Village of Oak Park
VoIP Cloud Hosted Telephone
2-16-24

Submitted by:
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Village of Oak Park
123 Madison St.
Oak Park, IL 60302

Dear Tomas Kilikevicius,

TCS understands the objective of the RFP is for Village of Oak Park ("Village") to identify, qualify, and select a reliable and experienced supplier partner capable of providing and installing your VoIP Telephone System and Contact Center. Our response demonstrates TCS's breadth and depth of experience and ability to contribute to the overall success of this initiative. Specific advantages of partnering with us include:

- **Industry Leading Solution.** The proposed solution supports the Village with a Zoom VoIP Telephone System and Contact Center solution. As a Platinum Partner, dedicated Zoom resources with the TCS team help ensure the priorities, goals, and requirements of the Village are the driving force behind solution and services delivery.

- **Zoom Partnership.** TCS partners with Zoom to help customers across the U.S. engage with customers and coworkers. Our team of experts enable seamless migration, installation, and additional requests for support. TCS's partnership with Zoom provides the Village access to expert resources at the highest level of Zoom Partnership.

- **A Dedicated, Knowledgeable, and Trusted Team.** TCS's experienced account team includes your dedicated account manager, Anessa Alderman, who coordinates engagement by TCS technical experts and is responsible for coordinating all of School's solution needs and ensuring maximum satisfaction.

Should you have any questions regarding our response, please contact your account executive, Anessa Alderman, at 602-887-9650 or via email at anessa.alderman@tcsny.net We look forward to building a partnership between the Village and TCS through this RFP process.

Sincerely,

Anessa Alderman
Director of Accounts SLED, West & Central
Total Communication Solutions

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Executive Summary

The Village of Oak Park is looking to provide a comprehensive village-wide VoIP Phone System that delivers a flexible, manageable, secure, reliable, and scalable system to replace the Village's existing telephone system. The Village is seeking a cloud hosted VoIP Phone System solution to accomplish these goals. The proposed solution must meet or exceed the Village's communication needs and security requirements. The new phone system should not only meet the requirements outlined in the RFP but also the future needs of the Village of Oak Park and scale as needed to accommodate more users. In reviewing the Village's scope of services, we understand the desired deliverables and outcomes. We are confident our experience, qualifications, and solution meet and exceed the needs of the Village.

About TCS

Total Communication Solutions (TCS) is a certified Zoom implementation partner focused on helping {State, Local & Education or Education, K-12 and Higher Ed} organizations upgrade their phone & contact center capabilities with Zoom. Customers are served by a specialized team balanced by expertise, location, and availability to deliver complete technology solutions and services that meet the specific needs of our customers. TCS has built their practice around Zoom, our engineers and implementation staff support our customers using the Zoom technology daily. Because of our specialization, we are experts in not only the implementation but ongoing support of Zoom.

Our partnership with Zoom allows us to deliver white glove implementation and managed services to meet our customers' timelines and improve communication experience.

With over a decade of experience serving the public sector, we can help you clear those technological hurdles in a way that meets the current needs of the Village and prepares you for tomorrow's IT challenges. The depth and breadth of this team ensures the Village feels heard and has personalized customer service.

About Zoom

Since Zoom started in 2011, we have been directed by our north star: building the world's greatest video communications platform for the modern enterprise. A beta version of Zoom was launched in September 2012 that could host conferences with up to 15 video participants. In January 2013, version 1.0 of the program was released, with an increase in the number of participants per conference to 25. Over the course of 2015 and 2016, the platform integrated our software with Slack, Salesforce, and Skype for Business. With version 2.5 in October 2015, Zoom increased the maximum number of participants allowed per conference to 50 and later to 1,000 for business customers. In April 2017, Zoom launched a scalable telehealth product allowing doctors to host remote consultations with patients. In 2015, Zoom Presence (originally released in 2014) became the product known as Zoom Rooms and in May 2017, Zoom announced integration with Poly's conferencing systems, enabling features such as multiple screens and device meetings, HD and wireless screen sharing, and calendar integration with Microsoft Outlook, Google Calendar, and iCal.

In 2019, we added Zoom Team Chat, our team collaboration tool included with every Zoom license, and Zoom Phone, a rich cloud telephony solution that is as simple, reliable, and easy to use as our video platform. Our next major product launch came in 2021 when we launched Zoom Events, our all-in-one events platform that allows users to create unique, engaging virtual experiences. Zoom Phone Power Pack is an add-on for Zoom Phone with Power users launched in 2021. We then expanded our unified communications stack in early 2022 with the launch of Zoom Contact Center, a flexible and efficient omnichannel contact center solution before launching Zoom Whiteboard, a tool for persistent collaboration, and Zoom IQ, our conversation intelligence software, later in the year. In January 2023, we

launched Zoom Virtual Agent, our intelligent conversational AI and chatbot solution that accurately understands and instantly resolves issues for customers.

Total Solution

To provide a complete solution for the Village we have engaged Zoom, a long-standing TCS partner. Zoom Phone is a cloud-based phone system that is part of the Zoom unified communications platform. Our solution offers a range of features and functionality that are designed to help organizations of all sizes, like the Village, streamline communications and collaboration.

Our team of experts have a thorough understanding of Zoom solutions, allowing us to help your organization connect anywhere, on any device. Our partnership with Zoom provides access to expert resources

- Highest level of Zoom Partnership

- Zoom Phone Certified Integrator
- Zoom Phone Deployment Fundamentals (ZDA)
- Zoom Phone Deployment Advanced (ZDA)
- Zoom Phone Sales (ZSA)
- Zoom Phone Technical Sales (ZTSA)

- Zoom Contact Center Sales (ZSA)
  Zoom Contact Center Technical Sales (ZTSA)
- Zoom Contact Center Deployment Fundamentals (ZDA)
- Zoom Contact Center Deployment Advanced (ZDA)

- Zoom Phone Project Manager

Experience

Zoom sells products to enterprises of all sizes and in every vertical and has customers in over 200 countries. At the close of the first quarter of Fiscal Year 2024 (April 2023), Zoom delivered our eight straight quarter with revenue of over one billion dollars and had:

- Approximately 215,900 Enterprise customers, up 9% year over year.
- A trailing 12-month net dollar expansion rate for Enterprise customers of 112%.
- 3,580 customers contributing more than $100,000 in trailing 12 months revenue, up approximately 23% from the same quarter last fiscal year.

Additionally, we are a leader in Gartner's Magic Quadrant for 2022, the sixth consecutive year Zoom has been awarded such an honor: https://blog.zoom.us/zoom-leader-2021-gartner-magic- quadrant-meeting-solutions.

Organizations of all sizes and types, across industry verticals and geographies, choose Zoom. That includes a wide array of education and public sector clients such as the Village of Hoffman Estates, IL, Village of Oswego, IL, Pueblo City County Library. All state and local government case studies can be found here.

VoIP Expertise

Organizations of all sizes and types, across industry verticals and geographies, choose Zoom. As of January 2023, we've sold 7 million Zoom Phone seats around the world, as organizations seek to replace outdated legacy solutions, consolidate communications onto a single platform, and enable remote and hybrid teams. While Zoom does not at this time publicly report the number of clients using a specific service, this recent announcement, made on February 27 of this year, signifies the fast growth and

success of the solution, first launched in 2019. This 7 million threshold comes quickly on the heels of Zoom Phone surpassing 7 million seats, which was only announced in August of 2022, further signifying how quickly the market is adopting the ease and cost- effectiveness that is Zoom Phone.

Proposed Product(s) and Services

Zoom Phone is a modern cloud phone solution built on the Zoom platform. Support for internal extension-to-extension calling, inbound and outbound PSTN calling in over 45 countries and territories, DID phone number management, and seamlessly integrated telephony features will enable customers to replace their legacy PBX system. Zoom Phone provides common PBX functionality such as common area phones, barge/monitor/whisper, integration with paging systems, call queues, auto-attendant and call park, as well as modernized cloud telephony features such as transfer to meeting, elevate a call to a meeting, SMS and Nomadic E911. Zoom Phone offers Metered and Unlimited Calling plans as well as both premises and carrier peering options for customers who prefer to utilize existing carrier relationships.

Additional highlights include:
- Enterprise Cloud Phone System - Zoom Phone supports traditional business phone system features delivered with a streamlined user experience to modernize employee and customer interactions
- Centralized management - Quickly provision and manage users and intelligently monitor interactions with an easy-to-use centralized administration portal
- Secure and reliable - The globally distributed Zoom cloud platform delivers secure HD Voice with enterprise-class reliability and AES 256-bit GCM Encryption

With Zoom Phone, the latest communications features and capabilities are integrated into a complete unified communications experience. With native video, phone, meetings, chat, and room system support, Zoom is constantly innovating to ensure users can quickly and easily transition across all modes of communication. Your IT team can rely on Zoom to anticipate your school the Village's future unified communications needs and implement new features the moment they become available. For example, the elevate to meeting feature allows a Zoom Phone user to seamlessly turn a PSTN call into a feature-rich Zoom meeting experience with video and content sharing with a single click.

