



COMMENT AND REVIEW
to the
REQUEST FOR PROPOSAL (RFP) #120122
Entitled

Unified Communication and Contact Center Solutions

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

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

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

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

Beanfield Technologies, Inc. dba Beanfield Metroconnect	NEC Corporation of America
BidPrime, Inc.	Net2Phone Global Services, LLC
Brilliant Repairs	Netagen Communication Technologies, Inc.
C3G-Solutions, LLC	NETEX TECHNOLOGIES, LTD.
Calabrio	NETWORK CRAZE TECHNOLOGIES, INC.
Carahsoft Technology Corporation	Nextiva, Inc.
Carolina Biological Supply Company	NICE
Cerium Networks, Inc.	Nice CXone
CFT Storage, Inc.	NWN Carousel
Charter Communications Operating, LLC	One Diversified Audio Visual Canada, Ltd.
Cisco Systems	ozonetel
Clarity Telecom, LLC	Pavek Technology Group
ClassTag, Inc.	PCS, Inc. (Pegasus Communication Solution, Inc. DBA PCS Bsoft)
Cloud-Age iT	Pierson Wireless Corp.
Coeo Solutions, LLC	Plantronics, Inc.
Communications Technologies, Inc.	Prairie Mobile Communications
Compunetix, Inc.	Presidio Networked Solutions, LLC
Computer Talk Global Corp.	ProKarma, Inc.
Compu-Vision Consulting, Inc.	PWXPress
CONNEX Telecommunications Inc	RACOM Corporation
Consolidated Communications Enterprise Services, Inc.	Radiant Digital Solutions, Inc.
Content Guru, Inc.	Revation Systems, Inc.
ConvergeOne, Inc.	Ribbon Communications Operating Company, Inc.
ConvergeOne Government Solutions	Ricoh Canada / Tammy Klym-Wolfe
Coolsoft, LLC	RingCentral, Inc.
Core Telecom Systems	RingSquared Telecom, LLC
CRANK Marketing Group, LLC	Rogers Communications Canada, Inc.
Dais, Inc. dba Regroup Mass Notification	S&L Integrated Systems, LLC
Deloitte Consulting, LLP	Senture, LLC
DiRAD Technologies, Inc.	Shrink Stoppers, LLC
Disabled Veterans Call Center, LLC	SIGNIA, Ltd.
Distributel Communications, Limited (DBA ThinkTel)	Sled Consulting, LLC
Dominic System, Limited	Smart Information Management Systems, Inc.
DSS Corporation	SMART IT PROS, INC.
Embark IT, Inc.	Software One, Inc.
eRepublic, Inc.	Swissphone, LLC
Eventus Solutions Group, LLC	TA Networks, Inc.
Five9, Inc.	Talkdesk, Inc.
Forum Info-Tech, Inc.	TDB Communications, Inc.
G12 Communications, LLC	Tech Mahindra Americas, Inc.
Genesis Systems Corporation	Telecom Metric, Inc.

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

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

Acta Solutions, Inc.
Alliance Technology Group, LLC
Aum Tech, Inc.
Avaya, Inc.
Beanfield Technologies, Inc. dba Beanfield Metroconnect
ClassTag, Inc.
Compunetix, Inc.
CONNEX Telecommunications Inc
Consolidated Communications Enterprise Services, Inc.
Dais, Inc. dba Regroup Mass Notification
Distributel Communications, Limited (DBA ThinkTel)
G12 Communications, LLC
Gioia P. Ambrette, Inc. (Newcastle Communications)
GoTo Communications, Inc.
Granite Telecommunications, LLC
Integrity Networks, Inc.
Intrado Interactive Services Corporation (SchoolMessenger)
Kyndryl, Inc.

Linea Partners, Ltd.
Mitel Business Systems, Inc.
Netagen Communication Technologies, Inc.
Nextiva, Inc.
PCS, Inc. (Pegasus Communication Solution, Inc. DBA PCS Bsoft)
Presidio Networked Solutions, LLC
RingCentral, Inc.
S&L Integrated Systems, LLC
SIGNIA, Ltd.
SMART IT PROS, INC.
Swissphone, LLC
Talkdesk, Inc.
Telecom Metric, Inc.
Vonage Business, Inc.

Proposals were reviewed by the Proposal Evaluation Committee:

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

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

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

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

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

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

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

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

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

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

The preceding recommendations were approved on February 13, 2023.

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James Voelker

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James Voelker, CPCM, CFCM, Procurement Lead Analyst

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Brandon Town

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Nick Scholer, Procurement Analyst

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Bill Davison

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Bill Davison, NIGP-CPP, CPPO, Procurement Analyst

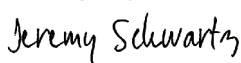
STATEMENT OF COMPLIANCE

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

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

I hereby certify:

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

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Jeremy Schwartz, CSSBB, CPPO, NIGP-CPP
Chief Procurement Officer