Phone System

Proposal for:
City of Whitewater

Aaron Jensen

Account Executive

Business Technology Solutions

3924 W Devon Avenue Ste 100

Lincolnwood, IL 60712

773.657.3414

ajensen@midwestbts.com

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EXECUTIVE SUMMARY:

We appreciate the opportunity to present phone system recommendations for the City of Whitewater. BTS is a technology provider who specializes in a wide variety of solutions both hosted VoIP and traditional phone systems. We have been in business for 40+ years serving the entire Midwest. BTS partners with and is an authorized solution provider for the leading hosted VoIP providers.

BTS is proposing a 3CX phone system solutions to replace your existing Shortel phone system. The 3CX solution will do everything you have outlined in the RFP plus a ton more including integrating your existing 911 call center. By making the transition to the 3CX solution, your current phone bill will be eliminated as the new phone system includes your phone lines with local and domestic long-distance minutes included. Your existing phone numbers are simply ported over to the new system with no downtime. Per your requirements in the RFP, the 3CX solution will be implemented on a physical server on-premise. In the event down the road you wish to have a hosted VOIP phone system in the cloud, the 3CX phone system can easily be transitioned to the cloud and eliminate hardware onsite. This protects your initial investment with the 3CX system with minimal cost to you and minimum work on our end to simply move the system to the cloud. This eliminates a "rip and replace" type approach like legacy systems in the past savings you thousands of dollars.

When going with the 3CX VoIP solution with BTS, we handle everything from start to finish. This includes a BTS certified technician coming onsite for a project meeting to roll out a plan for a smooth implementation, doing all of the initial programing and setup, coming onsite to install the phones and provide end user and admin training and best of all the biggest value that I believe we bring your organization is that we manage your entire phone system moving forward at no extra cost. This includes all programming (moves, adds, changes) moving forward.

WHO WE ARE:

- Technology company specializing in both business phone system solutions and managed IT services
- 40+ years in business (1984)
- 5 Star Google Reviews
- BTS Techs are certified on both on-premise and VoIP solutions
- All work is done in house, no outsourcing
- We partner and resell all Internet Service Providers in the US

BTS DIFFERENTIATORS:

- **Seamless Transition:** BTS is an expert in both on-premise and VoIP solution. This will make the transition exceptionally smooth as we understand the system you are coming off and the system to which you are transitioning to.
- **Veteran Technicians:** All BTS phone technicians have been at BTS a minimum 8+ years and two of our technicians have been working on phone systems for 30 years.
- **Core Business:** BTS has deployed 1,000's of phone systems over the past 40+ years (On-premise & VoIP).

WHY PURCHASE A VOIP SOLUTION THROUGH BTS:

- BTS Technicians are certified on both the on-premise phone systems and VoIP solutions.
- Onsite Project Meeting – BTS can mirror existing programming in your existing phone system while adding new features from of VoIP solution. This will allow for a smooth transition.
- Onsite Installation & Training by Certified BTS Technician.
- Assist With Porting of your Numbers to VoIP Provider
- Identify All POTS Lines to be eliminated ***(SAVINGS)***
- Ongoing Support Included – BTS makes all Moves, Adds, Changes

SOME MUNICIPALITIES, SCHOOL DISTRICTS & LIBRARIES WE WORK WITH:

- ✓ Village of Bannockburn
- ✓ Village of Round Lake
- ✓ Village of Robbins
- ✓ Lemont Township
- ✓ Kankakee Township
- ✓ Community Consolidated School District 93
- ✓ Scales Mound School District 211
- ✓ Arbor Park School District 145
- ✓ West Northfield District 31
- ✓ South Holland School District 151
- ✓ Rondout School District 72
- ✓ Avoca School District 37

- ✓ Technology Center of DuPage School District
- ✓ Episcopal Diocese of Chicago
- ✓ Glenwood Lynwood Library
- ✓ Hillside Public Library
- ✓ River Forest Community Center
- ✓ Worth Public Library
- ✓ Ella Johnson Memorial Public Library District
- ✓ Hillside Public Library
- ✓ Park Forest Public Library
- ✓ Sandwich District Library
- ✓ Chicago Heights Public Library
- ✓ Glenwood-Lynwood Public Library District

NEW FEATURES THAT WOULD MOST BENEFIT YOUR ORGANIZATION:

- ✓ **Never pay to upgrade a phone system again.** VOIP systems are constantly being upgraded/enhanced by the developers where updates are pushed automatically to the solution.

