology platforms built from the ground up with over a decade of R&D in building a comprehensive communication system capable of handling millions of customers. They are designed with enterprise-level scalability, reliability, and security providing unparalleled telephony features. All of this will be supported by our world class round-the-clock support and carrier grade infrastructure. RingCentral will bring to the customer a comprehensive, complete, cloud-based business communication solution that will unify all of your locations, employees, and devices under one solution. RingCentral is a 100% hosted solution tailored for medium to large enterprises who are migrating away from on-premise telephony towards the cloud. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers today's mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device. RingCentral unifies voice, video, team messaging and collaboration, conferencing, online meetings, and integrated contact center solutions. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. This solution allows management to be simplified significantly, as there is no required hardware for the system. As a pure cloud communications solution, other than the optional IP phones sold by RingCentral, no additional hardware is required to implement our service. Simply put, with a good internet connection (adequate bandwidth to support both voice and data traffic for each site), high quality firewalls, and high-quality switching, nothing else is required to connect RingCentral endpoints to our servers.	*

Table 14B: Unified Communication Solutions

Indicate below if the listed types of equipment, products, and services are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Line Item	Category or Type	Offered *	Comments	
71	VOIP technology;	⦿ Yes ○ No	RingCentral is a 100% hosted provider of UCC. We include PBX, Fax, conferencing, Contact Center, Web/Video Meetings, IM, Group Chat, Team Collaboration, VM, QoS Reporting, Live Queue Reporting, File Sharing, and Task Management all under a single solution supported by an open platform enabling further custom development and workflows. RingCentral uses SIP as the underlying protocol for our VoIP and SIP trunking solutions. RingCentral's hosted solution allows for SIP-to-SIP calling (on-network) and SIP to TDM/PSTN (and vice versa) calling. All signaling between a customer's end points and RingCentral is SIP. Connectivity to the PSTN is trans-coded by RingCentral and our underlying carriers to terminate to traditional networks.	*
72	Video or audio collaboration and conferencing;	⦿ Yes	RingCentral's award-winning products	

○ No

and services provide unparalleled flexibility, ease of use, and ease of administration. RingCentral will bring to your organization a comprehensive, complete, cloud-based business communication platform that will unify all your locations, employees, and devices – all under one solution. All of this will be supported by our world class, round-the-clock support and carrier grade infrastructure.

RingCentral is a 100% hosted solution.

We provide a complete cloud communications solution which supports voice, SMS/MMS, video/audio conferencing, contact center, screen sharing, and team/project collaboration. We tend to replace such solutions that customers might be using already, providing them a one-stop solution, streamlined processes, greater business and process efficiencies, as well as significant cost savings.

RingCentral's UCaaS solution provides users with software clients for desktop and laptop computers, as well as for mobile smartphones and tablets, to work in conjunction with fixed telephones. Users enjoy the full suite of enterprise communications and collaboration features and capabilities across clients and devices. No client lacks any feature or function. Our cloud-based business communications solution provides a single user identity across multiple locations and devices, including smartphones, tablets, PCs and desk phones, and allows for communication across multiple modes, including HD voice, video, SMS, messaging and collaboration, conferencing, online meetings, and fax. Our proprietary solutions enable a more productive and dynamic workforce, and are architected using industry standards to meet modern business communications requirements, including workforce mobility, "bring-your-own" communications device environments, and multiple communications methods.

The softphone and mobile clients provide full calling, faxing, SMS/MMS texting, audio conferencing, video conferencing, web sharing, and team collaboration functionality. With just a

			click of a button or a tap on the screen, users can access these features from within our intuitive, easy to use, and aesthetically pleasing user interface. Users can manage their settings (including call handling rules) directly from the mobile client or from the softphone (a single click from the softphone takes the user to the web service portal, where full settings and logs are available).
73	Mobility options;	⊙ Yes ○ No	RingCentral's UCaaS solution provides users with software clients for desktop and laptop computers as well as for mobile smartphones and tablets. Across clients and devices, users enjoy the full suite of enterprise communications and collaboration features and capabilities. As the Features tab in the Response Workbook shows, no client lacks any feature or function. The RingCentral solution was designed and built from the ground up to be a mobile-first solution that serves today's mobile and distributed workforces. The softphone and mobile clients provide full calling, faxing, SMS texting, audio conferencing, video conferencing, web sharing, and team collaboration functionality. With just the click of a button or a tap on the screen, users can access these features from within our intuitive, easy to use, and aesthetically pleasing user interface. Users can manage their settings (including call handling rules) directly from the mobile client or from the softphone (a single click from the softphone takes the user to the web service portal, where full settings and logs are available). Apart from a superior user experience and high service availability, RingCentral allows administrators to manage the entire system from anywhere, at any time. Administrators have full managerial control over the system from the web portal. Of even greater value to our customers is the ability to manage the entire system right from the administrator's mobile application. Full administrative settings and functionality is available natively on the mobile client. This is described here: https://www.ringcentral.com/office/ent.html

