Marco Technologies, LLC

April 30, 2025

MITEL VOIP TELEPHONY PROPOSAL FOR

CITY OF WHITEWATER
TIM NEUBECK, PROJECT MANAGER

Prepared by:

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1. COVER LETTER

April 30, 2025

Tim Neubeck, Project Manager
City of Whitewater
312 W Whitewater St
Whitewater, WI 53147

Dear Tim:

Thank you for the opportunity to partner with City of Whitewater and provide the following response to your VoIP Telephony Solution Request for Proposal.

Established in 1973, Marco is the leading company in integrated technology solutions in the nation with over 1,200 team members committed to our mission of helping clients effectively apply technology that contributes to their success. We proudly serve over 18,000 clients nationally with offices in 16 states throughout the upper Midwest and East Coast, including Wisconsin.

At Marco, we gauge our success by our ability to deliver solutions that help our clients achieve their goals. Based on what we have learned, here's a look at some of the results City of Whitewater could see by partnering with Marco:

- Remove obstacles for your staff to achieve a "Best in Class Partnership" with Marco's award-winning implementation and ongoing technical support.
- Marco wants to partner with City of Whitewater by aligning with their staff, business processes, and specific design requirements to provide an inclusive, thoughtful, and personalized solution.
- Streamline communication for end users with an efficient and effective process to connect.
- Provide City of Whitewater with a communication system that is flexible and scalable for future growth.
- Relieve the burden of managing the phone system from your internal team, updating to a best practices solution and keeping peace of mind with Marco's managed voice support
- Provide adoption services to ensure continued value extraction from this significant investment.
- For City of Whitewater, this means listening and offering industry best practice suggestions from our team of experienced professionals to ensure this investment translates into a competitive advantage and a positive return on investment. The technology is great, but how you apply it makes the difference.

Sincerely,

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2. EXECUTIVE SUMMARY

UNDERSTANDING YOUR NEEDS

Marco understands your first goal is to have a responsive and responsible vendor provide a reliable phone system to best serve your customers. We also understand that the requirements of this system also apply to seamless communication for your internal customers – your employees. Our experienced project management team will ensure a smooth transition for your environment along with your technology advisor and voice systems engineer, who are locally available and dedicated to your account.

As an experienced voice provider since 1985, we have encountered various situations with customers who are looking to make the switch to Marco as their phone systems provider, such as potential downtime, slow response times, and replacement costs.

What our proposal outlines is the peace of mind that your communications system with Marco will remain reliable, while also:
- Addressing moves, adds and changes to your system
- Providing service without the need of an on-site staff member
- Investment protection with Marco Managed Voice (MMV)

WHY MARCO and Mitel?

Marco has over 35+ years of history and success with Mitel and is currently the #1 Mitel Independent Partner in the US and is in the top 10 in the world for Mitel customer satisfaction.

City of Whitewater can scale your phone system with Marco's support as your organization grows and based on your changing needs and requirements. With over 3,000 IP systems installed and supported, Marco has the experience to serve you and your Mitel solution.

Marco and Mitel provides to you...

An integrated solutions model for voice, data, video, and print	Digital, VoIP and Cloud solutions	A dedicated Marco account team of Mitel solutions experts	Implementation, service, and support provided 100% by Marco employees	Certified Mitel project managers and trainers on staff

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HIGHEST MITEL PARTNER PERFORMANCE INDEX RATING

- 50 Certified Professionals
- 400+ Certifications
- Testing of Software and Improvement Input
- Implementation and Service Support and Knowledge

MITEL OPERATIONAL CIRCLE OF EXCELLENCE

- Demonstrate excellent ability to support and install their end customer solutions independently

MICONTACT CENTER SPECIALIST

- Top Mitel Partner designation in end user satisfaction, knowledge, and implementation of Mitel Solutions

MITEL AWARDS AND RECOGNITION

- Top Contact Center
  Partner in the U.S.
- North Central Region
- Partner of the Year
- Mitel's Top Software Assurance Partner in the U.S.

3. RESPONSES TO QUESTIONS (SECTION 6) - MITEL

Voice Functional Requirements

6.1. Requirements

1. Provide a brief corporate overview of the solution manufacturer.

   Response:

   Mitel is a global leader in business communications with a broad portfolio offering world-class communications, collaboration, and contact center solutions. Mitel is a leader in the UC space with over 80 million global users across more than 100 countries, including more than 7 million cloud users worldwide. Mitel enables businesses to connect and collaborate seamlessly, providing innovative ways for employees to communicate anywhere, at any time, and over any device.

   What makes Mitel unique is its pragmatic approach to innovation. Mitel provides communications platforms that help organizations maximize productivity today while preparing them to capture the benefits of emerging technologies tomorrow. Singular in its ability to offer this style of investment protection to businesses, the flexibility to choose on-premises perpetual or subscription deployment models or migrate to their cloud of choice - private/dedicated, public, or a hybrid approach - when their requirements change later, is fundamental to Mitel.

   Mitel facilitates business transformation, not hinders it. With open and flexible architectures, Mitel connects people, devices, and data in ways that unleash employee productivity for businesses. Leveraging software integrations from simple to complex and across vertical industries, Mitel helps businesses outperform their competition by extending communications to remote and deskless workers, delivering tighter collaboration across geographies and time zones.

   Mitel delivers its solutions to businesses through technology experts and local service with the support, talent, and professionalism of more than 5,000 channel partners, Value Added Resellers, Systems Integrators, and Service Providers that understand your business to provide services that range from planning and design to implementation and support. Many of these partners have served customers alongside Mitel for more than 50 years.

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? In your response, demonstrate how investing in and partnering with the manufacturer will strengthen the City over the long term.

   Response: **Open Standards Design and Approach**

   MiVoice Business uses an open standards approach to design proprietary technologies for customers. MiVoice Business allows City of Whitewater to choose the hardware and UC components, which fit best for the current and future growth of the business. MiVoice Business provides integration with several deployed back office applications, including email, presence and instant messaging (IM) engines, and customer

relationship management (CRM) solutions.

Standards Based Architecture

Adhering to industry standards, MiVoice Business enables <Customer> to leverage existing business infrastructure; and provides a smooth transition to a network-centric communications model. The core call control features and functionality of MiVoice Business are the same regardless of the hardware platform or solution deployment model. The features operate virtually across any LAN / WAN infrastructure. With native support for legacy networking standards such as Q.SIG and DPNSS, in addition to digital trunking protocols for central office (PSTN) access, MiVoice Business offers City of Whitewater the ability to retain existing investments while delivering the advantages of a converged communications infrastructure.

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.

    Response: The MiCollab unified communications and collaboration (UCC) licensing structure is based on different user types found in most enterprise organizations today. The two core user types include the Deskbound / Knowledge User and the Power/Mobile User. Each of the two UCC license bundles delivers a set of UCC functionality tailored to each user type. As the Mitel MiCollab UCC solution is unrestricted to any specific phone sets, organizations gain the flexibility to provide a complete range of UCC capabilities to deskbound, knowledge, and mobile users alike.

    UCC License highlights include the following:

    ### Entry UCC (Deskbound User)

    - Full range of UC and communications features, including call control, click-to-call, visual voice mail, unified messaging, chat, and presence, dynamic status, and calendar integration
    - Multi-device linking (one number reach)
    - Desktop and web client
    - Add-on options for mobile client, softphone, and remote teleworker

    ### Standard UCC (Power/Mobile User)

    builds upon Entry UCC with mobile client access, a softphone (can be used on mobile or desktop), and access to full conferencing and desktop collaboration, including ad-hock, scheduled and reoccurring conferences teleworker enabled for two phones, primary and other.

