Marketplace.city

Where Local Governments Find, Validate and Procure Great Technology

Managed Phone Service Solution
Aurora, IL

Project Overview

BUSINESS CHALLENGE	The City of Aurora is seeking options to upgrade and/or change the approach on how they manage its phone services. The goal is to have a managed service that partners with the existing team to support the telephone services for the City. This is for desktop phone for the City.
PROJECT BACKGROUND	The goal is to reduce infrastructure and equipment costs while allowing employees to stay connected with both internal and external stakeholders and across any device and any location they reside. Following the City's move to a managed service in other area (Managed Security Services, Managed Infrastructure), the City seeking to part with an expert provider that can provide them with support, maintenance and potentially eventually replacement and management of hardware and/or other service contracts.

Project Background (1/3)

The City of Aurora is seeking a city-wide managed phone service to increase internal efficiencies.

Process Overview:

- Marketplace.city created Market Landscape with 8 Companies
- Project team reviewed Market Landscape, drafted scope and opportunity document with stakeholders
  - Document found here
- Publicly posted and distributed the Opportunity for vendors to complete in order to be included in the reporting and selection process
  - Opened 1/18/22 and closed 2/2/22
  - 14 companies responded by Deadline - Raw Data File Here

Preliminary Notes:

- 4 of the vendors provide the same product & used identical language in their response.
  - They all offer the RingCentral product
  - List: Mindsight, RingCentral, SKC Communications, Sound Incorporated

Initial Vendor Response Summary (1/2)

Company	Solution			Pricing		Experience & Implementation		Other
	Solution Narrative	Managed VOIP Service/Full Replacement with Hardware	Highlights Microsoft Teams Integration?*	Aurora Annual Price Estimate	Model	Number of Public Sector Engagements	Implementation Timeline	Notes
AIS Labs	Solution Narrative	Both Options Available	No	$245,000	SaaS	1-10	2 -3 Months	
AT&T	Solution Narrative	Managed VOIP Service	No	$23,000	SaaS	100 or more	1 - 3 Months	
cbts	Solution Narrative	Managed VOIP Service	Yes	Discovery Required	SaaS	25-100	Under 6 Months	
Communication square LLC	Solution Narrative	Managed VOIP Service	Yes	$24,000	Usage Based Model	1-10	2 Months	
EC-United	Solution Narrative	Full Replacement with Hardware	Yes	$200,000 - 300,000	SaaS	10-25	2 -3 Months	
Heartland	Solution Narrative	Managed VOIP Service	No	$19,795	Other	100 or more	1 - 2 Months	
Mindsight	Solution Narrative	Managed VOIP Service	Yes	$170,000 - $250,000	SaaS	100 or more	3 - 4 Months	4 vendors provide the RingCentral product

*Not an essential feature – included as point of comparison

Initial Vendor Response Summary (2/2)

| Company | Solution | | | Pricing | | Experience & Implementation | | Other |
	Solution Narrative	Managed VOIP Service/Full Replacement with Hardware	Highlights Microsoft Teams Integration?*	Aurora Annual Price Estimate	Model	Number of Public Sector Engagements	Implementation Timeline	Notes
RingCentral, Inc.	Solution Narrative	Managed VOIP Service	Yes	$170,000 - $250,000	SaaS	100 or more	3 - 4 Months	4 vendors provide the RingCentral product
Sentinel Technologies	Solution Narrative	Managed VOIP Service	No	$ 80,000 - $ 100,000	SaaS	10-25	1 - 2 Months	
SKC Communications	Solution Narrative	Managed VOIP Service	Yes	$170,000 - $250,000	SaaS	100 or more	3 - 4 Months	4 vendors provide the RingCentral product
Sound Incorporated	Solution Narrative	Managed VOIP Service	Yes	$170,000 - $250,000	SaaS	100 or more	3 - 4 Months	4 vendors provide the RingCentral product
Stratosphere Networks/Netrix	Solution Narrative	Managed VOIP Service	Yes	$165,138.00	SaaS	1-10	4 Months	
Trifecta Solutions Inc	Solution Narrative	Both Options Available	No	$290,000	SaaS	1-10	3-6 months	
Zoom Video Communications	Solution Narrative	Managed VOIP Service	No	$117,000 - $147,000	SaaS	25-100	Discovery Required	

*Not an essential feature – included as point of comparison

Project Background (2/3)

The City of Aurora is seeking a city-wide managed phone service to increase internal efficiencies.