74	Mass notification;	⦿ Yes ○ No	RingCentral provides a native company messaging team, all users are automatically added, administrators can configure the team for read-only purposes, which is useful for mass notification. RingCentral also allows for telephone numbers to be configured for High Volume SMS, which can be leveraged via API's or use an existing High Volume SMS application. RingCentral API's can be leveraged to create a custom mass notification work flow. Existing applications developed by third party software vendors are available at RingCentral's App Gallery: https://www.ringcentral.com/apps/ RingCentral Emergency Notification feature can be utilized when users call emergency services, to mass notify appropriate personnel.	*
75	Enhanced messaging	⦿ Yes ○ No	RingCentral MVP, our flagship product, provides a unified experience for communication and collaboration across multiple modes, including HD voice, video, SMS, messaging and collaboration, conferencing, online meetings, and fax. Offered globally, customers can extend RingCentral MVP to support their multinational workforce in many countries around the world. This subscription is designed primarily for businesses that require a communications solution, regardless of location, type of device, expertise, size, or budget. Businesses are able to seamlessly connect users working in multiple office locations on smartphones, tablets, PCs and desk phones. Cloud-Based Business Communications Solutions. We offer multi-user, multi-extension, cloud-based business communications solutions that do not require installation, configuration, management, or maintenance of on-premises hardware and software. Our solutions are instantly activated and deliver a rich set of functionalities across multiple locations and devices. We offer team messaging and collaboration solutions which allow diverse teams to stay connected through multiple modes of communication. In addition to team messaging and communications, teams can share tasks, notes, group calendars, and files. Mobile-Centric Approach. Our solution includes smartphone and tablet mobile applications that customers can use to set up and manage company, department, and user settings from anywhere. Our applications turn iOS and Android smartphones and tablets into business communication devices. Users can change their personal settings instantly and communicate via voice, text, team messaging and	

collaboration, HD video and web conferencing, and fax. Personal mobile devices are fully integrated into the customer's cloud-based communication solution, using the company's numbers, and displaying one of the company's caller ID for calls made through our mobile applications.

Easy Set-Up and Control. Our user interfaces have a familiar smartphone touchscreen "look and feel" and provide a consistent user experience across smartphones, tablets, PCs, and desk phones, making it intuitive and easy for our customers to quickly discover and use our solution across devices. Among other capabilities, administrators can specify and modify company, department, user settings, auto-receptionist settings, call-handling, and routing rules, and add, change, and customize users and departments.

Flexible Call Routing. Our solution includes an auto-attendant to easily customize call routing for the entire company, departments, groups, or individual employees. It includes a robust suite of communication management options, including time of day, caller ID, call queuing, and sophisticated routing rules for complex call handling for the company, departments, groups, and individual employees.

Integrated Voice, Text, HD Video and Web Conferencing, and Fax Communications with One Business Number. By eliminating the need for multiple business numbers, users are able to easily control how, when, and where they conduct their business communications through routing logic with one number. Employees can stay connected, thus increasing efficiency, productivity, and responsiveness to their customers. Having one business number also enables users to keep personal mobile numbers private. RingCentral Rooms and Rooms Connector bring a cloud web conferencing solution to meeting rooms, support for large meetings and Webinars for a monthly per license add-on fee.

Cloud-based Business Application Integrations. Our solution seamlessly integrates with other cloud-based business applications such as Salesforce CRM, Google Cloud, Box, Dropbox, Office365, Oracle, Okta, Zendesk, Jira, Asana, and others. For example, our integration with Salesforce CRM brings up customer records immediately based on inbound caller IDs, resulting in increased productivity and efficiency. Our open platform is supported by APIs and software developers' kits ("SDKs") that allows developers to integrate our solution with leading business applications or with other custom applications to customize their own business workflows.

RingCentral Global MVP. Our solution

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	includes RingCentral Global MVP, a single global Unified Communications as a Service ("UCaaS") solution designed for multinational enterprises that allows these companies to support distributed offices and employees globally with a single cloud solution. With RingCentral Global MVP, multinational enterprises can operate in other countries while also acting as one integrated business, with capabilities including local phone numbers, local caller ID, worldwide extension-to-extension dialing, and included minute bundles for international calling. RingCentral Cloud Connect. RingCentral Cloud Connect is a service that allows enterprises to leverage their dedicated and secure connections to exchange data directly with the RingCentral cloud. Customers use their preferred network service provider to connect to the RingCentral cloud through a secure data exchange enabling lower latency, greater network reliability, availability, and added security.

Table 14C: Contact Center Solutions

Indicate below if the listed types of equipment, products, and services are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Line Item	Category or Type	Offered *	Comments	
76	Automatic call or contact distribution and routing;	⦿ Yes ○ No	Our advanced skills-based ACD software quickly matches callers in your queue to the agents who can best help them. That means efficient call resolution, happy customers and money saved for your multi-channel call center. The ACD system is the "core" of the RingCentral platform – all of our solutions require automatic call distribution and build upon this functionality. Routing parameters can be customized in Studio for overflow based on certain thresholds. Interflow and Overflow are all built inside Studio which is a visual editor for call flows. Based on information such as, queue closed, agents available, agents signed in we can perform multiple actions such as checking other queues, routing outside the Contact Center, schedule call back and leave voicemail RingCentral Contact Center offers sophisticated skills-based routing. Every agent can be assigned one or more skills across multiple media types, and for each skill assignment the agent can be configured to a specific proficiency level. Agents can be part of more than one queue. An incoming contact (voice, chat email, voicemail, SMS, social media CIM or work items) is then routed to the next available agent with the	

highest proficiency—regardless of their physical location. If there are multiple available agents with the same proficiency, the contact is delivered to the agent who has been available the longest. This technique ensures that customers are routed to the most qualified, available agent. A lower proficiency could also be used to manage back-up agents for a queue. For example, a supervisor would be very qualified to handle a contact, but generally he/she would not be taking calls unless there was high contact volume or a shortage of agents. In addition, RingCentral supports routing contacts to targeted agents based on business rules that may be defined. We assign a contact ID on any interaction. For reference we typically suggest that this is generated at the CRM level so that there is one source of customer data.