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

Response:

Ensuring effective communication in essential in today's fast-paced, mobile marketplace. MiCollab provides the essential mix of tools that help connect employees from any location, on any device, at any time for spontaneous or planned communications and collaborations. With more than two million users globally, MiCollab makes team collaboration simple with integrated voice, video, messaging, presence and conferencing capabilities to streamline the way employees talk, meet and share information. Whether through instant messaging, voice, point-to-point video or web collaboration, employees can choose the method that works best given the reason for the meeting, the people involved and their location. By using a multi-layered, highly collaborative workspace for teams, City of Whitewater will benefit from:

- improved productivity and management across the enterprise by arming all users no matter where they are with a complete set of UCC functions
- simplified communication among employees, workgroups, and customers through presence, collaboration and unified messaging
- connecting a distributed, active workforce using a range of mobility solutions allows employees to be more accessible and better able to respond to coworkers, suppliers and customers through real-time communication methods
- reduced total cost of ownership and administration expenses with fewer servers, lower power consumption costs, and less space required compared to installing the same applications individually
- enables point-to-point video meetings enhance interactions to provide greater collaboration options, even when using high-definition desktop video
- extended in-office communications capabilities to home-based and remote workers
- streamlined employee availability notifications to other colleagues with integration to calendar systems that auto-update status and availability messaging

MiCollab is ideal for many different employee types including customer-facing, mobile workers, project-based teams, knowledge workers, and field services to provide greater optimization of everyday tasks such as:

- receiving calls at a single phone number and voice mail box regardless of location and device
- viewing e-mail and listening to voice mail from anywhere
- SMS support to provide one to many and one to one is planned to release, Q2 2025
- sharing presentations and conducting interactive online meetings
- placing calls by speaking a person's name, department name, or telephone number
- remaining connected to the office, partners and clients, even while on the road or working from the home office

5. Does this solution offer an on-premise, hybrid and/or cloud solution?

Response: Yes, Mitel MiVoice Business offers a scalable and feature-rich communication system for businesses of varying sizes, employing a unified software stream. The solution can be tailored to meet the requirements of enterprises ranging from 5 to 130,000 users, MiVoice Business accommodates both single-site deployments and multi-site networks **across onsite, private cloud, public cloud, or hybrid environments**. Additionally, customers can opt for either capital expenditure or subscription licensing models when acquiring MiVoice Business.

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.

Response: We can work with the City to determine the call routing/overflow for the calls with Ring groups.

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.

Response: We can work with the City to determine the call routing and overflow design as part of our system design process.

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

Response: We have included Call Reporting software in the pricing section as an option. The call reporting software will provide the ability to collect all call data from the system and report historical data.

9. Does your solution provide recording for the agents and evaluations?

Response: As it is understood, call recording is only required "on demand" for

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standard users, which is supported by the system. If there is future interest in recording phone calls at all times, similar to the Non-Emergency Dispatch phone numbers, it would require an additional recording application.

10. Do you manufacture and support your own phone end points (EP)?

Response: Marco does not manufacture any phones. Phones are Manufactured by Mitel or other manufacturers. Marco will provide support/warranty on the phones as part of our Marco Managed Voice agreement.

11. If you are proposing a Cloud solution, do you support Survivable gateways?

Response: The Mitel on-premise solution will support survivable gateways.

12. If you are proposing a Cloud solution, how will you support analog stations and trunk ports?

Response: The Mitel on-premise solution will support analog stations and trunks

13. The proposed solution must support analog station

Response: System will support analog stations with ATA devices.

14. The proposed solution must support analog trunks and SIP trunks.

Response: System will support analog and SIP Trunks

15. Busy indictor of other phones showing if they are on the phone

Response: IP phones will support busy lamp indicators as well, a PC/Mobile application or client

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.

Response: The system supports outbound caller id

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.

Response: Yes, the system will support Incoming caller id based on what the carrier allows/provides.

18. Inbound Caller ID should follow the call and be displayed on transferred-to telephones even if the call is transferred multiple times.

Response: Caller ID will follow the call

19. Call Routing – Ability to route calls differently depending on Time of Day, Day of

Week, Holiday, or other schedules

Response: Yes, call routing is included/supported in the system

20. Can routing to voicemail greetings be different for internal and external calls?

Response: Yes

21. Standard Conferencing should be available to all users to add or drop participants.

Response: Included

22. User Directory – Ability to access and dial from a city-wide name/extension database from IP station sets

Response: Included

23. Call History – ability for users to view on telephone or soft client display.

Response- Included

24. Music on Hold – Ability to apply Music-on-hold or message on hold message to callers on hold.

Response: Yes, MOH is supported

25. Variable Ringtones on Telephone Sets

Response: Yes, variable ringtones are supported

26. Paging Groups-Page all phones in a building and throughout all buildings.

Response: Paging can be done over the phones throughout all buildings

27. Voice Announce Intercom – Ability to dial an extension number and automatically connect to another phone in a hands-free mode.

Response: 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.

Response: Included

29. Variable Call Recording – the ability to record calls to a station "On Demand" with easy access to retrieving these recordings.

Response: Included

30. Persistent Call Recording – The city currently records 4 non-emergency telephone lines.

Response: As we understand, the persistent call recording is done by a third party call recording application managed by the 911 Dispatch group. Call Recording for the 4/6 non-emergency lines would not be done by the proposed Mitel system.

31. Softphone clients support compatible with Microsoft, Android and iPhone devices.

Response: Supported with the Mitel UCC Standard license

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.

Response: Supported

33. Call control and transfer capabilities should be similar to a softphone user.

Response: Supported

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.

Response: Included (hotdesking)

35. Twinning / Single Number Reach– The ability to simultaneously ring a user's cell phone and desk phone.

Response: Included (dynamic extension/twinning)

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?

Response: Yes, included

37. Will the inbound caller ID information be passed to the cell phone?

Response: Yes, as long as the carrier (PSTN provider-Spectrum) allows

38. 4 analog Trunks must be supported for 911 center.

Response: Supported

39. 6 Analog station ports required for 911 center support

Response: Supported

6.1.1.   Platform

1. Is your telephony solution entirely cloud-based, or does it offer a hybrid deployment option?

   Response: Mitel system proposed is an on-premise solution

2. How does your solution handle scalability? Can it seamlessly expand to accommodate?

   Response: The system can support up to 500 users. You can easily add users as the need arising by requesting the licenses/programming, or if you have spare licenses you can program new users as needed.

3. What are the primary advantages of your cloud-based telephony solution compared to on- premise systems?

   Response: We are proposing a Mitel on-premise solution. Alternatively we are proposing the Cisco UCaaS Cloud solution. Each application has its own benefits, but typically those benefits are better defined by the customer. Cloud systems will operate as a monthly reoccurring cost (MRC), while on-premise systems typically have the one-time up front capital purchase.

4. What kind of redundancy and failover mechanisms does your solution provide?

   Response The MiVoice Business Solution Virtual Instance is implemented within the City's CPE virtual environment.

   In this deployment model:

   - MiVoice Business Solution Virtual Instance is deployed as a single virtual appliance that provides MiVoice Business, MiCollab, and MBG functionality.
   - The MiVoice Business Solution Virtual Instance vApp MBG application provides SIP trunking support.
   - Customers use the MiVoice Business Solution Virtual Instance solution and can perform user provisioning through the administration tools (MiCollab server manager and USP application).

5. What level of control do customers have over the configuration and management of the telephony system?

   Response: The City has full access rights to the Mitel system for configuration and management.

6.1.2.   Network

1. Does the vendor use redundant IP network solutions at the hosting facility?

   Response- On premise solution uses the City's network infrastructure.

2. The proposed solution must include support and maintenance. Please describe your support and maintenance operations.

   Response – Included in our proposal is our Marco Managed Voice (MMV). The Marco

Managed Voice agreement provides 24x7 support of your Mitel system. This includes 2 hour SLA for emergency response. An emergency is defined as no incoming or outgoing calls, 40% or more of telephones are inoperative, 20% of all outside lines inoperative, and any main console is inoperative or mainline target inoperative. Standard next day business response is for routine trouble calls. Labor and services is included in the coverage terms, and any failed components will be shipped to the customer.