Process Overview:

- Marketplace.city created Market Landscape with 8 Companies

- Project team reviewed Market Landscape, drafted scope and opportunity document with stakeholders

  - [Document found here](#)

- Publicly posted and distributed the Opportunity for vendors to complete in order to be included in the reporting and selection process

  - Opened 1/18/22 and closed 2/2/22

  - 14 companies responded by Deadline - [Raw Data File Here](#)

- **Reviewed data to identify the three finalists – AT&T, Mindsight, and Sentinel Technologies**

- **Drafted the Request for Proposal (RFP) with IT Stakeholders**

  - **[Document found here](#)**

- **Sent the RFP to the 3 finalists**

  - **Opened 3/28/22 and closed 4/11/22**

  - **All 3 vendors responded – [Raw Data File Here](#)**

Final Proposal Summary

	Solution	Functional Questions	Pricing & Model		Implementation
	Solution Narrative	Please describe your approach to system support.	Extracted Pricing Details	Pricing Notes	Timeline
AT&T	Solution Narrative	AT&T provides 24 x 7 x365 support for all IP Based services, which includes the proposed IP Flex service. If a service issue arises, the customer opens a ticket via Express Ticketing (Link: https://expressticketing.acss.att.com/). Once ticket number is provided, please forward to Account Team.	No implementation costs ---- Recurring: Option 1: $22,824 Option 2: $25,293 & Concurrent Calls: $70,725	Does not seem to provide a full Managed Phone Service, just a hardware rental + maintenance	60-90 Days
Mindsight	Solution Narrative	RingCentral provides support services including system maintenance, automatic updates, and free software upgrades at no additional charge. Maintenance and support of the system and hardware includes access to live agents - available 24x7x365 via phone, chat, and web case.	One-time: $221,797.50 One-time Service Credit: $97,855.95 ---- Recurring: 3-year pricing: $660,643.20 5-year pricing: $1,101,072.00	Robust proposal that will provide the Managed Phone Service and replace all hardware	13 Weeks
Sentinel Technologies, Inc.	Solution Narrative	Sentinel's NOC is 24x7x365. Level 1 thru 3 collab support engineers will always be available to respond to the City's support needs based on the SLA assigned to the incident or request. At any time, the City can escalate a case if the priority changes throughout the course of the case.	One-time: $3,979.00 ---- Recurring: 3-year pricing: $292,957.12	Provides the Managed Phone Service, but keeps existing hardware	30-45 Days

Raw Vendor Response Data can be accessed here

Project Background (3/3)

The City of Aurora is seeking a city-wide managed phone service to increase internal efficiencies.

Process Overview:

- Marketplace.city created Market Landscape with 8 Companies
- Project team reviewed Market Landscape, drafted scope and opportunity document with stakeholders
    - [Document found here](#)
- Publicly posted and distributed the Opportunity for vendors to complete in order to be included in the reporting and selection process
    - Opened 1/18/22 and closed 2/2/22
    - 14 companies responded by Deadline - [Raw Data File Here](#)
- Reviewed data to identify the three finalists – AT&T, Mindsight, and Sentinel Technologies
- Drafted the Request for Proposal (RFP) with IT Stakeholders
    - [Document found here](#)
- Sent the RFP to the 3 finalists
    - Opened 3/28/22 and closed 4/11/22
    - All 3 vendors responded – [Raw Data File Here](#)
- **Project team scored the final proposals and selected the recommended vendor**

Scoring Overview

Scoring Criteria	Weight	Vendor Evaluation		
		AT&T	Mindsight	Sentinel Technologies
Capabilities / Solution	*25%*	1.75	4.375	8.375
Experience and Qualifications	*20%*	2.5	3.75	8.375
Approach, Services, Implementation Methodology	*10%*	1.75	4	8.125
Pricing and Contract Model	*20%*	1	2.25	6.2
Additional Services / Innovation	*25%*	1.75	3.5	7.875
Weighted Scoring		1.75	3.57	7.79

[Full Scoring Document Found Here](#)

Summary & Final Selection – Sentinel Technologies

After using the Marketplace.city process, the City of Aurora Project Stakeholders have selected Sentinel Technologies as their recommended partner for the Managed Phone Service project. Sentinel's proposal most closely aligns with the City's current voice platform needs while offering roadmaps to future improvements. Unanimously selected by all project stakeholders, Sentinel Technologies will be a strong voice platform partner for the City of Aurora.

DECISION FACTORS

- **Service:** Sentinel's proposal includes a 24x7x365 Network Operations Center to provide remote monitoring and support for Aurora's environment. This is paired with a customer-centric support team that will serve as an extension of the IT team.

- **Scope:** Sentinel most closely met the needs project stakeholders. Others proposed essentially a hardware rental & maintenance package (under scope), or a full replacement and service of all Aurora hardware (over scope).

- **Future Goals:** Aurora stakeholders have discussed future voice platform iterations including a hybrid voice environment, where standard calling needs are supported by a cloud-based platform. Sentinel is a market leader in navigating and implementing a suite of cloud platforms.

CONTRACT DETAILS

CONTRACT TYPE	Solution as a Service (SaaS)
CONTRACT DURATION	3 Years
PRICING SUMMARY	3 Year Total: $292,957.12
CONTRACT DOCUMENTS	[Contract Document](#)