RingCentral Contact Center can do a database look up to see who the caller last spoke with based on the ANI or other identifying information the caller could be prompted for. Based on the information in the database, the system could attempt to route the call to the last agent. If that agent is not available then customer would have the ability to define custom routing logic. For example, wait for a specific duration and retry, route to a backup agent or skill group, provide the customer with the ability to "keep their place in line" and receive a callback (virtual hold), leave a voice mail or even schedule a callback at a specific time. Please note all of this logic can be defined dynamically on a per contact basis.

Routing of an inbound contact may have several factors utilized in how and where a contact is delivered to the best target. Factors external to RingCentral Contact Center (DNIS and ANI) are two initial factors. Once inside RingCentral Contact Center, the contact may be analyzed by factors that are incorporated into the routing scheme that was configured in Studio based on factors generated by conditions within RingCentral Contact Center (all agents busy, heavy call volume, etc.) or factors that are obtained by investigation of corporate databases (most favored client as identified by DNIS, ANI, caller entered data gathered along the routing path), and the availability of the best skilled agent at that moment.

RingCentral Contact Center supports priority routing and there is no limit on the priority levels

that can be assigned. Priority routing is an advanced feature bundled with skill-based routing. In some circumstances it is helpful to identify high-priority calls and to move them to the front of the queue. Once you've identified a high-priority caller, through the use of a special toll-free number, script modification or a data dip, RingCentral Contact Center makes it simple to handle that caller next even if there is a queue of other callers waiting to speak to an agent.

For example, a caller would be prompted to enter a unique identifier into the IVR. The RingCentral Contact Center platform would then query the system of record to verify "VIP Status". After confirmation, the caller would then receive a specific treatment such as being routed to a dedicated VIP queue, "Most Skilled Agent" or a completely customized call flow and interaction.

RingCentral Contact Center can be configured to allow for prioritization of traffic, inbound calls, work items, email & chat. Service level goals can be set to determine the service level. Each contact in the network has a number assigned to it that represents its priority.

RingCentral Contact Center's permission-based Administration and Management interface, Central, enables users to configure settings in each skill for initial priority, acceleration, and maximum priority, which are defined as follows

Initial Priority

Sets the priority of your phone calls based on a predetermined importance to your individual business. For example, you may want customer service skills to take priority over voicemail skills, so managing the initial priority makes that possible.

One way to set customer service skills over voicemail skills is to set all voicemail skills with initial priority values between 1 and 100, and to set all customer service skills with values from 101 to 200. With these settings, voicemail skills are placed at a lower initial priority than the customer service skills. The result is that customer service call skills coming into the queue take precedence over a voicemail skill.

Acceleration

Heightens the importance of a call-

in queue over time. For example, by setting the value of the acceleration to 10 for a customer service call, for every minute that call is in queue, the priority of the call increases by a factor of 10.

Acceleration works in conjunction with initial priority, which means both values must be considered together to manage the amount of time each customer waits in queue and your overall service levels. For example, if you set the initial priority of a customer service call to 101, and the acceleration is set to 10, after one minute, the priority of that call jumps to 111, and after ten minutes it is 201, and so on.

Maximum Priority

Indicates the maximum priority that any call can reach either through an initial setting of 1000 or a combination through initial priority and acceleration.

Custom logic can be defined by the customer to fully customize routing decisions. For example, the system could query a CRM for data driven routing decisions. For example, is the caller VIP or not? Who did the contact last interact with? Is the dedicated representative online? What products does the caller own? Any language preferences? As you can imagine, any piece of data that can be read from your CRM can essentially be leveraged for a routing decision.

In addition, Call Monitoring is possible from the RingCentral Contact Center Supervisor dashboard.

The Supervisor dashboard is used to provide those responsible for the management of individuals within the contact center with the ability to drill down into individual agent performance without the need to run historical reporting. A Supervisor can easily review the interactions that have been handled, monitor and reassign agents, all from a single view. Functions available to supervisors include:

Monitor - Listen to the call

Coach - One-way whisper to the agent

Barge - Creates a three-way conference with both caller and agent

Take Over - Removes the interaction from the agent and delivers it to the supervisor. Agent

			is notified.

Describe other available features and capabilities, including any additional requirements to leverage other features.

To know more about the features and capabilities of our solution, please visit the link: https://www.ringcentral.com/contact-center/overview.html#ring-cc |
| 77 | Omnichannel capability; | ◉ Yes
○ No | Our RingCentral Contact Center solution provides a cloud-based contact center solution that delivers omnichannel capabilities so businesses can allow customers to engage in the manner they prefer. The solution leverages technology from RingCentral Contact Center, and has a comprehensive feature set that integrates with RingCentral MVP. This enables businesses to build customer loyalty and increase productivity by resolving customer issues faster and more effectively * |
| 78 | Interactive voice response; | ◉ Yes
○ No | Our IVR system reduces your cost per call by letting customers choose the type of help they want such as self-service or speaking to an agent. Not only will our IVR software free up your agents to handle more complex cases, but customers can quickly self-solve basic issues like bill pay, account inquiries, and more.

