



**RFP #120122**  
**REQUEST FOR PROPOSALS**  
**for**  
**Unified Communication and Contact Center Solutions**

**Proposal Due Date: December 1, 2022, 4:30 p.m., Central Time**

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

**SOLICITATION SCHEDULE**

Public Notice of RFP Published:	October 13, 2022
Pre-proposal Conference:	November 3, 2022, 10:00 a.m., Central Time
Question Submission Deadline:	November 22, 2022, 4:30 p.m., Central Time
<b>Proposal Due Date:</b>	<b>December 1, 2022, 4:30 p.m., Central Time</b> Late responses will not be considered.
Opening:	December 1, 2022, 6:30 p.m., Central Time See RFP Section V.G. "Opening"

## I. ABOUT SOURCEWELL

### A. SOURCEWELL

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 facilitates a competitive public solicitation and contract award process for the benefit of its 50,000+ participating entities across the United States and Canada. Sourcewell's solicitation process complies with State of Minnesota law and policies, conforms to Canadian trade agreements (including Canadian Free Trade Agreement, Ontario-Quebec Trade and Cooperation Agreement, and Canada-European Union Comprehensive Economic and Trade Agreement, as applicable), and results in cooperative purchasing solutions from which Sourcewell's Participating Entities procure equipment, products, and services.

Cooperative purchasing provides participating entities and suppliers increased administrative efficiencies and the power of combined purchasing volume that result in overall cost savings. At times, Sourcewell also partners with other purchasing cooperatives to combine the purchasing volume of their membership into a single solicitation and contract expanding the reach of contracted suppliers' potential pool of end users.

Sourcewell uses a website-based platform, the Sourcewell Procurement Portal, through which all proposals to this RFP must be submitted.

### B. USE OF RESULTING CONTRACTS

In the United States, Sourcewell's contracts are available for use by:

- Federal and state government entities<sup>1</sup>;
- Cities, towns, and counties/parishes;
- Education service cooperatives;
- K-12 and higher education entities;
- Tribal government entities;
- Some nonprofit entities; and
- Other public entities.

In Canada, Sourcewell's contracts are available for use by:

- Provincial and territorial government departments, ministries, agencies, boards, councils, committees, commissions, and similar agencies;
- Indigenous self-governing bodies
- Regional, local, district, and other forms of municipal government, municipal organizations, school boards, and publicly funded academic, health, and social service

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<sup>1</sup> Pursuant to HAR §3-128-2, the State of Hawaii, Department of Accounting and General Services, State Procurement Office, on behalf of the State of Hawaii and participating jurisdictions, has provided notice of its Intent to Participate in the solicitation as a participating entity.

entities referred to as MASH sector (this should be construed to include but not be limited to the Cities of Calgary, Edmonton, Toronto, Ottawa, and Winnipeg), as well as any corporation or entity owned or controlled by one or more of the preceding entities;

- Crown corporations, government enterprises, and other entities that are owned or controlled by these entities through ownership interest;
- Members of the Canoe procurement group of Canada, and their partner associations: Canoe members are regional, local, district or other forms of municipal government, school boards, publicly-funded academic, health and social service entities in Alberta and across Canada, as well as any corporation or entity owned or controlled by one or more of the preceding entities – as well as partner associations, including Saskatchewan Association of Rural Municipalities, Association of Manitoba Municipalities, Local Authorities Services/Association of Municipalities Ontario, Nova Scotia Federation of Municipalities, Federation of Prince Edward Island Municipalities, Municipalities Newfoundland Labrador, Union of New Brunswick Municipalities, North West Territories Association of Communities, CivicInfo BC, and their members.

For a listing of current United States and Canadian Participating Entities visit Sourcewell’s website (note: there is a tab for each country): <https://www.sourcewell-mn.gov/sourcewell-for-vendors/agency-locator>.

Participating Entities typically access contracted equipment, products, or services through a purchase order issued directly to the contracted supplier. A Participating Entity may request additional terms or conditions related to a purchase. Use of Sourcewell contracts is voluntary and Participating Entities retain the right to obtain similar equipment, products, or services from other sources.

To meet Participating Entities’ needs, Sourcewell broadly publishes public notice of all solicitation opportunities, including this RFP. In addition, where applicable, other purchasing cooperatives and procurement officials receive notice and are encouraged to re-post the solicitation opportunity.

Proof of publication will be available at the conclusion of the solicitation process.

## **II. SOLICITATION DETAILS**

### **A. SOLUTIONS-BASED SOLICITATION**

This RFP and contract award process is a solutions-based solicitation; meaning that Sourcewell is seeking equipment, products, or services that meet the general requirements of the scope of this RFP and that are commonly desired or are required by law or industry standards.

## B. REQUESTED EQUIPMENT, PRODUCTS, OR SERVICES

It is expected that proposers will offer a wide array of equipment, products, or services at lower prices and with better value than what they would ordinarily offer to a single government entity, a school district, or a regional cooperative.

1. Sourcewell is seeking proposals for Unified Communication and Contact Center Solutions providing comprehensive feature and function complements, including:
  - a. Unified communication solutions, such as: VOIP technology, video or audio collaboration and conferencing, mobility options, mass notification, and enhanced messaging;
  - b. Contact center solutions, such as: automatic call or contact distribution and routing, omnichannel capability, interactive voice response, real time status, reporting; and
  - c. Products and services applicable to the solutions described in Sections 1. a. – b. 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.

Proposers may include related equipment, accessories, and services to the extent that these solutions are complementary to the equipment, products, or service(s) being proposed.