■ Designation of Coverage

- **Contracted Coverage Period** - The period of coverage the Customer is paying for support. The options are 8:00 am -5:00 pm CT Monday through Friday, excluding Marco published holidays or an uplift to 24x7, 7 days a week. Customer's selected option is indicated below. (Assumes M-F 8x5 unless Option B is selected).
- **Standard Support Desk Hours** - 8:00 am - 5:00 pm CST, Monday-Friday excluding Marco published holidays. Manned 24x7 to report trouble. Email ITservice@marconet.com or call 800-847-3098 #2 for support outside of regular business hours (8-5).
- **Remote Access*** – Remote access is required for support. Additional charges may apply if remote access is not available.
- **PPM** – Principal Period of Maintenance (PPM) 8:00 am – 5:00 pm CT Monday – Friday, excluding Marco published holidays.
- **PPU** – Principal Period of Upgrades (PPU) 7:00 am – 7:00 pm CT Monday – Friday, excluding Marco published holidays.
- **Emergency Two Hour Response** - Marco provides an initial response to emergency trouble calls within 2 hours during the PPM. EMERGENCY is defined as a major service impacting event consisting of one or more of the following:
    - 1) No incoming or outgoing calls
    - 2) 40% of all telephones inoperative
    - 3) 20% of all outside lines inoperative
    - 4) Attendant console is inoperative or mainline target inoperable
- **Standard Next Business Day Preferential Response** – Marco responds the next business day to routine trouble calls.
- **Labor and Travel for Emergency or Standard Trouble Calls** - Labor and travel is included at no charge during the PPM.
- **Part Coverage and Service Labor Regarding Replacement Parts** – Replacement of currently covered, failed components will be shipped to the Customer. Replacement equipment and parts will be of equal quality of the original parts.

- **Remote Moves, Adds, and Changes (MAC)** – Remote access is required for support. If Marco is requested to go to the Customer site to perform MAC work, additional charges will apply at Marco standard service rates. Net-new setup or installation of additional equipment is not considered MAC work and will be billable at Marco standard service rates.
- **Software Updates** – Updates to correct any software errors that prevent your system from performing to published specifications are included during PPU. This assumes no hardware replacements or software licensing is required. If applicable, Customer will be responsible for hardware and or licensing purchases needed to support the software update.
- **Software Upgrades †** – Upgrades to keep your system at a minimum load to reflect manufacturer support requirements will be included in this Agreement, provided the Mitel operating system is able to be upgraded via software and the Customer has a current Mitel Software Assurance (SWA) in place. Upgrades that are able to be performed during the PPU (7 am – 7 pm CT) will be covered under this Agreement without additional labor charges. Upgrades that must be performed outside of the PPU will be billable at Marco standard service rates. Customer will be responsible for hardware purchases needed to support the upgrade. This Agreement does not include Microsoft Windows operating systems.

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. 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?

    Response: IP devices use DHCP2, LLDP or CDP

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?

    Response: The City currently has one single circuit in place from Spectrum. In the event you would look at multiple circuits from Spectrum, the Mitel system can be configured to support load balancing.

6.1.3.   Scalability and Capacity

1. Describe the Vendor's system scalability in detail.

   Response: Mitel system has the ability to scale by simply adding in new licenses/users as needed on the system. The system capacity is 500 users.

6.1.4.   Collaboration Integrations

1. How does your solution integrate with Microsoft Teams, Outlook, Zoom or WebEx?

   Response:

   Mitel MS Teams Solutions
   The solution capabilities that Mitel offers with MS Teams are:
   - **Mitel Assistant** - With Mitel Assistant integrated with Microsoft Teams, you can create speed dials and place calls to your contacts in Microsoft Teams and in Microsoft Outlook using any supported Mitel telephony application.
   - **Call History** - As a Mitel Assistant user, you can view your Mitel Phone call history from the Mitel Assistant application after you log in to your CloudLink account. When you make an external call, and if that number is matched with a contact in your Microsoft Azure directory or Outlook personal contacts, the person's name is displayed in the call history. **Sync presence via CloudLink to MS Teams** - CloudLink accounts can be integrated with MS Teams to sync presence from a Mitel PBX to MS Teams, which enables users to view the status of the users in MS Teams. This is called a Unidirectional presence.
   - **Sync presence from MS Teams to MiCollab**- The presence synchronization feature has now been expanded to enable the synchronization of Microsoft Teams presence of a user with their MiCollab client through CloudLink, and this is known as Bi-directional synchronization. The Bi-directional presence synchronization can be enabled in the Mitel Administration using the *Sync Presence from MS Teams to CloudLink* setting.
   - **MiCollab Client**- The supported MiCollab Client include PC Client (telephony only mode or normal mode), MiCollab Client on Mac, and MiCollab Mobile Client (Android and iOS). The MiCollab Client Telephony-only mode enhances end-user experience when calls are placed with a Mitel application using the MiCollab Client as the telephony endpoint.
   - **Mitel Dialer**- Mitel Dialer is a Windows desktop application that controls a telephone terminal connected to a Mitel call server. This application is used to set up and monitor telephone communications. The Dialer is compatible with the following device types: Mitel 6700, Mitel 6800, Mitel 6900, also legacy digital and IP Phones, DECT handsets, analog Phones.

2. What APIs or SDKs does your solution use to interact with Microsoft Teams, Zoom or Cisco WebEx?

   Response

   Microsoft Graph API Permissions:
   - Presence.ReadWriteAll (Application permission)
     - Necessary to synchronize presence information from Mitel to MS Teams

- User.Read.All (Application permission)
    - Required to retrieve user ID from MS Teams
- Application.ReadAll (Application permission)
    - Needed to access and retrieve permissions and client secret associated with the integration

Delegated Permissions:
- email
    - Required to view user's email address
- offline_access
    - Required to maintain access to data
- openid
    - Required to sign users in

3. What kind of authentication mechanisms does your solution support for Microsoft Teams integration?

Response:
Permissions Required from the Administrator
When an Administrator of Microsoft Teams adds the Mitel Assistant application to Microsoft Teams, a prompt appears requesting the permission of the Administrator to use Mitel Assistant with Microsoft Teams.

Permissions for Mitel Assistant
The following table lists the permissions that the Mitel Assistant application requests and the information it can access if you grant the permissions.

Permission	Access Information
User.Read	Reads user's profile and basic company information.
User.ReadWrite	Saves user's contacts in the speed dial list.
Contacts.Read	Reads user's personal contacts from Outlook.
User.ReadBasic.All	Reads a basic set of profile properties of other users in the organization including their display name, first and last names, email address, photo, and contacts in the speed dial list.
Directory.Read.All	Reads all the phone numbers of other users in the organization.
Chat.Read	Reads the' user IDs of 1:1 chat participants and fetches their profile information to be displayed in the contact card.
Presence.Read	Reads the user's presence information.
Presence.Read.All	Reads the presence information of all users in the organization.

Mitel Assistant Application

An Administrator of Microsoft Teams can add the Mitel Assistant application and make it available to MS Teams users.
As an Account Administrator, you can do either of the following:

- Configure the Azure AD SSO and Azure AD Sync integrations in the CloudLink account. If the CloudLink account is configured with both the Azure AD Single Sign-On and the Azure AD Sync integrations, then users assigned to the SCIM application in Azure AD can use their enterprise credentials to log in to CloudLink within the Mitel Assistant. These integrations are recommended when integrating CloudLink with MS Teams.
- Send a welcome email to the users.Users who receive this email can use the link/button in this email to activate their CloudLink account and set a password if SSO is not enabled for them. They can then use this password to log in to Mitel Assistant.