Appendix

Solution Overview

Company	Please provide a Solution Narrative describing your final proposal to the City.	Please describe your approach to system support.	Extracted Timeline	Please upload an overview of your proposed implementation including approach and timeframe for Aurora	Please provide an editable version of your Terms & Conditions document for the City of Aurora's review.
AT&T	Solution Narrative	AT&T provides 24 x 7 x365 support for all IP Based services, which includes the proposed IP Flex service. If a service issue arises, the customer opens a ticket via Express Ticketing (Link: https://expressticketing.acss.att.com/). Once ticket number is provided, please forward to Account Team.	60-90 Days	Implementation Documents	Terms and Conditions Documents
Mindsight	Solution Narrative	RingCentral provides support services including system maintenance, automatic updates, and free software upgrades at no additional charge. Maintenance and support of the system and hardware includes access to live agents - available 24x7x365 via phone, chat, and web case.	13 Weeks	Implementation Documents	Terms and Conditions Documents
Sentinel Technologies, Inc.	Solution Narrative	Sentinel's NOC is 24x7x365. Level 1 thru 3 collab support engineers will always be available to respond to the City's support needs based on the SLA assigned to the incident or request. At any time, the City can escalate a case if the priority changes throughout the course of the case.	30-45 Days	Implementation Documents	Terms and Conditions Documents

Pricing Overview

Company	Extracted Pricing Details	Pricing Notes	Please complete the pricing template for City of Aurora.	Please upload any additional or standard pricing you would like to share.	Part of the Marketplace.city process is contract validation. Please upload comparable public sector contracts or quotes for pricing validation.
AT&T	No implementation costs ---- Recurring: Option 1: $22,824 Option 2: $25,293 & Concurrent Calls: $70,725	Does not seem to provide a full Managed Phone Service, just a hardware rental + maintenance	Pricing Template	Standard Pricing Documents	Contract Documents
Mindsight	One-time: $221,797.50 One-time Service Credit: $97,855.95 ---- Recurring: 3-year pricing: $660,643.20 5-year pricing: $1,101,072.00	Robust proposal that will provide the Managed Phone Service and replace all hardware	Pricing Template	Standard Pricing Documents	Contract Documents
Sentinel Technologies, Inc.	One-time: $3,979.00 ---- Recurring: 3-year pricing: $292,957.12	Provides the Managed Phone Service, but keeps existing hardware	Pricing Template	Standard Pricing Documents	Contract Documents

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Preliminary Notes:

- 4 of the vendors provide the same product & used identical language in their response.
    - They all offer the RingCentral product
    - List: Mindsight, RingCentral, SKC Communications, Sound Incorporated
- Excessively long vendor answers to "Anything else you want to tell us?" question on the "company" slide resulted in 1pt font to fit – we have removed that column in this deck. The Raw Data File contains the response if you wish to review.

Vendor Response Summary (1/2)

Company	Solution			Pricing		Experience & Implementation		Other
	Solution Narrative	Managed VOIP Service/Full Replacement with Hardware	Highlights Microsoft Teams Integration?*	Aurora Annual Price Estimate	Model	Number of Public Sector Engagements	Implementation Timeline	Notes
AIS Labs	Solution Narrative	Both Options Available	No	$245,000	SaaS	1-10	2 -3 Months	
AT&T	Solution Narrative	Managed VOIP Service	No	$23,000	SaaS	100 or more	1 - 3 Months	
cbts	Solution Narrative	Managed VOIP Service	Yes	Discovery Required	SaaS	25-100	Under 6 Months	
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EC-United	Solution Narrative	Full Replacement with Hardware	Yes	$200,000 - 300,000	SaaS	10-25	2 -3 Months	
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Vendor Response Summary (2/2)

Company	Solution			Pricing		Experience & Implementation		Other
	Solution Narrative	Managed VOIP Service/Full Replacement with Hardware	Highlights Microsoft Teams Integration?*	Aurora Annual Price Estimate	Model	Number of Public Sector Engagements	Implementation Timeline	Notes
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Sound Incorporated	Solution Narrative	Managed VOIP Service	Yes	$170,000 - $250,000	SaaS	100 or more	3 - 4 Months	4 vendors provide the RingCentral product
Stratosphere Networks/Netrix	Solution Narrative	Managed VOIP Service	Yes	$165,138.00	SaaS	1-10	4 Months	
Trifecta Solutions Inc	Solution Narrative	Both Options Available	No	$290,000	SaaS	1-10	3-6 months	
Zoom Video Communications	Solution Narrative	Managed VOIP Service	No	$117,000 - $147,000	SaaS	25-100	Discovery Required	

*Not an essential feature – included as point of comparison

Solution Overview (1/2)

Company	Solution Narrative	What differentiates your solution?
AIS Labs	[Solution Narrative]	Our VoIP solution is priced 25-50% lower than traditional phone services and is hosted geo-reduntantly in AWS. Mobile app and desktop calling provides flexibility to ensure continuous communication during local internet or power outages.
AT&T	[Solution Narrative]	1. Quality of service and class of service options 2. Open standards architecture that leverages Session Initiation Protocol (SIP) 3. Border elements that translate multiple protocols into SIP
cbts	[Solution Narrative]	CBTS (as part of 140 year old ILEC Cincinnati Bell) has a 20 year proven track record delivering mission critical hosted telephony to state, county, city, and educational institutions with needs equal to or greater than the City of Aurora.
Communication square LLC	[Solution Narrative]	We are a Microsoft Gold Partner with Microsoft Teams Phone System expertise for past 7 years. We have been integrating Cisco CUCM with Microsoft Telephony since Skype for Business days and have extensive experience in this domain.
EC-United	[Solution Narrative]	8x8 is an 8 time magic quadrant leader for Unified Communications and the only single platform cloud-based solution that offers Voice, Analytics and omnichannel Contact Center in one integrated platform that seamlessly integrates with MS Teams.
Heartland	[Solution Narrative]	With over 200 engineers, HBS is your full-service partner. As a market leader in Collaboration technology services, HBS holds Gold Level certification with industry leading vendors such as Cisco and Microsoft.
Mindsight	[Solution Narrative]	RingCentral provides a number of key differentiators that are unique in the market: ● Gartner, Forrester, IDC Leader ● 99.999% SLA ● Scalability ● High Available Architecture ● 7 Layers of Security ● World Class Pro Services ● Advanced Enterprise Support

