

# **DIGICORP, LLC RESPONSE TO:**

## **City of Whitewater's Request for Proposal for VoIP Telephony Solution**

**RESPONSE DATE:** April 30, 2025

**PROJECT TITLE:** Telephony Solution

**COMPANY:** DIGICORP, LLC (a WIN Technology Company)

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## **COVER LETTER**

April 30, 2025

Mr. Tim Neubeck

### **CITY OF WHITEWATER**

312 W. Whitewater Street

Whitewater, WI 53147

Dear Tim,

Thank you for this opportunity to respond to your request for a proposal to replace your current ShoreTel voice solution. Our previous conversations and meetings have given me a strong insight into what you are seeking in this next system, namely a high value, long-term solution, capable of adjusting to the changing technologies and applications being brought forth today.

As you are aware, we are partnering with Mitel on this solution. While we have discussed our recent hesitation in partnering with Mitel due to their financial challenges, after becoming familiar with their reasoning behind wanting to address their finances and their plans on how they will move forward, I am convinced that they will once again thrive having completed this unfortunate, but necessary step. Mitel has a strong technology platform and a vibrant development team who is pushing their platform forward in ways that other providers simply are not. With their leading market share in key markets, including government, they are, in our minds, the key player in on-premise solutions going forward.

Digicorp is a long-term and well-known provider of voice solutions, with our history in this business line dating back close to 50 years. We have a team of dedicated and experienced people who will work directly with you on this project and combined have over 150 years of experience installing and servicing voice solutions. We are our customers' advocates, applying technology where needed without overdoing it. Our organization is confident that with the Mitel platform and our team's background knowledge of your environment, we will provide a superior experience for the City with this new solution.

Please know that we appreciate the work we have accomplished with Whitewater over the years and are excited to present this to you. Please review our proposal and when you are ready, please reach out to us for further discussion. We stand ready to assist you further!

Best regards,

***Carl Spencer***

Carl Spencer

Sr. Account Manager

## **EXECUTIVE SUMMARY**

Digicorp, a WIN Technology Company, is appreciative for the years of partnership we have enjoyed with the City of Whitewater. As a long-time trusted partner, we appreciate this opportunity to continue to serve the City as their vendor in providing and supporting their next voice solution.

Following our conversations with Tim Neubeck, our long-term knowledge of your environment, and our visits to key locations within the City, we have chosen to partner with Mitel on this next platform. Mitel is the leading provider of on-premise telephone systems, which is the stated platform of choice in your request document. Mitel is a developer of technology, focused on the on-premise market, who has built a platform capable of supporting solutions with the most basic needs to organizations requiring the most sophisticated integrations to support advanced technology requirements. Their most recent advancements are allowing them to gain critical market share in the emerging market of hybrid voice technology, a combination of having an on-premise solution such as the one we are recommending for you while integrating cloud services to bring a new level of feature development.

The sense we have of your needs and wants are to have a robust solution, capable of providing redundant services, that uses technology smartly while not being overly aggressive. Our design will use the Mitel MiVoice business platform, leveraging your recent investments in virtual servers to run the applications. We will introduce new capabilities for the City, most notably the concept of providing software driven applications that will allow users to have a softphone application on their PCs or mobile devices, giving them flexibility to work from any location where they can access your network, with the capability for power users to work from anywhere where they can get an Internet connection. Adding users is as simple as adding the appropriate licenses and the phone of the user's choice. The system will be backed with a 5-year software assurance warranty, helping the City to control their costs without a big outlay in the future.

Digicorp has an experienced team of professionals who know your environment, your staff, and the needs of local municipalities. While many of the voice options show a lot of sizzle, the reality is that local government is under financial pressure like never before. Our team will use the Mitel platform to develop an initial solution that to meet your current needs, offer new services to your team, and to provide a long-term solution for future needs as the City's needs adjust. We have a proven plan for implementing our solutions to make sure that the technology is applied correctly and that your staff is capable of using the tools they will be given. We hope that you will see the value we are trying to create for the City.

Please know that we are ready to assist the City further in this process and would invite any questions or needs for further clarification that you may have.

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# Purpose and Background

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## 1.1. Purpose/Response

The City's primary objective in this Request for Proposal is to gather proposals from experienced providers and to provide an agreement for an on-premise/Hybrid or Private Cloud telephony/Unified Communications solution for our City's different locations. Based on the responses, selected suppliers will be evaluated in depth. Participating suppliers can respond to any part of this RFP as long as it is in the format described in Section 3.2. Should a supplier choose to provide additional services, this information must be provided for and priced separately from the rest of the proposal. The successful bidder is required to provide product functionality and services described in the RFP and RFP Attachments.

The City of Whitewater desires a fully integrated communications system, which will deliver improved functionality, efficiencies, and enhanced management capabilities through the layering of voice traffic onto the existing data network. It is the City's desire that the selected vendor will install a communications system that seamlessly blends unified communications technologies and features into a reliable and manageable system that grows with user needs. All proposed equipment should be able to replace or integrate with the existing network infrastructures to form a complete telecommunication and contact center system that accommodates current and emerging requirements. The City is interested in receiving proposals from qualified information technology firms. Ideally, the City prefers firms with some familiarity with a municipal environment; however, the City will entertain a company or companies that can supply specific needs in the requested IT areas. Such providers should be able to provide responsive, high-quality services that are specific to the criteria listed or have the ability to show strengths in all criteria.

One key item is this solution **MUST** integrate successfully with the City's 911 call center. Due to the sensitive nature of public safety operations, the details of our call center will not be shared in the document, and Vendor must meet with a City representative for more details on this. If the 911 call center is not accounted for in the submitted RFP, the Proposal will not be considered.

The City of Whitewater is interested in an on-premise solution or any hybrid/Private Cloud combination; however, the preference is for an on-premise solution.