- ✓ **Moving Phones to Different Locations is Simple** – Simply unplug your phone and plug into the network at the new location. This includes staff that need to work from home.

- ✓ **Easy to Manage** – Making changes are simple and can be done anywhere with internet access from the admin portal, however no need to make any changes because BTS includes all ongoing programming changes.

- ✓ **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.

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

- ✓ **Mobile App –** Enabling all users the ability to call people anywhere without giving out their personal cell phone number.

- ✓ **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.

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

- ✓ **Call Recording** – Have the ability to record all calls or a portion of calls

- ✓ **Support, Support, 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.

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

RESPONSE TO QUESTIONS:

6.1. Requirements

1. Provide a brief corporate overview of the solution manufacturer. (BTS)

2. The proposed solution must embrace next-generation technologies as is, without the need for replacement. What is the manufacturer's approach to future technologies? (BTS) 3CX is positioning itself as a next-generation communications platform, evolving beyond traditional VoIP into a unified communications (UCaaS) and collaboration tool. Its approach to future technologies focuses on mobility, flexibility, AI integration, security, and open interoperability such as AI & Automation (In Development & Roadmap), Interoperability & Open Standards, Security-First Development, Mobility & BYOD Support, Global Scaling & Multi-Tenant Cloud, Focus on SMB & Enterprise Hybrid Models, Open Ecosystem + Marketplace Growth.

In your response, demonstrate how investing in and partnering with the manufacturer will strengthen the City over the long term. (BTS) The great thing about making the transition to a VOIP 3CX solution is that updates and software enhancements are included at no extra cost (unlike your traditional PBX system) that is constantly being pushed as new updates and firmware patches are made available to the system similar how updates are pushed to a computer from Microsoft or Apple. This lowers your total cost of ownership meaning that you will never pay for an upgrade moving forward and protect your initial investment.

3. Does this solution provide uniformity in the user experience? Workers moving from site to site or working remote should be able to have the same experience. (BTS) Yes, the 3CX solution is a unified communications solution that allows users to make/take calls anywhere using their physical phone or included mobile and desktop apps.

4. Provide enhanced technologies and feature/functionality to end users (i.e., presence, enhanced communications via convergence of voice, text, email, etc.) that will help improve our overall

5. Does this solution offer an on-premise, hybrid and/or cloud solution? (BTS) Yes, the 3CX solution can be deployed 100% in the cloud or on-premise with a physical server. We typically deploy 3CX 100% in the cloud so there is no physical hardware on-premise, however, as per your requirements we are proposing the server to be on-premise. In the event that you would like to start with the system on-premise and later move the system to 100% in the cloud, there is a migration path available at any time that can be completed very easily by our team that would reuse all of your existing phones and protecting your initial investment.

6. Your contact center solution should be capable of allowing incoming contacts to overflow from one Hunt Group to another if all Agents in the first group are busy/not available. (BTS) Yes this is included.

7. If a contact has overflowed from one Hunt Group to another and all Agents in the overflow group are also busy/not available, the application shall be capable of queuing the contact against Agents with the same skill sets in both groups so that the contact can be answered as soon as possible. (BTS) Yes, queuing is included in the 3CX solution.

8. Does your solution provide a reporting tool to provide access to historical reports on the performance and utilization of the messaging facility? (BTS) Yes

9. Does your solution provide recording for the agents and evaluations? (BTS) Yes.

10. Do you manufacture and support your own phone end points (EP)? (BTS) We fully support any phone/endpoint that we recommend. VOIP providers/vendors are not the manufacture of the phone/endpoint itself. The most common VOIP phones on the market are Yealink and POLY.

11. If you are proposing a Cloud solution, do you support Survivable gateways? (BTS) Per your requirements and asks, we are proposing a server on-premise. We do offer the 3CX solution 100% in the cloud where this is included.

12. If you are proposing a Cloud solution, how will you support analog stations and trunk ports? (BTS) Yes, the 3CX system supports analog devices via ATA's.

13. The proposed solution must support analog station (BTS) Yes, included

14. The proposed solution must support analog trunks and SIP trunks. (BTS) Yes, included

15. Busy indictor of other phones showing if they are on the phone (BTS) Yes, included

16. Outbound Caller ID – Ability to assign outgoing caller ID individually by station. For example, departments may decide to send out their own main list number, while the Fire Department office users may choose to send out their own DID number on outgoing calls. (BTS) Yes, this included and is simple programming performed and set up by our certified technicians.

