# We have prepared a quote for you

**3CX Phone System**

Quote # 000132
Version 1

# Prepared for:

**City of Whitewater**

Tim  Neubeck
tneubeck@whitewater-wi.gov

## What's Included

- Phone lines
- All Required Hardware
- Initial Setup & Programming
- Onsite Installation
- Onsite Training (End User & Admin)
- Ongoing Support – All Programming changes are Included – We manage your entire phone system on your behalf whether it's coming onsite or making changes remotely all programming changes and support is included by a BTS Technician. This includes moves, adds and all programming changes.

## Transition Plan

- Project Meeting – BTS Technician will work with you to determine how the system will be programmed and roll out an implementation plan.
- Assist With Porting of your Numbers to VoIP Provider
- Onsite Installation/Training – Phone system will be programmed before we come onsite
- Manage all Carrier Issues
- Single point of contact for all (Phone system & Carrier Issues)
- Zero Downtime

## Some Features You Get With New System

- **Mobile App –** Receive calls through the app which differentiates business from personal calls. Make calls through app from your business number and never give out your personal cell phone number again.

- **Desktop App –** Make/take calls, private/group chat, video conference, share documents, see presence of other users as well as check voicemails and see call history all from one app.

- **Voicemail to email –** Your voicemails go where you go. A voicemail can be sent with an audio file to your email.

- **Direct Numbers –** Each extension will have the ability to have its own direct number (DID)

- **Work from Anywhere –** Take your phone with you to work remotely. Simply plug your phone into your internet from home or use the desktop or mobile app to make calls as if you were in the office.

- **Find me Follow me –** Not in the office. No problem. Your calls follow you where you go by ringing your cell phone and desktop app.

- **Music On-Hold –** Callers hear music on-hold instead of dead air.

*Text Messaging (SMS) can be added $5/month/user

## Standard Features Office Hosted IP Included

- Unlimited Long Distance (US & Canada included)
- Unlimited Multi-Tiered Auto Attendants
- Unlimited Call Groups/Hunt Groups
- Busy Lamp Field/Monitor Call Status
- Mobile App
- Desktop App – Team Presence/ Instant Messaging/Screen Sharing
- Voicemail & Voicemail to Email
- Call Forwarding, Call Waiting, Caller ID
- Conference Bridge – Audio & Video
- Call Queuing
- Group Paging & Intercom
- Dial by Name Directory
- Call Presence on Multiple Devices
- HD Music on Hold
- Shared Line Appearance
- Call Parking

## 3CX Server

- Our proposal includes a primary server for the new 3CX phone system. ***In the event the customer wants to provide their own server, we will remove the server line item under the NRC (Non-Recurring Cost) section. Customer may also provide their own secondary physical failover server as well.

## Failover Options

**Option #1:  Failover to Secondary Physical Server**
-- MRC:  Unchanged
-- NRC:  ADD $2,000 to NRC amount below -or- customer can provide their own 3CX compatible physical/virtual failover server

**Option #2:  Hybrid Failover to Cloud**
-- MRC:  ADD $325 to MRC $1,395.67 amount below
-- NRC:  Unchanged

## MRC - Monthly Recurring Cost

| Description | | Recurring | Qty | Ext. Recurring |
|---|---|---:|:---:|---:|
| 3CX-EntUsr | **3CX VoIP Solution Enterprise User (Qty: 147)**<br>3CX VoIP Solution 48 SC Enterprise User, Public IP Address | $1,199.17 | 1 | $1,199.17 |
| 3CX-CallPath | **Call Paths Included**<br>Unlimited local & long-distance domestic minutes (US & Canada). Additional call paths available upon request at additional cost. | $0.00 | 23 | $0.00 |
| 3CX-DID | **Domestic Telephone Number (DID)** | $1.50 | 113 | $169.50 |
| 3CX-E911 | **E911 Service Charge** | $3.00 | 9 | $27.00 |
| 3CX-SUPPORT | **Ongoing Support - Unlimited Programming - Moves, Adds, Changes (Onsite & Remote)** | $0.00 | 147 | $0.00 |