2. The primary focus of this solicitation is on Unified Communications and Call Center Solutions. This solicitation should NOT be construed to include:
  - a. Service providers and wireless service providers that provide network-related products and services only;
  - b. Telecommunications expense management (TEM), cost savings or cost avoidance audit services;
  - c. Consulting services only; or
  - d. Broker or reseller agents.
3. This solicitation does not include those equipment, products, or services covered under categories included in contracts currently maintained by Sourcewell:
  - a. Wireless Voice and Data Services with Related Solutions, Equipment, and Accessories (RFP #080119);
  - b. IT Managed Service and Staff Augmentation Solutions (RFP #071321); and
  - c. Communications Technology Consulting Services (RFP #072822)

Generally, the solutions for Participating Entities are turn-key solutions, providing a combination of equipment, products and services, delivery, and installation to a properly operating status. However, equipment-only or products-only solutions may be appropriate for situations where Participating Entities possess the ability, either in-house or through local third-

party contractors, to properly install and bring to operation the equipment or products being proposed.

Sourcewell prefers suppliers that provide a sole source of responsibility for the equipment, products, and services provided under a resulting contract. If proposer is including the equipment, products, and services of its subsidiary entities, the proposer must also identify all included subsidiaries in its proposal. If proposer requires the use of distributors, dealers, resellers, or subcontractors to provide the equipment, products, or services, the proposal must address how the equipment, products or services will be provided to Participating Entities, and describe the network of distributors, dealers, resellers, and/or subcontractors that will be available to serve Participating Entities under a resulting contract.

Sourcewell encourages suppliers to offer the broadest possible selection of equipment, products, and services being proposed over the largest possible geographic area and to the largest possible cross-section of Sourcewell current and future Participating Entities.

#### C. REQUIREMENTS

It is expected that proposers have knowledge of all applicable industry standards, laws, and regulations and possess an ability to market and distribute the equipment, products, or services to Participating Entities.

1. Safety Requirements. All items proposed must comply with current applicable safety or regulatory standards or codes.
2. Deviation from Industry Standard. Deviations from industry standards must be identified with an explanation of how the equipment, products, and services will provide equivalent function, coverage, performance, and/or related services.
3. New Equipment and Products. Proposed equipment and products must be for new, current model; however, proposer may offer certain close-out equipment or products if it is specifically noted in the Pricing proposal.
4. Delivered and operational. Unless clearly noted in the proposal, equipment and products must be delivered to the Participating Entity as operational.
5. Warranty. All equipment, products, supplies, and services must be covered by a warranty that is the industry standard or better.

#### D. ANTICIPATED CONTRACT TERM

Sourcewell anticipates that the term of any resulting contract(s) will be four years, with an optional one-year extension that may be offered based on the best interests of Sourcewell and its Participating Entities.

#### E. ESTIMATED CONTRACT VALUE AND USAGE

Based on past volume of similar contracts, the estimated annual value of all transactions from contracts resulting from this RFP are anticipated to be USD \$40 Million; therefore, proposers are expected to propose volume pricing. Sourcewell anticipates considerable activity under the contract(s) awarded from this RFP; however, sales and sales volume from any resulting contract are not guaranteed.

#### F. MARKETING PLAN

Proposer's sales force will be the primary source of communication with Participating Entities. The proposer's Marketing Plan should demonstrate proposer's ability to deploy a sales force or dealer network to Participating Entities, as well as proposer's sales and service capabilities. It is expected that proposer will promote and market any contract award.

#### G. ADDITIONAL CONSIDERATIONS

1. Contracts will be awarded to proposers able to best meet the need of Participating Entities. Proposers should submit their complete line of equipment, products, or services that are applicable to the scope of this RFP.
2. A proposer may submit only one proposal. If related, affiliated, or subsidiary entities elect to submit separate proposals, rather than a single parent-entity proposal, each such proposal must be prepared independently and without cooperation, collaboration, or collusion.
3. If a proposer works with a consultant on its proposal, the consultant (an individual or company) may not assist any other entity with a proposal for this solicitation.
4. Proposers should include all relevant information in its proposal, since Sourcewell cannot consider information that is not included in the proposal. Sourcewell reserves the right to verify proposer's information and may request clarification from a proposer, including samples of the proposed equipment or products.
5. Depending upon the responses received in a given category, Sourcewell may need to organize responses into subcategories in order to provide the broadest coverage of the requested equipment, products, or services to Participating Entities. Awards may be based on a subcategory.
6. A proposer's documented negative past performance with Sourcewell or its Participating Entities occurring under a previously awarded Sourcewell contract may be considered in the evaluation of a proposal.

### **4. PRICING**

#### A. REQUIREMENTS

All proposed pricing must be:

1. Either Line-Item Pricing or Percentage Discount from Catalog Pricing, or a combination of these:
  - a. **Line-item Pricing** is pricing based on each individual product or services. Each line must indicate the proposer’s published “List Price,” as well as the “Contract Price.”
  - b. **Percentage Discount from Catalog or Category** is based on a percentage discount from a catalog or list price, defined as a published Manufacturer’s Suggested Retail Price (MSRP) for the products or services. Individualized percentage discounts can be applied to any number of defined product groupings. Proposers will be responsible for providing and maintaining current published MSRP with Sourcewell, and this pricing must be included in its proposal and provided throughout the term of any contract resulting from this RFP.
2. The proposer’s not to exceed price. A not to exceed price is the highest price for which equipment, products, or services may be billed to a Participating Entity. However, it is permissible for suppliers to sell at a price that is lower than the contracted price.
3. Stated in U.S. and Canadian dollars (as applicable).
4. Clearly understandable, complete, and fully describe the total cost of acquisition (e.g., the cost of the proposed equipment, products, and services delivered and operational for its intended purpose in the Participating Entity’s location).