Zoom Phone Key Benefits

Secure	Simple	Scalable	Innovative	Extendable
• TLS 1.2 and AES 256-bit encryption for calling and management • SOC 2 Certified • HIPAA Compliant	• Easy, familiar UI • Intuitive management and monitoring • Zero-touch provisioning	• Zoom Phone's global footprint • Included E911 and Nomadic E911 • Flexible options with 3rd-party carriers	• Broad hardware portfolio & mobile app • Hundreds of features, and growing • Power user support with Power Pack	• Office 365 and Microsoft Teams integration • Salesforce integration • Zendesk integration • Various contact center integrations

Benefits of the Zoom Phone cloud solution

Zoom Phone was built from the ground up to solve user and administrative challenges. With Zoom Phone, built upon the Zoom unified communications platform, school the Villages can:

- Customize their deployment strategy with premises and cloud peering
- Keep existing numbers and service providers or port numbers to Zoom in any of the 45+ countries and territories where we provide local PSTN service
- Migrate legacy devices in a simplified, customized step-by-step process
- Leverage a single Zoom app for all their video and voice communications
- Provide a modernized, streamlined end-user experience for all business communications
- Additionally, Zoom Phone helps employees and teams interact through modern features that:
- Support native call routing and queueing
- Integrate with critical CRM applications, including Salesforce
- Provide presence, click to call, and external outbound caller ID options
- Deliver a seamless experience when moving from a phone call to a full-featured Zoom meeting
- Zoom delivers intuitive, easy-to-use VoIP communications for a remote and hybrid workforce with Zoom Phone.

Zoom Phone Features

- Zoom Phone calling features have been designed to give your users a flexible, mobile, and powerful cloud phone system.
- Zoom Mobile App: A single unified mobile application for video, phone, meetings, and chat for Apple iOS and Google Android devices.
- Zoom Desktop App: A simple to use and completely integrated unified desktop app for Apple MacOS and Microsoft Windows.
- Call Transfer: Supervised and blind transfer capabilities ensure you can easily route calls to the right person anytime, anywhere.
- Call Forwarding: Manage personal call handling rules to redirect calls to internal users and external phone numbers.
- Voicemail: Voicemail transcription and notification allows you to easily manage voice messages from any device.
- Call Recording: On-demand and full-time recording, transcriptions and playback allows you to easily archive and retrieve phone conversations.
- Call Blocking: End users can manage personal call **blacklists** to automatically block unwanted calls.
- Call Delegation: Assign administrative assistants the privilege to make and receive calls on behalf of executives.
- Call Hold: Easily place and retrieve calls on-hold from Zoom apps and supported desk phones.
- Call Conferencing: 3-way ad hoc conference calling allows users to quickly add a third caller to an in-progress phone call.
- Elevate to Meeting: Seamlessly elevate a phone call to a full feature Zoom Meeting without requiring participants to manually join.
- Listen (Monitor): Allows a user to silently monitor a call, such as an assistant taking notes for an executive.
- Whisper: Allows a user to speak privately to the person they are silently monitoring.
- Barge: A supervisor who is monitoring can enter the call, and the 3 parties can continue the conversation.
- Takeover: A supervisor who is monitoring can enter the call and take over the conversation.
- Call Park: Place a call-in park and retrieve it from another Zoom Phone endpoint.
- Presence: See when a contact is available before calling or transferring a call to them.

- Shared Line: A delegate can place a call on hold for a manager to visually recognize and retrieve.
- Shared Line Groups: Provide member endpoints with access to the group's direct phone number and voicemail.
- Desk Phone Support: Compatibility with a variety of desk phones from leading manufacturers.
- Modern Desktop & Mobile Apps: Zoom unlocks the ability to communicate and interact with contacts from any device, at the office, at home, or on the go. Same interface experience regardless of device so employees have all the benefits of the office phone while working remotely or on-the-go.
- Intelligent Call Routing & Management: Never miss a call. Zoom has Intelligent personal and system call routing capabilities to keep your business connected.
- Auto Attendant/IVR: Reduce the workload of your administrative assistants by creating automated attendants with step-by-step call routing wizards.
- Interoperability with Standards-Based Endpoints: Preserve the traditional desk phone experience with native support for standard SIP-based VoIP devices from third party vendors like Poly or Yealink.
- Call History: View your call history, listen to, or read transcribed voicemails, and return calls directly from the app.
- Caller ID and Dialing Personas: Depending on the purpose of the call, a user can select to display their caller ID as their direct number, the main office number, a call queue, or no caller ID at all.
- Queuing: Zoom Phone customers use the call queue feature to handle calls for various departments such as sales, support, and service. Call queue admins and members can use the call queue real-time analytics dashboard to make effective data-driven decisions. The call queue real- time analytics dashboard provides critical details like service level, average call handling times, call volume counts, average/longest wait time, completed/abandoned/overflow call counts, and more with the ability to drill down further into specific sites, call queues, and representatives; email notifications for call queue real-time analytics can be scheduled and sent.
- SMS: Zoom Phone SMS allows users to send and receive text messages (SMS) using the Zoom desktop client or mobile app. You can also use SMS with Zoom's call queue or auto receptionist.
- Nomadic E-911: Kari's Law and Ray Baum Act compliant, Nomadic E-911 is native to Zoom and COMPANY will not incur any additional charges for this functionality, including 911 taxes and fees. Nomadic E-911 can be used from either Zoom Phone's native PSTN calling plans and numbers or through Bring Your Own Carrier-supported third-party service providers.

Zoom Phone Architecture

From the ground up, Zoom Phone was built in the cloud, for the cloud. Zoom Phone leverages the same audio quality and application layer switching technology already in our meetings platform, which handled the rapid scaling throughout the pandemic of a few million users to hundreds of millions of users within a few weeks without issue. Zoom's architecture has redundancy and resiliency built in to enable a highly available solution that also scales to meet even the needs of even the largest of organizations. Leveraging our experience of cloud architectures, we can deliver a holistic vision to an organization's collaboration needs. This includes the ability to not only support base PBX functionality but also provide next- generation collaboration features.

Zoom has redundant Session Border Controllers (SBCs) in each data center securing client and carrier communications. These carrier-grade SBCs can facilitate easy access from the smallest of customers to global organizations. Load Balancers redirect SIP-based communication to our CallSwitches to evenly distribute the call volume. This distribution enables a smooth experience for users even during peak registration and busy call hours. CallSwitches are the core call control of the Zoom Phone

Platform. These scalable components not only support base PBX functionality but also facilitate telemetry data to Zoom's enhanced dashboard and reporting as well as enable advanced features such as Elevate to Meeting.
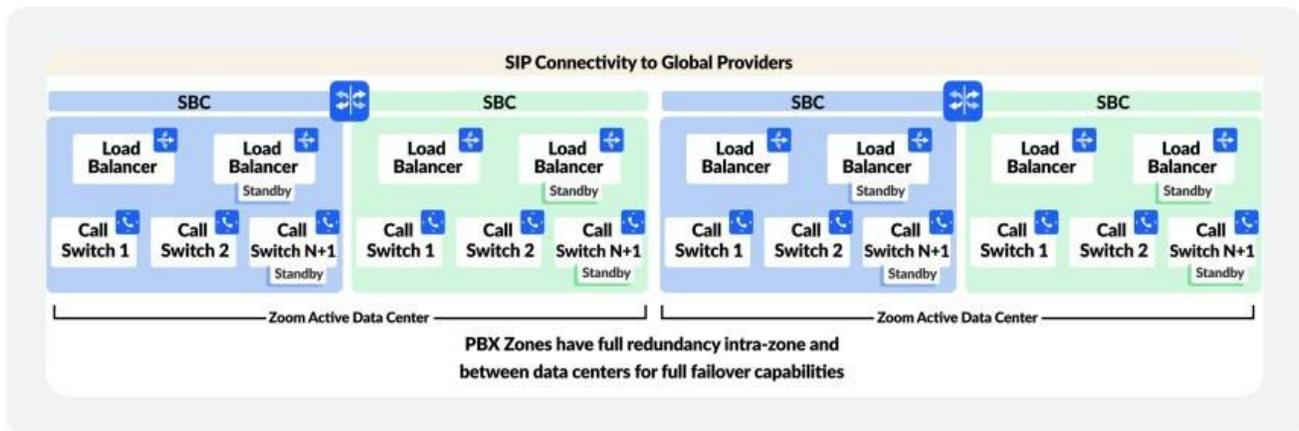
Zoom Phone Administration Features

- Calling Plans: Mix and match unlimited and metered calling plans as needed.
- Provision, manage, and monitor your cloud phone system from anywhere through Zoom's powerful administrator portal.
- Bring Your Own Carrier: Power the Zoom Phone cloud PBX service by redirecting existing voice circuits/trunks to the Zoom Phone cloud.
- Phone Number Porting: Procure new and/or migrate phone numbers from your existing service provider.
- Device Management: Assign, provision, and manage standard desk phone devices from the Zoom Admin portal.
- Global Call Routing: Setup and manage business hours, after hours, and follow-the-sun call routing.
- Auto Attendants: Define unlimited multi-level auto attendants to efficiently route calls to queues, extensions, and voicemail.
- Call Queues: Powerful queuing capabilities with the ability to define automatic call distribution and queue overflow rules.
- Music on Hold: Customize the listening experience for your callers patiently waiting on-hold.
- Call Logs: Track your inbound and outbound calls. View caller name, number, and call duration with timestamps.
- Quality Dashboards: Monitor, troubleshoot, and diagnose Zoom Phone call quality and network issues.
- Emergency Calling: Set enhanced emergency calling location addresses and define optional emergency call intercept and redirect rules.
- Dial By Name: Call a contact by selecting their name instead of dialing a number.
- Single Sign-On: Use popular SSO solutions to provide secure, easy access to Zoom.