RingCentral delivers a comprehensive, flexible IVR solution that is unified with the ACD. RingCentral has the ability to identify callers by unique attributes, like phone number or other customer provided information for self-service or intelligent routing and then display that information, such as the caller's name, on the agent's screen when the call is connected. To increase agent proficiency and minimize average handle time (AHT) RingCentral can help facilitate computer telephony integration (CTI) with systems of record like customer relationship management (CRM) systems through the use of database connections (ODBC) or web services (RESTful and SOAP); providing features like an immediate screen pop of the customer (if routed to an agent) / caller's record to the agent when the call begins and memorializing caller activity and other IVR data back into the system of record upon call completion.

RingCentral's IVR Speech Recognition capabilities allows callers to use voice prompts in conjunction with their own voice, instead of the phone pad, to interact and get access to a wide host of information. Instead of |

listening to long menus and pressing on phone pad buttons to choose the desired service, the user can simply say the service's name, and the IVR will connect the user to their desired destination. Through this use of a voice interface, callers can complete simple tasks quickly; also providing callers with a hands-free experience while navigating the IVR. Speech recognition by RingCentral greatly reduces the steps a customer takes to accomplish a task, and also increase his satisfaction in the process.

The RingCentral Contact Center Automated Speech Recognition (ASR) platform provides a rich feature capability and functionality that incorporates all of the normal IVR capabilities of today and makes them available via speech activation/recognition. Speech enabled IVR's have the ability for caller input to be recognized at any point in the menu process. This allows for "pre-selection" of the desired option rather than waiting for all options to be read before being allowed to make a response making the customer experience more efficient and natural. The current ASR platform in North America offers North American English and North American Spanish. The platforms in Europe support speech recognition for UK English, German, French, Castilian Spanish and Italian. The platform utilizes Nuance 8.5 as its CORE Engine. Ring Central Contact Center ASR supports touchtone replacement and direct dialog applications at this time.

We provide a powerful natural language processing (NLP) engine that analyses chat, email, and call transcripts to discover themes and trends in what is being discussed in your contact center in near real time. It grants you high visibility into the performance of your agents, the topics your customers are concerned about, and into the needs and feelings of your contacts.

79	Real time status;	◉ Yes ○ No	Yes. Our flexible, easy to use Contact Center Analytics & Reporting lets you track critical metrics so you can make smart business decisions. Choose from Real-time reporting, pre-built reports, ad-hoc reporting or create your own custom templates. Closely track real-time management metrics with our customizable dashboards, and also leverage Direct Data Access for full reporting customization. RingCentral Contact Center's Real-Time reports display in real-time the data about agents, the states the agents are in, the number of agents who are in the different states, detailed information about contacts, and current queue information. Real time reporting is available within the RingCentral Contact Center administrative environment. These reports are always run in real-time and are updated from the Internet every five to seven seconds. The reports are URL based and can be displayed on any display monitors that can access the browser.	*
80	Reporting	◉ Yes ○ No	RingCentral Contact Center provides extremely robust reporting tools. Some of the available tools are RingCentral Central Dashboards for Real Time and Historical reports, Pre-built Reports, Custom Reporting (or Ad Hoc reports), as well as raw data files that can be created using RingCentral Data Download reports. RingCentral provides detailed call reporting which highlights total calls, total inbound and outbound calls, answered calls, missed calls, and voicemails at an account level. By call group, reports are generated for total calls, calls answered, calls missed, voicemails, average time to answer, and average call duration. By individual user, reports are generated for average duration of call, average quantity of calls, as well as calls per hour, and calls per day. The customer has the capability to choose the frequency of the historical reports generated in the RingCentral environment. Example frequencies include daily, weekly, monthly, and quarterly. Real time reports are always run in real-time and are updated from the Internet every five to seven seconds. RingCentral also provides Data Direct Access reporting for your	

business analyst. They can use pivot tables and have automatic feeds from the RingCentral platform to create reports within Excel for business intelligence. These reports not only give customers access to raw data, but the analytical tools designed to empower the customer with insight into the contact center data as they have never had before. These tools are fully integrated into the RingCentral solution.

RingCentral stores appropriate data such as Call Detail Records or CDR for the life of the account, and will be in compliance with all necessities of our various customers. Data retention can be altered as needed in order to be in compliance with appropriate and applicable industry controls. RingCentral MVP Historical Reports are retained for one year. Reports can be downloaded (including Excel, text, CSV, and XML) and stored in a variety of common storage options.

Reports are permissions-based, so only the reports the person or client is authorized to view are displayed. We have standardized reports, and reports that you can configure on-the-fly. We have a rich selection of real time, historical, standardized, and ad hoc options available.

Since RingCentral Central is a browser-based client, they are available on any internet-connected computer. Optionally, customers can use our premium performance dashboard, InView. InView will provide a consolidated view for the ACD/IVR, phone, voicemail, databases, and/or CRM and other external systems in one pane. There are three 'views' (executive, supervisor, and agent) and drill downs into each level of data within your enterprise. Multiple CRMs or backend systems can be integrated in to provide a singular view into the enterprise. In addition, the agent view has gamification built in (awards, achievements, incentives, etc.).

*

RingCentral Contact Center provides a reporting solution that is a centralized, standardized repository of all data including voice, email, voicemail, SMS, chat and social media. The benefits of

our multi-channel reporting solution is that all contacts can be viewed on a holistic basis, giving perfect visibility into customer interactions and trends. This will allow you to make better decisions on how to handle each media type and plan for future interactions for each customer.