Proposers should clearly identify any costs that are NOT included in the proposed product or service pricing. This may include items such as installation, set up, mandatory training, or initial inspection. Include identification of any parties that impose such costs and their relationship to the proposer. Additionally, proposers should clearly describe any unique distribution and/or delivery methods or options offered in the proposal.

#### B. ADMINISTRATIVE FEES

Proposers awarded a contract are expected to pay to Sourcewell an administrative fee in exchange for Sourcewell facilitating the resulting contracts. The administrative fee is normally calculated as a percentage of the total sales to Participating Entities for all contracted equipment, products, or services made during a calendar quarter, and is typically one percent (1%) to two percent (2%). In some categories, a flat fee may be an acceptable alternative.

### 5. CONTRACT

Proposers awarded a contract will be required to execute a contract with Sourcewell (see attached template). Only those modifications the proposer indicates in its proposal will be available for discussion. Much of the language in the Contract reflects Minnesota legal requirements and cannot be altered. Numerous and/or onerous exceptions that contradict Minnesota law may result in the proposal being disqualified from further review and evaluation.

To request a modification to the template Contract, a proposer must submit the Exceptions to Terms, Conditions, or Specifications table with its proposal. Only those exceptions noted at the time of the proposal submission will be considered.

Exceptions must:

1. Clearly identify the affected article and section.
2. Clearly note the requested modification; and as applicable, provide requested alternative language.

Unclear requests will be automatically denied.

Only those exceptions that have been accepted by Sourcewell will be included in the contract document provided to the awarded supplier for signature.

If a proposer receives a contract award resulting from this solicitation it will have up to 30 days to sign and return the contract. After that time, at Sourcewell's sole discretion, the contract award may be revoked.

## **6. RFP PROCESS**

### **A. PRE-PROPOSAL CONFERENCE**

Sourcewell will hold an optional, non-mandatory pre-proposal conference via webcast on the date and time noted in the Solicitation Schedule for this RFP and on the Sourcewell Procurement Portal. The purpose of this conference is to allow potential proposers to ask questions regarding this RFP and Sourcewell's competitive contracting process. Information about the webcast will be sent to all entities that have registered for this solicitation opportunity through their Sourcewell Procurement Portal Vendor Account. Pre-proposal conference attendance is optional.

### **B. QUESTIONS REGARDING THIS RFP AND ORAL COMMUNICATION**

All questions regarding this RFP must be submitted through the Sourcewell Procurement Portal. The deadline for submission of questions is found in the Solicitation Schedule and on the Sourcewell Procurement Portal. Answers to questions will be issued through an addendum to this RFP. Repetitive questions will be summarized into a single answer and identifying information will be removed from the submitted questions.

All questions, whether specific to a proposer or generally related to the RFP, must be submitted using this process. Do not contact individual Sourcewell staff to ask questions or request information as this may disqualify the proposer from responding to this RFP. Sourcewell will not respond to questions submitted after the deadline.

### **C. ADDENDA**



Sourcewell may modify this RFP at any time prior to the proposal due date by issuing an addendum. Addenda issued by Sourcewell become a part of the RFP and will be delivered to potential proposers through the Sourcewell Procurement Portal. Sourcewell accepts no liability in connection with the delivery of any addenda.

Before a proposal will be accepted through the Sourcewell Procurement Portal, all addenda, if any, must be acknowledged by the proposer by checking the box for each addendum. It is the responsibility of the proposer to check for any addenda that may have been issued up to the solicitation due date and time.

If an addendum is issued after a proposer submitted its proposal, the Sourcewell Procurement Portal will WITHDRAW the submission and change the proposer's proposal status to INCOMPLETE. The proposer can view this status change in the "MY BIDS" section of the Sourcewell Procurement Portal Vendor Account. The proposer is solely responsible to check the "MY BIDS" section of the Sourcewell Procurement Portal Vendor Account periodically after submitting its proposal (and up to the Proposal Due Date). If the proposer's proposal status has changed to INCOMPLETE, the proposer is solely responsible to:

- i) make any required adjustments to its proposal;
- ii) acknowledge the addenda; and
- iii) ensure the re-submitted proposal is received through the Sourcewell Procurement Portal no later than the Proposal Due Date and time shown in the Solicitation Schedule above.

#### D. PROPOSAL SUBMISSION

Proposer's complete proposal must be submitted through the Sourcewell Procurement Portal no later than the date and time specified in the Solicitation Schedule. Any other form of proposal submission, whether electronic, paper, or otherwise, will not be considered by Sourcewell. **Late proposals will not be considered.** It is the proposer's sole responsibility to ensure that the proposal is received on time.

It is recommended that proposers allow sufficient time to upload the proposal and to resolve any issues that may arise. The time and date that a proposal is received by Sourcewell is solely determined by the Sourcewell Procurement Portal web clock.

In the event of problems with the Sourcewell Procurement Portal, follow the instructions for technical support posted in the portal. It may take up to 24 hours to respond to certain issues.

Upon successful submission of a proposal, the Sourcewell Procurement Portal will automatically generate a confirmation email to the proposer. If the proposer does not receive a confirmation email, contact Sourcewell's support provider at [support@bidsandtenders.ca](mailto:support@bidsandtenders.ca).