4. How does your solution handle notifications or alerts in Microsoft Teams?

   Response:

   Presence Notifications:
   - When MS Teams presence integration is activated, MiCollab users receive a notification in the MiCollab client informing them that their status will now be controlled via Microsoft Teams (MiCollab for PC Client End-User Online Help)
   - Users will get a restart pop-up notification when an administrator enables/disables status/presence integration in their assigned custom user profile (MiCollab for PC Client End-User Online Help)

   Presence Status Notifications:
   - Your Teams client will automatically send status notifications such as:
     o Busy (when on a Teams audio call or in a meeting)
     o Do Not Disturb (when presenting or focusing)
     o Available
     o Away

   Presence Status Precedence:
   - User-configured status overrides app-configured status
   - Among app-configured statuses, the precedence is:
     1. Do not Disturb
     2. Busy
     3. Available
     4. Away

5. What security measures are in place to protect data shared between Microsoft Teams and your solution?

   Response:

   Transport Layer Security (TLS)

- Communication is secured using TLS 1.2
- Requires certificates signed by a Certificate Authority (CA) in the Microsoft trusted root certificate program (MiVoice Business - Integration with Microsoft Teams documentation)

Certificate Management
- Certificates must be:
  - Generated and uploaded to OpenScape Session Border Controller (SBC)
  - Used for TLS communication on port 5061
  - Mapped to OpenScape SBC certificates
  - Include Fully Qualified Domain Name (FQDN) in Certificate Signing Request

Additional Security Recommendations
- Import only trusted CA certificates proposed by Microsoft
- Restrict additional CA imports to minimum required
- Use mutual TLS (mTLS) with full certificate validation
- Restrict MS Teams access in SBC firewall to Microsoft-published IP ranges

Encryption
- Data in transit is encrypted using TLS
- Recommended encryption settings include:
  - Perfect Forward Secrecy (Preferred)
  - AES-128 encryption
  - Preferred GCM mode of operation

6. How does your solution handle user permissions and access controls within Microsoft Teams?

Response
Azure AD and Permissions Management:
- Azure Active Directory (AD) Administrator plays a crucial role in managing permissions (CloudLink-Accounts-EN document)

Specific Permissions for Mitel Assistant:
- The application requests the following Microsoft Graph permissions:
  1. User.Read: Reads user's profile and basic company information
  2. User.ReadWrite: Saves user's contacts in the speed dial list
  3. Contacts.Read: Reads user's personal contacts from Outlook

Administrator-Level Permissions Process:
- Microsoft Teams Administrator must add the Mitel Assistant application
- Azure AD Administrator must grant admin consent for the application
- Specific steps for Azure AD Administrator include:
  - Navigate to Azure portal
  - Select Azure Active Directory
  - Choose Enterprise applications
  - Find Mitel Assistant
  - Click "Grant admin consent"

End-User Permissions:
- When users first open Mitel Assistant, they'll be prompted to give permission to use the application with Microsoft Teams
- Users can click "Give permission" to authorize access

7. What mechanisms are in place for logging and auditing user activity within your solution?

   Response:

   MiVoice Business:
   - Logs actions from various interfaces
   - Captures:
     - Logins/logouts
     - Provisioning operations
     - Maintenance operations
     - Scheduler operations
     - Integrated Directory Service synchronization
   - Maintains continuous log of 5000 entries
   - Older entries archived in XML files (MiVoice)

8. What support options are available if issues arise with the integration?

   Response: Marco's support team members can work with the City's team to troubleshoot issues as they may arise. This would follow our normal support process provided in our response.

9. How does your solution handle updates or changes to Microsoft Teams' platform?

   Response: Mitel's Approach to Microsoft Teams Integration:

   1. Versioning and Documentation Updates
   - Mitel regularly updates documentation to reflect changes in Microsoft Teams integration
   - Example: The MiVoice Business - Integration with Microsoft Teams document shows version updates tracking platform changes (Document versions from July 2024 to January 2025)

   2. Flexible Integration Mechanisms
   - CloudLink acts as an intermediary between MS Teams and Mitel systems, which can help manage platform changes
   - CloudLink enables bidirectional presence synchronization, suggesting adaptability to platform updates (MiCollab What's New Guide)

   3. Administrative Configuration Flexibility
   - MS Teams administrators can control application availability and setup through the Teams administration portal
   - This includes:
     - Controlling application availability to users
     - Creating application setup policies
     - Installing apps by default
     - Configuring application permission policies (MS Teams Solution Guide)

4. Continuous Platform Support
- Mitel provides ongoing documentation updates for Microsoft Teams integration across multiple products:
  - MiCollab
  - MiVoice Business

10. Can you confirm it will integrate with the City's Solacom 911 system?

Response: Yes, we will integrate either with analog trunks or SIP trunks to your Solacom 911 System.

6.1.5.   Disaster Recovery and Redundancy and Security

1. Provide detail on your approach to redundant architecture, including the network and server.

Response: In your current environment, we would implement the Mitel Virtual applications at your City Hall building. It could be further investigated to look at installing another virtual instance at your Wastewater facility to deepen the redundant architecture.

2. Do you perform regular security audits and assessments for your telephony solution?

Response: Mitel performs regular security audits and assessments on their systems. They have online notification system to notify of any issues that have been found, at which time our Marco team will work with the City to address. Marco does offer other services with our Managed IT services to perform security audits/assessments of all your systems/applications.

3. What is the failover procedure for your infrastructure components?

Response: Our proposed Mitel on-premise solution will depend on your core infrastructure to dictate your failover procedure. The Core Mitel software applications will run in your Virtual Hyper V environment and we will utilize those tools to assist in reducing failure events.

4. What is your approach to patch management and vulnerability assessment for your solution?

Response: As a Marco Managed customer, our team works closely with you and Mitel when any vulnerability issues are identified. We will develop a plan for any patches or upgrades required to be done to remediate the issue.

5. What does your solution provide as support for home workers?

Response MiVoice IP Phones fully support teleworking; providing remote workers with the same desktop features they would have in the office. The Teleworker service on MiVoice Border Gateway uses high-grade security that authenticates and encrypts signaling and media via secure, embedded 128-bit AES voice and SRTP. Voice conversations are streamed directly from one teleworker phone to another without the voice path going back to the MiVoice Border Gateway.

6. What security measures are in place to protect data from unauthorized access?

    Response: Mitel's MiVoice Business software is installed on top of the Mitel Standard Linux (MSL) operating system. Compared to more common operating systems, the MSL approach ensures security by reducing its surface of vulnerability, by the following characteristics:

    - MSL does not support email
    - MSL does not support internet Web browsing
    - Users with write permissions are limited and access is strictly controlled
    - Mitel has removed unnecessary files and packages from MSL
    - Mitel has closed unnecessary IP Ports

    Additional measures can be taken to secure the MSL platform and the MiVoice Business application executing on the platform, these measures are based on well-known network security best practices. In general, a platform that is both physically secure and installed in a network that has been securely designed will have a low likelihood of being infected compared to a platform that lacks physical security and/or is installed in a network lacking security controls

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

    Response:

    Availability Levels:
    - Single Data Center: 99.5% uptime
    - Single Data Center with Virtual High Availability: 99.9% uptime
    - Single Region with multiple local data centers: 99.99% uptime

    Important Caveats:
    - Actual availability numbers may vary depending on:
        - Configuration
        - Geographies
        - Climate
        - Political conditions
    - Mitel cannot guarantee precise failover times
    - Overall system availability is defined by the "weakest link in the chain"

    Mitel uses a seven-layer business continuity model to determine system availability, taking into account factors like:
    - Server hardware
    - Server software
    - Data network
    - Power distribution
    - And other critical components

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.

   Response: Supported

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

   Response: Yes, included

3. Can your solution provide music or Ads on hold functionality?

   Response: MOH is supported by the system. Professional recording would be the responsibility of the City.

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

   Response: Yes, administration can be done via web browser and integrates with AD

5. Do you support WebRTC voice?

   Response: Yes, WebRTC is supported

6. Is your system compliant with Kari's Law & Ray Baum's Act, and will you assist the City in achieving compliance?

   Response: Yes, the Mitel system is compliant and the Marco Project/Install team will work with the City to set up the system to be compliant with Ray Baum and Kari's Law.

6.1.7. Mobility Solutions

1. State whether your solution provides mobility as an offering.

   Response: Mitel system supports Mobility with the Mitel MiCollab mobile app

2. Does your solution offer a mobile app for iOS and Android?

   Response: Yes, both are supported

3. Does your mobile app support seamless handoff between mobile and desktop environments?

   Response: Yes, mobility handoff is supported between mobile and desktop devices

4. What security measures are in place for mobile communications, including encryption and authentication?

   Response MiCollab mobile app uses TLS 1.3 and also authentication is with user login credentials.