Security

Zoom supports secure voice calls across all supported SIP devices, desktop, and mobile clients. Zoom Phone supports standards-based encryption using SIP over TLS 1.2 Advanced Encryption Standard (AES) 256-bit algorithm for calls and during phone provisioning sessions. In addition, call media is transported and protected by SRTP with AES-256-bit algorithm for Zoom desktop and mobile clients, and with AES-128 bit algorithm for devices. Users can also choose to use end-to-end encryption during one-on-one Zoom Phone calls between users on the same Zoom account that occur via the Zoom client. During a call, the user can select "More" and see

an option to elevate the session to an end-to-end encrypted phone call. The upgrade takes a second and helps add an extra layer of privacy to phone calls occurring over Zoom. When enabled, E2EE provides an encrypted call using cryptographic keys known only to the devices of the caller and receiver. Users can also have the option to verify E2EE status by providing a unique security code to one another.

Additionally, Zoom invests heavily in privacy and security including a dedicated team to data protection. Security incidents are reported and monitored by Security and Operations teams 24x7. Impacts to service status will be updated at https://status.zoom.us/. Account Owner/Admins will be notified without undue delay via email (or as specified in our fully executed service agreement) of any impact to their account.

Uptime

Zoom data center components are designed to be fully redundant and resilient and uptime reports for the last 30, 60, 90, 180, and 365 day periods are available here: https://uptime.zoom.us/. Any security notices will be posted on our public security bulletin: https://zoom.us/trust/security/security-bulletin.

SLAs are addressed in Zoom's Master Services Agreement (MSA) and may include 99.9% uptime+, excluding excused downtime (maintenance).

Scalability

Zoom's unique architecture allows us to quickly and easily scale to meet demand. We maintain excess capacity in all aspects of our infrastructure to accommodate growing business, healthcare, and education needs and to meet peak usage requirements. Our proven infrastructure supports billions of meeting minutes a month and our architecture is built to handle growing levels of activity, as our unified communications platform is architected from the ground up to address the most technologically difficult aspect of communications: video. Our modern cloud architecture gives our platform its trademark reliability, quality, and scalability.

Reliability

Zoom data centers are situated in secure co-location facilities that are ISP carrier-neutral and provide physical security, redundant power, and simultaneous access to top-tier ISPs and peering partners. They are built with fault-tolerant architecture with full redundancy and rapid failover capability. Aligned with our Zoom meetings strategy, Zoom Phone has redundant links from our providers into our global data centers. As Zoom Phone continues to expand to more geographies this same strategy will be replicated. If your organization requires additional locations outside of our footprint, Bring Your Own Carrier is available to support connectivity for local PSTN access in the most remote regions of the world. Zoom Phone also leverages the existing Zoom backbone to transport voice traffic between data centers around the world.

Response to Features

Please indicate the availability of the required features using the acronyms below:

Acronym	Description
Y	Yes. The proposed system currently meets this requirement and is included with the standard system at no additional cost.
AD	Add-On. The proposed system currently meets this requirement with an add-on module that is fully integrated. Provide the add-on cost in the comments section.
CS	Custom/3rd party. The proposed system does not include this requirement, but the feature can be added through customizable services or via 3rd party solution. Provide explanation and the not-to-exceed cost in the comments section.
NA	Not-Available. This feature is not available and can't be provided.

Please provide responses for the items set forth in the tables below categorized by system/function:

Table 1: Basic Features and Functionality			
No.	Feature	Availability	Comments
1.	Complete replacement of existing phone and communication infrastructure with interconnectivity to all facilities.	Y	Zoom Phone and Zoom Contact Center are feature-rich cloud VoIP phone services designed to allow Village of Oak Park to replace your existing phone and communication infrastructure as well as improve telephony processes throughout the company. With Zoom, employees can better connect and build relationships with colleagues and external stakeholders, and more easily deliver support, all from a single unified communications platform.
2.	Proposed system is hosted VoIP cloud solution	Y	From the ground up, Zoom Phone was built in the cloud, leveraging the same audio quality and application layer switching technology already in our meetings platform. Utilizing standards-based Voice-over-Internet-Protocol (VoIP) to deliver best in class voice services, Zoom Phone delivers a secure and reliable alternative to traditional on-premise PBX solutions. Call

			setup and in-call features are delivered via Session Initiation Protocol (SIP). While leveraging OPUS as the preferred codec to ensure the highest quality possible, Zoom Phone also supports additional industry standard codecs G.722, G.711, and G.729 for media transcoding.
3.	Village will keep all existing phone numbers	Y	This is supported.
4.	Complete system management through one secure cloud portal	Y	Consolidated administration is available through the web-based Zoom Administrative portal, enabling account administrators to efficiently manage a geo-distributed organization from a single portal. End-users also have a web-based self-service portal which can be granularly managed by the administrator(s). One reason customers choose Zoom is how easy the management portal is to use. Your IT teams will quickly master automation and integration with your existing systems.
5.	Supports mobile phone integration	Y	Zoom offers an app for the following mobile devices: ● iOS 11.0 or later ● iPadOS 13 or later ● Android 6.0x or later ● Surface PRO 2 or higher running Windows 8.1 or higher Notes: ● For tablets running Windows 10, they must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported. ● Tablet PCs only support the desktop client Note: some in-meeting controls such as local recording, creating and launching polls, starting breakout rooms, and controlling who screen shares, aren't available on a mobile device. The Gallery View is also limited on smartphones and tablets. While Zoom Phone is app compatible, a Zoom Contact Center is currently on our short-term roadmap; however, we do offer a PWA.

6.	Includes soft phone app that will work on a mobile phone and desktop. Shall work on Windows, Mac, iOS, and Android platforms.	Y	We offer a softphone client within the Zoom desktop and mobile applications, and Zoom Phone is designed with the softphone as a primary part of our application. The application works on MAC OS, Windows, Linux, Android and IOS devices, and features a phone tab for voice integration. Staff can use the softphone client on their work-issued laptops and have all the same functionality as they would in the office. With Zoom's mobile app, Zoom Phone users have all the functionality of their work phone system right in their pocket, including the ability to call contacts, access voicemails, and transfer calls to other users or devices. Users can also forward calls from a desk phone to their mobile device, ensuring that they never miss a call when they're away from their desk. End-users also have a Web-Based Self Service Portal.
7.	Integrates with existing SIP devices (Axon, Cyberdata, Grandstream)	Y	Zoom has certified support for over 50 SIP endpoints in addition to a wide variety of "generic devices." Zoom Phone service can work with SIP endpoints that support TLS 1.2. For the full list of Zoom Phone supported devices, visit: https://support.zoom.us/hc/en-us/articles/360001299063-Zoom-Phone-Supported-Devices#h_9696ec46-9042-4674-bcd1-3488e69b9386
8.	Corporate Directory	Y	Our dial-by-name directory allows callers to easily search a site's phone users by entering a first or last name - no more looking up numbers for co-workers. After performing a search, the caller can route to the phone user. Zoom encourages users to leverage cloud contact synchronization for easy contact access/dialing. Zoom will support web or chat-based directories by leveraging the click-to-call functionality within the local device running Zoom. Hardware device interfaces may be leveraged to configure speed dials on physical phones.

			For those outside your organization, T9 text input capabilities via a Zoom Phone Auto Receptionist allows inbound callers to search for a Zoom Phone user by name, eliminating the need to know the direct number or extension of the person they're calling. If your users make frequent calls to a common list of external contacts, Zoom Phone admins can create and manage a shared directory of external contacts for easy access to admin managed contact information within the Zoom Phone application.
9.	Call Forward (internal or external) on Busy / No Answer / All Calls	Y	Business, closed, and holiday hour call rules can be applied at the user account, auto-receptionist, call queue, and site levels. Calls during closed hours or holidays can be routed to voicemail, an auto-receptionist, call queue, another user, or a custom message. Zoom Phone allows users to define custom forwarding rules based on their individual requirements and different call routing rules can be configured for open/closed (aka business hour and after hours), and holiday hours per item. These changes can be made in the Zoom Portal. Call forwarding can be based on normal business hours separately from after-hours as defined by the user. Users can also set business hour (and after hour) rules for their individual call handling and voicemail messaging. Holiday greetings and announcements can be set up for up to 4 minutes in length.
10.	Call Redirect	Y	There are different call routing methods native to Zoom including auto receptionists, call queues, and shared line groups. These call routing methods allow your Zoom Phone system to route inbound calls to a specific phone user or group of phone users. The options are too comprehensive to list in a table format, so are provided at the following link for ease: https://support.zoom.us/hc/en-us/articles/360039141752-Comparison-of-call-routing-methods.