The vendors proposed unified communications solution should address the following high-level business needs and objectives:

- Allow for ease of growth in remote and home workers.
- Allow for ease of transition of users from City Hall to other City buildings and/or home offices.
- Reduce the administration and maintenance complexity that exists today in the present office worker and contact center configuration.
- Reduce or eliminate telecommunications staff time requirements for system administration, moves, adds, changes, and ongoing PBX system support.
- Simplify system upgrades.
- Enhance system performance.
- Enhanced reliability, disaster recovery capability, survivability and reliability via ability for the voice system to co-exist in multiple locations via hot-standby geo-redundancy to easily accommodate expansion to new locations and eventually deploy out to the field for remote workers.
- Easily accommodate expansion to any potential new City locations.

- Easily accommodate growth, new applications, and improved user productivity through features, new applications, and mobility.

RESPONSE: These points are understood. While further detail will be included farther into this document, our proposal encompasses an on-premise solution using the customer's existing virtual server environment at City Hall with a virtual back-up at the Wastewater building. We are confident that our proposal will meet the items requested in section 1.1 with slight modifications possible to the City's carrier services to meet the City's disaster recovery objectives.

## 1.2 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.

- Provide: company name, address, contact name, email address, and phone number. (see cover page)
- Provide a brief background of your company.

Digicorp has been in business since 1976. We have offered voice services to our clients since our inception and for many years our business was centered on providing voice solutions to our clients, who are primarily located in the southern half of Wisconsin. Approximately 25 years ago our firm brought on data infrastructure services for our clients and this area has grown tremendously for us over the years as it now encompasses more than 80% of our annual revenues. We look at voice today as an application in the data environment. Along with meeting our clients data infrastructure and voice communications needs, our firm also provides carrier service consulting services and low voltage cabling solutions to round out our offerings to our clients.

In July 2024, Digicorp was purchased by WIN Technology out of Eau Claire, WI. WIN is a fiber-based carrier service provider (offering network carrier services such as dedicated internet access, fiber transport services and data center hosting among other things) that also offers IT Infrastructure services. Their purchase of Digicorp was to provide greater support for clients in the southern half of Wisconsin and northern Illinois. Combined, we have more than 180 employees and annual revenues in excess of \$75 million.

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

Digicorp has been offering voice solutions to a variety of clients throughout Wisconsin since 1976. The 6 key members of our team who will work on this project (sales/technical staff/project management) have worked together for more than 20 years and have combined experience in this industry of over 150 years. Our team is responsible for installing more than 1,000 phone systems in our careers and uses a very well-tested implementation plan to properly implement our solutions. Combined with the deep bench of our network infrastructure team to assist with the data network support needs of our clients we are well positioned to assist our clients.

- 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.).

With a signed NDA we will provide this information to you. You will see that Digicorp was profitable both before (as an independent entity) and has been since our purchase (as a division within WIN)

and that our parent company, WIN Technology, is also a profitable organization with low levels of long-term debt and ample cash reserves.

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

A successful implementation of a voice solution comes from many different areas, but we believe that the following are all key factors:

- A solid understanding of needs before a purchase is made.
- A choice in technology that meets those needs without being burdensome or overly complicated.
- Simple, easy instructions for end users to follow.
- In the end, a solution must meet a specific need, improve a process that is currently lacking, it must work as intended, and a user must be comfortable using the application.

- Please describe specific customer success stories of field adoption.

The School District of Cudahy used Digicorp to design and implement a solution that provided a unified communications platform to connect their 7 district wide schools and administrative offices. This involved a variety of staff members in many departments, with many different needs and requirements. The success of that project, in turn, was shared with the City of Cudahy who then implemented a Digicorp solution for all of their locations, including a combined City Hall/Police Department, 2 Firehouses, the public library, DPW and Wastewater Departments.

County Materials is a 40+ location manufacturer of concrete products, with operations based in Marathon, WI and offices and plants stretching across Wisconsin, Iowa, Illinois, Indiana, and Florida. Digicorp has been assisting this client since 2010 and in 2013 we began the implementation of a network voice solution that over a 5-year period replaced all of the voice systems at each of their locations. In addition to working with Digicorp on their voice needs, this client has used our firm for low voltage cabling solutions, carrier analysis and purchase, overhead paging systems, and IP video surveillance solutions.

The City of Burlington is a Digicorp client for both voice and data network solutions. A few years ago the City experienced a flood which severely crippled their communications, affecting all areas of the City. Their core infrastructure, including their data and voice networks, along with their primary carrier services for Internet and voice, were rendered useless. Digicorp stepped in and quickly brought services back online, managing communications with AT&T on the customer's behalf, designing and moving the City's data core to a new area and reestablishing services for the City staff and residents. During this time we used creativity and experience to develop both the temporary and long-term solutions that kept the government and key services operational and functional at a time when their residents were truly relying on them.

## Schedule

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### 2.1. Schedule

RFP Schedule	
RFP Release Date	4/1/2025
Vendor Questions Due	4/30/2025
Proposals Due	4/30/2025
Award Announcement	NLT 6/30/2025
Anticipated Contract Start Date	8/1/2025

RESPONSE: Schedule is understood and accepted.

## Communications Regarding RFP

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### 3.1 Proposal Response Checklist and Delivery Instructions

Submission Checklist	
Cover Letter	
Executive Summary	
Responses to Questions (Section 6)	
Pricing	

### 3.2 Submission Guidelines

All proposals must be in Microsoft Word and Microsoft Excel format, contain a table of contents delineating responses to each section. Proposals must be organized and indexed in table format as depicted in each of the attachments. Any answers not contained in the attached tables should have a clearly stated reference to documents that contain the information requested. Each section must include all items in the sequence identified. An authorized official must sign proposals. The proposal must also provide the names, titles, phone numbers, and e-mail addresses of those individuals with authority to negotiate and contractually bind the company. The City may use this information to obtain clarification of information provided. Please note the following instructions:

1. Notify buyer via e-mail immediately if during distribution of the RFP the contents arrive incomplete.

2. All responses to this RFP must correspond with the numbering sequence used in the tables. Any proposals received in any other format will be subject to disqualification.