6.1.8. Soft Phone

1. Does your solution have an integrated SIP-compliant softphone?

   Response:

   MiCollab Client SIP-Based Softphone:
   - Supports USB headset or handset for placing and receiving calls
   - Compatible with MiVoice Business systems running 5.0 SP2 or later
   - Requires specific licensing:
     - For Windows Desktop Client: Existing "Softphone" license covers the softphone
     - For Mobile clients: Requires "Mobile SIP Softphone" license

   Additional Softphone Details:
   - Supports Quality of Service (QoS) for audio, SIP signaling, and video streaming
   - Can be configured with specific L3 service class values
   - Softphone extension must be configured on the PBX

2. What core features does your softphone offer?

   Response

   Softphone Features:
   - SIP-based functionality
   - Can be used with USB headset or handset
   - Supports placing and receiving calls
   - Complete desk phone functionality
   - Available on:
     - Desktop (Windows)
     - Android devices
     - iOS devices
     - Mobile clients

   Specific Softphone Capabilities:
   - DTMF dialing
   - Call handling functions:
     - Dial
     - Hang-up
     - Answer call
     - Reject call
     - Handle second/concurrent calls

3. Is the softphone application available for both Windows and macOS?

   Response: Yes

4. Can the softphone be customized to match corporate branding, including logos and colors?

   Response: To customize the softphone we would need to work with Mitel about their Branding Program for more comprehensive customization options.

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.

   Response: Mitel 6920W IP phone

   Product Overview:
   - The Mitel 6920w is a high-end desktop IP phone designed for power users
   - Supports both MiNet and SIP protocols

   Key Features:
   - Built-in Wi-Fi connectivity
   - Bluetooth 5.2 support
   - MobileLink feature for mobile phone integration
   - PCLink for PC audio collaboration
   - Large color backlit graphics display
   - 6 programmable and four context-sensitive softkeys
   - Wideband audio with enhanced speakerphone
   - Dual Gigabit Ethernet ports
   - Supports USB, DHSG/EHS headsets

   Unique Capabilities:
   - Can sync mobile phone contacts and call history
   - Allows answering mobile calls through the IP phone
   - Enables moving audio between mobile phone and IP phone
   - Flexible network connectivity (wired Ethernet and Wi-Fi)

   Recommended for:
   - Enterprise executives
   - Managers
   - Employees requiring advanced communication features

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.

   Response: We would propose either the Mitel 6920W or 6930W IP phone

   Product Overview: Mitel 6930W IP Phone
   - Ideal for enterprise executives, managers, teleworkers, and contact center employees

   Unique Features:
   - Embedded Wi-Fi
   - Bluetooth 5.0 (some documents mention 5.2)
   - IEEE 802.3az standard (Energy Efficient Ethernet) capability

   Technical Specifications:
   - 4.3" WQVGA (480x272) color TFT LCD display
   - Built-in two-port, 10/100/1000 Gigabit Ethernet switch
   - USB 2.0 port (500mA maximum)

- Wideband handset
- Enhanced wideband, full-duplex speakerphone
- Supports MobileLink for mobile integration via Bluetooth
- Supports MiNet and SIP protocols

Power Consumption:
- Base power consumption: 10.2 watts
- With DECT Headset: 12.3 watts
- With 1 M695 PKM: 12.6 watts
- With 3 M695 PKMs + DECT Headset: 19.4 watts

3. Type 4 – Receptionist phone with 48 button side car.

Response: Mitel M695 (PKM)

Product Specifications:
- Features a 4.3" 480x272 pixel color backlit LCD display
- Can be daisy-chained up to three modules per Mitel MiVoice 6900 Series IP phone
- Provides a total of 84 programmable keys when three modules are connected

Supported Key Functions:
The M695 supports numerous key functions, including:
- Speed Dial
- Line
- Busy Lamp Field (BLF)
- Auto Call Distribution (ACD)
- Directory
- Conference
- Transfer
- Intercom
- Call Forward

4. Type – 5 Conference Room Phone – IP Based conference room telephone set.

Response Mitel 6970 Conference Phone

Key Features:
- Full-feature enterprise-class conference phone
- 7" WVGA (800x480) color TFT capacitive touch-screen LCD display
- 96 programmable self-labeling keys
- 6 intuitive state-sensitive softkeys
- 6 fixed feature hard touch keys
- Enhanced conference audio with high output speaker
- 8 microphone beam-forming array
- Power Over Ethernet (PoE) LAN port supporting 10/100/1000 Base T
- Embedded Bluetooth 4.1
- 2 USB 2.0 ports

Unique Capabilities:
- MobileLink support for mobile phone integration via Bluetooth
- Optional extension microphones for extended audio pickup

- Supports MiCollab Meeting Center
- Supports Mitel Mass Notification
- Compatible with MiNet and SIP protocols

Connectivity:
- Supports wireless network connection via optional Mitel Wireless LAN adapter
- Gigabit Ethernet port
- PoE class 3 rating

6.1.10. Wireless Phones

1. Do you off a wireless phone?

   Response: Yes

2. Describe the features and functionality of the wireless phone

   Response:

   Mitel 5624 WIFI Phone Feature rich SIP enabled VoWiFi phone with color display, telephony and messaging over 802.11 a/b/g/n WiFi networks

   Key Features
   - Full duplex Handsfree Speakerphone
   - WiFi Handset with high quality voice, personal alarm and messaging
   - Supports WiFi 802.11 a/b/g/n standards
   - Dynamic output power according to 802.11h standard
   - TFT color display with multiple colors with high resolution, more than 65000 individual colors, 176 x 220 pixel LCD with white LED backlighting
   - 3 Programmable soft keys
   - 9 Programmable hot keys
   - Water, dust and chemical resistant for easy disinfection
   - Upgradeable by licenses, Services, Personal Alarm, WiFi Location and Shared Phone
   - Push button alarm, with ability to send different alarm types
   - Acoustic Location Signal(ALS) at alarm
   - Automatic call after alarm
   - Location WiFI (AP, Ekahau RTLSc and Cisco MSE)

   Messaging
   - Interactive Messaging
   - Colored Messaging
   - Message acknowledgement
   - Voice mail (4)
   - Push to talk (PTT)
   - Shared phone (3), supports virtual SIM
   - Centralized management
   - Hearing Aid compatible (HAC)

   Alarm
   - Location types: Associated WLAN access point and Cisco MSE
   - as standard, Ekahau as option
   - Alarm types: Single Button with 2 alarm types; long-press and
   - double-press.

Audio
- Ring signal: Adjustable in 8 steps and silent
- Earpiece: Adjustable in 8 steps of 3dB each
- Max sound ring signal level: 88 dBA @ 10 cm
- Loudspeaker: Full duplex handsfree function

Central Phonebook
- Max name and number length: 40 characters in a name and 20 digits in a number – system dependent

Company Phonebook
- Max name and number length: 24 characters in a name and 24 digits in a number (1 number per name). Entries: 1000

Local Phonebook
- Storage of contacts: - 48 character name. Entries 250

Messaging
- Max message length: 160 characters from 5624 Handset.
- Message length to 5624 Handset is system dependent.
- Storage capacity: 30 received/sent messages.

Settings
- Languages: 18 (Czech, Danish, Dutch, English, Finnish,
- French, German, Greek, Hungarian, Italian, Norwegian, Polish,
- Portuguese (Brazilian), Russian, Slovak, Spanish, Swedish,
- and Turkish), + 1 customizable.