Omnichannel Session Reporting:

All reporting and dashboards have been updated to reflect customer sessions that include multiple simultaneous channels and agents that handle multiple customers across channels – providing true reporting on the omnichannel customer experience and the productivity of agents.

Pre-Built Reports:

RingCentral has several reports already available for you. These are designed for the most common types of metrics used in reporting for contacts, agents and skills.

Custom Reporting:

Custom Reporting lets you create report templates that you can use to assess personal performance, present statistics to leadership, or archive results. You can attach the report templates to a schedule so that reports generate automatically on a recurring schedule or at a single moment that you specify. You can also run a report template manually to generate the report on demand. You can build each template to only include the metrics that important to you and filter out and data that is not. Custom Reports provides to data paradigms. One is Contact Start and the other is interval data (15,30, 60 min intervals) up to 1 day with great flexibility to meet your needs.

Data Download Reports:

Data Download, located in RingCentral Central, enables you to download reports in a variety of formats, including Excel, text, CSV, and XML. Its intuitive interface is easy use, plus you can schedule historical reports to be automatically sent to you by utilizing the cURL functionality. cURL is a command line web

			browser that can be downloaded. It will allow users to run Windows tasks, print, schedule, etc. Data Download reports have a variety of raw data reports.
			These are most often used by data analysts to create custom reporting outside of the RingCentral platform. These custom reports may also involve the blending of data with that originating from other third-party sources. It is also used as a primary method of performing user-initiated localized backups.
			Please see the links to know more of our reporting capabilities: https://help.incontact.com/Summer20/ EN/Content/Reporting/ReportingOverv iew.htm? tocpath=Reporting%7CReporting%7C _____0
81	Products and services applicable to the solutions described in Lines 71-80 above, such as: architecture, implementation, and on-going support for premises-based, cloud-based and hybrid options, hardware, software, technology or social media integration, reporting, and related applications	⊙ Yes ○ No	Unified Communication Architecture RingCentral is a 100% hosted solution tailored for medium to large enterprises who are migrating away from on-premise telephony towards the cloud. This provides Unified Communications for the majority of, if not all business communications needs from PBX to contact center, to video, and web conferencing. This solution allows management to be simplified significantly, as there is no required hardware for the system. We run our infrastructure in private cloud (rented rack and power in Equinix data centers). Hosting environment consists of enterprise vendors for compute/storage/databases and virtualization. RingCentral only requires 90Kbps per concurrent call path on a dedicated voice internet connection (e.g., 100 concurrent calls require a 9Mbps/9Mbps internet connection). For internet connections that share both voice and data traffic, we strongly recommend 500Kbps per station (phone and PC) to allow for sufficient overhead to avoid bandwidth congestion (e.g., 100 stations require at least a 50Mbps/50Mbps internet connection). As part of the network implementation planning process, we can recommend bandwidth standards to accommodate voice traffic. The maximum capacity of users that can be supported will be determined by the available bandwidth. The RingCentral system

itself can support as many phones and users as necessary, with no maximum capacity. RingCentral can support a virtually unlimited number of users. The platform is continually expanded to support the potential growth of all of our clients individually and collectively. We also offer the ability to simply add licenses and ports, on demand, as required for your business.

RingCentral employs three layers of network and service redundancy to ensure our customers' phone systems are always on. Our data centers provide the first layer of redundancy. Data between the bi-coastal locations is synchronized consistently with real time replication in active/active design. Each features a redundant power supply. This ensures seamless operation in case of geographic outages, as well as any natural disasters, and delivers 99.999% availability. The data centers share hosted facilities space with some of the world's largest Internet companies and financial institutions. In close physical proximity to the world's top 20 Internet exchange points, they are also co-located with all the major U.S. telecommunications carriers to maintain the fastest response times and interconnect services possible.

RingCentral manages carrier-grade network operations centers (NOCs): 13 different SLAs are proactively monitored
Continuous monitoring of VoIP QoS Mean Opinion Score (MOS) of VoIP quality greater than 4 (out of 5)
Our vendor-agnostic, commodity-based architecture is fully replaceable and fault-tolerant, providing a second layer of redundancy
We utilize both load balancing and failover technology to keep our systems continuously up and running — a third layer of redundancy. For example, primary and secondary servers contain multiple servers that back each other up. RingCentral's pod architecture also offers a variety of "self-healing" fail safes on every layer:
Software layer: Oracle GoldenGate replication ensures that each user service is delivered by multiple servers that are load balanced. Message storage is replicated via SnapMirror
Hardware layer: Seamless transfer of services via virtualization is accomplished using VMWare's VMotion
Network layer: If a failure is detected, traffic is instantaneously routed from one data center to the

other

RingCentral's flexible 2N+ architecture is the key to reliable services:
Primary, + 1 completely redundant system to ensure availability
Ability to add new features and test them without disruption of service· Migrate existing users to new features with no loss of service
Rolling software upgrades
The RingCentral platform supports hundreds of thousands of users. It's designed to handle 4x capacity and is currently managing over one billion minutes of voice traffic per year.

Contact Center Architecture
The platform runs in an active/active configuration and is designed for seamless redundancy and failover. The core IP network is connected via a dual SONET ring backbone (i.e., two redundant fiber links). Along with redundant edge routers, core routers, firewalls and VoIP hardware, multiple ISP and diverse toll-free carriers, our network infrastructure provides reliable, stable, service-rich benefits.

Our geographically diverse data centers are located in the United States (LA and DALLAS), EMEA (Frankfurt and Munich), and Australia (Melbourne and Sydney). Our high availability design is applied to carriers, networks, hardware, and applications.