3. An electronic e-mail copy of the response must be submitted to Tim Neubeck via [tneubeck@whitewater-wi.gov](mailto:tneubeck@whitewater-wi.gov). or City Clerk Heather Boehm at [hboehm@whitewater-wi.gov](mailto:hboehm@whitewater-wi.gov). If for any reason your e-mail is rejected, or you are having problems with transmission, call Tim Neubeck at 262-473-1391 immediately to ensure that he has received a copy via e-mail of your response. (Please do not include your company logos or letterhead in the electronic versions as they take up unnecessary file space).



4. A copy of any presentation material (ex: PowerPoint).
5. Any relevant marketing information, white papers, or brochures.
6. You may submit additional information in a separate document, however, it is understood that such information is not a replacement for any component of this RFP.
7. Faxed responses will **not** be accepted.
8. No advance notification of award will be given.

<b>Cost of products and/or services:</b> bidders will be evaluated on the cost of the solution(s) based on the work to be performed in accordance with the scope of this project	30
<b>Implementation Cost:</b> proposed solution(s) will be evaluated on any additional cost to the City to implement the proposed solution(s)	20
<b>Design and technical bid submission:</b> proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner	15
<b>Organizational Experience:</b> bidders will be evaluated on their experience as it pertains to the scope of this project	10
<b>Previous Work:</b> Bidders will be evaluated on examples of their work pertaining to the scope of this project and any previous experience, if any, with the City	5
<b>Technical Expertise and Experience:</b> bidders must provide descriptions and documentation of staff technical expertise and experience	10
<b>Financial Stability:</b> bidders will be evaluated on the financial stability of the organization	10

The City of Whitewater reserves the right to the following:

- Accept the proposal that is, in its sole judgment, the best and most favorable to the interests of the City.
- To reject the low-price proposal.
- To accept any item of any proposal.
- To reject any and all proposals.
- To waive irregularities and informalities in any proposal submitted.

Should the bidder take exception to any terms, conditions, or specifications stated herein, such exception must be so stated in writing on company letterhead and submitted prior to the RFP opening. Written exceptions may or may not be honored by the City. By quoting on this proposal, the vendor agrees to all contents of this RFP. Failure to deliver as guaranteed, or any other material breach or default by the awarded vendor, may result in the disqualification of the vendor from future RFP's. In the case of default by the awarded vendor, the City will procure from the second ranked vendor, and hold the first vendor responsible for any excess cost associated therein. Bidders will utilize the contact indicated in the RFP as the sole representative for ALL information regarding this RFP. Bidders who contact any other City employee or representative without the approval of the contact indicated in the RFP are subject to disqualification from this RFP.

**RESPONSE:** All items in sections 3.1 and 3.2 are understood. All instructions are accepted with the exception in section 3.2, final paragraph where the instructions state: *In the case of default by the awarded vendor, the City will procure from the second ranked vendor, and hold the first vendor responsible for any excess cost associated therein.* This point is neither accepted nor denied but will need to be reviewed by WIN Technology contract department prior to agreement acceptance.

## 4 General RFP Terms and Conditions

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### 4.1 Confidentiality

This RFP is confidential and for the sole use of supplier's preparation of a proposal. By acceptance supplier agrees:

- To return any City of Whitewater confidential or proprietary materials upon the City's request.
- Not to use any information in this RFP or any other materials related to the business affairs or procedures of the City and of its affiliates for supplier's advantage, other than in performance of this RFP.
- Suppliers who intend to use subcontractors will be required to have such subcontractors execute non-disclosure agreements prior to the awarding of the contract to the bidder.
- Suppliers who seek to negotiate possible sub-contract arrangements with the City's existing subcontractors will be held accountable for any breach of the non-disclosure agreements that they have signed with the City.
- Any existing non-disclosure agreement on file with the City that is binding will remain in effect until termination of this agreement.

**RESPONSE:** All confidentiality items are agreed to.

### 4.2 Disclaimer

This RFP is not an offer to enter into a contract but is merely a request for the supplier to submit information. Expenses incurred in responding to this request are the responsibility of the supplier. All materials submitted become the property of the City of Whitewater. The City reserves the right to modify, reject, or use without limitation any or all of the ideas from submitted information. The City reserves the right to discontinue the RFP process at any time for any reason whatsoever. The finalist's response to this RFP will become part of the final contract. Wherever there is a conflict between Supplier's response to this RFP and the terms and conditions contained in any contract subsequently entered into by the parties, the terms and conditions of the contract shall prevail. The City of Whitewater has no obligation to disclose the results of the RFP process or to disclose why a particular supplier(s) was selected to participate in the contract negotiations process.

All expenses incurred by vendors related to the proposal or the selection process will be bore by the vendor. No claim for reimbursement of time, material, or travel expenses; shall be made by the vendor against the City regardless of the results of the selection process.

The City will require all bidders to agree that any pricing and discount offered in the initial RFP design be held, for a period of 12 months from RFP response date, on all purchases. Bidders will need to affirmatively state their compliance to this request in their RFP response as it will be an important decision criterion to the City.

**RESPONSE:** Disclaimer is understood. Mitel has noted that the request to hold pricing for a period of 12 months is not possible for them given the current financial climate and the uncertainty around tariffs. They will commit to holding their discount level for 12 months but to be clear, cannot commit to pricing.

## 5 Scope of Services

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### 5.1 Current System Specification

The City is currently using an on-premise ShoreTel system on version 14.2. All City buildings are directly connected on either a dark fiber network or wireless point-to-point.

In the City's system directory, there are 247 extensions.

- 147 user extensions
- 22 route points
- 7 paging groups
- 17 menus
- 23 hunt groups
- 14 work groups
- 2 voicemail extensions
- 15 miscellaneous lines including auto-attendants and distribution lists

Other information

- 113 DIDs
- 125 Phones currently in production – all IP
  - 4 IP230
  - 115 IP480g
  - 1 IP485g
  - 5 IP655
- 0 current soft phone users
- 0 wireless phones

RESPONSE: Current system specifications are understood.