17. Incoming Caller ID – Assuming that the carrier will support name and number for inbound caller ID, the system shall provide this information on user displays. (BTS) Yes, included.

18. Inbound Caller ID should follow the call and be displayed on transferred-to telephones even if the call is transferred multiple times. (BTS) Yes, included.

19. Call Routing – Ability to route calls differently depending on Time of Day, Day of Week, Holiday, or other schedules (BTS) Yes, included.

20. Can routing to voicemail greetings be different for internal and external calls? (BTS) Yes, this is possible and included.

21. Standard Conferencing should be available to all users to add or drop participants. (BTS) Yes, included.

22. User Directory – Ability to access and dial from a city-wide name/extension database from IP station sets (BTS) Yes, included.

23. Call History – ability for users to view on telephone or soft client display. (BTS) Yes, included.

24. Music on Hold – Ability to apply Music-on-hold or message on hold message to callers on hold. (BTS) Yes, included.

25. Variable Ringtones on Telephone Sets (BTS) Yes, included.

26. Paging Groups-Page all phones in a building and throughout all buildings. (BTS) Yes, included.

27. Voice Announce Intercom – Ability to dial an extension number and automatically connect to another phone in a hands-free mode. (BTS) Yes, included.

28. Hands Free Answer Back – Optional Feature – Ability for a called party to respond to the page or intercom call by just talking back to the phone, without lifting the receiver or pushing a button on the phone. (BTS) Yes, included.

29. Variable Call Recording – the ability to record calls to a station "On Demand" with easy access to retrieving these recordings. (BTS) Yes, call recording is included.

30. Persistent Call Recording – The city currently records 4 non-emergency telephone lines. (BTS) Yes, included.

31. Softphone clients support compatible with Microsoft, Android, and iPhone devices. (BTS) Yes, included.

32. This client will allow outbound caller to display their DID number when the call is placed from the mobile device using the mobile app. (BTS) Yes, this is possible and is included with the included 3CX mobile app.

33. Call control and transfer capabilities should be similar to a softphone user. (BTS) Yes, included.

34. Station Mobility – Allow system users to log in and log out of an alternate IP telephone on the system to temporarily configure that phone as their own user device with a predefined username and PIN. (BTS) Yes, included.

35. Twinning / Single Number Reach– The ability to simultaneously ring a user's cell phone and desk phone. (BTS) Yes, included.

36. Does the system allow users, while on a cell phone call, to be able to arrive back at the office, dial a code on the cell (or desk phone) and move the call to/from the desk phone? (BTS) Yes, included.

37. Will the inbound caller ID information be passed to the cell phone? (BTS) Yes.

38. 4 analog Trunks must be supported for 911 center. (BTS) Included

39. 6 Analog station ports required for 911 center support (BTS) Included

6.1.1. Platform

1. Is your telephony solution entirely cloud-based, or does it offer a hybrid deployment option? (BTS) Yes, the 3CX solution can be deployed 100% in the cloud or on-premise with a physical server. We typically deploy 3CX 100% in the cloud so there is no physical hardware on-premise, however, as per your requirements we are proposing the server to be on-premise. In the event that you would like to start with the system on-premise and later move the system to 100% in the cloud, there is a migration path available at any time that can be completed very easily by our team that would reuse all of your existing phones and protecting your initial investment.

2. How does your solution handle scalability? Can it seamlessly expand to accommodate? (BTS) Yes, the 3CX solution can easily scale and add as many users/extension as you need very easily. Adding one or a handful of new users can often be added the same day or within 24 hours. You will have a dedicated account manager moving forward.

3. What are the primary advantages of your cloud-based telephony solution compared to on-premise systems? (BTS) Cloud based solutions have many advantages such as lower upfront costs, no hardware to ever fail, automatic updates, no physical servers to update or refresh (eliminating added costs) down the road, predictable monthly costs and the system is in the cloud so there is built-in failover.