Internally, RingCentral Contact Center uses sophisticated replication, database mirroring and ETL processing to maintain two synchronized copies of its databases in geographically separated data centers. The databases are configured active/active, and intelligent health checks are used to transparently move database access should a failure occur.

RC Contact Center SBCs leverage high availability and have the ability to failover from primary to hot standby without impacting calls. Our Contact Center also leverages proprietary media gateways leveraging stateful replication. In the event a media gateway is lost, calls on that media gateway are redistributed to surviving media gateways in the cluster pool.

Multi-Tenant Redundant Design, the advantage is it allows us to Scale and provide our 99.99% uptime.

RingCentral Implementation Methodology

The following is a high-level

overview of the Milestones and tasks included in a RingCentral project plan. A Business Requirements Document (BRD) is used throughout the initial Planning and Design to document the project details. Customer and RingCentral sign off are required at each step of the way to ensure project transparency and success.

Below is a description of the major steps in the migration and implementation process.

RingCentral adheres to PMI best practices by utilizing a Project Life Cycle (PLC), or Waterfall, model for project delivery and building upon it for the modern customer. The project is broken into five stages including Initiation, Planning and Design, Implementation, Control and Monitor, and finally Acceptance and Closure. Traditionally, a PLC model requires strict adherence to gating events to move from stage to stage, however RingCentral interjects aspects of Software Development Life Cycle (SDLC), or Agile, modeling to create a unique experience for every customer. Major milestones in the delivery process include:

Initiation – During the Initiation stage of the project, the RingCentral Project Manager (PM) will partner with the Customer Single Point of Contact (SPOC) to create the project governance and/or Project Management Office (PMO). This will include a mutually agreed upon change management planning, escalation management planning, risk management planning (or register), resource management planning, communication planning, project milestone planning, and Work Breakdown Structure (WBS) creation—to establish the project collateral.

During this time, the PM and SPOC will bring their respective resources to an internal and external call to review project expectations, project charter, best practices, and next steps. The RingCentral PM will introduce the Customer to any designated support resources, and prior to moving to the Planning and Design stage, the PM and SPOC should re-baseline the Statement of Work (SOW) and Project Plan for a mutual understanding of the goals and process to achieve mutual success.

Planning and Design – During the Planning and Design stage of the project, the PM and SPOC will organize their respective Subject

Matter Experts (SME) to review the necessary client data to complete the Business Requirements Document (BRD). A Business Requirements Document (BRD) is used throughout the initial Planning and Design to document the project details. Customer and RingCentral sign off is required at each step of the way to ensure project transparency and success.

RingCentral resources will partner with the Customer to review and document the business requirements in the UC and CC BRD document(s) as the basis upon which the solution is built. A RingCentral Engineer will visit customer designated location(s) to work with the Customer resources focused on gathering the necessary client data to complete the system build-out, submit the port request(s), and to ensure network readiness. Further discovery and discussion are required with the Customer to determine how many locations require onsite Planning and Design services for the UC and CC solutions. Specific details gathered in this stage include call routing details for UC users, user profiles, an inventory of main and direct dial numbers, in-depth network mapping and topology, and integration requirements for CRM and third-party systems.

Additional data for Contact Center includes information for agents, skills, teams, campaigns, integrations, screen-pops, call routing, multi-channel integration, advanced applications, and inbound call treatment.

Throughout the Planning and Design stage, the PM and SPOC track key milestones and deliverables against the baseline project plan, address and track any identified risks in the risk register, and provide status updates to stakeholders via agreed upon dashboard and cadence meetings. Following the completion of the BRD, a formal review is held between key stakeholders from RingCentral and the Customer to walk through the entire document in detail. At the conclusion of the final review, RingCentral will ask the Customer to sign the final BRD as the trigger that both parties have an agreed upon final design and signal the transition into the Implementation stage of the project.

Implementation – During the Implementation stage of the project, RingCentral will take the complete UC and CC BRD documents and begin execution of

the steps necessary to match the build to the design. At this time, RingCentral will provide feedback to the Customer on progress via scheduled conference calls and project plan updates. The RingCentral team will also start prepping the Customer team for the Control and Monitor stage.

The PM will provide a curriculum of web-based training classes for the Contact Center agents, supervisors, and administrators to review and achieve before the transition into the Control and Monitor stage. This web-based training provides the foundation for the Contact Center users to understand the basics of the console and reporting applications. RingCentral will work with the customer to complete the network assessment and remediation during this time (if it was not completed earlier) to ensure proper configuration for optimal voice quality. The Customer developers will need to participate with any API integration configurations necessary for CRM and third-party integrations, and the PM and SPOC will work to schedule those resources according to the Resource Plan and Project Plan.

At the conclusion of this stage, RingCentral will conduct a Quality Assurance (QA) testing prior to handoff to the Customer for User Acceptance Testing (UAT).

Control and Monitor – During the Control and Monitor stage of the project, the Customer will complete UAT on for the UC and CC platforms.

RingCentral can provide baseline UAT plans as needed, but this stage is the opportunity for the Customer to make sure the build completed by RingCentral matches the design completed, and documented, during the Planning and Design stage.

The Customer SPOC will work with the RingCentral PM to schedule any instructor-guided training sessions for users, agents, supervisors, and administrators during this stage, to build upon the remote web-based training classes identified in the curriculum provided in the Implementation stage of the project.