## 6 Voice Functional Requirements

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### 6.1 Requirements

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

Mitel is our chosen partner for this opportunity. Mitel is a privately held, global entity and is one of the largest providers of business communications and collaboration software and services, focusing on Unified Communications and Collaboration (UCC) solutions. They rank as the #1 UC provider worldwide, they rank #1 in private cloud deployment, #1 in DECT sales worldwide,

have 5,500 partners worldwide and over 2,100 patents. They offer a mix of cloud, enterprise, and next-gen collaboration applications, connecting businesses worldwide and serving over 80 million users across 100+ countries. Mitel emphasizes flexibility and control in their solutions, allowing customers to mix and match deployments for hybrid work environments. Mitel's focus is on voice communications, and they hold significant market share in areas such as government, education, medical, hospitality and manufacturing. Mitel believes their future is in the on-premise/hybrid arena where they will be able to provide core communication services for their clients while providing the option to very cost effectively integrate cloud voice services into their offerings.

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.

Mitel is an on-premise solution but will use a virtual instance to run its application. As with other IP based solutions, gateways are used to integrate new services and software to create new applications. They have a robust open architecture and have a team of engineers who work with third party providers to create integrations and applications specific to certain use cases. With this hardware and software design, plus an openness to work with third party developers, the platform is well suited to meeting future technology without needing system replacement.

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.

In discussions with City of Whitewater staff, our understanding is that workers moving from site to site will or working remotely will still be connected to the City's data network. As such, workers will have uniformity in user experience regardless of where they are located.

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

The MiVoice platform will include presence, unified messaging (voicemail to email), softphone functionality for all users, mobile telephone integration and other powerful features standard. While not requested in the RFP, the solution is capable of offering SMS texting integration and other advanced features such as mobile phone integration if needed. These capabilities, and others, may require additional investment.

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

This solution is quoted as an on-premise/private cloud solution in that there will be a core system (with a virtual back-up at Wastewater) that feeds all extensions city wide. Mitel does offer a hybrid model where a client would have a base on-premise solution but avoid certain upfront costs and instead provide services based on a monthly subscription model if so desired. These capabilities can be mixed and matched and added at any time.

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.

The Mitel solution allows for overflow if needed.

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.

In discussions with City of Whitewater staff, it is our understanding that the city is not looking for an ACD (Automatic Call Distribution) solution and is looking instead to using call group and hunt group functionality. The feature discussed here is part of an ACD solution and is therefore not included in our proposal. That said, Mitel can add an ACD solution at some point in the future if this becomes a need for the city.

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

Assuming that this request is related to voice mail, yes, reports can be pulled to show utilization.

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

Individual users do have the ability to activate call recording on demand. There is no system included to provide for automated call recording of all calls.

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

All phone end points are manufactured and supported by Mitel.

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

The Mitel solution is considered an on-prem solution using a primary virtual server at City Hall with a back-up virtual server located at Wastewater. It is not considered a cloud solution in the traditional sense.

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

As noted in item 11, the Mitel is not considered a cloud solution. That said, it is our understanding that 15 analog connections are needed at City Hall. We will be using an analog terminal gateway (24 port unit) at City Hall for connection to the analog stations with a CO trunk gateway for the (4) CO trunks ports needing connection.

13. The proposed solution must support analog station

Noted in item 12.

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

Analog trunk connections are noted in item 12. The system is licensed to support up to (30) SIP trunks (can be expanded; initial plan is to connect to (16) existing Spectrum SIP trunks).

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

Included on all Mitel phones quoted.

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.

Caller ID by individual station (and thereby department) is standard and included.

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.  
[Incoming Caller ID will be displayed as described.](#)
18. Inbound Caller ID should follow the call and be displayed on transferred-to telephones even if the call is transferred multiple times.  
[Inbound Caller ID will route as requested.](#)
19. Call Routing – Ability to route calls differently depending on Time of Day, Day of Week, Holiday, or other schedules  
[The assumption on this request is routing off of calls answered by the auto-attendant. With that understanding, this capability is included.](#)
20. Can routing to voicemail greetings be different for internal and external calls?  
[This can be accommodated.](#)
21. Standard Conferencing should be available to all users to add or drop participants.  
[Standard offering allows for conference calls up to 8 parties.](#)
22. User Directory – Ability to access and dial from a city-wide name/extension database from IP station sets  
[This can be accommodated.](#)
23. Call History – ability for users to view on telephone or soft client display.  
[Call history can be recalled by request.](#)
24. Music on Hold – Ability to apply Music-on-hold or message on hold message to callers on hold.  
[Built-in music on hold functionality is included. You may choose from a default music source, provide a pre-recorded WAV file for upload or potentially stream an external audio source.](#)
25. Variable Ringtones on Telephone Sets  
[Included, both standard and custom ring tones \(if you wish\).](#)
26. Paging Groups-Page all phones in a building and throughout all buildings.  
[This can be accommodated.](#)
27. Voice Announce Intercom – Ability to dial an extension number and automatically connect to another phone in a hands-free mode.  
[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.  
[Included.](#)
29. Variable Call Recording – the ability to record calls to a station “On Demand” with easy access to retrieving these recordings.

Included.

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

It is our understanding that this recording capability is via the 911 dispatch solution. With our interface to the 911 solution, this will continue within existing solution.

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

Softphone clients will work Microsoft and iOS computers when used on corporate network. If you wish to use the mobile app on an Android or iOS phone (i.e. iPhone) you will need the standard level 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.

Mobile device users will display their DID when calling from their Mitel application.

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

These capabilities are available to a softphone user.

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.

The assumption in this answer is that you are asking for a feature called “hot desking” and yes, this feature is available, standard. Hot Desking is a feature which allows users to log into any phone on the network with their extension number and PIN, effectively taking their telephone profile with them to different desks.

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

This capability is available to a user.

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?

Yes, but this feature is not available on phones below the Mitel 6930 terminal.

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

Yes, the inbound caller ID information will be passed to the cell phone.

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

The connections for these trunks are included in our proposal.

39. 6 Analog station ports required for 911 center support

The connections for these ports are included in our proposal.

### 6.1.1 Platform

1. Is your telephony solution entirely cloud-based, or does it offer a hybrid deployment option?  
The Mitel platform is on-premise. It does offer a hybrid deployment option, in multiple flavors, including Mitel’s own offering via an integration with Zoom if desired.
2. How does your solution handle scalability? Can it seamlessly expand to accommodate?