Monthly - 36 month Subtotal: **$1,395.67**

## NRC - Non Recurring Cost

| Description | | Price | Qty | Ext. Price |
|---|---|---:|:---:|---:|
| **YEALINK T54W IP Phone**<br>10 lines with dual color LED IP phone with built-in Wifi (2.4/5 GHz) with 4.3" LCD with color display, Up to 16 SIP accounts, Dual-port Gigabit Ethernet, HD Voice, USB, 5 fixed feature keys - message, headset, mute, redial, hands-free speakerphone. Power supply not included. | | $205.00 | 1 | $205.00 |
| **YEALINK T53W IP Phone**<br>8 lines with dual color LED IP phone with built-in Wifi (2.4/5 GHz) with 3.7" LCD with backlight, Dual-port Gigabit Ethernet, headset support, HD Voice, USB, 5 fixed feature keys - message, headset, mute, redial, hands-free speakerphone, supports up to 3 expansion modules. Built-in bluetooth supports bluetooth headsets. Power supply not included. | | $159.00 | 115 | $18,285.00 |
| **YEALINK T53 IP Phone**<br>8 lines with dual color LED IP phone, Up to 12 SIP accounts, Dual-port Gigabit Ethernet, 3.7" LCD with backlight, HD Voice, USB, 5 fixed feature keys - message, headset, mute, redial, hands-free speakerphone. Power supply not included. | | $134.60 | 4 | $538.40 |
| **Yealink CP925 IP Conference Phone (includes pwr supply)**<br>4" LCD multi-touch screen, 20-foot and 360-degree Omni-direction sound pickup with 6 built-in microphones, Wi-Fi & bluetooth, 5-way conference call, optimal HD audio, Yealink Noise Proof Technology. | | $439.60 | 5 | $2,198.00 |
| **Yealink PWR Supply**<br>The Yealink power supply for use with Yealink SIP-T5 series IP phones. | | $15.00 | 120 | $1,800.00 |

## NRC - Non Recurring Cost

| Description | Price | Qty | Ext. Price |
|---|---:|---|---:|
| **ATA (Analog Telephone Adapter)**<br>The ATA includes two standard telephone ports to connect existing analog phones, door phones, overhead paging or fax machines to a VoIP solution. | $65.00 | 2 | $130.00 |
| **3CX Compatible Server i7 8GB Linux or 10GB Windows, 300GB SSD** | $2,000.00 | 1 | $2,000.00 |
| **BTS Implementation, Project Management, Programming & Training** | $3,000.00 | 1 | $3,000.00 |

Subtotal: **$28,156.40**

# 3CX Phone System

| Prepared by: | Prepared for: | Quote Information: |
|---|---|---|
| **Business Technology Solutions** | **City of Whitewater** | **Quote #: 000132** |
| Aaron Jensen | 312 W Whitewater St. | Version: 1 |
| 773-657-3414 | Whitewater, WI  53147 | Delivery Date: 04/29/2025 |
| ajensen@midwestbts.com | Tim  Neubeck | Expiration Date: 05/16/2025 |
| | (262) 473-1391 | |
| | tneubeck@whitewater-wi.gov | |

## Quote Summary

| Description | Amount |
|---|---|
| NRC - Non Recurring Cost | $28,156.40 |
| Total: | **$28,156.40** |

## Monthly - 36 month Recurring Summary

| Description | Amount |
|---|---|
| MRC - Monthly Recurring Cost | $1,395.67 |
| Monthly - 36 month Total: | **$1,395.67** |

Due at Signing (MRC First Payment + NRC):  $29,552.07

*Estimated monthly recurring taxes would be around +/- $150/month not included in the MRC.

* Taxes and fees are subject to change.

## Business Technology Solutions

## City of Whitewater

Signature: _____

Name:    Aaron Jensen

Title:    Account Executive

Date:    04/29/2025

Signature: _____

Name:    Tim  Neubeck

Date: _____