Solution Overview (2/2)

Company	Solution Narrative	What differentiates your solution?
RingCentral, Inc.	Solution Narrative	RingCentral provides a number of key differentiators that are unique in the market: ● Gartner, Forrester, IDC Leader ● 99.999% SLA ● Scalability ● High Available Architecture ● 7 Layers of Security ● World Class Pro Services ● Advanced Enterprise Support
Sentinel Technologies	Solution Narrative	Sentinel's highly skilled team of engineers currently has 40+ CCIEs with 6 CCIEs dedicated to collaboration support. In addition, Sentinel invests in the customer experience with a dedicated CSM
SKC Communications	Solution Narrative	RingCentral provides a number of key differentiators that are unique in the market: ● Gartner, Forrester, IDC Leader ● 99.999% SLA ● Scalability ● High Available Architecture ● 7 Layers of Security ● World Class Pro Services ● Advanced Enterprise Support
Sound Incorporated	Solution Narrative	RingCentral: Gartner, Forrester, IDC Leader / 99.999% SLA / Scalability / High Available Architecture / 7 layers of security / World Class Pro Services / Advanced Enterprise Support CallTower: Certified Direct Routing Partner, Native Teams experience
Stratosphere Networks/Netrix	Solution Narrative	Cost effective solution Enhanced Capability Managed Services Netrix has a rich history and relationship with MS/Cisco, beginning in 2000 as one of the first Certified CUCM partners in the Midwest. Netrix is a Gold Certified partner with MS and Cisco
Trifecta Solutions Inc	Solution Narrative	Our system is a geographically redundant, hosted system which eliminates down time, can use multiple networks providing additional redundancy, and allows for complete functionality whether onsite or offsite. We have local support and UC capabilities.
Zoom Video Communications	Solution Narrative	We differentiate ourselves based on our: • cloud-native architecture; • native E911 compliance; • reliability and ease of use; • ability to utilize existing infrastructure, such as legacy hardware; and • low total cost of ownership.

Technical & Implementation Overview (1/2)

Company	Please describe any proprietary or 3rd party solutions you would bring to support the City for this solution, if necessary	Please provide an estimated timeline for implementation from contract signature for a City of Aurora's size.
AIS Labs	We utilize AWS, the most secure web-hosting service available, which provides geo-redundant availability zones. We utilize the most widely developed VoIP server, Asterisk, and manage it through a web-based GUI called FreePBX. FreePBX is cloud-based and eliminates the need for any on-premise hardware. We guarantee carrier-grade reliability using geo-redundant SIP trunks provided by Twilio.	After discovery, provisioning/configuration of hardware, the exact timeline for a cutover phase would be estimated at between 2-4 weeks (8 -10 weeks altogether).
AT&T	1. Business Direct/Center Portal and various reports - Access Network Reports and IP Network Usage reports. 2. Enhanced Features for Trunk Failover and Line Side Routing 3. Advanced E911 capabilities.	Estimate would be between 60-90 days.
cbts	CBTS (as part of 140 year old ILEC Cincinnati Bell) is a 20 year old 1 billion dollar in revenue North American CLEC provider of Carrier Class UCaaS solutions. CBTS utilizes a variety of technologies from Cisco, Ribbon, Juniper, Imagical, Informacast, Five9, VMware, Polycom, and YeaLink, to name but a few. CBTS also develops considerable proprietary intellectual property in both the delivery and support of our nationwide managed telephony services.	Deeper understanding of technical design needs, business drivers, blackout periods, or cultural constraints are needed for an exact timeline. CBTS has done other similar installs in under 6 months.
Communication square LLC	Microsoft Phone System License will be used in addition to existing Microsoft Teams Licenses. Depending on your existing Licensing you may already have this available in your Licensing bundle or need to purchase this very affordable add-on for the users who will be moved to Microsoft Teams Phone System. No additional hardware will need to be purchased.	We need a minimum of 2 week notice for resource allocation and assignment. We will be able to roll out the proposed integration within 60 days of Contract Signature.
EC-United	The 8x8 solution that EC-United will Design, Configure & support will meet the city's objectives without an additional 3rd party solution. If the City of Aurora decides that integrating M365 and Teams is desirable then the 8x8 for Teams license will be required. In this case 8x8 will be the CLOUD PBX and Teams will be the user interface. The city will need the MS Voice add-on or appropriate Microsoft licensing level. Our certified 8x8/MS engineers will provide seemliness integration.	Implementation time 8 - 12 weeks from SOW signing - Discovery, System Configuration and build, System Testing, training, "go-live" support, phone configuration documentation, project management.
Heartland	The solution from HBS will not require any 3rd-party solution for support, however if City of Aurora utilizes a 3rd-party monitoring solution with the environment we will allow for that solution to send notifications to our support team.	30-45 Days
Mindsight	RingCentral MVP is built on a proprietary OS. RingCentral Contact Center, powered by NICE CXone, is a leading cloud contact center solution enabling agencies to make it easy for citizens to connect from and channel, anywhere, with anyone. RingCentral MVP and Contact Center will help Aurora embrace a future-fit technology stack, enable remote workers, reduce costs, and improve operational agility. We also work with 3rd party apps and ISVs, such as Microsoft, Google, Salesforce, and many others.	Projects are broken into 5 stages: Initiation, Planning & Design, Implementation, Control & Monitor, Acceptance & Closure. An estimated timeline for a project of Aurora's size would be 90-120 days