To ensure receipt of the latest information and updates via email regarding this solicitation, or if the proposer has obtained this solicitation document from a third party, the onus is on the

proposer to create a Sourcewell Procurement Portal Vendor Account and register for this solicitation opportunity.

Within the Sourcewell Procurement Portal, all proposals must be digitally acknowledged by an authorized representative of the proposer attesting that the information contained in the proposal is true and accurate. By submitting a proposal, proposer warrants that the information provided is true, correct, and reliable for purposes of evaluation for potential contract award. The submission of inaccurate, misleading, or false information is grounds for disqualification from a contract award and may subject the proposer to remedies available by law.

#### E. GENERAL PROPOSAL REQUIREMENTS

Proposals must be:

- In substantial compliance with the requirements of this RFP or it will be considered nonresponsive and be rejected.
- Complete. A proposal will be rejected if it is conditional or incomplete.
- Submitted in English.
- Valid and irrevocable for 90 days following the Proposal Due Date.

Any and all costs incurred in responding to this RFP will be borne by the proposer.

#### F. PROPOSAL WITHDRAWAL

Prior to the proposal deadline, a proposer may withdraw its proposal.

#### G. OPENING

The Opening of proposals will be conducted electronically through the Sourcewell Procurement Portal. A list of all proposers will be made publicly available in the Sourcewell Procurement Portal after the Proposal Due Date, but no later than the Opening time listed in the Solicitation Schedule.

To view the list of proposers, verify that the Sourcewell Procurement Portal opportunities list search is set to "All" or "Closed." The solicitation status will automatically change to "Closed" after the Proposal Due Date and Time.

## **7. EVALUATION AND AWARD**

#### A. EVALUATION

It is the intent of Sourcewell to award one or more contracts to responsive and responsible proposers offering the best overall quality, selection of equipment, products, and services, and price that meet the commonly requested specifications of Sourcewell and its Participating

Entities. The award(s) will be limited to the number of proposers that Sourcewell determines is necessary to meet the needs of its Participating Entities.

Factors to be considered in determining the number of contracts to be awarded in any category may include the following:

- Total evaluation scores (giving consideration to natural breaks in the scoring of responsive proposals);
- The number and geographic location of highest-scoring proposers that offer:
  - A comprehensive selection of the requested equipment, products, or services;
  - A sales and service network ensuring availability and coverage for Participating Entities' use; and
  - Other attributes of the proposer or contents of its proposal that assist Participating Entities in achieving environmental and social requirements, and goals.

Information submitted as part of a proposal should be as specific as possible when responding to the RFP. Do not assume Sourcewell has any knowledge about a specific supplier or product.

**B. AWARD(S)**

Award(s) will be made to the highest-scoring proposer(s) whose proposal conforms to all conditions and requirements of the RFP, and consistent with the award criteria defined in this RFP.

Sourcewell may request written clarification of a proposal at any time during the evaluation process.

Proposal evaluation will be based on the following scoring criteria and the Sourcewell Evaluator Scoring Guide (a copy is available in the Sourcewell Procurement Portal):

Conformance to RFP Requirements	50
Financial Viability and Marketplace Success	75
Ability to Sell and Deliver Service	100
Marketing Plan	50
Value Added Attributes	75
Warranty	50
Depth and Breadth of Offered Equipment, Products, or Services	200
Pricing	400
<b>TOTAL POINTS</b>	<b>1000</b>

**C. PROTESTS OF AWARDS**

Any protest made under this RFP by a proposer must be in writing, addressed to Sourcewell's Executive Director, and delivered to the Sourcewell office located at 202 12th Street NE, P.O. Box 219, Staples, MN 56479. All documents that comprise the complete protest package must

be received, and time stamped at the Sourcewell office by 4:30 p.m., Central Time, no later than 10 calendar days following Sourcewell's notice of contract award(s) or non-award. and must be time stamped by Sourcewell no later than 4:30 p.m., Central Time. A protest must allege a procedural, technical, or legal defect, with supporting documentation. A protest that merely requests a re-evaluation of a proposal's content will not be entertained

A protest must include the following items:

- The name, address, and telephone number of the protester;
- Identification of the solicitation by RFP number;
- A precise statement of the relevant facts;
- Identification of the alleged procedural, technical, or legal defect;
- Analysis of the basis for the protest;
- Any additional supporting documentation;
- The original signature of the protester or its representative; and
- Protest bond in the amount of \$20,000 (except where prohibited by law or treaty).

Protests that do not address these elements will not be reviewed.

#### D. RIGHTS RESERVED

This RFP does not commit Sourcewell to award any contract, and a proposal may be rejected if it is nonresponsive, conditional, incomplete, conflicting, or misleading. Proposals that contain false statements or do not support an attribute or condition stated by the proposer may be rejected.

Sourcewell reserves the right to:

- Modify or cancel this RFP at any time;
- Reject any and all proposals received;
- Reject proposals that do not comply with the provisions of this RFP;
- Select, for contracts or for discussion, a proposal other than that with the lowest cost;
- Independently verify any information provided in a proposal;
- Disqualify any proposer that does not meet the requirements of this RFP, is debarred or suspended by the United States or Canada, State of Minnesota, Participating Entity's state or province; has an officer, or other key personnel, who have been charged with a serious crime; or is bankrupt, insolvent, or where bankruptcy or insolvency are a reasonable prospect;
- Waive or modify any informalities, irregularities, or inconsistencies in the proposals received;
- Clarify any part of a proposal and discuss any aspect of the proposal with any proposer; and negotiate with more than one proposer;
- Award a contract if only one responsive proposal is received if it is in the best interest of Participating Entities; and

- Award a contract to one or more proposers if it is in the best interest of Participating Entities.