The most common need for growth will be additional users. To accommodate for growth you will need a user license and need a corresponding software assurance license. If you exceed certain size parameters on gateways, you may need additional gateways and/or licenses.

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

Not applicable – on-premise solution.

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

We will have a primary Mitel MiVoice Business physical controller located in City Hall, with a back-up instance located at Wastewater. The solution does not address carrier failover. Digicorp has the ability to consult, at no additional cost, on carrier options to provide for better carrier redundancy than you are currently experiencing.

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

Our proposal assumes that the installation will be “white glove” meaning that the system will be turned over to you with complete programming, installation and training. That said, as the “owner” of the system, Digicorp will strongly encourage you to be self-supporting as much as possible following the installation of the system. This will include us turning over copies of all documentation pertinent to the system set-up, including programming information and location maps when available, and providing system administration training on the platform. In addition, training from Mitel is available for an additional cost for system administrators if desired.

### **6.1.2 Network**

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

In an on-premise solution, such as what we are providing, we are assuming that the end user will provide any redundant connections. We have not included any parameters for this, but should you have multiple solutions, such as an HA firewall set-up or multiple/redundant network connections our expectation would be that the solution will ride on that regardless.

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

There are three pieces of support and maintenance that are critical – hardware, software and labor support. Mitel offers a 1-year hardware warranty standard. The proposal includes a 5-year software assurance warranty which provides software support for all applications included in the Mitel platform. This is a renewable subscription that the city will need to subscribe to with costs expected starting at the end of year 5 of system ownership (this would be similar, in concept, to the SWA coverage you have with Mitel/ShoreTel today on your current platform). On the labor side, Digicorp offers labor support on the platform 24x7x365. We offer support on a Time and Materials basis. Our best offering for voice support is via our block labor agreements under which a customer will pay a retainer with labor billed at discounted rates on an “as needed” basis.

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?

The IP devices will learn about the IP addresses, default gateways, call controller, TFTP server, QoS settings, VLANs and other parameters through DHCP Scoping Options configured on the network.

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?

The assumption with this request is that you are asking about the dial-tone failover. Our proposal assumes that we will reuse the existing (16) Spectrum SIP trunks at City Hall, and we have not made accommodations for additional trunks at other locations. There are methods for having redundant SIP trunk connections or failover to other services which we can discuss with you if this is a critical need for the city.

### 6.1.3 Scalability and Capacity

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

Mitel MiVoice Business is designed to be highly scalable, accommodating organizations of various sizes, from small businesses to large enterprises. It can support anywhere from a few users to thousands. The system can scale up and down as needed, and the user is only charged for the users who are actively using the service.

### 6.1.4 Collaboration Integrations

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

Mitel has strong integrations with Microsoft Teams and Zoom. Their WebEx integration is minimal. The two links below are safe and provide a decent introduction to both of these integrations:

<https://www.mitel.com/products/microsoft-teams-integration>

<https://www.mitel.com/products/zoom-workplace>

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

For MS Teams, Mitel primarily uses its CloudLink API platform to integrate with Microsoft Teams. This platform allows Mitel to extend its telephony, collaboration, and contact center applications with cloud services, including the integration with Microsoft Teams. CloudLink provides various APIs for different functionalities, including telephony, messaging, and administrative tasks. Additionally, Mitel uses SCIM (System for Cross-domain Identity Management) for user provisioning with Azure AD and Okta AD.

For Zoom, Mitel utilizes its own Common Communication Framework and Phone System Integration (PSI) to integrate with Zoom Workplace. This allows for seamless integration of Zoom features like AI Companion, Meetings, and Team Chat with Mitel's existing communications platforms. Specifically, the integration enables features like call escalation from Mitel-powered calls directly into Zoom meetings, and the ability to use Zoom Workplace

with embedded support for Mitel PBX systems. NOTE: Mitel and Zoom are becoming larger partners with numerous integrations occurring. If you are a larger consumer of Zoom, we would highly recommend discussing this with us further and the future possibilities are quite exciting (the reality is that this is new so we will likely quickly engage Mitel sales engineering to really get the full story across).

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

Mitel MiCloud supports authentication for its integration with Microsoft Teams using a method that authenticates user identity with Microsoft, relying on Azure AD Single Sign-On (SSO) and Azure AD Sync. This allows users to leverage their existing Teams credentials for Mitel applications

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

Mitel MiVoice Business integrates with Microsoft Teams to manage notifications and alerts within the Teams environment, allowing users to manage their calls and communications directly from within Teams. This integration provides features like presence synchronization, click-to-dial, and desktop notifications for a seamless communication experience.

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

To ensure the security of data shared between Microsoft Teams and Mitel MiVoice Business, both platforms employ robust encryption protocols, including TLS/HTTPS and SRTP, to protect data in transit and at rest.

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

Mitel MiVoice Business handles user permissions and access controls within Microsoft Teams through a combination of Microsoft Teams' native capabilities and Mitel's integration with Microsoft Teams. Specifically, Mitel Assistant, a key part of this integration, requires user authorization to use features within Microsoft Teams. Administrators configure application permission policies and can control app availability within Teams to manage Mitel Assistant.

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

Mitel MiVoice Business utilizes audit trail logs to record user activity within the system. These logs provide a historical record of changes made to the system through various user interfaces and applications, including user logins and activities within the [Maintenance Console](#). System administrators can access these logs to track user activity and changes made to the system.

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

The assumption here is that you are asking about issues between the MiVoice Business platform and the integration with Teams. While Digicorp will have our resources available to assist with issues, our first line of defense is to engage Mitel's National Technical Assistance Center who will guide us on issue resolution.

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

Mitel MiVoice Business solutions handle Microsoft Teams updates through a combination of software updates and integrations designed to maintain compatibility and functionality. This

includes features like presence synchronization, call history integration, and the Mitel Assistant application for a seamless user experience within Teams.

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

The Mitel MiVoice Business will integrate to the Solacom 911 system using combination of analog station ports and trunk ports, much like the ShoreTel 14.2 solution does today.