11.	Call Hold / Release	Y	During a call, users can use the in-call controls, which includes Hold/Unhold. Users can place the call on hold or resume the call. The receiving party will hear music while they're on hold. Users can customize your hold music in the Zoom web portal. While the call is on hold, users can use call flip to switch the call to another device (Zoom desktop app, mobile client, or desk phone). Up to four lines can be on hold at once.
12.	Call Park / Pickup	Y	Call park is especially helpful for users managing heavy call volumes that need to efficiently transfer calls to people who may not be at their assigned extensions. Call park allows phone users to place a call on hold and let another phone user resume the call from any phone or Zoom client. After parking a call, Zoom Phone generates a retrieval code. Any other phone user can use the retrieval code to resume the call. Admins can set routing rules if parked calls are not answered after a specified amount of time.
13.	Call Transfer	Y	We offer three call transfer options: ● Warm Transfer: Places your call on hold while you complete the transfer for the other party. ● Blind Transfer: Transfers the call to the number and immediately hangs up your call. ● Transfer to Voicemail: Transfers the call to the voicemail of a specified phone number. These transfers can also be completed by a receptionist if necessary. Calls can be transferred to other Zoom users or other external PSTN numbers.
14.	Call Recording on demand	Y	Zoom Phone offers both ad-hoc call recording for users and automatic call recording for users and call queues. Zoom Phone administrators have the ability to enable automatic call recording for any or all (inbound and outbound, internal and external) calls, and can also enable or disable users' ability to access, download, or delete their automatic call recordings. Zoom Phone admins can report on metrics

			for call recordings, including the number of recordings, the number of minutes, and the amount of storage capacity used. Administrators can also set a threshold and get alerted when capacity nears that number. With auto-recording, no action is needed on the user's part. Recordings are saved in MP3 format, and a prompt can be played to call participants when the recording has started.
15.	Call Waiting	Y	Call waiting is a feature. If you are currently in a call, you will see these options in the call notification: ● Hold & Accept: Place the current call on hold and answer the incoming call. You can use the call controls to switch between the calls or merge them into a three-way call. ● Send to Voicemail: Continue the current call and send the incoming call to your voicemail. ● End & Accept: End the current call and answer the incoming call.
16.	Caller ID Name	Y	When using the Zoom desktop client or mobile app to receive calls, Zoom displays caller information to help users identify how the caller was routed to their number (for example, direct number, company number, or call queue). All inbound call notifications display the caller's name and number. The name and number will vary based on if the caller is internal or external. Note: If the phone number is in a synced contact, the synced contact's name will override the caller's caller ID name or Zoom profile name. Zoom Phone will show "caller verified" checkmarks to help users identify robocalls and spam calls. A checkmark icon appears if the carrier has authenticated the calling party and they are authorized to use the calling number. As outlined above, the checkmark icon appears in the call log and inbound call notifications (client, app) for these inbound call scenarios: ● Extension to extension calls in the

			same account ● Call between Zoom Phone customers ● Incoming calls from the U.S. public telephone network when the originating carrier has provided an A-level attestation per STIR/SHAKEN guidelines.
17.	Caller ID Number	Y	Please refer to the previous answer in item #16.
18.	Conference Calling (Include maximum number of participants)	Y	Zoom Phone conference call allows three or more participants to join the same phone call simultaneously. Participants can be added to a conference via an extension, a phone number, a search in the contact list, or by merging a call that is on hold. By default the main company caller ID is used when generating a conference call, however the initiator can decide the caller ID to be used. Additionally, when making a call using Zoom Phone, users can easily convert or elevate the phone call to a Zoom Meeting. The other user can be on an external phone service, Zoom desktop client, or Zoom mobile app. If a user is in a Zoom Meeting while in a Zoom Phone call, they can switch between or merge the phone call and meeting. Notes: ● Zoom Phone Basic users can conference up to 3 participants ● Zoom Phone Pro users can conference up to 10 participants ● A phone delegate can barge into the conference call ● A delegate who is located in a different SIP Zone than the delegator (for instance delegate is in the UK and the delegator is in the USA) cannot share hosting privileges with the delegator. ● A conference call cannot be end to end encrypted if any of the participants did not join from the Zoom client
19.	Music on hold	Y	Zoom provides default hold music, or custom music recorded using a computer's audio device (.mp3 or .wav format) can be uploaded for the entire company, as well as for each individual user or call queue. This applies when you are using the Zoom desktop client, mobile app, or a desk phone provisioned by your admin. These files are

			stored in the Asset Library, a centralized space to upload and share company-approved audio files, including greetings, music on hold, prompts, and more. With the ability to save up to 1,000 files, admins can quickly locate files using asset details such as language, upload time, or category, and bulk assign default audio prompts at site or account levels, as well as easily provision and manage audio files for the entire organization.
20.	SIP Intercom integration	Y	Paging with third party hardware is handled by assigning it as a generic SIP device in the Zoom portal, as long it supports TLS 1.2 and SRTP. Algo & Cyberdata intercom devices are our officially supported partners. You'll see provisioning templates for each in the Zoom Phone "add device" dropdown list.
21.	Multiple paging groups to desk phones	Y	Zoom paging delivers clear and amplified instructions throughout a space. Organizations can leverage this feature to notify people of important information. As an admin, it's possible to configure the paging system to permit some users to send announcements while others receive them. Notes: ● Paging cannot be broadcast across different accounts. ● Paging is currently supported only on some specific Yealink, Poly, and AudioCodes IP phone devices, and Zoom Phone Appliances clients at this time. For softphones, Zoom offers Team Chat which can be used to send out announcements and messages to users.
22.	Hunt Groups	Y	Zoom Phone hunt groups are enhanced and called "Call Queues". Call Queues allow you to route incoming calls to a group of users with a maximum of 50 members per queue. For example, you can route calls to your office's billing, sales, or customer service departments. Overflow options can take a voicemail or route to user/IVR/etc. There is no charge for Call Queues/Hunt Groups and they are easily

			configured within the Zoom Management Portal. There are five call distribution options for call queues: ● **Simultaneous:** Rings all available members at the same time. ● **Sequential/Multi-Tiered Hunt:** Rings available members one at a time in a linear (top-down) order. ● **Rotating/Round-Robin:** Rings available members in a regularly changing order so that calls are distributed evenly. ● **Longest Idle:** Routes calls to the member who has been idle for the longest time (they have not answered a queue call). If the member that has been idle the longest does not answer, the system will rotate to the next member that has been idle for the longest time. ● **Group rotating:** Rings a configurable subset of queue members simultaneously (the subset is defined by the group size), before moving on to ringing the next subset of queue members with the next call or after a configurable ringing-time interval. Zoom Phone call queues also offer a wrap-up time option so queue members can take a break in between calls; this can be useful to allow time to enter notes for the call.
23.	Distinct Ringing	Y	While this is not supported on desk phones/hard phones, users can change their ring tones on the soft phone client or on their mobile device. By default, Zoom uses the same ringtone for incoming meeting invites and phone calls. To change this, navigate to audio settings while signed in to the Zoom desktop client. Click profile picture, then click Settings. Click the Audio tab. Click the Ringtones drop-down menu and select a ringtone. Ringtones for specific contacts can also be selected. Click the play button to preview the ringtone.
24.	Call number block\blacklisting	Y	Configurable at the account and user level, you can automatically block calls from individuals without inbound caller ID. Blocked numbers can be inbound (numbers

			will be blocked from calling in) and outbound (phone users in your account won't be able to dial those numbers). Block rules can be added for all phone users in the account to block a specific number or all numbers with a prefix (country code and area code). ● Blocked calls will not appear in the admin call log and associated phone user's call history. ● Blocked callers will hear a generic message stating that the person they are trying to reach is not available. ● If a phone user calls a blocked outbound phone number, they will hear the same generic message stating that the person they are trying to reach is not available. ● You can block numbers at the user level. Each phone user can view or change these blocked numbers in their phone settings. ● Phone users can only view (not change) the account-level blocked list. ● If you have multiple sites, you can't apply block numbers for a specific site. ● You can block all inbound calls that don't have a caller ID.
25.	4-digit extension dialing	Y	Internal dial plans consist of optional site codes (1-6 digits) and user extensions (up to 15 digits). Site codes can not begin with a 0. If site codes are enabled user extensions are limited to 10 digits. Calls within a site can be made by dialing only an extension. Calls between sites must be made by dialing the site code + extension.
26.	Custom Holiday Mode Greetings	Y	If you have Zoom Phone activated on your account, you can use the audio library to customize Zoom Phone audio for voicemail, greeting, and hold music. For example, you can customize your voicemail greeting that's played before a caller is routed to voicemail.
27.	Call Screening	Y	Zoom Phone supports call screening via inbound caller ID. If you use the Zoom desktop client or mobile app to receive calls, Zoom displays caller information to help you identify how the caller was routed

			to your number (for example, direct number, company number, or call queue).

Table 2: Phone Station Requirements			
No.	Feature	Availability	Comments
1.	Provide 200 regular desk phones.	Y	Yealink T54W – 10 Button color display, Corded handset, Bluetooth headset, and Wifi Capable + Yealink BT41 Bluetooth Dongle for Handset
2.	Provide 80 common/courtesy phones	Y	Yealink T33G – 4 button color display speakerphone
3.	Provide 10 conference phones	Y	Yealink CP965 - IP Conference Station - Corded/Cordless - Wi-Fi - Desktop - Black - VoIP - IEEE 802.11a/b/g/n - 1 x Network (RJ-45) - PoE Ports
4.	Provide 20 DECT headsets	Y	Yealink WH62 Bluetooth, dual ear
5.	Phones are VoIP/SIP (Voice over Internet Protocol/ Session Initiated Protocol) based.	Y	All units are Universal SIP Phone devices
6.	Phone sets are powered by PoE (Power Over Ethernet).	Y	All units support POE
7.	Proposed phones have 1 GbE (Gigabit Ethernet) Pass-Through.	Y	All units support 1GbE
8.	Proposed phones are multiple line capable (minimum 4 lines).	Y	All units support a minimum of 4 lines
9.	Proposed phones are compatible with Bluetooth headsets / handsets/ earphones.	Y	With the Yealink BT42 dongle
10	Proposed phones are headset compatible (standard 3.5mm).	N	3.5mm Headset jacks are not supported on either Yealink nor Poly devices, they are either Bluetooth, or USB
11	Voicemail Message Indicator	Y	

Table 3: Phone Types and Descriptions			
No.	Feature	Availability	Comments
1	Vendor will provide documentation and pricing for phone types available that includes basic phones, phones with advanced features, multiline phones for reception areas, courtesy phones, conference phones, soft phones.	Y	
2	Vendor will provide documentation and pricing for conference room phone options.	Y	
3	Vendor will provide documentation and pricing for accessories such as wired or wireless headsets and wireless handsets	Y	
4.	Vendor will provide hardware warranty length and coverage for the items proposed.	Y	All TCS supplied Yealink phones carry a 3-year manufacturer warranty. (TCS Exclusive)
5.	Vendor will provide all equipment in new, unused condition with applicable manufacturer warranty	Y	

Table 4: Voicemail Required Features			
No.	Feature	Availability	Comments
1.	200 Personal regular mailboxes.	Y	This is supported.
2.	115 Virtual extension/ voicemail only mailboxes	Y	This is supported.
3.	Group mailboxes.	Y	Zoom Phone admins can share the voicemail inboxes of phone users, call queues, or auto receptionists, allowing other phone users to play, delete, and download voicemail messages. ● Phone users can access shared voicemail inboxes in the Zoom

			desktop client, web portal, or provisioned desk phone. ● Played/unplayed status is synced among all phone users that have access to the shared inboxes. If one user plays an unplayed voicemail, it will show as played for other phones users. ● Any deleted voicemails will be deleted for all other phone users that have access. If you are sharing a phone user's voicemail inbox, this includes the phone user that owns the voicemail inbox. ● If you enable voicemail email notifications, phone users with access to the shared voicemail inbox will receive email notifications for the shared voicemail inbox.
4.	Ability to forward voicemails to emails as web link.	Y	This is supported.

