



Gahanna

Unified  
Communications  
as a Service

October 11, 2021

# Request for Quotation

- ❖ Existing Contract Expired August 2021
- ❖ Standard Contract Review Conducted
  
- ❖ Request for Quotation Published
  - Background & Objective
  - *Functional Areas*
  - Communication Protocol
  - Submission Requirements
  - Evaluation Process & Criteria

## Functional Areas

- Cloud based Provider
- Standard Dial Tone Service
- Voicemail w/ email Delivery
- Fax Capabilities
- Auto Attendants\Ring Groups\Call Queues
- Voice Dialing
- Line Recording
- Secure Conference Lines
- Self Service Management Portal
- Handsets & Softphones
- Reporting

# Request for Quotation

- ❖ Existing Contract Expired August 2021
- ❖ Standard Contract Review Conducted
  
- ❖ Request for Quotation Published
  - Background & Objective
  - Functional Areas
  - Communication Protocol
  - Submission Requirements
  - *Evaluation Process & Criteria*

## Evaluation Criteria

- Functionality Requirements – 60 pts
- Technical Alignment – 25 pts
- Project Approach – 10 pts
- Vendor Experience – 5 pts
  
- Cost Point Criteria (Value) – 40 pts

# Submission Review & Evaluations



- ❖ 4 Submissions Received
- ❖ Review Committee Established
- ❖ Independent Review & Scoring
- ❖ Cost Consideration & Short-Listing
- ❖ Vendor Demonstrations

## Evaluation Results

- ❖ 455 pts - \$59,500\*
- ❖ 451 pts – \$58,000 \*Vonage
- ❖ 418 pts - \$48,000
- ❖ 410 pts - \$99,000

2021 UCaaS Expense  
\$79,992

3 Year Cost Savings  
\$123,000 (41%)

# Unified Communications Solution

- ❖ Traditional Telecommunications
- ❖ Redundant Nationwide Network
- ❖ Core System Integrations
- ❖ 99.999% Service Level Agreement
- ❖ 24/7/365 Support Center
- ❖ Self Service Management Portal
- ❖ OnDemand Reporting & Training Portal
- ❖ Mobile Application & SMS Technology

One Vonage