4. What kind of redundancy and failover mechanisms does your solution provide? (BTS) 3CX phone system solution can be deployed either 100% in the cloud, Hybrid or On-Premise so we have broken down how on-premise versus cloud works.
On-Premise 3CX: Primary and a secondary (standby) PBX servers are configured with the primary failing over to the secondary.
Cloud-Based 3CX: 3CX cloud PBX is deployed on multiple cloud servers in different regions. If a failure occurs, calls are automatically rerouted to the backup instance with auto failover between cloud instances.

5. What level of control do customers have over the configuration and management of the telephony system? (BTS) We give full access and control from an admin perspective to your 3CX system.

6.1.2 Network

1. Does the vendor use redundant IP network solutions at the hosting facility? (BTS) This is included in our 3CX Cloud offering.

2. The proposed solution must include support and maintenance. Please describe your support and maintenance operations. (BTS) **Support – All Programming changes are Included** – Included in our proposal is ongoing remote and onsite support where our certified technicians manage your entire phone system on your behalf whether it's coming onsite or making changes remotely. This includes moves, adds and all programming changes.

3. How do IP communication devices learn about their voice VLAN, including IP addresses, default gateways, call controller, TFTP server, QoS settings, VLANs and other parameters. (BTS) Through VLAN Discovery, IP Addressing, Provisioning - TFTP/HTTP/HTTPS, SIP Registration, QoS Enforcement.

Does the proposed system solution employ proprietary protocols for IP communications devices to learn their voice VLAN or is it an industry standard such as Dynamic Host Control Protocol (DHCP) used? (BTS) Yes, we use DHCP, and our technicians are familiar with configuring phone system using VLAN's.

4. Do you load balance your circuits? In the event of a single circuit failure, can the entire load be supported on the backup circuit? (BTS) Yes, 3CX can load balance circuits, and in the event of a single circuit failure, the entire load can be supported on a backup circuit if properly configured.

6.1.3. Scalability and Capacity

1. Describe the Vendor's system scalability in detail. (BTS) Yes, the 3CX solution can easily scale and add as many users/extension as you need very easily. Adding one or a handful of new users/phones can often be added the same day or within 24 hours. You will have a dedicated account manager moving forward.

6.1.4. Collaboration Integrations

1. How does your solution integrate with Microsoft Teams, Outlook, Zoom or WebEx? (BTS) 3CX integrates with TEAMS and Outlook and various other CRM's and software solutions.

2. What APIs or SDKs does your solution use to interact with Microsoft Teams, Zoom or Cisco WebEx? (BTS) 3CX integrates with Microsoft Teams primarily using Direct Routing, SIP Trunking, and APIs.

3. What kind of authentication mechanisms does your solution support for Microsoft Teams integration? (BTS) OAuth 2.0 Authentication (Recommended), Microsoft Entra ID (formerly Azure AD) Authentication, Secure SIP Authentication, Session Border Controller (SBC) Authentication, API Key & Secret-Based Authentication.

4. How does your solution handle notifications or alerts in Microsoft Teams? (BTS) Notifications are handled at the MS Teams level.

5. What security measures are in place to protect data shared between Microsoft Teams and your solution? (BTS) Microsoft Teams uses encryption both in transit and at rest to secure communication. 3CX also employs Secure SIP (SIP TLS) and Secure RTP (SRTP) to protect VoIP traffic.

6. How does your solution handle user permissions and access controls within Microsoft Teams? (BTS) This is handled by the company administrator or BTS.

7. What mechanisms are in place for logging and auditing user activity within your solution? (BTS) 3CX offers call reporting to see and audit user activity.

8. What support options are available if issues arise with the integration? (BTS) Support is included in our proposed offering.

9. How does your solution handle updates or changes to Microsoft Teams' platform? (BTS) TEAMS is not a requirement per RFP.

10. Can you confirm it will integrate with the City's Solacom 911 system? (BTS) Yes. Our engineers did confirm we mirror your current setup as it pertains to the phone system for the city and routing calls according to the City's 911 Solacom system.

6.1.5. Disaster Recovery and Redundancy and Security

1. Provide detail on your approach to redundant architecture, including the network and server. (BTS) 3CX phone system solution can be deployed either 100% in the cloud, Hybrid or On-Premise so we have broken down how on-premise versus cloud works.

On-Premise 3CX: Primary and a secondary (standby) PBX servers are configured with the primary failing over to the secondary. Cloud-Based 3CX: 3CX cloud PBX is deployed on multiple cloud servers in different regions. If a failure occurs, calls are automatically rerouted to the backup instance with auto failover between cloud instances.