Company	Please describe any proprietary or 3rd party solutions you would bring to support the City for this solution, if necessary	Please provide an estimated timeline for implementation from contract signature for a City of Aurora's size.
RingCentral, Inc.	RingCentral MVP is built on a proprietary OS. RingCentral Contact Center, powered by NICE CXone, is a leading cloud contact center solution enabling agencies to make it easy for citizens to connect from any channel, anywhere, with anyone. RingCentral MVP and Contact Center will help Aurora embrace a future-fit technology stack, enable remote workers, reduce costs, and improve operational agility. We also work with 3rd party apps and ISVs, such as Microsoft, Google, Salesforce, and many others.	Projects are broken into 5 stages: Initiation, Planning & Design, Implementation, Control & Monitor, Acceptance & Closure. An estimated timeline for a project of Aurora's size would be 90-120 days.
Sentinel Technologies	Sentinel has made great investments on standardizing our platforms with industry leading technologies and tools. This includes our ITSM platform, ServiceNow, and Sentinel's monitoring portal, Enterprise Insight, running on Splunk. Administrators will have portal views with custom real-time interactive dashboards within ServiceNow that will show an executive view into the performance, availability, usage and equipment inventory.	Estimated service transition would be 30-45 days. A complete project plan will be provide upon service transition kickoff.
SKC Communications	RingCentral MVP is built on a proprietary OS. RingCentral Contact Center, powered by NICE CXone, is a leading cloud contact center solution enabling agencies to make it easy for citizens to connect from any channel, anywhere, with anyone. RingCentral MVP and Contact Center will help Aurora embrace a future-fit technology stack, enable remote workers, reduce costs, and improve operational agility. We also work with 3rd party apps and ISVs, such as Microsoft, Google, Salesforce, and many others.	Projects are broken into 5 stages: Initiation, Planning & Design, Implementation, Control & Monitor, Acceptance & Closure. An estimated timeline for a project of Aurora's size would be 90-120 days.
Sound Incorporated	RingCentral MVP is built on a proprietary OS. RC Contact Center, powered by NICE CXone, is a leading cloud contact center solution enabling agencies to make it easy for citizens to connect from any channel, anywhere, with anyone. RingCentral MVP & Contact Center will help Aurora embrace a future-fit technology stack, enable remote workers, reduce costs, & improve operational agility. Ring also works with 3rd party apps & ISVs, such as Microsoft, Google, Salesforce, & many others	See attachments. Initiation, Planning & Design, Implementation, Control & Monitor, Acceptance & Closure. An estimated timeline for a project this size would be 90-120 days.
Stratosphere Networks/Netrix	Netrix will leverage its proprietary solution 'nVX' to delivery analog endpoint connectivity and interoperability with Microsoft Teams users. Netrix also leverages T1 carriers for the PSTN connectivity	Based on City of Aurora's telecom and contact center needs we anticipate the project can be successfully completed within '4 months' from the contract execution.
Trifecta Solutions Inc	Cisco BroadWorks	3-6 months
Zoom Video Communications	N/A, based on the background information provided about the opportunity and the City of Aurora's needs, Zoom Phone should be able to provide most of the desired features and functionality natively within our solution.	In order to provide specific timelines, project plans, and work breakdown structures, we will need to perform discovery. Every customer's environment, requirements, and timelines differ.