5.	Ability to forward voicemails to emails as audio attachments.	Y	Natively we support sending email notifications when voicemail messages are left. These emails can even include the voicemail audio as an attachment (.MP3). Additionally, we support API calls for voicemail as well as webhook events for new voicemails if integration into a hospitality platform is desired.
6.	Voicemail for users without an assigned phone.	Y	All licensed Zoom Phone users can have a voicemail box without needing an assigned desk phone.
7.	Voicemail message easily set by the user from any location.	Y	This can be done via the Zoom web portal. If you have Zoom Phone activated on your account, you can use the audio library to customize Zoom Phone audio for voicemail, greeting, and hold music. For example, you can customize your voicemail greeting that's played before a caller is routed to voicemail.
8.	Ability to store multiple greetings/extended absence per mailbox.	Y	Users can record and manage up to 10 saved personal voicemail greetings. Voicemails are saved in .wav format.

9.	(Optional) Ability to transcribe voicemails to emails.	Y	Zoom Phone Voicemail is automatically transcribed in all available locations and can be e-mailed with an audio file attached.

Table 5: Auto Attendant Required Features			
No.	Feature	Availability	Comments
1.	Includes open hours, closed hours and holiday modes.	Y	Integrated Voice Response (IVR)/Auto-attendants are supported. Our auto receptionists answer calls with a personalized recording and routes calls to a phone user including adding a dial-by-name directory as part of the IVR system, or call queue. Admins can also set up an auto-receptionist to route to an IVR system to provide callers with several routing options. Calls can be directed to users, other auto attendants, queues, voicemail boxes, etc. For example, your admin could offer greeting options: "For English, press One"; "Para Español, presione dos") and then assign 1 to transfer to the English Call Queue, and 2 to transfer to a second Spanish Call Queue. Admins can change the default business hours and overflow settings for extensions.
2.	Compatible with a contact center environment.	Y	This is supported.
3.	Includes on-hold music and messaging	Y	Audio prompt: The IVR's audio prompt plays after the associated auto receptionist's greeting prompt. The audio prompt should explain the IVR menu to callers. Note: If you have a multi-level IVR system, you can disable audio prompts to avoid playing multiple audio prompts for callers. Voicemail Greeting: Plays before routing to a voicemail inbox of an extension.
4.	Supports multiple pre-recorded messages	Y	Zoom provides default hold music, or custom music recorded using a computer's audio device (.mp3 or .wav format) can be uploaded for the entire company, as well as for each individual user or call queue. This applies when you are using the Zoom desktop client,

			mobile app, or a desk phone provisioned by your admin. These files are stored in the Asset Library, a centralized space to upload and share company-approved audio files, including greetings, music on hold, prompts, and more. With the ability to save up to 1,000 files, admins can quickly locate files using asset details such as language, upload time, or category, and bulk assign default audio prompts at site or account levels, as well as easily provision and manage audio files for the entire organization.

Table 6: Contact Center Required Features			
No.	Feature	Availability	Comments
1.	3 Contact Centers with max 5 agents each	Y	Zoom Contact Center, combining contact center functionality with Zoom unified communications solutions, can operate as a standalone customer experience solution or integrate directly into an existing website or application. Zoom customers who use Zoom Meetings, Zoom Phone, and/or Zoom Chat will recognize the agent and supervisor interaction handling experience, as it is part of the same Zoom application. Designed to increase productivity, Zoom Contact Center streamlines communication to foster a greater sense of collaboration between colleagues and augment the customer experience.
2.	Ability to integrate with soft phone	Y	This is supported.
3.	Agent auto log-off with no answer	Y	This is supported.
4.	Customizable wrap-up timer	Y	Admins can enable or disable a wrap-up expiration limit and default disposition. If enabled, when the expiration time is exceeded, the engagement will auto close; agents' status will automatically change from Occupied to Ready; and the default disposition will be automatically set.

			If you have multi-level dispositions, agents can select any sub-disposition at any level.
5.	Live dashboard representing agent's status, call queue etc.	Y	Admins, supervisors, and agents can use real-time data and historical analytics to make effective data-driven decisions to understand your contact center service levels and more. The real-time queue analytics dashboard provides critical details like average call handling times and call volume counts, with the ability to drill down further into specific queues and agents. Agents can see an analytics dashboard which reports only on their own activity, and also a "Team View" which shows the real-time status of every member of their team. Additionally, because permissions in Zoom Contact Center may be as granular as is possible, custom views are easy to prepare for any agent, supervisor or administrator, regardless of the scope of their work. Contact center admins can also subscribe email addresses to periodically receive email notifications for voice, video, chat, and SMS metrics found in the historical reports; and queue/availability metrics found in agent reports. A ZIP file will be attached to the email notifications and contain the relevant reports as CSV files. Admins can also set up real-time alerts for when specific queues approach or reach certain metric thresholds.
6.	Agent level reporting	Y	Zoom Contact Center admins can view information and export data for agents' availability and opt-in/out status. You can also subscribe to email report notifications to receive agent reports by email.
7.	Virtual queue /automated callback	Y	Account owners and admins can enable callback for voice or video engagements to allow users to request a call back while in the queue, allowing customers to keep their place in line.

			You can also view callback information using engagement events to see what voice calls requested a call back and received one successfully. Account owners and admins can use queue settings to specify the amount of time that consumers have to accept a callback option after they are offered one. Account owners and admins can enable confirmation keypress for voice queue callback interactions. When enabled, users can customize the key to press for confirmation, such as pressing # or *. This provides a more natural confirmation experience during queue callback interactions. The keypress can be configured per callback campaign for flexibility across different use cases.
8.	IVR (interactive voice response)	Y	Zoom Contact Center offers a visual IVR designer centered around the concepts of "flows". A flow is a connected series of actions that make up the inbound participant experience. After adding a flow, contact center admins can use the flow editor, which is a graphical programming environment, to configure flow widgets and make connections between widgets to determine the inbound participant experience.

Table 6: Fax Required Features			
No.	Feature	Availability	Comments
1.	40 Fax lines	Y	Zoom offers a fax over VoIP service that connects a traditional fax machine to the Internet via an analog terminal adapter (ATA). For occasional faxing, many of our business customers find these best-effort fax services to be cost-effective and more than adequate to serve their needs. We encourage you to assess your faxing needs to select the best option for your business. Zoom cares about providing you with quality services that meet your business needs. If your business heavily relies on regularly faxing large, multi-page documents, then we recommend that you maintain an analog line and a traditional fax machine for reliable and consistent performance. TCS has also partnered with eFax to provide electronic and analog faxing support to our customers. This is a separate solution from Zoom, but to the end-user, will appear inside the Zoom client for ease of use. More information is available here: https://www.efax.com Here are some distinct benefits of eFax: With our US-based support team available around the clock, rest assured that assistance is just a call away. The intuitive admin portal places control at your fingertips, offering tools for effortless account and user management. Gain valuable insights into user usage, allowing you to optimize resources effectively. As a trusted partner, we prioritize compliance with HIPAA, GLBA, SOX, PCI-DSS, HITECH, and Safe Harbor standards, reinforced by a dual signed and stamped Business Associates Agreement (BAA). Our commitment extends globally, operating on six continents, and maintaining our entire

No.		Availability	
			infrastructure in strict accordance with ISO 27001 guidelines.
2.	Support for email to fax	Y	This is supported
3.	Support fax to email	Y	This is supported.
4.	Email to fax support for popular file types such as .doc, .docx, .pdf,	Y	This is supported.

Table 7: Softphone / Mobile App Required Features			
No.	Feature	Availability	Comments
1.	Configurable multiple line appearance	Y	Zoom supports a shared line appearance on our soft phone and supported desk phones. Zoom offers two methods of shared line appearances: 1. Delegation Call delegation provides an easy way for phone users to assign others to handle calls on their behalf. For example, an executive can assign calling privileges to their assistant, allowing the assistant to make and receive calls on the executive's behalf.

			2. Shared Line Group Shared line group provides a method for administrators to have a single number/extension ring on multiple devices and softphones. The voicemail account may be shared to multiple users. Voicemails may be accessed via the soft client or desk phones. Additionally, call presence is synced on the devices with the shared line group. If a call is placed on hold any device in the group will be able to retrieve the call.
2.	Ability to distinguish incoming line	Y	When using the Zoom desktop client or mobile app to receive calls, Zoom displays caller information to help users identify how the caller was routed to their number (for example, direct number, company number, or call queue). All inbound call notifications display the caller's name and number. The name and number will vary based on if the caller is internal or external.