During this stage, all onsite delivery services and training are completed and staging of all necessary go-live activities are prepared. At the conclusion of all training classes and the Customer

UAT, RingCentral and the Customer will conduct a project go/no-go review, or a customer readiness review. During this review RingCentral and the Customer will evaluate the results of the training, and the QA and UAT processes conducted by RingCentral and the Customer, respectively. Both parties will evaluate the system and users for readiness and mutually agree to proceed with the scheduled go-live date. RingCentral will request the customer to execute a Readiness Checklist as record of mutual agreement to move forward, and the project will transition into the final stage, Acceptance and Closure.

Acceptance and Closure –
 Acceptance and Closure

During the final stage of the project, RingCentral will support the Customer through the scheduled go-live and facilitate the transition into Day 2 support services. Services performed during a go-live may include porting of customer telephone numbers to RingCentral, final hardware placement, additional training and floor-walking, and/or Contact Center supervisor reports training. Following the successful go-live, the RingCentral PM will work with all assigned relationship resources to complete the smooth transfer of ownership from Professional Services, to the Customer Success and Support teams.

RingCentral Team Roles and Responsibilities

Project Manager:
Primary project owner.
Responsible for project success

Delivery Engineer:
Planning and Design resource for the PBX functionality.
Their role is to collect and gather information related to the build and architecture of the PBX functionality.

Implementation Advisor:
Technical UC resource.
They are responsible for the build of the UC seats, IVR, routing, etc.

Implementation Manager: Technical Contact Center resource.
Skills are defined by product/solution as some resources are ACD/IVR/ Development resources, others hold specific responsibility for Advanced

applications like WFM, WFO, Survey, etc.

Porting Coordinator: Works with the customer and losing carrier to submit porting tickets to facilitate a seamless transition of numbers to RingCentral.

Customer Success Manager: Ongoing relationship management resource.
Partners with the customer as advocate for continued relationship improvement and usage.

Technical Account Manager (as scoped):
Named technical resource within the Tier Support organization that assists with any customer escalations, troubleshooting/problem resolution.

Customer Team Roles and Responsibilities

Executive Sponsor: Executive Sponsor of the project.

Project Manager:
Responsible for success of project, and the main contact for the RingCentral.
Shall be responsible for assigning customer resources to tasks, as defined (e.g., train the trainer tasks).

Business Requirements Experts ACD:
Defines requirements of ACD/IVR.
Call flows expert with extensive knowledge of customer experience requirements in terms of call.
This role should attend RingCentral Contact Center training and should also be responsible for testing call flows.

IT Infrastructure:
Knowledge of company network, Performs ping test, etc., bandwidth, desktop, and application support.

Telephony Technical: PBX knowledge, phone/agent leg knowledge, carrier coordination.

Agent Trainer(s): This role should attend RingCentral agent training.

Contact Center Managers and Agent Administrators and Trainers:
Responsible for administering user in RingCentral Contact Center application and setting security profiles as access.
Responsible for managing contact center KPIs and performance reporting.
Responsible for training agents on new platform.
This role should attend training on Central reporting.

API Development Resource(s)*:
Responsible for assisting RingCentral with API integration with any scoped third party solution including CRM, Payment System, Database, etc.

Workforce Optimization Administrator(s)*:
Responsible for WFM and WFO requirements and application set up. Should attend WFM enablement sessions to gain training necessary to set up application.

IVR Prompt Creators, Administrator(s)*:
Responsible for creating content and managing updates of prompts. This role should get training in Studio to update prompts.

Dialer Campaign Administrators(s)*:
Responsible for creating dialer campaigns and assigning them to agents.
This includes management of lists to be called.

Call Flow Scripting - Technical*:
Responsible for updating scripts in Studio.
This role should attend Studio training.

Customer Survey Administrator(s)*:
Responsible for creating and maintaining surveys to customers.

*Only as applicable to project.

Maintenance and Support

RingCentral offers world-class user and administration support as part of the standard offerings, which are included at no additional cost. RingCentral offers a contracted 99.99% SLA for Contact Center as standard.

Self-service is a key focus for our customers and so we continue to innovate our self-service offerings to meet and exceed their needs.

The RingCentral success site (success.ringcentral.com) is a one-shop landing page to find all user and administration answers. The Customer Care Center starts with key 'Frequently Asked Questions' on the main page, as well as links to other timely and relevant information.

The main navigation on the page provides access to the vibrant RingCentral Community where other users and administrators provide answers based on their experience. RingCentral's support team contributes as needed to solve customer issues.

Second is the RingCentral Knowledge-base with articles describing the features of the system in great detail, as well as answers to typical questions.

Next is a link to Guides and Videos which is a page that has how-to videos about many of the features and all User and Admin Guides for the system.

Our Support portal also has a Learning Center for deep-dive training about the features of the RingCentral product using videos, documents, and knowledge base articles to augment that training. Downloads are also available in a quick link from this site.

Lastly, we have one access point to Contact Support that offers phone numbers to reach live agents, live chat, web portal cases, and the online community forum.

Also available at the Customer Care Center is the Service Status, where customer-impacting system issues are reported and updated as resolution progresses. This feature also gives you the ability to drive through to see status of the network node where your account resides.