Experience Overview (1/2)

Company	How many state and local government engagements do you currently have for your proposed Solution	Please provide up to 3 similar engagements based on size and scope	Please Provide References for the City of Aurora
AIS Labs	1-10	Orland Fire Protection District	[References Document](#)
AT&T	100 or more	Please see Reference section/spreadsheet.	[References Document](#)
cbts	25-100	County of Oakland Michigan, Moorehead College, Miami County, State of Indiana, State of Ohio, and many more	[References Document](#)
Communication square LLC	1-10	View section 3.3 below.	[References Document](#)
EC-United	10-25	Our most recent project for Friend Health located in Chicago, IL includes 8x8 Cloud Voice and Contact Center. EC-United assisted with design, deployment and optimization services. We consolidated three disparate phone systems enabling better communications between clincs and the call center. We continue to work with Friend Health to improve processes and patient experience through speech analytics and technology.	[References Document](#)
Heartland	100 or more	Eau Claire County, City County IT Commission, Clark County Health and Rehab	[References Document](#)
Mindsight	100 or more	As a matter of corporate policy, and out of consideration for our valued customers, RingCentral does not provide customer information in an opportunity/qualification response. We can guarantee this same level of respect and privacy for the City of Aurora should you select RingCentral as your vendor of choice. To protect our customers, we ask to hold these until we move toward the final stages of our conversations. Once you have reviewed our product/solution and would like to move forward, we will gladly share appropriate state and local government RingCentral customer engagements from our nearly 1,500 state and local government customers. However, we are able to highlight a few specific reference account case studies that we believe are representative of the solution proposed to the City of Aurora: https://www.ringcentral.com/whyringcentral/casestudies.html	[References Document](#)

Experience Overview (2/2)

Company	How many state and local government engagements do you currently have for your proposed Solution	Please provide up to 3 similar engagements based on size and scope	Please Provide References for the City of Aurora
RingCentral, Inc.	100 or more	As a matter of corporate policy, and out of consideration for our valued customers, RingCentral does not provide customer reference information in an opportunity/qualification response. We can guarantee this same level of respect and privacy for the City of Aurora should you select RingCentral as your vendor of choice. To protect our customers, we ask to hold these until we move toward the final stages of our conversations. Once you have reviewed our product/solution and would like to move forward, we will gladly share appropriate state and local government RingCentral customer engagements from our nearly 1,500 state and local government customers. However, we are able to highlight a few specific reference account case studies that we believe are representative of the solution proposed to the City of Aurora: https://www.ringcentral.com/whyringcentral/casestudies.html	[References Document]
Sentinel Technologies	10-25	Included within References	[References Document]
SKC Communications	100 or more	As a matter of corporate policy, and out of consideration for our valued customers, RingCentral does not provide customer information in an opportunity/qualification response. We can guarantee this same level of respect and privacy for the City of Aurora should you select RingCentral as your vendor of choice. To protect our customers, we ask to hold these until we move toward the final stages of our conversations. Once you have reviewed our product/solution and would like to move forward, we will gladly share appropriate state and local government RingCentral customer engagements from our nearly 1,500 state and local government customers. However, we are able to highlight a few specific reference account case studies that we believe are representative of the solution proposed to the City of Aurora: https://www.ringcentral.com/whyringcentral/casestudies.html	[References Document]
Sound Incorporated	100 or more	As a matter of corporate policy, and out of consideration for our valued customers, Sound and it's partners do not provide customer information in an opportunity/qualification response. We can guarantee this same level of respect and privacy for the City of Aurora should we and our partners be selected. Sound, with it's partners has a combined total of 100+ satisfied customers using our services and their solutions. As stages move forward we will gladly share appropriate state and local government customer engagements. To highlight a few representative solutions please see the attached documents from Sound and CallTower and this link from RingCentral: https://www.ringcentral.com/whyringcentral/casestudies.html	[References Document]
Stratosphere Networks/Netrix	1-10	Netrix will provide details of similar engagement upon down selection.	[References Document]
Trifecta Solutions Inc	1-10	Valley View School District, Western Springs Park District, Midwest Othopaedics, Ryan Specialty Group	[References Document]
Zoom Video Communications	25-100	Larimer County Government, Hamilton County Developmental Disabilities Services, Indiana Supreme Court	[References Document]

Pricing Overview (1/2)