Table 8: Emergency Services Requirements			
No.	Feature	Availability	Comments
1.	24x7 Call recording on Police Non-Emergency lines	Y	This is supported.
2.	Recordings available for 90 Days	Y	Call recordings can remain on the cloud, beyond your 90 day preference, unless deleted as well as storing locally on any device.
3.	Recordings searchable by date/time/caller number	Y	Filters are available to search for specific recordings.
4.	Recordings exportable in standard audio formats (.mp3)	Y	Recordings can be downloaded in .mp3 format.
5.	Alert/Call/Text/email notification to several users when 911 is dialed from any extension	Y	Zoom Phone collects pertinent details at the time the emergency call is initiated. Information is passed into Zoom's infrastructure, where it is associated with a location that is based upon the order of query. That location and pertinent details are passed through to the PSAP.

No.	Feature	Availability	Comments
			Emergency Call alerts are sent to an internal safety team Zoom Chat Group, simultaneously with the 911 phone call. The alert contains detailed caller and location data and augments email alerts that can also be sent to the internal safety team. The emergency caller's DID number will be the outbound CID, therefore the PSAP would be able to return the call.
6.	E-911 Registration for multiple locations (CESID)	Y	Zoom Phone supports emergency calling within the United States and Canada. Where required by law, we also support E911 to provide location information to the public safety answering point (PSAP). Location information can be assigned at the account, branch office, and individual user level.
7.	Transfer calls to 911 with caller information	Y	Zoom Phone's Nomadic E911 service supports direct emergency dialing, alerts designated safety personnel, and provides the ability to dynamically track the location of users as they move around your organization's location and pass along that information to emergency responders. This is especially important for organizations with non-fixed phone devices (like cloud phone services) in order to provide the "dispatchable location" of the 911 caller so emergency personnel can more accurately locate them. Note: Please see: https://zoom.us/e911 for the most up-to-date details regarding important information about the ability to connect to 911 emergency calling. Zoom Phone 911 Service operates differently than traditional 911 service.

Table 9: System Management Required Features			
No.	Feature	Availability	Comments
1.	System management security is role based	Y	Each user in a Zoom account automatically has a system role, which can be owner, administrator, or

			member. These roles are associated with a default set of permissions that control what users can access when they sign in to the web portal. Role-based access control enables your account to have additional user roles. User roles can have a set of permissions that allows access only to the pages a user needs to view or edit. In addition, you can change the permissions of admin system role. Only the account owner can initially create user roles and assign users to those roles. After a user role has been created, the owner (or others in a role with role management permissions) can assign users to that role, granting those users permission to view and edit a subset of pages belonging to the account. You can see what type of role you currently have on your account profile page. If you are the account owner or admin, you can see what type of role other users have by managing users. You can also set group admins for groups under your account, which do not affect your account roles. Group admins can manage the members and settings for that group. The group admin can also see if the group they manage is set as the primary group for users within the group. The group admin does not need to be an account admin or have role permissions to edit user groups. Notes: Users can only be assigned a single role (account owner, admin, custom role, or member). A user can have another role and be a group admin or be a group admin for multiple groups. You can also use role management for Zoom Phone to grant access to Zoom

			Phone features and settings in the web portal. There are 3 roles in the accounts: ● Owner (all privileges) ● Admin (add, remove, or edit users, can manage advanced features like Dashboard, API, SSO and Meeting Connector) ● Users (no administrative privileges)
2.	System management portal access is MFA capable	Y	To authenticate Zoom users as they log into the client, we offer a single sign-on (SSO) feature based on SAML 2.0 that creates a safe and quick login process. Single sign-on allows users to log in using their company credentials. Users do not need to register as a user in Zoom. Once Zoom receives a SAML response from the Identity Provider (IdP), Zoom checks if this user exists. If the user does not exist, Zoom creates a user account automatically with the received name ID. Zoom can map attributes to provision a user to a different group with feature controls. Zoom single sign-on (SSO) is based on SAML 2.0. Zoom works with Okta as well as other enterprise identity management platforms such as Centrify, Microsoft Active Directory, Gluu, OneLogin, PingOne, Shibboleth, and many others. If SSO cannot be used, we recommend using two-factor authentication (2FA) to still add an extra layer of security to the process. Both of these options require initial setup from administrators. Users can also log in via an OAuth process, which allows admins to approve one application — such as for Google or Facebook — which interacts with Zoom on the user's behalf so they don't have to manually enter passwords.

			Customers can also use their SSO solution for implementing multi-factor authentication (MFA). Zoom acts as the Service Provider (SP), and offers automatic user provisioning. The customer does not need to register as a user in Zoom. Once Zoom receives a SAML response from the Identity Provider (IdP), it checks if this user exists. If the user does not exist, Zoom creates a user account automatically with the received name ID. Zoom can also work with other Service Providers such as PingOne, Okta, Azure, Centrify, Shibboleth, Gluu, G Suite/Google Apps, and OneLogin. Zoom can also work with ADFS 2.0 SAML implementation. Note: In addition to SSO, the Zoom client supports authentication by username and password. For Zoom Contact Center, while a Zoom account can be provisioned via SAML, assigning a license/role (agent, supervisor, admin) is currently manual.
3.	User provisioning and authentication integrates with Active Directory and/or Microsoft Azure AD	Y	User provisioning and authentication can integrate with both Active Directory (AD) and Microsoft Azure Active Directory (Azure AD). In the first context, it is mentioned that Zoom leverages SAML 2.0 for single sign-on with your user directory such as Microsoft Active Directory. It provides options to enable SSO with AD using AD FS 2.0. Additionally, Zoom works with other enterprise identity management platforms such as Centrify, Gluu, Okta, OneLogin, PingOne, Shibboleth, and many others.
4.	Automated notifications on overall system operational status changes	Y	Admins can change account-level email notification settings that apply to the entire account.

No.	Feature	Availability	Comments
5.	Administrator activity logging and auditing	Y	Call detail logs are kept per call in the Zoom admin portal. Zoom Phone dashboard logs the following data: Call Volume, Average call quality, Device type, Voice Codec, ISP, and Network. For each call Zoom logs Bitrate, Packet Loss Average, Packet Loss Max, Jitter, Network Delay, and MOS score for send and receive. Realtime monitoring can be viewed in the Zoom Portal under the Zoom Phone dashboard and call logging features. Zoom Phone system operational logs also log administrative activity in the Zoom admin portal. This includes any move/adds/changes/deletes (MACD). Sign-in /sign-out activity is logged as well as operational logs in the Zoom admin portal. All phone calls and meetings are logged in the Zoom admin portal with detailed dashboards that include metrics for call quality. Account owners and admins can also view the top 10 extensions by call usage (for example, inbound, outbound, internal calls) or minutes usage (for example, international mins, toll-free minutes). Admins can also see the department and cost center in their call history logs.

Table 9: System Reporting and Call Detail Reporting			
No.	Feature	Availability	Comments
1.	Ability to use one centralized call accounting system to track calls out of all locations.	Y	Reports are accessible in the Zoom web portal. Zoom Phone usage reports allow you to view usage data for call queues or phone users in a specified time period. You can export up to 100,000 call records in a CSV file. You can also subscribe to email notifications for these reports. Call queue reports include: ● Name: Display name of the call queue. ● Ext: Extension number of the call

			queue. ● Received: Number of inbound calls received by the call queue, including missed calls. ● Answered: Number of calls answered by a call queue member. ● Overflow: Number of calls not answered by a call queue member (call was routed based on call queue overflow settings). ● Avg. Wait Time: Average time callers spend waiting to connect to a call queue member. ● Site (only visible if you enabled multiple sites): Associated site of the call queue. For more in-depth reporting, we recommend our Power Pack call queue real-time analytics dashboard (additional fee applies).
2.	Call accounting system is able to distinguish which phone originated the call regardless of the phone's physical location	Y	This is supported. Please refer to the previous answer in item #1 of this section.
3.	Call accounting system is able to distinguish calls made from desk phones vs softphones/app	Y	This is supported.
4.	Call accounting system is able to track an outside call through its destination, including any internal transfers.	Y	This is supported.
5.	Call accounting system has prebuilt detailed reports on system utilization by date, time, extensions, etc.	Y	Zoom offers multiple layers of call reporting functionality. 1. Customers may view complete call history for in and outbound calls on an organization or user level. 2. A dashboard is also available that presents in-depth call statistics to allow for greater insight when troubleshooting. Statistics that may be found on the dashboard include: MOS, Latency, Jitter, packet

			loss, device type, connection type, and throughput. If a call was not answered, reporting will show "No Answer" (this only applies to inbound calls). This label also applies if the extension declined the call notification or the call was forwarded to voicemail. Zoom also keeps track of "user activity reports" both from a phone system and meetings platform respectively. Within the "user activity reports" the portal includes "Phone System Operation Logs". These logs include moves/adds/changes made by admins and users. The tracking fields encompass all aspects of Zoom phone including, users, queue, auto reception, phone numbers, phones, and devices, call logs, etc.
6.	Call accounting system is able to export Call Detail Reporting (CDR) records for external analysis.	Y	Call Detail Records (CDRs) can be manually exported (e.g., into a spreadsheet) or the process can be automated via existing APIs. CDRs are retained within the Zoom Phone database storage for 12 months. For local log retention, logs would need to be exported and saved by the end user. Up to 100,000 call records in a CSV file can be exported at one time.
7.	Call accounting system ability to create custom reports	Y	Reports can be downloaded as a .CSV file and manipulated in a spreadsheet tool. Additionally, through integration with the Zoom API, customers can implement custom logs and monitoring (e.g., Dashboard can be used to cross-reference known IPs to participant IPs). Customers can enable enhanced monitoring functionality through API integrations. For more information, please refer to our API documentation on the Zoom Marketplace: https://marketplace.zoom.us/docs/api-reference/introduction and https://marketplace.zoom.us/docs/api-reference/zoom-api.