2. Do you perform regular security audits and assessments for your telephony solution? (BTS) Yes, 3CX performs regular security audits and assessments to ensure the safety of its telephony solution. Security measures include: Regular Security

Audits & Penetration Testing, Built-in Security Features, Compliance & Security Best Practices, Incident Response & Continuous Monitoring.

3. What is the failover procedure for your infrastructure components? (BTS) 3CX phone system solution can be deployed either 100% in the cloud, Hybrid or On-Premise so we have broken down how on-premise versus cloud works.
On-Premise 3CX: Primary and a secondary (standby) PBX servers are configured with the primary failing over to the secondary.
Cloud-Based 3CX: 3CX cloud PBX is deployed on multiple cloud servers in different regions. If a failure occurs, calls are automatically rerouted to the backup instance with auto failover between cloud instances.

4. What is your approach to patch management and vulnerability assessment for your solution? (BTS) 3CX solution includes real-time threat monitoring, 3rd party cybersecurity audits to conduct penetration tests and 3CX releases frequent software updates to address security vulnerabilities.

5. What does your solution provide as support for home workers? (BTS) Remote workers are able to simply bring their phone home and connect to their internet and the phone will work as it does in the office as well as every user will have both a mobile app and desktop app for full call control, features, and capabilities as they do in the office.

6. What security measures are in place to protect data from unauthorized access? (BTS) 3CX employs multiple security layers to protect data from unauthorized access, cyber threats, and fraud such as Encryption & Secure Communication, Authentication & Access Control, Network Security & Fraud Prevention, Regular Updates & Security Patches, Compliance & Data Protection Standards.

7. What SLAs (Service Level Agreements) do you offer for uptime and availability of redundant systems? (BTS) 99.999% uptime reliability.

6.1.6. General Requirements

The City of Whitewater will be seeking an on-premise, hybrid or private cloud solution with initial deployment at our location(s). The solution must have the ability to configure systems to the appropriate levels of resiliency. The City intends to complete the implementation of the proposed solution at all its locations and remote workers by the end of 2025.

1. The proposed management system should provide support for open protocols, such as LDAP and SNMP. The proposed management system should use open encoding schemes such as XML and HTML.   (BTS) Yes, the 3CX system supports open protocols like LDAP and SNMP, and it also utilizes open encoding schemes such as XML and HTML for management and integration.

2. Can your solution automatically change the presence status and indication of an authorized presence user when that user is on a call? (BTS) Yes.

3. Can your solution provide music or Ads on hold functionality? (BTS) Yes.

4. Can the proposed solution be administered via a web browser interface and does it integrate with Active Directory? (BTS) Yes.

5. Do you support WebRTC voice?   (BTS) Yes, 3CX fully supports WebRTC for voice and video calls.

6. Is your system compliant with Kari's Law & Ray Baum's Act, and will you assist the City in achieving compliance? (BTS) Yes, 3CX is compliant with Kari's Law and Ray Baum's Act when properly configured by our team.

6.1.7. Mobility Solutions

1. State whether your solution provides mobility as an offering. (BTS) Yes, included for every user.

2. Does your solution offer a mobile app for iOS and Android? (BTS) Yes.

3. Does your mobile app support seamless handoff between mobile and desktop environments? (BTS) Yes.

4. What security measures are in place for mobile communications, including encryption and authentication? (BTS) 3CX ensures secure mobile communications for its iOS and Android apps through encryption, authentication, and network security mechanisms. This includes but is not limited to TLS/SRTP encryption, strong authentication, secure provisioning, and network protection.

6.1.8. Soft Phone

1. Does your solution have an integrated SIP-compliant softphone? (BTS) Yes.

2. What core features does your softphone offer? (BTS) Make/take a call, call history, presence, chat, video, conference calling, full call control, voicemail, etc.
3. Is the softphone application available for both Windows and macOS? (BTS) Yes.
4. Can the softphone be customized to match corporate branding, including logos and colors? (BTS) Yes.

6.1.9. Telephones
1. Type 2 - Basic Telephone Set - A minimum 6-line telephone with a Color multi-line display with fixed or flexible feature keys for conference, transfer, forward and hold capabilities and a speakerphone.
2. Type 3 – Management Telephone Set - A minimum 10-line telephone with a Color multi-line display with fixed or flexible feature keys for conference, transfer, forward and hold capabilities, Bluetooth capable for headset and a speakerphone.
3. Type 4 – Receptionist phone with 48 button side car.
4. Type – 5 Conference Room Phone – IP Based conference room telephone set.