### 6.1.5 Disaster Recovery and Redundancy and Security

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

The expectation of the proposal is to have a primary instance loaded on your current virtual server at City Hall and a secondary instance on your back-up at Wastewater. Those will cover a vital part of the solution, but the reality is that our clients more commonly have issues with their SIP trunk services than their hardware. If you have significant carrier issues, please let us know and we will work with you to devise a more comprehensive carrier back-up solution.

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

Typically, an audit or assessment is completed as part of a general network audit and assessment, and not specific to the phone system.

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

This answer will vary depending on the component or service. The failover between the primary and secondary sites is automatic but keep in mind that the failover is only via the server today and no other components were included.

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

Mitel, through it's SWA support, will offer security/vulnerability patches as needed. We try to take a pragmatic approach to patching and apply them "as needed, when needed."

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

This, admittedly, can be a sticky situation. Oftentimes, a home worker can have issues with their home Internet, Wi-Fi or other "local" issue. Our team will work with you to resolve situations where home-based workers need assistance, but we would urge you to have minimum requirements for home-based users to follow in order to try to avoid issues that can generate billable hours to diagnose and resolve.

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

We start with passwords and will evaluate your network security posture. Most of the security concerns will follow from what you have in place for network security today. Where applicable (such as the earlier questions about Microsoft Teams security), Mitel uses a series of MFA and other security protocols.

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

No SLAs are offered on the on-prem solution.

### 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.

Yes, the system has these capabilities. Use will depend on application.

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

Yes, the presence application can act like a Busy Lamp Field and alert you when a user is on a call.

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

Built-in music on hold functionality is included. You may choose from a default music source, provide a pre-recorded WAV file for upload or potentially stream an external audio source.

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

Yes, the solution is administered via a web browser interface, and it does integrate with Active Directory.

5. Do you support WebRTC voice?

Mitel MiVoice Business does support WebRTC voice. Specifically, the MiVoice Border Gateway (MBG) acts as a WebRTC-to-SIP gateway, allowing calls from WebRTC browsers to be handled by MiVoice Business

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

Mitel MiVoice Business is compliant with both Kari's Law and the Ray Baum's Act. We will assist with set-up of both. Note that our recommendation is to address Ray Baum's through your Spectrum service as it is a simplified process.

### 6.1.7 Mobility Solutions

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

Yes. Every entry user license will have the option to run a softphone on the customer's local network (either direct connect or VPN) with a properly configured PC/laptop. With a standard user license, the user may also use the mobility app on a mobile device such as a mobile phone or tablet.

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

Yes. With the standard user license the user may run the mobile app on either type of device.

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

Yes. Note that the desktop terminal must be 6930 or higher level.

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

Mitel MiVoice Business utilizes a robust suite of security measures for mobile communications, including TLS 1.2 for signaling and SRTP with 128-bit AES encryption for audio and video. Authentication is also enforced through centralized authentication directories, VPNs, and 2FA. Additionally, the [MiVoice Border Gateway](#) provides SIP signaling encryption and authentication

### 6.1.8 Soft Phone

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

Mitel MiVoice Business platform has an integrated SIP-compliant softphone, which can be utilized on both PC and mobile devices. This softphone allows users to make and receive calls via their computers or mobile devices using their Mitel MiVoice Business accounts, rather than relying solely on traditional desk phones. Mobile device functionality requires Standard User license.

2. What core features does your softphone offer?

The softphone on a laptop/PC offers the same features as a desktop phone – make calls, receive calls, have access to speed dial/feature buttons, busy lamp field, etc.

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

Yes.

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

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.

The quote includes (132) Mitel 6915 IP phones to meet this requirement. Includes the following:

- 3.5" 320 x 240 Pixel Color Display.
- 6 soft labelled Programmable Keys supporting 2 pages.
- 4 context sensitive Soft Keys for intuitive navigation.
- Full duplex wideband speakerphone.
- Dual GigE ports.
- EHS Analog Headset port.
- Powered USB (100mA) headset port.

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.

The quote includes (9) Mitel 6940w IP phones to meet this requirement. Includes the following:

- 7" (800x480 pixel) color LCD Touch Display.
- 12 soft labelled Programmable Keys supporting 4 pages
- Wi-Fi–dual band (2.4GHz / 5GHz) 802.11 a/b/g/n.
- Bluetooth 5.2.
- Cordless handset.
- Mitel PCLink.
- Mobile Link mobile device integration.
- Mobile charging (USB)
- 2 Gigabit Ethernet Ports.

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

The quote includes (1) Mitel 6940w IP phone with M695 PKM to meet this requirement. Includes the following:

- Same as above but includes a Mitel M695 Programmable Key Module ("PKM") which has 28 buttons with 3 pages (84 buttons total).

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

The quote includes (5) Mitel 6970 IP phones to meet this requirement. Includes the following:

- Display: 7-inch 480x800 Capacitive Color LCD Touchscreen Display
- Fixed Feature Soft Keys: Volume Control, Mute, Keypad, Contacts, End Call
- Softkeys: 6 interactive soft keys that guide users through call features and functions
- Programmable Line/Feature Keys: 96 programmable keys (16 buttons with 6 pages) that support either lines (such as directory numbers), or call features (such as speed dialing).
- Bluetooth: Bluetooth 4.1 allows users mobile phone to pair directly with the 6970
- USB: Includes 2 USB ports
- Microphone: 360-degree coverage, 8 beam forming microphones
- Audio: Mitel's Hi-Q audio technology with Automatic Gain Control (AGC) allows far end conference participants to listen with ease to the active talker while background noise and side conversations are silenced.

## 6.1.10 Wireless Phones

1. Do you off a wireless phone?

[The Mitel 6970 IP Telephone includes a wireless handset on the base phone.](#)

2. Describe the features and functionality of the wireless phone

The handset is wireless, so the user is able to walk around with a call on the line. Feature/functionality is still at the phone level (the wireless handset does not include a keypad) but the handset does allow you to move away from your desk.

### 6.1.11 DECT Phones

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

Mitel offers both single and multi-DECT solutions. None are currently included in the proposal, but this is a strength of Mitel in the global market. These can be added at any time to the solution.