8.	Call accounting system ability to schedule automated reports	Y	Admins can subscribe email addresses to periodically receive email notifications for call logs, usage reports, billing reports, or call queue historical reports. A ZIP file will be attached to the email notifications and contain the relevant reports as CSV files.

Response to Scope of Work

Implementation

The TCS Zoom Phone Professional Services (PSO) team are experts in project management, discovery, design, and deployment for the Zoom Phone solution. The combined use of best practices and industry standards as well as a wealth of expertise delivers results. From project concept to the final deliverable; no matter the size or complexity of the requirements; TCS implements the Zoom system according to the the Village's goals, timelines, and budget.

The TCS PSO team follows the Project Management Institute (PMI)/ Project Management Body of Knowledge (PMBOK) standards for project management. PSO will use a project management workbook that tracks all aspects and data related to the project. Included in this workbook is an "Issues list" tab, where all project issues and risks are identified, assigned to a resource, and tracked to completion. Instead of an automated tool, TCS finds it best that project status with data is reported in weekly project status reports/meetings and is available to the customer via the shared document storage drive. TCS requires a jointly accepted and signed Assessment, Requirements, and Design Document, system testing, and Customer UAT testing.

Regarding the Project Manager, the Village can rely on TCS to assign a proficient technical project manager for the Zoom Phone implementation at the Village. This dedicated project manager will serve as the primary point of contact and take charge of all aspects of project planning and management throughout the implementation process. The Village team can rest assured that this expert will ensure a smooth and efficient implementation of Zoom Phone services at the Village.

The project approach methodology follows four phases: initiation, assessment and design, build and test, and cut-over.

To provide specific timelines, project plans, and work breakdown structures, TCS's PSO team will need to perform discovery. Every customer's environment, requirements, and timelines differ. This is for illustration purposes only and can vary depending on customer engagement. It takes approximately 2 days to assign the implementation team after the SOW is signed.

Zoom Phone

Phase 1: Discovery
- Project Preparation
- Project Kick-off
- **Project Meetings**
  - Your Technical Project Manager will schedule Weekly Cadence calls with your project
  - team at a cadence that suits your specific project.
  - Your Project Engineer will schedule ad-hoc Assessment & Design meetings at the beginning of your project to document your current solution and design your new solution.
  - Projects with in-depth porting requirements will be introduced to a member of the porting team to discuss every aspect of Porting; data gathering, signing LOAs, gathering CSRs, porting approach, specific requirements to port locally and internationally, timeline, etc.
  - Your Project Engineer will also hold a meeting to discuss your Readiness Assessment so we can ensure your firewall settings and network is ready for Zoom Phone.
- Including:
  - Users and Use cases
  - Phones and Devices
  - Call Flows
  - Analog Devices

- ○ Integration and other needs

Phase 2: Assessment and Design
- Architecture and Deployment Strategy
- Develop formal project plan
- **Readiness Assessment**
  - ○ Your TPM/PE will review any changes that may need to be made to your firewall/network to allow for the best call quality possible. After you have adjusted your network settings, we will guide you to install a tool that will test for latency, jitter, throughput, and other factors that could affect your call quality. Review the results of the test, make any corrections necessary, and retest.
- **Port Planning**
  - ○ We will ask you to provide bill copies from your current provider, as well as Customer Service Records (CSRs), if your carrier provides them, so we can create a complete list of all numbers you own and decide which ones to port over to Zoom. Once we have the list, your TMP will fill out a porting form (LOA) for you and will ask an authorized user to sign it, then Zoom's porting team will submit the port request on your behalf. View our Porting FAQs from our support site.
- **BYOC and/or Premise Peering**
  - ○ If you choose to use BYOC or Premise-Peering, we will be asking for information on each of your SBCs, system, and current carrier.
- **Design: Future-State**
  - ○ Once we understand what your current-state looks like, we will then move to documenting what you want your future-state to be. We will begin entering the data you want to bring to Zoom into a spreadsheet and we will build out your Zoom system based, in part, on that document.
- **Create desired call flow**
  - ○ Your PE will create a diagram to visually express your call flow. This will include your IVRs, call queues, ring groups, and any other call flow items you would like to have built out for your new Zoom Phones. We will also document members of each call flow, delegates, emergency response team, company directory options, attendant console, call recording settings, shared line groups, and any third-party transfers
- Including:
  - ○ Auto Receptionists
  - ○ Queues
  - ○ Call Flows
  - ○ Extension Nomenclature
  - ○ Site Requirements
  - ○ Users and Features

Phase 3: Build and Test
- Porting initiation and management
- Data review and optimization
- Build
  - ○ Build out site configurations and architecture based on approved documentation.
  - ○ Configure user and device data based on information in the workbook.
  - ○ Build call flow based on approved designs: auto-receptionists, call queues, etc.
  - ○ Build BYOC/Premise-Peering
  - ○ After the BYOC/Premise Peering Data-Collection Form has been completed, the SBCs must be configured to enable connectivity.
  - ○ Our teams will work together to set-up integrations that are reflected in your SOW
- User Acceptance Testing (UAT)

- - Together we will test the system to validate that all configurations and user settings are correct, the call flows are routing correctly, and integrations are complete.
- Go-live support planning
- Including:
  - Provision/configuration
  - Testing
  - Go-live
  - Go-live support
 - Post go-live user feedback and Q&A

Phase 4: Cut-Over
- Training
  - Your Head of PSO will conduct remote end-user and admin training prior to number port. Train-the-trainer options are also available.
- Go/NoGo Call
  - We will schedule a 30-minute call 48 hours before go live to discuss readiness, including ports, UAT, hardware, network, and review the final deployment plan. Discussion should result in team agreement to either proceed with scheduled cut- over date, or reschedule.
- Remote Deployment
  - Teams will meet during the port cut-over time to monitor and report on porting activities.
- Cut-Over
  - Monitor porting numbers and communicate completion of port on cut-over call.
  - After the port completes, we will again test the system using the UAT tab on the Project Workbook.
  - Call group of user's DIDs from both internal and external lines.
  - Test ext-to-ext dialing
  - Dial main line numbers to test the call flow from both internal and external lines.
  - Zoom will provide hyper-care during and after your cut-over
  - Transition to Day-2 Support

Project Process by Phase/Wave
Each of these milestones are an important step for each phase of the project. We will likely have a few milestones in process simultaneously for different phases.

Milestone	Description
Initiation	Team assignments, share drive & document creation, internal kickoff call, external kickoff call
Assessment & Design	Assess current-state, data prep and design, submit number ports, readiness assessment
Build & Test	Build sites, users, IVRs, call queues, provision phones, integrations
Cut-over	Training, number porting or forwarding, hyper-care, transition to support
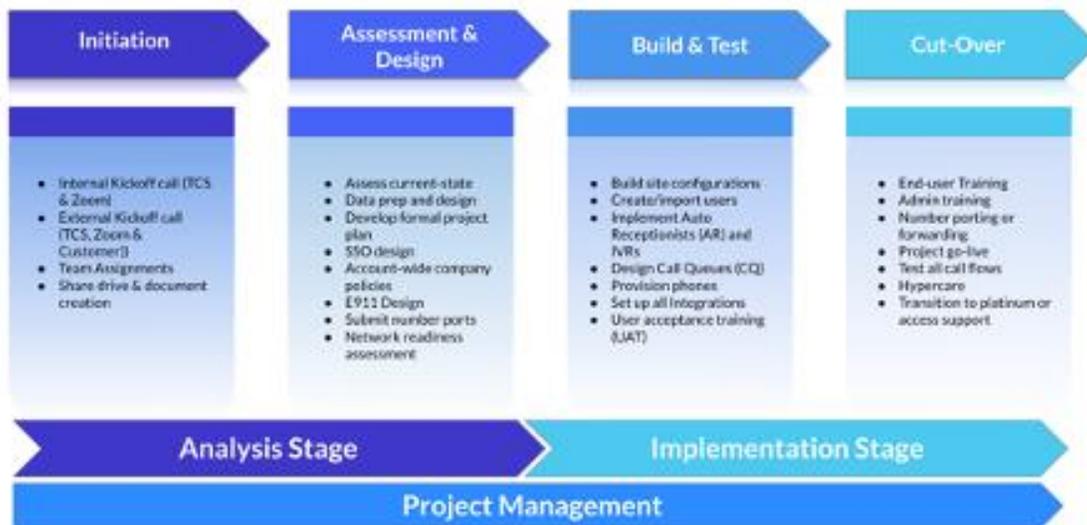
Training

We understand the onboarding process is key to our customers' success. Zoom is known for its ease of use and end users and admins find it easy to get quickly up to speed.

TCS PSO team will work with the Village to drive user adoption and increase satisfaction with the Zoom portfolio. Training is done over the Zoom meeting platform remotely. Zoom Phone training will be broken out by end-user, receptionists, call queue members, and admin training. These can be broken out by line of business, global locations, etc. Each training session is typically 1 hour in length and all trainings will be recorded and sent to the Village.

On-Demand Training is also available to both admins and end-users, including short, self-paced video clips for common features and FAQs. This can be fully branded with a vanity URL. Each session is typically 60 minutes to an hour and your Trainer will work with the the Village team to ensure the various training sessions are scheduled in a timely fashion.