#### E. DISPOSITION OF PROPOSALS

All materials submitted in response to this RFP will become property of Sourcewell and will become public record in accordance with Minnesota Statutes Section 13.591, after negotiations are complete. Sourcewell considers that negotiations are complete upon execution of a resulting contract. It is the proposer's responsibility to clearly identify any data submitted that it considers to be protected. Proposer must also include a justification for the classification citing the applicable Minnesota law. Sourcewell may reject proposals that are marked confidential or nonpublic, either substantially or in their entirety.

Sourcewell will not consider the prices submitted by the proposer to be confidential, proprietary, or trade secret materials. Financial information, including financial statements, provided by a proposer is not considered trade secret under the statutory definition.



10/17/2022

Addendum No. 1

Solicitation Number: RFP 120122

Solicitation Name: Unified Communication and Contact Center Solutions

Consider the following Questions and Answers to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

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**Question 1:**

Can products and services be added at a later date?

**Answer 1:**

An awarded supplier may submit a Product and Pricing Change Request to Sourcewell. Refer to Section 4. – Product and Pricing Change Requests, of the Sourcewell contract template.

**Question 2:**

For Total Cost of Acquisition, each client's requirements and infrastructure are different. Would a range of pricing be acceptable?

**Answer 2:**

It is left to the discretion of each proposer to determine and propose the pricing approach that aligns with their business methods. Proposals are evaluated based on the criteria stated in the RFP.

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End of Addendum

Acknowledgement of this Addendum to RFP 120122 posted to the Sourcewell Procurement Portal on 10/17/2022, is required at the time of proposal submittal.



10/18/2022

Addendum No. 2

Solicitation Number: RFP 120122

Solicitation Name: Unified Communication and Contact Center Solutions

Consider the following Questions and Answers to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

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**Question 1:**

Each solution being proposed would be customized to the buyer's needs. How should we list this in our bid pricing?

**Answer 1:**

In the competitive process, Sourcewell will not advise a proposer on the content of the proposal. It is left to the discretion of each proposer to determine and propose the pricing approach that aligns with their business methods and satisfies all the requirements of RFP Article III - Pricing. Proposals are evaluated based on the criteria stated in the RFP.

**Question 2:**

When will the information for the pre-proposal conference be sent?

**Answer 2:**

Login instructions will be posted to the Documents section of the RFP's Bid Details page on the Sourcewell Procurement Portal and available to registered suppliers two business days prior to the web conference. A notification email will also be sent to registered suppliers when the instructions are posted.

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End of Addendum

Acknowledgement of this Addendum to RFP 120122 posted to the Sourcewell Procurement Portal on 10/18/2022, is required at the time of proposal submittal.





10/20/2022

Addendum No. 3

Solicitation Number: RFP 120122

Solicitation Name: Unified Communication and Contact Center Solutions

Consider the following Question and Answer to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

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**Question 1:**

RFP Section II. C. 3. – New Equipment and Products states proposed equipment and products must be for new, current model; however, proposer may offer certain close-out equipment or products if it is specifically noted in the Pricing proposal. Is an offering of refurbished products with a lifetime warranty acceptable?

**Answer 1:**

In the competitive process, Sourcewell will not pre-evaluate a proposer's equipment, product, or services offering or advise a proposer on the content of the proposal. Each proposer, in its discretion, will propose the equipment, products, and services that it deems to fall within Sourcewell's requested equipment, products, and services as described in RFP Section II. B. - Requested Equipment, Products or Services. However, only those products within the scope of the RFP will be included in any contract awarded by Sourcewell as a result of this solicitation.

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End of Addendum

Acknowledgement of this Addendum to RFP 120122 posted to the Sourcewell Procurement Portal on 10/20/2022, is required at the time of proposal submittal.



10/21/2022

Addendum No. 4

Solicitation Number: RFP 120122

Solicitation Name: Unified Communication and Contact Center Solutions

Consider the following Question and Answer to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

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**Question 1:**

Which states will be using this RFP?

**Answer 1:**

Refer to RFP Section I. A. – About Sourcewell Participating Entities. “Sourcewell is a State of Minnesota local government agency and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) that facilitates a competitive public solicitation and contract award process for the benefit of its 50,000+ participating entities across the United States and Canada.” RFP Section I. B. – Use of Resulting Contracts, identifies the types of Participating Entities eligible to use Sourcewell awarded cooperative contracts.

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End of Addendum

Acknowledgement of this Addendum to RFP 120122 posted to the Sourcewell Procurement Portal on 10/21/2022, is required at the time of proposal submittal.



10/24/2022

Addendum No. 5

Solicitation Number: RFP 120122

Solicitation Name: Unified Communication and Contact Center Solutions

Consider the following Questions and Answers to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

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**Question 1:**

Are there restrictions around the staff that can implement and support the systems? What are the security requirements? Do they have to be in any specific region or country?

**Answer 1:**

Sourcewell utilizes a competitive, solutions-based solicitation approach that is not based on detailed specifications or finite quantities. It is left to the discretion of each proposer to determine the information and documentation necessary to best articulate the services offered and to demonstrate the ability to serve Sourcewell participating entities. Proposals are evaluated based on the criteria stated in the RFP.