Telephony
- Indication: 14 ring signals, flashing LED and vibrator
- Answer call: Button press or auto answer
- Call list storage capacity: 25 calls (received, dialed and missed)
- with time stamp and name

User Interface
- Indicator: LED on top/front for visual indication of events and
- normal function. The LED may also be used for visual indication of a message
- Vibrator: Incoming calls, other audio events and messages
- Time and date indication
- Manual and automatic keypad lock
- Customizable UI
- Profiles, system and personal

6.1.11. DECT Phones

1. Does your telephony solution support DECT (Digital Enhanced Cordless Telecommunications) phone technology?

   Response: Yes, Mitel Supports DECT phones

2. What DECT standards does your solution comply with (e.g., DECT 6.0, DECT 8.0)?

   Response The Mitel RFP12 Single Cell DECT system is a VoIP solution with support for up to 20 registered handsets and three repeaters. The phone is a lightweight, ergonomically and portable handset compatible with Wideband Audio (G.722), DECT, GAP standard, CAT-iq audio compliant. The handset includes a color display with graphical user interface. It can also provide the subscriber with most of the features available for a wired phone, in addition to its roaming and handover capabilities. The Base Station converts IP protocol to DECT protocol and transmits the traffic to and from the wireless handsets over a channel. The base

station has five available channels. The base supports the IP DECT CAT-IQ repeater RTX4024. A repeater can be deployed to extend the range of a DECT handset. The repeater can also be utilized wherever there is a need to increase limited coverage or improve reception in remote areas. The RYX4024 provides the following features:

- Up to three repeaters are supported per base station
- Wide band audio 4 VOIP System Guide
- DECT encryption
- Automatic registration
- Maximum of three repeaters in daisy chain

3. Can your DECT phones seamlessly integrate with the existing telephony infrastructure, such as VoIP systems or traditional PBX setups?

   Response: Yes

4. What range can be expected from your DECT phones in a typical office environment?

   Response: Typically 300ft

5. How many simultaneous DECT connections or handsets can your system support?

   Response:

   Simultaneous Call/Handset Capacity:
   - Single Cell Setup: Maximum of 5 simultaneous calls
   - Maximum number of handsets per base station: 20

   Additional Capacity Details:
   - Repeater Capacity:
     - - Max calls (narrow band): 5
     - - Max calls (G.722 wideband): 2

6. How is the voice quality and clarity ensured with your DECT phones?

   Response: This would be configured same as an IP phone with standard VLAN and QoS settings to ensure voice quality and clarity.

7. Are there any specific security measures implemented for DECT phone communications to prevent eavesdropping or unauthorized access?

   Response: The DECT protocol uses the "DECT Standard Cipher" for encryption over air by default (SIP-DECT Security Guidelines)

   Standard DECT encryption is ON by default, which provides:
   - Encryption between DECT handset and base station
   - User Authentication Key (UAK) negotiation without transmitting the key over the air
   - Secure key calculation between OMM and handset

8. What are the power requirements for DECT phones in your solution, and how are they typically powered (battery, AC adapter, etc.)?

   Response: Each handset is charged using a handset charger. The charger is a compact desktop unit that automatically maintains the correct battery charge levels and voltage. The handset charger is powered by AC power adapter that supplies 5VDC at 1000mA. The AC power adapter is supplied from 110-240 VAC.

9. Can your DECT phones operate in environments with potential interference, such as from Wi-Fi networks or other electronic devices?

   Response: Yes

6.1.12. Performance Management Dashboards

1. Describe your performance management dashboard solution.

   Response:

   Mitel Performance Analytics Dashboard Features:
   - Real-Time Monitoring Capabilities (MPA System Description)
     - Monitors and tracks network infrastructure status
     - Focuses specifically on Mitel UC systems
     - Provides real-time alerts and detailed reporting

   Key Performance Metrics Include:
   - Voice quality ratings
   - SIP trunk utilization
   - Interface availability
   - IP set inventory/connectivity status
   - CPU and memory utilization
   - Disk usage
   - System performance and availability

   Dashboard Monitoring Components:
   - Fault Management
     - Manages system alarms
     - Configurable threshold alerts
     - Notifications via email, SMS, and Twitter direct messages

   - Active Testing Tools
     - Remote IP set network testing
     - IP Traceroute
     - Remote DNS
     - Ping
     - Traceroute
     - SNMP browser

   Additional Dashboard Features:
   - Backup scheduling
   - Multi-factor authentication access
   - Probe deployment in primary and secondary locations

- Secured cloud service connection

Performance Tracking Details:
- Metrics can trigger alarm notifications
- Identifies potential system overload
- Highlights unexpected system behavior

2. Does your solution support "hard" wallboards that can be configured to display performance information?

Response: The Mitel MiCC application supports dashboard information. It was provided through conversations with City of Whitewater, there was not a need for Contact Center applications/agents. However, if the City needs these type of tools in the future, the Mitel system will support them with additional software and licenses.

3. Does your solution support "soft" (PC Based) wallboards that can be configured to display performance information?

Response: The City could use a PC based solution to show performance information from the Mitel MPA tool. This should be discussed in more details as to what the requirements would be.

6.2. Implementation, Support and Training

6.2.1. System Implementation
1. Describe your standard process and timeline for any new product implementation.

Response: Please see the following chart for our implementation process.

Voice Implementation Overview: Mitel

STANDARD IMPLEMENTATION INTERVALS

90 to 120 Days – New System Installation Orders • **60 Days** - Phone System Upgrades with New Equipment • **30 Days** – Phone System Upgrades – No New Equipment

Note: Standard intervals are based on calendar days from contract signature. Installation timeframes vary based on several factors, including but not limited to new construction, new carrier services, right of entry or other unforeseen factors.

IMPLEMENTATION MILESTONES

1	2	3	4	5	6	7	8
Project Manager Assigned	Team Preparation & Planning	Project Initiation	Customer Project Planning Meeting	Design Process & Programming	Installation	Training Sessions	Project Completion

COMMUNICATION MILESTONES

Initiate Contact	Team Preparation & Planning	Customer Kickoff	Confirm Schedule	System Design & Implementation	Installation	Schedule Training Sessions	Cutover Process and Finalization
Phone Call	Phone Call or Email	Phone Call	Phone Call	Phone Call or On-site	On-site	Phone Call or Email	On-site & Phone/Email

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

   Response: As part of the project plan, our team will develop a test plan with the City's team to include the User Acceptance testing.

6.2.2. Training

1. Please provide a summary of the training/documentation/user manuals you will provide for your solution.

SYSTEM ORIENTATION AND USER TRAINING

An integral part of Marco's system implementation plan is a comprehensive system orientation and training program. Marco's training programs have assisted thousands of businesses and organizations and enabled hundreds of thousands of employees to perform their jobs more productively through the effective use of Marco communications systems. The main objectives of this professionally planned and executed program are as follows:

- To assure the transition to the new system is as smooth and organized as possible.
- To assure total understanding, confidence and acceptance of the system by all members of the organization.

- To assure all benefits are fully realized through maximum utilization of the system's many features and capabilities.

Our many years of experience in training customers of every size and type have taught us that no two customer's needs are exactly alike; our customized approach to training reflects this. This is why we offer the utmost in flexibility when it comes to, for example, scheduling areas of concentration and format. Marco's success in training has been accomplished through careful planning and assessment of our customers' needs before the program is designed.

After the assessment is completed, a training plan is presented to the customer for approval before implementation.

END USER TRAINING

Classes generally take 1 hour. Each user will be given ample opportunity to experience firsthand the operation of the system's many features. Special emphasis will be placed on those features considered most important as they relate to your users' individual needs. As always, your system design specialist will be happy to spend extra time with individual extension users requiring additional instruction and training before, during and after the system is put into service.

Generally, user training is set up within one week prior to system cutover.

TRAINING AIDS

Marco supplies all users with easy to understand, helpful training manuals for use during training sessions and for easy reference after the system is in operation. Where applicable, manuals are custom designed to include special dialing instructions, access codes and other pertinent information.

2. Do you provide online training? If so, explain.

   Response: Mitel has online training (feature teacher) available.

3. Do you provide training documentation?

   Response: Yes, training manuals and custom materials are available

4. Do you provide agent and supervisor training?

   Response: If Agent/Supervisor training is required, we would provide training

6.2.3.   Support and Managed Services

1. Do you provide 24x7 support for this solution?

   Yes, 24x7 support is included with our Marco Managed Voice (MMV)

2. Describe your problem resolution process.

   To place a service/maintenance request, you can contact Marco's client service/support

desk support at 800.847.3098, email requests to voiceservice@marconet.com or use our online service/supply request process through our client support portal at portal.marconet.com.