RingCentral's Customer Care Organization is built from the best skilled agents available. Live

			agents are available 24x7x365. Available channels to receive support are via phone, chat, and web case submission via the self-service site. Users or administrators can also open web cases 24x7x365. RingCentral's support service is broken up into three tiers with Tier 1 support serving as initial point of contact, escalating to Tier 2 with sophisticated troubleshooting and support capabilities, eventually escalating to Tier 3 support with our most technical support personnel and direct ticketing into the RingCentral engineering department. Users tend to ask the most questions during the first three months after implementation, with volumes dropping off thereafter. The number of calls received per user varies significantly depending upon the following: If a customer fully completes a RingCentral implementation program versus self-installed the service. The number of users that actively take training classes. The degree to which users leverage available self-service options. The features of the RingCentral service the users plan to utilize. Savviness of the user with new technologies. If the customer plans to leverage their own help desk for general support and only escalate technical issue to RingCentral. Stability and robustness of the internet service/network at each site.

Exceptions to Terms, Conditions, or Specifications Form

Only those Proposer Exceptions to Terms, Conditions, or Specifications that have been accepted by Sourcewell have been incorporated into the contract text.

Documents

Ensure your submission document(s) conforms to the following:

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.

2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.

3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.

4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as "Marketing Plan."

- [Pricing](#) - Sourcewell Price List.xlsx - Wednesday November 30, 2022 09:06:08
- Financial Strength and Stability (optional)
- [Marketing Plan/Samples](#) - Marketing Examples.pdf - Wednesday November 30, 2022 14:05:13
- WMBE/MBE/SBE or Related Certificates (optional)
- Warranty Information (optional)
- [Standard Transaction Document Samples](#) - Sourcewell_SAMPLE_Initial Order Form MVP - without MSA - US.pdf - Wednesday November 30, 2022 09:10:02
- [Upload Additional Document](#) - Additional Documents.zip - Wednesday November 30, 2022 09:11:05

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT AND ASSURANCE OF COMPLIANCE

I certify that I am the authorized representative of the Proposer submitting the foregoing Proposal with the legal authority to bind the Proposer to this Affidavit and Assurance of Compliance:

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.

2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for contract award.

3. The Proposer, including any person assisting with the creation of this Proposal, has arrived at this Proposal independently and the Proposal has been created without colluding with any other person, company, or parties that have or will submit a proposal under this solicitation; and the Proposal has in all respects been created fairly without any fraud or dishonesty. The Proposer has not directly or indirectly entered into any agreement or arrangement with any person or business in an effort to influence any part of this solicitation or operations of a resulting contract; and the Proposer has not taken any action in restraint of free trade or competitiveness in connection with this solicitation. Additionally, if Proposer has worked with a consultant on the Proposal, the consultant (an individual or a company) has not assisted any other entity that has submitted or will submit a proposal for this solicitation.

4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest exists when a vendor has an unfair competitive advantage or the vendor's objectivity in performing the contract is, or might be, impaired.

5. The contents of the Proposal have not been communicated by the Proposer or its employees or agents to any person not an employee or legally authorized agent of the Proposer and will not be communicated to any such persons prior to Due Date of this solicitation.

6. If awarded a contract, the Proposer will provide to Sourcewell Participating Entities the equipment, products, and services in accordance with the terms, conditions, and scope of a resulting contract.

7. The Proposer possesses, or will possess before delivering any equipment, products, or services, all applicable licenses or certifications necessary to deliver such equipment, products, or services under any resulting contract.

8. The Proposer agrees to deliver equipment, products, and services through valid contracts, purchase orders, or means that are acceptable to Sourcewell Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to Sourcewell Members under an awarded Contract.

9. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.

10. The Proposer understands that Sourcewell will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statutes Section 13.591, subdivision 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals become public data. Minnesota Statutes Section 13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.

11. Proposer its employees, agents, and subcontractors are not:
    1. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: https://www.treasury.gov/ofac/downloads/sdnlist.pdf;

    2. Included on the government-wide exclusions lists in the United States System for Award Management found at: https://sam.gov/SAM/; or

    3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated

by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

☑ By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - Daniel Flannery, Government Proposals Specialist, RingCentral Inc.

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the bid.

○ **Yes**　　◉ **No**

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Check the box in the column "**I have reviewed this addendum**" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum_13_Unified_Communication_RFP_120122 Wed November 23 2022 08:24 AM	☑	2
Addendum_12_Unified_Communication_RFP_120122 Mon November 21 2022 10:19 AM	☑	1
Addendum_11_Unified_Communication_RFP_120122 Thu November 17 2022 01:25 PM	☑	1
Addendum_10_Unified_Communication_RFP_120122 Wed November 16 2022 02:53 PM	☑	1
Addendum_9_Unified_Communication_RFP_120122 Thu November 10 2022 08:46 AM	☑	1
Addendum_8_Unified_Communication_RFP_120122 Fri November 4 2022 09:05 AM	☑	3
Addendum_7_Unified_Communication_RFP_120122 Mon October 31 2022 01:17 PM	☑	3
Addendum_6_Unified_Communication_RFP_120122 Tue October 25 2022 04:01 PM	☑	2
Addendum_5_Unified_Communication_RFP_120122 Mon October 24 2022 01:53 PM	☑	3
Addendum_4_Unified_Communication_RFP_120122 Fri October 21 2022 02:57 PM	☑	1
Addendum_3_Unified_Communication_RFP_120122 Thu October 20 2022 10:26 AM	☑	1
Addendum_2_Unified_Communication_RFP_120122 Tue October 18 2022 09:01 AM	☑	2
Addendum_1_Unified_Communication_RFP_120122 Tue October 18 2022 07:41 AM	☑	1