**Question 2:**

Can we bid the Unified Communication requirements and the Contact Center requirements separately?

**Answer 2:**

Refer to RFP Section II. G. 2., "[a] proposer may submit only one proposal."

**Question 3:**

Is the desire to have the Unified Communications and the Contact Center services on the same platforms?

**Answer 3:**

It is left to the discretion of each proposer to propose a method for delivery that aligns to its business practices and meets all applicable industry standards, laws, and regulations. Proposals are evaluated based on the criteria stated in the RFP.

**Question 4:**

Is there any sort of requirements document that can be provided?

**Answer 4:**

Sourcewell utilizes a competitive, solutions-based solicitation approach that is not based on detailed specifications or finite quantities. A proposer can propose its entire line of equipment, products, and services falling within the requested equipment, products, and services as described in the RFP.

**Question 5:**

What scale of professional services and implementation assistance is expected for implementation on each agency?

**Answer 5:**

Refer to RFP Section II. B. – Requested Equipment, Products, or Services, “[g]enerally, the solutions for Participating Entities are turn-key solutions, providing a combination of equipment, products and services, delivery, and installation to a properly operating status. However, equipment-only or products-only solutions may be appropriate for situations where Participating Entities possess the ability, either in-house or through local third-party contractors, to properly install and bring to operation the equipment or products being proposed.” It is left to the discretion of each proposer to determine and propose the equipment, products, or services that align with the proposer’s business methods. The solicitation is a competitive process and proposals are evaluated on the content submitted.

**Question 6:**

What are the anticipated number of transactions and revenue per transaction that would equate to the estimated \$40M annual revenue?

**Answer 6:**

The anticipated volume stated in the RFP is an estimate based on past volume of similar contracts. It is an estimate only, and no sales or sales volume are guaranteed.

**Question 7:**

Can you provide us with the number of agents to be included with this bid's pricing?

**Answer 7:**

It is left to the discretion of each proposer to determine and propose the pricing approach that aligns with their business methods and satisfies all the requirements of RFP Article III - Pricing. Proposals are evaluated based on the criteria stated in the RFP.

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End of Addendum

Acknowledgement of this Addendum to RFP 120122 posted to the Sourcewell Procurement Portal on 10/24/2022, is required at the time of proposal submittal.



10/25/2022

Addendum No. 6

Solicitation Number: RFP 120122

Solicitation Name: Unified Communication and Contact Center Solutions

Consider the following Questions and Answers to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

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**Question 1:**

If a vendor doesn't have its own SAM number or doesn't meet the template contract insurance requirements under their entity, but their parent company does, would the vendor be permitted to submit documentation filed under its parent company to satisfy the requirements?

**Answer 1:**

In the competitive process, Sourcewell will not advise a proposer on the content of its proposal or the methods of satisfying RFP requirements. Each proposer, in its discretion, will determine the approach that aligns with its business methods and satisfies all requirements of the RFP. Each Proposal will be evaluated based on the criteria stated in the RFP.

For additional detail on the completion of the Portal Questionnaire Tables, refer to the General Instructions above Table 1.

A proposer that is seeking a modification to the template Contract terms, conditions, or specifications, must complete and submit the Exceptions to Terms, Conditions, or Specifications Form, which is found as the final Table of Step 1 in the proposal submission process. Refer also to RFP Article 5. – Contract.

**Question 2:**

How should we display pricing and descriptions of our platform.

**Answer 2:**

In the competitive process, Sourcewell will not advise a proposer on the content of the proposal. It is left to the discretion of each proposer to articulate and propose the pricing approach that aligns with their business methods and satisfies the requirements of RFP Section III. – Pricing. Proposals are evaluated based on the criteria stated in the RFP.

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End of Addendum

Acknowledgement of this Addendum to RFP 120122 posted to the Sourcewell Procurement Portal on 10/25/2022, is required at the time of proposal submittal.



10/31/2022

Addendum No. 7

Solicitation Number: RFP 120122

Solicitation Name: Unified Communication and Contact Center Solutions

Consider the following Questions and Answers to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

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**Question 1:**

How may we make suggestions for an amendment of the RFP?

**Answer 1:**

Sourcewell does not contemplate an amendment of the RFP at this time. Nevertheless, questions regarding the RFP may be submitted through the Sourcewell Procurement Portal – [www.proportal.sourcewell-mn.gov](http://www.proportal.sourcewell-mn.gov).

**Question 2:**

Is FedRamp Certification required for any or all of the solutions?

**Answer 2:**

Sourcewell utilizes a competitive, solutions-based solicitation approach that is not based on detailed specifications. A proposer is allowed to articulate the capabilities, features, and applicable certifications held for each product offering in the narrative response and in the materials selected by the proposer for upload in support of the proposal.

**Question 3:**

If FedRamp is not required, can a provider provide pricing for both FedRamp and regular pricing for solutions and services?

**Answer 3:**

In the competitive process, Sourcewell will not advise a proposer on the content of the proposal. It is left to the discretion of each proposer to determine and propose the pricing approach that aligns with their business methods and satisfies all the



requirements of RFP Article III - Pricing. Proposals are evaluated based on the criteria stated in the RFP.

**Question 4:**

Will products and services by one manufacturer, but proposed by multiple respondents be acceptable?

**Answer 4:**

The Sourcewell RFP is an open and competitive solicitation process. A proposer is allowed to propose the entire line of products and services falling within the requested equipment, products or services for this solicitation as described in RFP Section II. B. Proposals will be evaluated, and award/non-award determinations will be made, based on the criteria stated in the RFP.