The client support portal will make it easy for you to place service calls and order supplies 24 hours a day, 7 days a week. Our online support gives you real-time access to your account information, including equipment lists, service request status/history, supply order status, purchase history and more.
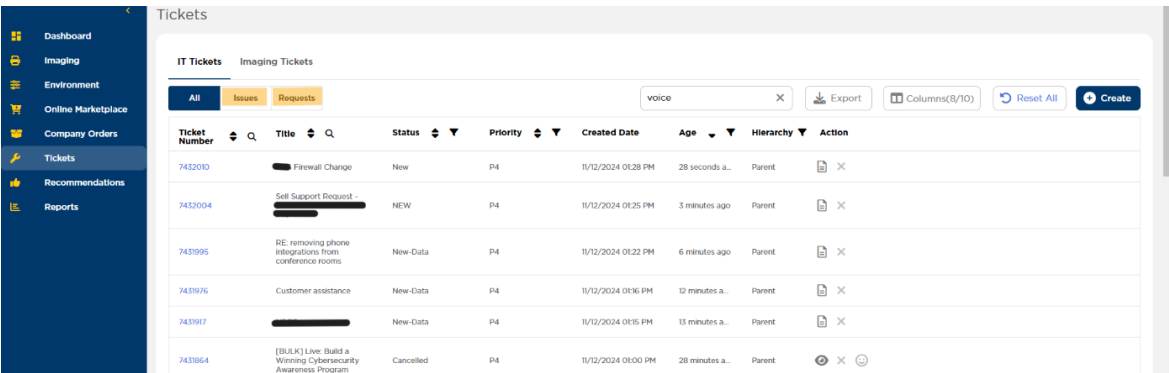
When contacting us, contracted customers will receive the following service level targets:

- On average, our live call answer rate is 95% for calls answered within seven seconds. If your call isn't answered immediately, we strive to return it within 15 minutes.

- Your service delivery coordinator will establish a service ticket priority and provide remote resolution or dispatch a certified technician on-site if needed.

Upon the service ticket being closed, an email notification will be sent to the designated end user. Non-contracted customers will receive best efforts to offer the same service level targets.

MANAGED VOICE SERVICE REQUEST PROCESS

Service Level Targets

PRIORITY LEVEL	CLIENT SERVICES RESPONSE Receive confirmation of request	TECHNICIAN RESPONSE	MARCO MANAGER NOTIFIED	ESCALATE TO MANUFACTURER Based on technician diagnosis	RESOLUTION & FOLLOW-UP
Critical **Priority 1**	10 Minutes	2 Business Hours	4 Business Hours	As Required for Resolution	Daily
Medium **Priority 2**	10 Minutes	Same or Next Business Day	Upon Request	As Required for Resolution	Weekly
Low **Priority 3**	30 Minutes	Same or Next Business Day	Upon Request	As Required for Resolution	Upon Resolution

Response times above are for contracted service requests only. 24-hour on-call service is available in defined in terms of Marco contract.

3. Is your solution monitored by live personnel and/or a monitoring tool 24x7x365?

Yes, Marco has the following Managed Support Options:

- Marco's Managed Voice (MMV) - Our managed voice service offering includes standard 8:00 AM to 5:00 PM support; additional 24x7x365 support is also available. You can choose from a wide array of options, including data, Microsoft, and other applications. We will work with you to provide the support level and coverage that meets your specific needs and goals.

- Remote Diagnostics and Monitoring Capabilities - As an option with Marco's support packages, you can benefit from remote diagnostics and monitoring of your system. Remote software tools enables us to provide you with fast technical assistance from our location, minimizing response time and reducing the need for on-site visits and associated charges. With your permission, we can securely access your voice network to resolve issues. Remote monitoring software continuously alerts us to any problems, allowing us to response promptly and effectively.

4. PRICING

1. Describe the costing model structure for your solution. Is your pricing structure transaction based, licensed by the agent, or some other format?

   Response:

   Included in our pricing proposal we have the Mitel MiVoice SVI Bundle:

   Virtual Appliance Includes
   - MiVoice Business Base
   - MiCollab Base
   - 30 SIP Trunk and Proxy Licenses
   - 20 Mailbox Licenses

   UCCv4.0 Entry User for MiVoice Bus Includes
   - Multi Device User Group with ability to ring up to 8 devices simultaneously
   - MiCollab for PC
   - Soft Phone for PC
   - Mailbox

   MCD Mailbox license – Qty. 10
   Virtual MiVoice Border Gateway for SIP Trunking
   6920w IP Phones (Qty. 125)
   3-Year Mitel Software Assurance Coverage
   3-Year Marco Managed Voice Support/ 24x7

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?

   Response: New users can be added on an "as needed" basis by purchasing additional software/hardware.

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.

   Response: Pricing model included in our proposal is pre-negotiated Sourcewell (government) pricing, with the best pricing available from Mitel. This is not dependent on user counts.

4. Describe all Telco usage charges.

   Response: Mitel's proposal does not include Telco circuits. We would continue to use your current provider (Spectrum), which costs/pricing would come directly from Spectrum.

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.

   Response We have included the MiVB platform and listed software/hardware above.

Additionally we have included the Mitel Business Reporter and different IP phones with pricing options.

6. Identify how supervisor and manager positions are built into the costing model.

    Response: Not applicable

5. VENDOR QUALIFICATIONS AND INFORMATION

Provide a description of your Company; experience, and underlying philosophy in providing the services as described and requested herein. Description should include details such as: abilities, capacity, skill, strengths, number of years, etc. Include office location that will be responsible for this project as on-site presence may be required, as needed.

- o Provide: company name, address, contact name, email address, and phone number.

  Marco Technologies, LLC
  235 Executive Dr N
  Suite 180
  Brookfield, WI 53005
  Correen Oestreich, Senior Technology Advisor
  correen.oestreich@marconet.com
  920.687.3740

- o Provide a brief background of your company.

  Marco is a leading integrated technology services company with 47 locations and over 18,000 clients nationally. Our 52 years of business experience and history of innovation demonstrate our leadership in these areas:
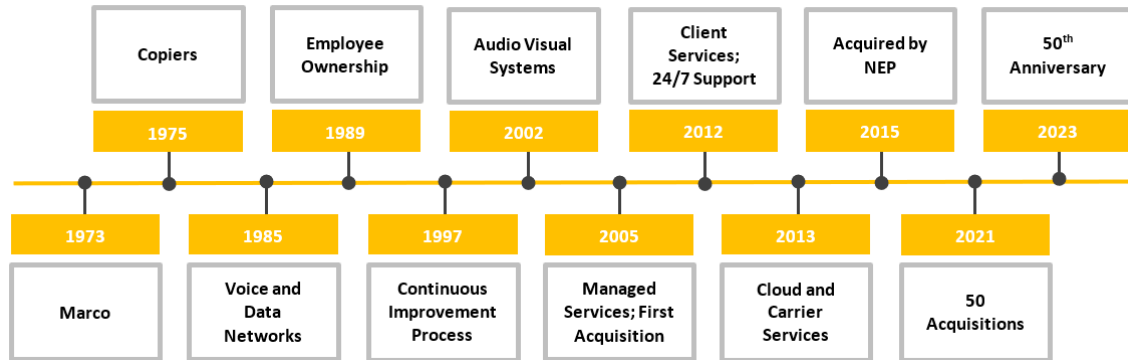
  - Copiers/Printers
  - Managed Services
  - Business IT Services
  - Phone Systems
  - Cloud Services
  - Carrier Services
  - Enterprise Content Management
  - Audio Visual Systems
  - Physical Security
  - Shredding Services

  MARCO'S MISSION

  To help our clients effectively apply technology that contributes to their success.

  OUR JOURNEY IN TECHNOLOGY

  Originating as a typewriter company in the 1930s, Marco took on the printing industry in 1973, voice and data solutions in 1985 and continued to expand into cloud technologies, software solutions and managed services.

Simple.
Secure.
Better.

