

Exhibit B

**Request for Proposals (RFP) For Voice over Internet Phone
(VoIP) Services and Support RFP #PR22-0003**

Product & Service Requirements Checklist & Application Form

Vendor Name: _____ Tax I.D. # _____

Email Address: _____

Certified Minority Business Enterprise? Please attach copy of certification

Yes No

1. Please describe the training resource available to ELC Staff on how to use the new phone system and key features.

2. Please describe the post-installation technical support services

3. Please provide pricing in all categories that apply below

Quantity	Description	Price
Up to 200	Per user cost (Specify per license or other unit), if applicable	\$
	Separate Set Up and Configuration Cost, If applicable	\$
	Separate training cost, if applicable	\$
	Separate Ongoing Product Support Cost, if applicable	\$
	All Inclusive Fixed Fee, if applicable	\$
	Other (Please Specify)	\$
	Total All Costs	\$

4. Product Features Available, Check All that Apply

OOB=Out of the Box;
3RD=Third Party Required;

CUS=Available through Customization;
NA=Not Available

Preferred Product Features Checklist	Vendor Response			
	OOB	CUS	3RD	NA
Category Items				
General				
Fully Cloud Hosted VOIP Service				
Administration Portal				
Caller Survey				
Direct dial numbers and a main line number				
Standard call features (caller ID, call forwarding, call waiting, call hold, call transfer, voicemail)				
Enhanced voicemail (receive and manage voicemail messages by phone, web, and email)				
Auto attendant				
Ability to set business hours & after-hours automated attendant messages for main lines				
Interactive Voice Response (IVR) systems				
Call center management				
Hold music or audio				
Ability to give customers accurate on hold wait times				
Ability to give customers place in line				
Ability to have the system automatically call back a customer if there are long wait times				
Conferencing				
Hunt Group				
Hosting ELC eFax Services				
Call Monitoring (listen to a call in progress for training purposes, etc.)				
Call Recording (record all calls or on demand recording)				
Call queuing				
Fallover and backup solution				
Emergency 911 services/ ability to assign E911 address via admin and/or phone settings				
Capability to see if someone is available for calls				

Preferred Product Features Checklist	Vendor Response			
	OOB	CUS	3RD	NA
Reporting and analytics				
User Customizable Analytics and reporting				
Integrations				
Office 365 Integration,				
API Integration with Other Applications				
Mobile platform				
Mobile app for Apple and Android to allow off-site access for calling and voicemail using office lines				

END OF APPLICATION