**Question 5:**

How many awards do you anticipate making?

**Answer 5:**

Refer to RFP Section VII. - EVALUATION AND AWARD, subsections A. and B., for information regarding Sourcewell's intent with respect to awards. No limit (floor or ceiling) on the number of awards has been imposed.

**Question 6:**

Is this RFP a replacement for #081419 Technology Catalog Solutions or is it in addition to that contract?

**Answer 6:**

The Sourcewell RFP is an opportunity independent of any other prior, current, or future RFP. Each proposer, in its discretion, will propose the equipment, products, or services that it deems to fall within Sourcewell's requested equipment, products, and services as described in the RFP. Only those products within the scope of the RFP will be included in any contract awarded by Sourcewell as a result of the solicitation. Each Proposal will be evaluated based on the criteria stated in the RFP.

**Question 7:**

Is using MSRP an acceptable approach to providing pricing?

**Answer 7:**

In the competitive process, Sourcewell will not advise a proposer on the content of the proposal. It is left to the discretion of each proposer to determine and propose the pricing approach that aligns with their business methods and satisfies all the requirements of RFP Article III - Pricing. Proposals are evaluated based on the criteria stated in the RFP.

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End of Addendum

Acknowledgement of this Addendum to RFP 120122 posted to the Sourcewell Procurement Portal on 10/31/2022, is required at the time of proposal submittal.



11/4/2022

Addendum No. 8

Solicitation Number: RFP 120122

Solicitation Name: Unified Communication and Contact Center Solutions

Consider the following Questions and Answers to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

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**Question 1:**

Can Sourcewell advise if the equipment, products, or services my company offers would be considered within scope of this RFP?

**Answer 1:**

In the competitive process, Sourcewell will not pre-evaluate a proposer's equipment, product, or services offering or advise a proposer on the content of the proposal. Each proposer, in its discretion, will propose the equipment, products, and services that it deems to fall within Sourcewell's requested equipment, products, and services as described in RFP Section II. B. - Requested Equipment, Products or Services. However, only those products within the scope of the RFP will be included in any contract awarded by Sourcewell as a result of this solicitation.

**Question 2:**

In Table 5: Top Five Government or Education Customers - Size of Transaction(s), do you want an average dollar amount of all transactions or a range of the individual dollar amount of all transaction(s)?

**Answer 2:**

In the competitive process, Sourcewell will not advise a proposer on the content of the proposal. It is left to the discretion of each proposer to determine the information necessary to best demonstrate their past marketplace success and their ability to serve Sourcewell participating entities. Proposals are evaluated based on the criteria stated in the RFP.

**Question 3:**

How are payment method and terms to be included in the proposal for Sourcewell and the participating entity? Can they be included as an attachment in the proposal to Sourcewell and the proposal for the participating entity? Are payment methods and payment terms to be negotiated solely with Participating Entity?

**Answer 3:**

It is left to the discretion of each proposer to determine and propose the payment terms that align with their business methods and satisfies all the requirements of Article 6. A. – Orders and Payment, of the Sourcewell contract template and Table 10 of the questionnaire within the Sourcewell Procurement Portal.

**Question 4:**

We see several manufacturers on the list of current contract holders. Does Sourcewell prefer to award contracts to manufacturers or to companies that support multiple manufacturers (e.g., resellers)?

**Answer 4:**

Refer to RFP Section II. B. – Requested Equipment, Products, or Services, “If proposer requires the use of distributors, dealers, resellers, or subcontractors to provide the equipment, products, or services, the proposal must address how the equipment, products or services will be provided to Participating Entities, and describe the network of distributors, dealers, resellers, and/or subcontractors that will be available to serve Participating Entities under a resulting contract.”

**Question 5:**

Governing Law and venue for any action related to Participating Entity will be determined by the participating entity making the purchase. Does this mean the participating entity’s location will determine the governing law, venue, any tax requirements, etc.?

**Answer 5:**

Refer to template contract Section 6. E. – Governing Law and Venue. Under the template contract, 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.

**Question 6:**

Clarify the calculation of the administrative fee and if the administrative fee is per participating entity award. What is the percentage? How is the percentage determined? Is the percentage based upon total sales in the proposal to the participating entity?

**Answer 6:**

It is left to the discretion of each proposer to determine and propose an administrative fee that is consistent with its business and industry. Refer to RFP Section VI. B. – Administrative Fees and Section 8. B. of the contract template for further information on administrative fees.

**Question 7:**

In Table 14B: Unified Communication Solutions - Line 75, please define Enhanced Messaging or provide examples of what you would consider under this term?

**Answer 7:**

In the competitive process, Sourcewell will not advise a proposer on the content of the proposal. It is left to the discretion of each proposer to determine the products and services that the proposer will include. The solicitation is a competitive process and proposals are evaluated based on the scoring criteria stated in the RFP and the content submitted.

**Question 8:**

How can I request an amendment to add additional equipment, products, or services to RFP Section II. B. – Requested Equipment, Products, or Services?

**Answer 8:**

Sourcewell does not contemplate an amendment of the RFP at this time. Nevertheless, questions regarding the RFP may be submitted through the Sourcewell Procurement Portal – [www.proportal.sourcewell-mn.gov](http://www.proportal.sourcewell-mn.gov).

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End of Addendum

Acknowledgement of this Addendum to RFP 120122 posted to the Sourcewell Procurement Portal on 11/4/2022, is required at the time of proposal submittal.