6.1.10. Wireless Phones
1. Do you offer a wireless phone? (BTS) Yes, however, none were quoted per your RFP requirements.
2. Describe the features and functionality of the wireless phone (BTS) HD voice, wireless range typically ranges from 50-300 meters indoor, call control while moving freely throughout your office.

6.1.11. DECT Phones
1. Does your telephony solution support DECT (Digital Enhanced Cordless Telecommunications) phone technology? (BTS) Yes but not quoted per RFP.
2. What DECT standards does your solution comply with (e.g., DECT 6.0, DECT 8.0)? (BTS) 3CX itself does not directly implement DECT standards, since it's a software-based PBX, not a hardware manufacturer. However, 3CX fully supports integration with SIP-compliant DECT base stations and handsets that conform to industry DECT standards.
3. Can your DECT phones seamlessly integrate with the existing telephony infrastructure, such as VoIP systems or traditional PBX setups? (BTS) Yes.
4. What range can be expected from your DECT phones in a typical office environment? (BTS) Wireless range typically ranges from 50-300 meters indoors.
5. How many simultaneous DECT connections or handsets can your system support? (BTS) 3CX does not limit this, however, the actual limit is determined more by the DECT base station's capacity rather than 3CX itself.
6. How is the voice quality and clarity ensured with your DECT phones? (BTS) 3CX ensures voice quality and clarity by leveraging DECT's dedicated frequency, HD codecs, QoS settings, and encryption, 3CX ensures crystal-clear, reliable voice quality for DECT phones. Proper provisioning and network optimization further enhance stability and clarity.
7. Are there any specific security measures implemented for DECT phone communications to prevent eavesdropping or unauthorized access? (BTS) Yes, both 3CX and DECT systems implement multiple security layers to prevent eavesdropping, unauthorized access, and call interception such as DECT Encryption, 3CX + SIP-Level Security, Firewall & NAT Protection.
8. What are the power requirements for DECT phones in your solution, and how are they typically powered (battery, AC adapter, etc.)? (BTS) DECT phones typically require power for both the handset (battery-powered) and the base station (AC-powered or PoE).
9. Can your DECT phones operate in environments with potential interference, such as from Wi-Fi networks or other electronic devices? (BTS) Yes.

6.1.12. Performance Management Dashboards
1. Describe your performance management dashboard solution. (BTS) 3CX provides built-in call reporting tools to monitor and analyze phone system usage, call quality, agent performance, call reports, queue reports, trunk reports and company level reports. These reports are ideal for managers, supervisors, and IT admins who want insights into call volume, durations, peak times, and user behavior.

2. Does your solution support "hard" wallboards that can be configured to display performance information? (BTS) Yes, 3CX call reporting data can be displayed on a wallboard.

3. Does your solution support "soft" (PC Based) wallboards that can be configured to display performance information? (BTS) Yes, 3CX fully supports "soft" (PC-based) wallboards that can display real-time performance information for queues, agents, and system metrics. These wallboards are browser-accessible and can be shown on any screen — PC, laptop, or wall-mounted display with no need for dedicated hardware.

6.2. Implementation, Support and Training
6.2.1. System Implementation

1. Describe your standard process and timeline for any new product implementation. (BTS) You will have a dedicated account manager with BTS to work closely with on new additions or enhancements needed. We would define the scope, provide pricing (typically 24-48 hours). Once we receive a signed agreement for the new additions we will place an order with 72 hours and our service team will reach out to schedule the project for implementation. Depending on the size and scope of the project this would determine the timeline. Projects can typically be scheduled within 2 weeks at most, and the job can typically be completed in 1 business day or less, however this all depends on the project and scope of work.

2. Explain your UAT (User Acceptance Testing) and project acceptance process. (BTS)

Transition Plan:
- Project Meeting – BTS Technician will have come onsite for a project meeting 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 – Phone system will be programmed before we come onsite
- Onsite Training
- Zero Downtime

6.2.2. Training

1. Please provide a summary of the training/documentation/user manuals you will provide for your solution. (BTS) Our technicians will provide end-user and admin training. Our training will include onsite training on the users phones, how to use their phones, how to set up voicemail, how to check voicemail, how to set up and use the mobile and desktop app, etc. Admin training will consist of how-to set up greetings, how to administer programming changes, how to retrieve call recordings and reporting, how to make day-to-day changes if needed, etc. Our technicians will share PDF's on items such as how to set up your voicemail, how to change a greeting, mobile app, etc.