Company	Please describe your proposed pricing model	If Other, Please briefly describe.	Please describe your pricing drivers	Is there a separate cost for Implementation/stand up, so briefly describe.	Based on your understanding of Aurora's needs, please provide a yearly price estimate. A range is acceptable.	Please upload an standard pricing documents you wish to share.
AIS Labs	Solution as a Service		Monthly cost is determined by the number of extensions, the number of DID's, and the number of physical locations requiring E911 service. One-time, up-front costs are determined by the service implementation cost, the number of new handsets (phones) needed, and number of ATA's (for fax lines) required.	Yes, there is a one-time implementation cost. Implementation costs are based on number of extensions, number and type of handsets to configure, and the complexity of configuration for requested auto-attendants, ring groups, and call queues.	245000	Pricing Document
AT&T	Solution as a Service	Pricing Components are comprised of the IP Access circuit and port and Concurrent Calls (call paths), which are a flat cost per Concurrent Call. IP Flex includes Unlimited Local Calling and 300 Domestic Long Distance minutes per Concurrent Call (per circuit).	There are no drivers. Pricing components are described and listed in 4.2.	No - there are no one-time or implementation fees.	23000	Pricing Document
cbts	Solution as a Service	CBTS Hosted Telephony Services are a per month per user/profile fully managed solution.	CBTS delivers the entire hybrid cloud and customer premise Unified Communications as a Service (UCaaS) as a monthly per user profile fee. The main cost drivers are the managed profile types such as knowledge workers with mobility, shared station phones, common area phones, softphone only users, analog lines, SIP connections to 3rd party devices, etc.. Professional solution design and project management is included in the monthly profile fees. Unlimited local calling, DID, internal extension. bundled long distance, and 911 is also included in the per profile fee. Additional local survivability, contact center, paging integration, call recording, and custom development are optional. On-site professional service are negotiated depending on assumed CBTS or City of Aurora roles and responsibilities.	Yes. Any on-site technical discovery, remediation, migration, or old equipment removal services will need to be negotiated after determining joint roles and responsibilities of both City of Aurora and CBTS.	At this time an accurate estimate of either monthly or one-time fees is not possible without detailed discovery and design conversations with City of Aurora. As a long standing successful CLEC CBTS prices are market competitive for Cloud Telephony Services.	Pricing Document
Communication square LLC	Usage Based Model	None.	Primarily User Numbers	Yes there is a one time cost of approx. USD 10,000/-	USD 24,000/- year for managed phone system services., USD 2000/- per month approx.	Pricing Document
EC-United	Solution as a Service		The eXperience Communications Platform™ Service plans include rich features for every role in the organization, spanning contact center, calling, video meetings, team messaging, fax or business app integrations. Organizations can mix and match plans to give employees and customers modern, anywhere, anytime communications experiences. There are pricing breaks based on number of licensed users, features required by each user and the payment model selected (monthly or annual). Service Plan Flexibility and Scalability The eXperience Communications Platform Service plans include rich features for every role in the organization, spanning contact center, calling, video meetings, team messaging, or business app integrations. Organizations can mix and match plans to give employees and customers modern, anywhere, anytime communications experiences. The 8x8 XCaaS Service plan license models include everything you need to efficiently communicate and collaborate with employees, partners, and customers. Plans are designed so customers pay for only those capabilities the business needs while providing an upgrade path over time as their requirements evolve and grow.	Yes, Our implementtation service includes project management, discovery, solution design, system configuration, site readiness including: Configuration, Delivery, User set up and removal, packing and boxing of old phones, onsite "Go live" support, # porting & training Range $55k - $75k	Licensing costs plus taxes and fees are estimated between $200,000 - $300,000 for the year. See price estimate	Pricing Document
Heartland	Other	Managed Service of Existing Solution	City Size	N/A	$19,795	Pricing Document
Mindsight	Solution as a Service		RingCentral provides a Software as a Services (SaaS) licensing model. The commercial structure is typically divided into four categories a) licenses, b) hardware components (if required), c) numbers with inbound and outbound minutes, and d) services for initial deployment with options for extended support. Licenses are subscription fee based and can be paid monthly or prepaid annually with the appropriate price differential. Hardware components (typically phone handsets) can be paid with the subscription fee or as an upfront purchase. Any measured Inbound and outbound minutes are calculated and paid with the subscription fee. RingCentral Professional Services deployment services are paid upon acceptance with extended support services paid as an ongoing subscription.RingCentral services are based on 3 main types of license profiles with associated services. Each profile tier pricing is based on both volume, payment method (monthly or annual), and contract term. We are committed to an all-inclusive pricing	RingCentral Pro Services offers an industry-leading UC-CX solution and a team of experts to guide you through the migration process. Providing remote or onsite implementation options, RingCentral project teams handle migrations of any scale packaged into a custom scope of work with custom pricing.	Based on the provided opportunity overview, RingCentral estimates annual recurring services costs ranging from $170k-$250k for the City of Aurora.	Pricing Document

Pricing Overview (2/2)