Copiers	Employee Ownership	Audio Visual Systems	Client Services; 24/7 Support	Acquired by NEP	50th Anniversary
1975	1989	2002	2012	2015	2023

1973	1985	1997	2005	2013	2021
Marco	Voice and Data Networks	Continuous Improvement Process	Managed Services; First Acquisition	Cloud and Carrier Services	50 Acquisitions

TECHNICAL SUPPORT

When partnering with Marco, you will not only receive a dedicated account team, but you also will have access to over 650 factory-trained, certified systems engineers and technical representatives to keep you aware of the latest technologies. Our full-time dispatchers and Support Desk professionals consistently maintain a 95% live call answer rate.

GOLD STANDARD CULTURE

Creating a strong corporate culture takes intention — and a lot of passion. We have both, and you can feel it as soon as you walk in our doors. We take employee satisfaction to heart and consider our team members part of our work family and our Gold Standard Community.

Marco's Gold Standard is focused on building a positive workplace environment – and it's not only for our employees. The Gold Standard includes four pillars: **employee engagement, client satisfaction, community support and vendor partnerships**. We have internal committees dedicated to making each pillar a success because we never settle for less than gold.

ADDITIONAL INFORMATION AND RESOURCES

- Learn more about what we do and more importantly, why we do it on our website at marconet.com.
- We offer many free educational resources, such as our webinars, questionnaires, and eBooks.
- Sign up for our Technology Insights Blog on our website for additional educational tools to help you and your business succeed.
- Stay updated with "The Tech Tip-Off," our monthly LinkedIn newsletter for quick insights on IT, cybersecurity, printing, and all things tech.
- Explore self-help resources and FAQs in our comprehensive Knowledge Base, available at help.marconet.com.

o Describe the Vendor's expertise and experience in a managed cloud-based Omni-channel Contact Center environment.

Response: Please see Cisco UC response.

o   Present any documentation that will allow the City to assess the financial viability of your company (e.g., annual revenue, profit, years in business, revenue by Segment (Software, Services, etc.), revenue by geography, number of customers, number of completed implementations, etc.).

As a low-risk technology provider that has remained strong and profitable for over 52 years, Marco has increased its workforce to over 1,200 employees, expanded to 16 states, 47 locations and over 18,000 clients nationally. Our ongoing commitment to growth contributes to the success of our company and our clients.

Revenue:

- 2024 | $465 million
- 2023 | $460 million
- 2022 | $412 million

o   Describe key success factors in a successful software implementation. Specifically address your ability to ensure adoption of your technology by the City.

Marco brings implementation planning and project management experience from the International Customer Premise Equipment leader. Our expertise has been thoroughly developed and tested in supplying large, complex communications systems, digital imaging, and video and data systems for many universities, hospitals, government facilities, hotels and other business types. Marco's intent is to build into the system flexibility for change.

Our purpose is not to economize on material, but rather to expend every effort to assure proper installation with guaranteed service ability (i.e., low failure incidence and rapid repair capabilities).

The Marco implementation plan provides a wide range for installation and management activities in the following areas:

- Installation management
- Project meetings/project reports
- System design/engineering
- Cable requirements
- Comprehensive testing
- Training and user support
- Cutover service coverage

In basic terms, Marco's project implementation plan is a systematic and detailed planning guide for your entire installation, breaking the entire process into measurable components. Our experience has taught us the difference between what looks good on paper, and the expertise needed to professionally complete projects from as small as 30 phones to well over 1,000.

Aside from the actual cable installation and assembly of the PBX, there are four phases necessary to ensure proper programming and installation of the system:

- **Phase 1:** Marco's system design specialists conduct additional management interviews, surveys and a system/network analysis to complete the detailed customer survey. The materials, switch and on-site Marco installation crews are scheduled.

- **Phase 2:** The detailed system design is created. Any changes are accepted as installation change authorization orders. The telephone company service coordinator orders the required facilities and the final system configuration is presented to the customer to ensure its consistency with the customer's requirements.

- **Phase 3:** Marco begins and completes software programming, cable installation and preparation of the switch room. The switch is delivered and installation and testing is performed. If there are any changes made to the system configuration by the customer in this period, they are accepted and logged.

- **Phase 4:** Final system test is performed, station user and operator training are conducted, and the system is cutover and is then under the warranty period. Any required adds, moves and/or changes are made and a count of all equipment provided is made to determine the final system configuration. The final acceptance tests are conducted.

MARCO'S PROJECT MANAGEMENT TEAM

At the heart of every Marco installation is the special project management team assigned to your account. Since every business is a little different (depending on size and project complexity), we tailor our teams to satisfy each particular application. This "team" concept facilitates continuity, attention to detail and the project knowledge necessary to assure a smooth installation and cutover.

The project manager is charged with total responsibility for the successful execution, management and coordination of the various members and project. Through the assigned Marco project manager, you will have access to Marco personnel for consultation as well as information concerning implementation of the system. We will interface with your team to ensure that the entire system is installed and functions as represented. This is done as a normal part of our total customer service commitment.

You can be certain that Marco will manage the installation professionally and will be responsive to your needs. Marco has years of experience in the project management of communications systems.

o Please describe specific customer success stories of field adoption.

Company Overview
Employee-owned Douglas Machine, Inc. is a manufacturer of custom, semi-custom and standard integrated packaging equipment. Founded in 1964, the growing Alexandria, Minnesota company has 575 employees serving customers around the world.

The Problem
A few years back, Douglas Machine found itself at a crossroads. Its aging phone system was due for a technology refresh – something the company does periodically with all its

systems to assure it remains a market leader in its industry – while business needs demanded new capabilities that hadn't even been dreamed of when the old phone system was installed.

"We really wanted to move from traditional copper to a VoIP system," says Al Meyers, director of information systems at Douglas Machine. "The nature of our business drives a lot of adds, moves and changes. We knew that a VoIP platform would help us react to those changes much faster and at a lower cost."

Among other capabilities Meyers says the company wanted to incorporate caller ID, the ability to track placed and missed calls and (eventually) unified communications. After further investigation, however, Douglas Machine realized a move to VoIP would entail more than installing one phone system and turning off the other.

"In order to accommodate the higher bandwidth required by VoIP we would have to make a number of infrastructure upgrades," Meyers says. "We also wanted to add Power over Ethernet (PoE), and increase the capacity of our wireless network to provide customers and vendors access to the outside when they're on-premises."

After reviewing several options for technologies and vendors, Douglas Machine selected Marco. The two companies share a history together through Marco's work in other areas for Douglas Machine.

Marco proposed a solution incorporating Cisco Small Business Voice System, Unified Communications Manager, Unified Messaging, Unified Presence and Unified Contact Center Express. The existing network gear was replaced with Cisco PoE, and the wireless network was upgraded as well. On the user side, Douglas Machine deployed roughly 450 new Cisco phones, of which 25 percent were new Wi-Fi models.

Results

User adoption of the new phone system went quickly and smoothly thanks to good planning on the part of Marco and Douglas Machine.

"We had a two-week training period prior to the go-live date," says Meyers. "During that time our employees had two phones on their desk. They used the new Cisco phones for internal calls with four digit dialing, while continuing to use the old phones for outside calls. By the time we did the cutover everyone was comfortable with the new phones to the point where there weren't any real major issues or concerns."

Douglas Machine's employees have since embraced the new phone system. Among the favorite capabilities is call history – being able to see missed, received and placed calls just as they have become accustomed to on their mobile phones. Having a "do not disturb" button as well as the ability to place a call on hold to take a second call are also much appreciated. Traveling employees are finding the soft phone very useful.

"Before when someone was working off-site callers would have to leave voicemail messages," Meyers says. "When you do as much custom work as we do, that's very inefficient. With the soft phone, users can login through our virtual private network (VPN), then place and answer calls through their PCs, as though they were in the office. It's helped us become even more responsive and efficient while significantly reducing our long distance phone costs."

Future plans call for Douglas Machine to implement full Cisco Unified Communications. They also intend to implement teleconferencing, which Meyers says is another reason the company went with Cisco. When it happens, Marco will be right there with them.

"Marco has the VoIP expertise to meet and exceed expectations. We are happy with the solution we chose and Marco's performance. This is one of the biggest technology projects we've had in the last five or six years, and it was the smoothest implementation we've had. That says a lot about their capabilities."