2. Do you provide online training? If so, explain. (BTS) Yes, our technicians can provide online training over TEAMS or come onsite for both end user and admin training.

3. Do you provide training documentation? (BTS) Yes, our technicians will share PDF's on items such as how to set up your voicemail, how to change a greeting, mobile app, etc.

4. Do you provide agent and supervisor training? (BTS) BTS provides both end user and admin training.

6.2.3. Support and Managed Services

1. Do you provide 24x7 support for this solution? (BTS) BTS provides support Monday through Friday 8AM – 5PM. The 3CX solution does have 24x7 monitoring.

2. Describe your problem resolution process. (BTS) Support is included in our 3CX offering. Customers can open a ticket for support by sending an email to service@midwestbts.com or by calling 773-657-3414. Once a ticket has been opened BTS typically resolves the ticket the same day for simple programming changes needed. If your system is completely down, we have a response time onsite of 4 hours. All tickets are typically resolved withing 48 hours.

3. Is your solution monitored by live personnel and/or a monitoring tool 24x7x365? (BTS) System is live monitored by a 24x7x365 NOC.

Pricing

1. Describe the costing model structure for your solution. Is your pricing structure transaction based, licensed by the agent, or some other format? (BTS) 3CX is a unique offering as it's not priced out based on a per user/seat/extension basis like 99.9% of other VOIP providers. The 3CX solution offers a granular approach so you only pay for what you need, NOT some bundle of features that you will never use. 3CX is also unique on telecommunication taxes that are charged. Being that BTS sells all the leading VOIP providers in the industry, we understand how each is priced out and none comes close to 3CX when it comes to monthly taxes and fees charged. For example, your monthly taxes and fees are around $150/month. All other VOIP providers would be 7X-10X more than this per month for those same 147 extensions.

2. If other departments or areas of the business choose to be implemented into the UCaaS/CCaaS solution, what costs are associated with their integration? (BTS) We would need to know more information on this to accurately assess and quote.

3. As volumes increase it is expected that the costing model will decrease in price (i.e., by transaction or per seat price). Describe how your costing model accommodates this need. (BTS) This is correct with the 3CX solution. The more phones/extensions you have, the cheaper it gets per user/extension and the attractive the 3CX solution gets as the difference in price grows even more compared to other VOIP solutions in the market. 99.9% of all other VOIP providers will only be able to discount so far because pricing is set per user/seat cost different than the 3CX solution.

4. Describe all Telco usage charges. (BTS) Our 3CX proposal includes unlimited local and domestic long-distance usage. International usage is billed out extra based on the country code same as all other carriers.

5. Describe the 'base' system that is included in the costing model as well as pricing for additional functionality that is not included in the 'base' system. (BTS) Our proposal includes everything you were looking for and a ton more. With the 3CX solution, there is no base solution with addons. 3CX gives features such as call recording at no extra cost when others charge for this feature.

6. Identify how supervisor and manager positions are built into the costing model. (BTS) With the 3CX solution, managers and supervisors have the ability to have visibility to staff call reporting and recording so they can properly manage staff.

3CX PHONE SYSTEM PROPOSAL DETAILS & PRICING:

About 3CX:
- **Founded in 2005**
- **Trusted Solution for 600,000+ Organizations Worldwide in 190 Countries** by Companies such as PepsiCo, McDonald's, Hugo Boss, Wilson Sports and American Express.
- **12 Global Offices**
- **Partnership** – 25,000 Partners Worldwide
- **Pricing Structure is different than traditional VoIP providers** – No per user charges , add unlimited extensions
- **3CX Enables Their Partners to Own the Customer Relationship for All** – One Call Resolution to BTS
- **Failover Within & Across Data Centers** (Hosted Cloud Option only)
- **Single Technology Platform** – Voice, communication, video, contact center
- **99.999% up time**

Included in Our Quote:
- (147) Premium Hosted IP Users
- (23) Call Paths/Phone Lines included
- (113) DID's
- (9) E911
- (147) Mobile & Desktop Apps
- Unlimited Local & Domestic Long Distance (USA/Canada)