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

Generic Access Profile (GAP) standard.

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

DECT can integrate but “seamlessly” is questionable. A series of antennas may need to be mounted to create a properly supported DECT environment (depending on needs).

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

Think of a DECT Network as a mini cellular network in your office. You would set up antennas throughout your office and as you move through the office the signal will move from one antenna to the next. In this example, the range would be unlimited. If using DECT as a single telephone, the range is more likely to be 300 feet.

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

Anywhere from 4-8 simultaneous connections per antenna.

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

In a properly configured environment, clarity is ensured. You will find it to be very high quality.

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

Mitel uses numerous ways varying including firewall and network security (such as MFA), authentication, encryption, password security, and many other areas. Secure communications are key and DECT requires steady updates to be secure.

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

The DECT phones can be powered by a PoE switch, mid-span injector, or 48v adapter.

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

The products are engineered to minimize interference, however close proximity to items like a Wi-Fi adapter may cause interference. Proper placement of devices can alleviate this concern.

### 6.1.12 Performance Management Dashboards

1. Describe your performance management dashboard solution.



In discussions with City of Whitewater staff, it is our understanding that the city is not looking for Performance Management Dashboards at this time, so this is not something currently included in the proposal. That said, Mitel offers performance management dashboards. They have two main offerings: Mitel Performance Analytics and Mitel Business Analytics. Mitel Performance Analytics focuses on proactively monitoring and managing the entire network, including Mitel and third-party systems, to identify and resolve issues quickly. Mitel Business Analytics provides data visualization, dashboards, and reporting capabilities for call analytics, including customizable wallboards

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

Yes. Both hard and soft wallboards are supported.

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

Yes. Both soft and hard wallboards are supported.

## **6.2 Implementation, Support and Training**

### **6.2.1 System Implementation**

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

We would expect an installation such as this to take approximately 8-12 weeks. These are expected steps:

- a. An assignment of a project management team including a lead project manager, assigned technicians to project (with a lead), a trainer and sales representation. We will schedule a kick-off call with your team to provide introductions, review processes and start initial information gathering. We also are including a Network Assessment as part of our proposal which involves connecting a network monitoring appliance to your network and verifying the compatibility of the network for a VoIP implementation. You will receive certain deliverables following completion of the assessment highlighting network performance and, if needed, any changes that may be needed for proper VoIP support.
- b. We will ask your team to complete a spreadsheet of users including pertinent information such as name, extension number, email address, DID assignment and other items. Once completed we will use that information for basic system programming.
- c. Simultaneously we will be discussing call routing, call groups, hunt groups, etc., so that we can define the overall system program.
- d. All equipment is ordered and delivered to our office. We will set up your solution in a lab environment to begin testing of the solution.
- e. We will work with your team and certain members of the Digicorp data team to confirm proper set-up of the server environment and to begin loading the Mitel instance onto the primary and secondary server.
- f. Throughout this process we will be gathering information on the Spectrum SIP trunks and prepare the Mitel Session Border Controller for SIP trunk connectivity.



- g. We will test connectivity of all gateways and SIP trunks. This will hopefully begin, roughly, in the 8–10-week time frame. During this time we will extensively test the connection to your 911 dispatch system.
  - h. Phones will be delivered and staged as needed at each location.
  - i. End use training will be carried out just prior to going live. Training generally is recommended to be in person or via Teams (or both), with the option to record a session for future use.
  - j. System cutover will occur. Given the number of phones and locations, we will work with you on a schedule for this to occur. Note that the project has currently been quoted assuming that the cutover will occur during normal business hours. Should an after-hours or weekend cutover be desired, overtime labor will apply, and adjustments will need to be made. We have found many of our municipal customers prefer a daytime cutover as it lessens the impact on emergency services.
  - k. Day of cutover we will have staff on site to install phones, confirm 911 operation and assist staff at each location with transition.
  - l. Following cutover, the ShoreTel will be decommissioned and parts collected.
  - m. Following cutover, system administration training will occur.
2. Explain your UAT (User Acceptance Testing) and project acceptance process.

This is very subjective and an item that we generally would like to discuss with our clients. The reality is that we will want to know your policies and procedures for acceptance and work with you to achieve your acceptance. That said, for this project critical areas will be 911 dispatch connectivity, call routing set-ups, soft phone understanding, general user training and system administration training.

## 6.2.2 Training

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

We have found that too many documents tend to create confusion, so our best practice is to create a specific 1-page training document (most likely using both sides of the page to be clear) that highlights the specific features used by your team. You will receive these documents in both hard and soft copy form.

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

Our end user training is generally in person, but we can offer online training as needed. We will train staff in groups of 10-15 users at a time and we will want to train them as close to the actual day of the cutover as possible (reduces memory loss). Note that we can record an on-line session as well that you may use in the future for refresher/new hire training as needed.

3. Do you provide training documentation?

As part of our installation we will provide customer documentation specific to your environment and feature use. You will receive these as both electronic and hard copy.

4. Do you provide agent and supervisor training?

Yes, although in your case, “agent” training will be more general user training.

### 6.2.3 Support and Managed Services

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

We do offer 24x7x365 support from our Brookfield office. Our standard business hours are 8AM to 4:30 PM, M-F. If a call comes in after hours with an issue that cannot wait, we will dispatch as needed. Please note that extra costs will apply for an “off hours” call.

2. Describe your problem resolution process.

The key to problem resolution is to accurately capture what the issue is. Once that is determined, the ticket is initially sent to whomever is available first. We offer a 2-hour emergency response to critical issues and try to offer 8 hours for non-emergency issues (based on availability). Our dispatch staff are trained to keep our clients in the loop, particularly during a critical issue, so communication is key to us.

If a problem exists that requires further assistance, we will open a trouble ticket as needed with Mitel to gather additional technical assistance. Digicorp will communicate with Mitel about the issue and work with their team to resolve an issue.

While our response times do not change, the process is subject to change based on the issue and duration that the issue occurs.

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

We are not monitoring with live personnel. That said, the solution can be added to your existing monitoring tools and create alerts as needed (assuming your current solution offers this capability).