Company	Please describe your proposed pricing model	If Other, Please briefly describe.	Please describe your pricing drivers	Is there a separate cost for Implementation/stand up, so briefly describe.	Based on your understanding of Aurora's needs, please provide a yearly price estimate. A range is acceptable.	Please upload an standard pricing documents you wish to share.
RingCentral, Inc.	Solution as a Service		RingCentral provides a Software as a Services (SaaS) licensing model. The commercial structure is typically divided into four categories a) licenses, b) hardware components (if required), c) numbers with inbound and outbound minutes, and d) services for initial deployment with options for extended support. Licenses are subscription fee based and can be paid monthly or prepaid annually with the appropriate price differential. Hardware components (typically phone handsets) can be paid with the subscription fee or as an upfront purchase. Any measured Inbound and outbound minutes are calculated and paid with the subscription fee. RingCentral Professional Services deployment services are paid upon acceptance with extended support services paid as an ongoing subscription.	RingCentral Pro Services offers an industry-leading UC-CX solution and a team of experts to guide you through the migration process. Providing remote or onsite implementation options, RingCentral project teams handle migrations of any scale packaged into a custom scope of work with custom pricing.	Based on the provided opportunity overview, RingCentral estimates annual recurring services costs ranging from $170k-$250k for the City of Aurora.	[Pricing Document]
Sentinel Technologies	Solution as a Service	Nothing else at this point	Number of users, Number of applications, Quantity and Type of Hardware, Software	Yes, a one time setup cost for the service transition. Sentinel has a dedicated onboarding team that City of Aurora will work with. This includes weekly status meetings, establishing VPN connectivity, building KB and notification procedures, and tutorial and training of platforms.	$ 80K - $ 100K annually	[Pricing Document]
SKC Communications	Solution as a Service	N/A	RingCentral provides a Software as a Services (SaaS) licensing model. The commercial structure is typically divided into four categories a) licenses, b) hardware components (if required), c) numbers with inbound and outbound minutes, and d) services for initial deployment with options for extended support. Licenses are subscription fee based and can be paid monthly or prepaid annually with the appropriate price differential. Hardware components (typically phone handsets) can be paid with the subscription fee or as an upfront purchase. Any measured Inbound and outbound minutes are calculated and paid with the subscription fee.	RingCentral Pro Services offers an industry-leading UC-CX solution and a team of experts to guide you through the migration process. Providing remote or onsite implementation options, RingCentral project teams handle migrations of any scale packaged into a custom scope of work with custom pricing.	Based on the provided opportunity overview, RingCentral estimates annual recurring services costs ranging from $170k-$250k for the City of Aurora.	[Pricing Document]
Sound Incorporated	Solution as a Service	Combination of Sound services and chosen partner services.	Sound's pricing model would include a managed service approach combining Project Management, Implementation, Professional Engineering Services, and On-Going Service. RingCentral provides a Software as a Service (SaaS) licensing model. The commercial structure is typically divided into four categories a)license, b) hardware components (if required), c) numbers with inbound and outbound minutes, and d? services for initial deployment with options for extended support.	RingCentral Pro Services offers a team of experts to guide you through the migration process with remote onsite implementation options. They handle migrations of any scale with a custom scope of work with custom pricing. Please see the CallTower proposal for their explanation.	RingCentral: based on the provided opportunity overview, RingCentral estimates the annual recurring service costs ranging from &170k-$250K for the City. Please see CallTower Proposal.	[Pricing Document]
Stratosphere Networks/Netrix	Solution as a Service		Total number of voice users Concurrent call path capacity Total phone numbers (Toll & Toll-Free) PSTN minutes consumption 911 zones Analog endpoints Analog gateways Managed Services tier Contact Center agents/supervisors Omnichannel handles (email, webchat, social media etc.) Call recording	Yes, there will be one-time cost to cover the efforts for implementation/testing/pilot/migration/training. We will discuss with the client to understand the roles and responsibilities and the level of engagement required from Netrix. (on-site vs remote etc.)	Annual Cost: $165,138.00* Budgetary	[Pricing Document]
Trifecta Solutions Inc	Solution as a Service		We provide discounts based on numbers of users.	No. We will migrate you for free.	Our pricing would be ~ $290,000 but eliminate PRI circuits, PBX maintenance, support, and licensing,	[Pricing Document]
Zoom Video Communications	Solution as a Service	N/A	Zoom Phone offers flexible pricing and tiered licensing models to mix-and-match to specific user needs.	For an additional fee, the Zoom Phone Professional Services (PSO) team is available. From project concept to the final deliverable; no matter the size or complexity of the requirements; we implement the Zoom Phone system according to the City of Aurora's goals, timelines, and budget.	$117,000 - $147,000 per year. Please note that this is an annual price estimate and does not include applicable one-time-only fees and costs such as implementation and/or professional services.	[Pricing Document]

Company Overview (1/2)

Company	Please indicate any Business Designations you have	Link to your Marketplace.city Profile Page
AIS Labs	Local to Aurora, Illinois,Small Business Classification	https://secure.procurenow.com/vendors/77854/profile
AT&T		NA
cbts		Not applicable
Communication square LLC	Small Business Classification	N/A
EC-United	Minority Owned Business	Da
Heartland	Local to Aurora, Illinois	
Mindsight		https://marketplace.city/c/ringcentral-inc-1/

Company Overview (2/2)

Company	Link to your Marketplace.city Profile Page	Please provide any business designations you hold
RingCentral, Inc.		https://marketplace.city/c/ringcentral-inc-1/
Sentinel Technologies		
SKC Communications		SKC Communication Products LLC AN AVI-SPL CO. is a proven technology solutions provider with 35 years of experience and serves clients nationwide. SKC designs, builds, integrates, and manages video, voice and AV solutions for enterprise collaborations that enable our clients to better collaborate, communicate and connect – any time and any place. Our core specialties are: • Audio/Visual Integration • Videoconferencing • Voice Solutions (IP Telephony and Headsets) • Managed Services Together with our partner Ring Central, we offer certified project management, installation, and training. SKC has built an industry-leading team of Project Managers and Installation Technicians that enables our clients to execute the delivery of any Phone Services solution so that our clients can communicate smarter and faster. It is our goal along with our partner Ring Central to deliver a Phone Services solution that will exceed the clients' expectations. We understand the right communications solution is about making connections with the people important to your business. And we will collaborate with you to ensure our technology meets all of your objectives – before, during and after the sale.
Sound Incorporated		For RingCentral https://marketplace.city/c/ringcentral-inc-1
Stratosphere Networks/Netrix	Local to Aurora, Illinois	
Trifecta Solutions Inc	Veteran Owned Business	
Zoom Video Communications		https://secure.procurenow.com/vendors/37355/profile