Phones/Equipment:
- (1) Yealink T54W IP Phone (Bluetooth & Wifi built into phone)
- (115) Yealink T53W IP Phone (Bluetooth & Wifi built into phone)
- (4) Yealink T53 IP Phone
- (5) Yealink CP925 IP Conference Phone (includes power supply)
- (120) Power Supply *(can be removed if customer has PoE switches, not mentioned in the RFP)*
- (2) ATA (Analog Telephone Adapter)
- (1) 3CX Compatible Physical Server

Cost Breakdown:
Based on the RFP and conversation with Tim, we our 3CX solution will be installed on-premise with two (optional) choices for failover. Please note that these failover options are NOT required as the 3CX solution does NOT require failover, however we are providing failover options per the RFP has questions around failover.

Our proposal below includes everything needed – including phone lines with unlimited local and domestic long distance, all hardware required, initial onsite setup and all programming, onsite training, and ongoing support.

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.

MRC - Monthly Recurring Cost

Description		Recurring	Qty	Ext. Recurring
3CX-EntUsr	**3CX VoIP Solution Enterprise User (Qty: 147)**	$1,199.17	1	$1,199.17
	3CX VoIP Solution 48 SC Enterprise User, Public IP Address			
3CX-CallPath	**Call Paths Included**	$0.00	23	$0.00
	Unlimited local & long-distance domestic minutes (US & Canada). Additional call paths available upon request at additional cost.			
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 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 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 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) 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 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
Yealink PWR Supply The Yealink power supply for use with Yealink SIP-T5 series IP phones.	$15.00	120	$1,800.00
ATA (Analog Telephone Adapter) 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**

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.

Failover Options:

Option #1 – Failover to Secondary Physical Server
- MRC: Unchanged
- NRC: ADD $2,000 to NRC $28,156.40 amount above -or- customer can provide their own 3CX compatible physical/virtualized server.

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

What's Included:

- Phone lines
- Onsite Installation
- Onsite Training
- Maintenance/ Ongoing Support **–** We manage your entire phone system (moves, adds and programming changes) on your behalf whether it's coming onsite or making changes remotely.
- Manage all carrier Issues
- Single point of contact for all (Phone system & Carrier Issues)
- Zero Downtime

Some Features You Get With New System:

- ✓ **Never pay to upgrade a phone system again.** VOIP systems are constantly being upgraded/enhanced by the developers where updates are pushed automatically to the solution.
- ✓ **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.
- ✓ **Voicemail to email –** Your voicemails go where you go. A voicemail can be sent with an audio file to your email.
- ✓ **Mobile App –** Enabling all users the ability to call people anywhere without giving out their personal cell phone number.
- ✓ **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.
- ✓ **Work from Anywhere** – Take your phone home with you to work remotely. Simply plug your phone into your internet from home and make calls as if you were in the office.
- ✓ **Call Recording** – Have the ability to record all calls or a portion of calls
- ✓ **Support, Support, 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.
- ✓ **Music On-Hold** – Callers hear music on-hold instead of dead air.

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

3CX Standard Features:

- Unlimited Long Distance (US & Canada included)
- Unlimited Multi-Tiered Auto Attendants
- Unlimited Call Groups/Hunt Groups
- Busy Lamp Field/Monitor Call Status
- Mobile App – Team Presence, Instant Messaging, SMS*, Screen Sharing, make/take call from business number
- Desktop App – Team Presence, Instant Messaging, SMS*, Screen Sharing, make/take call from business number
- Voicemail & Voicemail to Email
- Call Forwarding, Call Waiting, Caller ID
- Conference Bridge – Audio & Video
- Call Queuing
- Call Recording

- Call Reporting
- Group Paging & Intercom
- Dial by Name Directory
- Call Presence on Multiple Devices
- HD Music on Hold
- Shared Line Appearance
- Call Parking
- Click to dial
- Microsoft Office 365 Integration

*SMS can be added for $5/uses per month

Transition Plan:

- Project Meeting – BTS Technician will have come onsite for a project meeting 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 – Phone system will be programmed before we come onsite
- Onsite Training
- Zero Downtime

PROPOSED 3CX PHONES:

Additional Phones Available

(QTY 1) Yealink T54W

(QTY 115) Yealink T53W

(QTY 4) Yealink T53

(QTY 5) Yealink CP925