11/10/2022

Addendum No. 9

Solicitation Number: RFP 120122

Solicitation Name: Unified Communication and Contact Center Solutions

Consider the following Question and Answer to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

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**Question 1:**

Are there documents besides the RFP, contract template, and addendums? If so, where are the documents found?

**Answer 1:**

All proposals must be submitted through the Sourcewell Procurement Portal. Guidance on preparing a response in the Portal can be found in the "Submit Response Guide" found on the "Bids Homepage" in the Resource Materials section. After selecting "Start Submission" from the Bid Details page, a proposer will navigate to Step 1 to begin the submission.

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End of Addendum

Acknowledgement of this Addendum to RFP 120122 posted to the Sourcewell Procurement Portal on 11/10/2022, is required at the time of proposal submittal.



11/16/2022

Addendum No. 10

Solicitation Number: RFP 120122

Solicitation Name: Unified Communication and Contact Center Solutions

Consider the following Questions and Answers to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

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**Question 1:**

At what time should the awarded vendors be expected to contact the participating entities with marketing efforts? Will Sourcewell provide guidelines on who and when to contact?

**Answer 1:**

The Sourcewell supplier development team provides support and resources to expand and enhance awarded supplier marketing efforts. In the competitive process, Sourcewell does not advise on the content of proposer marketing plans. Each proposal will be evaluated based on the criteria stated in the RFP.

**Question 2:**

Will the vendors be responsible for reaching out to the participating entities without knowing who is interested in our services or will Sourcewell provide the vendors with a list of the participating entities who are looking to revamp their call center/voice solutions?

**Answer 2:**

It is left to the discretion of each proposer to articulate and propose the marketing plan that aligns with their business methods and satisfies all the requirements of RFP Article II. F. – Marketing Plan. The solicitation is a competitive process and proposals are evaluated on the criteria stated in the RFP.

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End of Addendum

Acknowledgement of this Addendum to RFP 120122 posted to the Sourcewell Procurement Portal on 11/16/2022, is required at the time of proposal submittal.



11/17/2022

Addendum No. 11

Solicitation Number: RFP 120122

Solicitation Name: Unified Communication and Contact Center Solutions

Consider the following Question and Answer to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

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**Question 1:**

Is Sourcewell willing to receive a monthly payment of a percentage of the monthly revenue generated from sales on the contract vs. a one-time quarterly payment?

**Answer 1:**

Refer to RFP Section III. B. – Administrative Fees, and Sourcewell contract template Section 8. B. – Administrative Fee, for additional information regarding administrative fees.

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End of Addendum

Acknowledgement of this Addendum to RFP 120122 posted to the Sourcewell Procurement Portal on 11/17/2022, is required at the time of proposal submittal.





11/21/2022

Addendum No. 12

Solicitation Number: RFP 120122

Solicitation Name: Unified Communication and Contact Center Solutions

Consider the following Question and Answer to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

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**Question 1:**

How will the supplier be notified whether funding is available for a participating entity?

**Answer 1:**

Participating entities are solely responsible for payment. See template contract Section 6. A. – Orders and Payment, for additional guidance.

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End of Addendum

Acknowledgement of this Addendum to RFP 120122 posted to the Sourcewell Procurement Portal on 11/21/2022, is required at the time of proposal submittal.



11/23/2022

Addendum No. 13

Solicitation Number: RFP 120122

Solicitation Name: Unified Communication and Contact Center Solutions

Consider the following Questions and Answers to be part of the above-titled solicitation documents. The remainder of the documents remain unchanged.

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**Question 1:**

What compliance requirements or certifications are needed?

**Answer 1:**

Refer to template contract Section 19. – Compliance. It is left to the discretion of each proposer to determine the documentation necessary to best demonstrate their ability to serve Sourcewell participating entities.

**Question 2:**

Could we request an extension?

**Answer 2:**

No extension of the due date is contemplated by Sourcewell at this time.

**Question 3:**

Do all participating entities order off resulting contracts in this RFP?

**Answer 3:**

Refer to RFP Section I. B. – Use of Resulting Contracts, “Participating Entities typically access contracted equipment, products, or services through a purchase order issued directly to the contracted supplier.”

**Question 4:**

Does each customer negotiate individual terms?

**Answer 4:**

Refer to Sourcewell contract template Section 6. B. – Additional Terms and Conditions/Participating Addendum. “Additional terms and conditions to a purchase order may be negotiated between a Participating Entity and Vendor, such as job or industry-specific requirements, legal requirements (e.g., affirmative action or immigration status requirements), or specific local policy requirements. ... Any negotiated additional terms and conditions must never be less favorable to the Participating Entity than what is contained in this Contract.”

**Question 5:**

Could you define the warranty section?

**Answer 5:**

Refer to RFP Section II. C. 5. – Warranty. In the competitive process, Sourcewell will not advise a proposer on the content of the proposal. It is left to the discretion of each proposer to describe the warranty provisions and coverages that apply to the equipment, products, or services proposed, and satisfies the requirements of RFP. Proposals are evaluated based on the criteria stated in the RFP.

**Question 6:**

How is volume pricing defined?

**Answer 6:**

In the competitive process, Sourcewell will not advise a proposer on the content of the proposal. It is left to the discretion of each proposer to articulate and propose the pricing approach that aligns with their business methods and satisfies the requirements of RFP Section III. – Pricing. Proposals are evaluated based on the criteria stated in the RFP.

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End of Addendum

Acknowledgement of this Addendum to RFP 120122 posted to the Sourcewell Procurement Portal on 11/23/2022, is required at the time of proposal submittal.