## 7 Pricing

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

The Mitel solution as presented in our proposal uses a transaction-based model – you make a purchase of the items one-time. The one cost that is recurring is the Mitel Software Assurance coverage which you will purchase annually starting in year 6 of ownership (the first 5 years of Software Assurance are currently included in the pricing structure).

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?

The Mitel model is premise based, not cloud. As you add users you will add either the entry or standard user license, software assurance coverage on the individual license, an appropriate terminal (if desired), and labor (if needed).

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.

Item #2 above addresses the cost of adding additional staff. Those costs may rise depending on how Mitel's and/or Digicorp's cost structures would move going forward. I would not expect large increases, but phone system costs may be affected in the future by things we may not imagine today (as an example, prior to 2020 we could not expect the shortages that occurred due to the pandemic or more recently the tariffs being applied). That said the expectation of cost is that it will remain relatively flat, all things considered. If there are specific questions on this item, please do not hesitate to discuss this with us. The goal here is to be realistic and not evasive in any way, to be clear.

4. Describe all Telco usage charges.

Our solution assumes that we will reuse the Spectrum SIP trunks currently in place. Your costs for the 16 SIP trunks today are \$7.93 per trunk with charges for 130 DID's and 5,000 long distance minutes. Assuming that the charges I am being shown are accurate (the bill copy is from September, 2023), your base monthly recurring charge is \$311.88 for your SIP trunks, with additional taxes, fees and surcharges of \$42.61, for an estimated total of \$354.49. The City should anticipate these same costs moving forward.

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.

Please see the pricing breakdown included for a description of the costing model. Regarding options, please feel free to ask for any additional pricing options and we will provide those to the best of our ability. Due to the special Sourcewell pricing you are receiving, it is difficult to provide optional costs in the way requested (we must go through a process of approval so it would be best to present that request separately, but accurately).

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

For supervisors or managers, the costs are really the same. The biggest difference in Mitel's pricing will be found in the entry vs. standard licensing model and the type of phones chosen for a particular person. See the pricing breakdown for these individual costs.

PRICING INFORMATION:

CITY OF WHITEWATER - DIGICORP PRICING PAGE			
Mitel Server/Gateway Hardware and Software			
QTY	DESCRIPTION	PRICE PER UNIT	TOTAL COST
1	Mitel MiVoice Business Border Gateway Virtual Instance (software-based edge application that provides businesses with secure, encrypted communication services for remote and mobile employees)	\$87.50	\$ 87.50
1	Mitel MiCollab Virtual Appliance	\$367.50	\$ 367.50
1	Mitel System Module 2 DSPX (Memory Expansion)	\$288.10	\$ 288.10
1	Mitel SMB Controller 8/38G (Physical system chassis located at City Hall - Using physical at City Hall to provide CO Port connections for 911 system connection)	\$603.00	\$ 603.00
1	Mitel SMB Controller Rack Kit	\$24.12	\$ 24.12
1	Mitel AG-124 Universal (Provides 24 Ports for Analog Extensions)	\$629.80	\$ 629.80

<b>Mitel Licensing</b>			
1	Mitel MiVoice Business Virtual for Enterprise (Virtual Instance - Wastewater)	\$904.50	\$ 904.50
1	Mitel MiVoice Business on SMB Controller (Controller Software - City Hall)	\$234.50	\$ 234.50
1	Mitel MiVoice Business SIP Trunks License (System is licensed for 30 SIP Trunks)	\$1,014.30	\$ 1,014.30
15	MiVoice Business License - Analog Station	\$45.22	\$ 678.30
125	UCC Entry User License (License targets an office-based worker – Includes a Multi-Device User License; MiCollab Voicemail User License; a Desktop or Web Client with Chat capability, presence, Outlook Calendar presence integration)	\$82.25	\$ 10,281.25
25	UCC Standard User License (License targets a mobile information worker – Includes Everything from UCC Entry User License but adds: Mobile Client; Additional Teleworker Licenses)	\$119.00	\$ 2,975.00
<b>Mitel Terminals &amp; Peripheral Equipment</b>			
132	Mitel Phones/Terminals: Mitel 6915 IP Phone –Terminal with 4 Context Sensitive Softkeys, 6 Programmable Buttons, self-labeling gigabit IP terminal with LCD Display, Full Duplex Speakerphone, Fixed Feature Keys	\$127.00	\$ 16,764.00
10	Mitel Phones/Terminals: Mitel 6940w IP Phone –Terminal with 5 Context Sensitive Softkeys, 12 Programmable Buttons, self-labeling gigabit wireless IP terminal with LCD Display, Full Duplex Speakerphone, Fixed Feature Keys	\$275.20	\$ 2,752.00
5	Mitel Phones/Terminals: Mitel 6970 IP Conference Phone - Terminal with 7" LCD Touch Screen, High Definition Speakers, 360 degree beam-forming microphones - Purpose built Conference Phone	\$403.00	\$ 2,015.00
1	PWR CRD C13 10a 125v-NA Plug	\$10.07	\$107.07
1	PWR CRD for C7 2.5A 125V NA	\$7.80	\$7.80
1	Mitel Phones/Terminals: Mitel 6970 Extension Microphones (2-pack) - for use in City Hall/Council Room	\$225.55	\$ 225.55
<b>Mitel Software Assurance</b>			
1	Mitel MiVoice Business Software Assurance - 5 Years	\$11,815.46	\$ 11,815.46
<b>Digicorp Provided Hardware, Labor and Miscellaneous Services</b>			
147	14' CAT6 Patch Cord - Black	\$3.05	\$448.35
1	Primary and Remote Site Locations Network Assessment (preparatory Network Assessment)	\$1,200.00	\$1,200.00
1	Labor to Complete Installation	\$38,280.20	\$38,280.20
1	Miscellaneous	\$883.70	\$883.70
	Sub-total Estimated Costs		92,587.00
	Less Discount for Sourcwell Pricing Correction		\$2,000.00
	<b>TOTAL ESTIMATED COSTS</b>		<b>\$90,587.00</b>