Additionally, the Zoom Learning Center is a free educational platform for new and existing customers. Courses are available for brand new users and those looking to expand their product knowledge or support their teammates. Users can enroll in short, interactive, on-demand courses, or register for live training sessions in a wide range of global time zones. Or, if a trainee is looking for quick help with one specific skill or feature, we offer a "Show Me" video collection. The Learning Center is continuously enhanced and updated with the launch of new features and products. All content is in an easy-to-use layout where users can track their progress and celebrate achievements with completion certificates and badges. Learn more here: **https://learning.zoom.us/learn**

Training Plan

At TCS, we recognize the critical importance of comprehensive training in empowering your team to leverage these solutions effectively, driving productivity and seamless operations.

Admin User Training: Our admin user training sessions encompass a broad spectrum of topics essential for proficient system management. These sessions cover everything from initial setup to advanced configurations, ensuring that designated administrators are well-versed in:

- Initial and essential setup procedures
- Porting phone numbers and adding users
- Purchasing and assigning phone numbers
- Provisioning phones and devices
- Account-level settings and customization
- Advanced setups including multiple sites, auto receptionists, IVR, call queues, emergency calling, logs, blocked lists, call quality reports, and more

We aim not just to cover the basics but to equip your admins with the expertise to optimize and customize the system according to your organizational needs.

End Users Training: In parallel, our end user training sessions focus on ensuring that all users are well-acquainted with the functionalities relevant to their daily workflows. These sessions encompass:
- Initial setup and phone settings
- Contacts management
- In-call controls and voicemail handling
- Call history, recordings, and desk phone usage
- Exploring additional features to maximize user productivity
- Integrations

Our commitment doesn't stop at the training sessions. We remain dedicated to providing ongoing support, addressing queries, and offering guidance to ensure continuous proficiency and optimal usage of the systems.

Support and Service-Level Agreement

We understand how important it is that product support lasts beyond implementation and migration. That's why Zoom offers every end user anytime Access to Zoom support resources through the 24x7 Global Access and Self-Service support site. Additionally, you may need additional support to maximize the return on investment, and that's why TCS offers an additional Platinum support package to help minimize risk and reduce downtime. Each program gives you access to a wealth of support tools and expertise, providing you with the quickest time to resolution. Our plans give you the flexibility to leverage as much support as you require. Further information about the included Zoom Access support package and TCS' Platinum support package is below:

Access or Zoom's included support includes self-help support for any users and also a dedicated ticket system for account administrators. Access includes the following for all hosts and account administrators: 24x7 help center access, self-service access to search Zoom's highly detailed help center (https://support.zoom.us/hc/en-us) which includes FAQ and technical support articles; and Frontline Tier 1 support that includes agent chat and ticket submission.

Platinum Support
TCS's Zoom Platinum Support option includes the following for all hosts and account administrators:
- Platinum support offers online ticket system for end users and admins that route directly to a member of your implementation engineering team.
- Your ticket is given a priority response, and a member of our Direct Tier 2 support team will call you back on the phone within Priority (P1-P4) of the ticket being created.
- TCS will handle any direct escalations to Zoom in case of issues, bugs, or feature enhancements.

When a support ticket is initiated with TCS's technical support team, it will be classified according to the following Priority levels:

- **Priority 1 - Urgent:** 1 hour. The Service is "down," operation of the Service is severely degraded, or there is a critical impact to the Service due to a fault with the network or other software issue. No workarounds are available. Examples include failures of Zoom's transmission services or software functions. Zoom will provide necessary resources around the clock to resolve this situation.
- **Priority 2 - High**: 4 hours. Significant aspects of the Service are negatively affected by inadequate performance of the network or other software issues. Partial or no workarounds available. Zoom will provide resources during Zoom normal business hours to resolve the situation and additional resources outside of normal business hours as reasonably necessary.
- **Priority 3 - Normal: 8 hours**. General issues related to a feature or a set of features. Operational performance of the service is not impaired. Zoom will provide reasonable resources during Zoom's normal business hours to assist in resolving the problem or providing a workaround.
- **Priority 4 – Low**: 24 hours. Informational or Feature Change Request: Customer requires information or assistance with service's capabilities, installation or configuration and there is little to no effect on its business operations. Included are requests for information, assistance, features, alpha/beta and others. Such requests will be handled within Zoom's normal business hours.

Proposed Team Resources

Achieving success hinges on implementing a seamless Zoom Phone solution. TCS's Professional Services team (PSO) is dedicated to assisting the Village in this endeavor by providing the ideal design and cost-effective implementation strategy. By working closely with the Village's team, we gain insight into specific requirements, enabling us to craft and deliver the most effective solutions. Our team's wealth of technical expertise, vast field experience, and time-tested methodologies are at the Village's disposal, helping optimize both cost and resources in the cloud-based telephony initiatives.

Regarding the Project Manager, the Village can rely on TCS to assign a proficient technical project manager for the Zoom Phone implementation. This dedicated project manager will serve as the primary point of contact and take charge of all aspects of project planning and management throughout the phone deployment process. The Village's team can rest assured that this expert will ensure a smooth and efficient implementation of Zoom Phone services. Additional roles may include:

- **TCS Account Executive (AE), Anessa Alderman**: The TCS AE is highly knowledgeable about the objectives and goals of the Village. They will partner with the Village and provide expertise and advice on how best to develop a successful telephony platform for the Villlage's organization.
- **TCS Zoom Phone Account Executive, Bob Williams**: Also a part of the Account Management team, the TCS ZP AE supports the TCS AE and the customer with additional expertise through the sales process specific to the Zoom Phone experience.
- **TCS Project Manager (PM), Meranda Mobley**: The TCS PM is your central point for communication, meeting scheduling, and working through the project plan with stakeholders to make sure the project always completes on schedule.
- **TCS UCaaS Technical Project Engineer (PE)**, **Bryan Gerber**: A member of the TCS Professional Service team, the UCaaS Technical Project engineer is critical in assessment, design, and implementation of the project. The TCS UCaaS Technical Project Engineer will assist in completing the design Workbook that details the current solution, and the new solution needed from Zoom Phone.
- **TCS CCaaS Technical Project Engineer (PE), Terry Howat**: A member of the TCS Professional Service team, the CCaaS Technical Project engineer is critical in assessment, design, and implementation of the project. The TCS CCaaS Technical Project Engineer will assist in completing the design Workbook that details the current solution, and the new solution needed from Zoom Contact Center.
- **TCS Head of Professional Services, Jason Mobley**: The TCS HPSO will help guide your installation to competition and works as a gap stop between the customer and Zoom's team. The HPSO is also your Systems Data Architect over the entire solution.
- **Zoom Account Executive (AE), Shari Rene**: As a Zoom account executive, Shari is the Village's advocate and ensures the relationship between Zoom and the Village is successful. She will work closely with stakeholders at the Village and Zoom to facilitate communication and plans so that deployment and implementation are seamless.
- **Zoom Contact Center Specialist, Brad McClain**: Product Specialists assist in communication and support for the phone/contact center aspect of the account. The Product Specialist will conduct high-level conversations with stakeholders to address business needs and he will work closely with internal teams to drive customer feedback and improve products and offerings.
- **Zoom Solution Engineer (SE), Todd Carswell:** Todd will work closely with your team to facilitate technical discussions and coordinate additional technical resources as needed**.**
- **Zoom Customer Success Manager (CSM):** The CSM is the Village's trusted advisor who is responsible for helping drive value throughout the customer's lifecycle and ensure our customers are achieving the value they expect.

Pricing

Costs	Total	Year 1	Year 2	Year 3
Software Licensing	**$154.469.52**	$51,489.84	$51,489.84	$51,489.84
Fax Licensing*	**$8,676.00**	$3,012.00	$2,832	$2,832
Hardware Costs (phones/ATAs)	**$44,358.80**	$44,358.80		
Installation- TCS Professional Services	**$19,581.00**	$19,581.00		
Maintenance – TCS Annual Platinum Support	**$15,534.00**	$5,178.00	$5,178.00	$5,178.00
Project Management	**Included in PS**	N/A	N/A	N/A
Training	**Included in PS**	N/A	N/A	N/A
Yearly Totals:		**$123,619.64**	**$59,499.84**	**$59,499.84**
3YR Grand Total:	**$242,619.32**			

*Note: Faxing includes one-time porting fee in Year 1. Includes 12,000 pages annually. This can be revised once proper discovery on consumption is completed. Faxing is through eFax and the Village would purchase this directly from eFax.

The Village of Oak Park RFP Quote

Quote No.:	SQ000727238	Prepared for	The Village of Oak Park
Exp. Date:	03/16/24		Oak Park IL 60302

NAME	SKU	PRICE	QTY	SUBTOTAL
LICENSING				
Zoom Phone US/Canada Unlimited Calling Named User Annual	ZPUNLIMITED	$155.60	197	$30,653.20
Zoom Phone Common Area Annual	ZPCOMMONANN	$42.17	130	$5,482.10
Zoom Phone US/CA Phone Numbers Annual (DIDs) Additional DIDs for Users, ARs, CQs, CAP	ZP-NUM	$40.54	115	$4,662.10
Zoom Phone US/CA Reserved/Parked Numbers Annual	ZP-PARKED	$10.13	148	$1,499.24
Zoom Contact Center Essentials Annual	ZCX-ESS	$612.88	15	$9,193.20
				$51,489.84
PROFESSIONAL SERVICES				
Zoom Phone Professional Service - Full Deployment	ZP-PSFULL	$17,331.00	1	$17,331.00
Zoom Contact Center Professional Services - Full Deployment	ZCX-PSO	$2,250.00	1	$2,250.00
				$19,581.00
SUPPORT AND MAINTENANCE				
		$0.00	1	$0.00
Zoom Phone Platinum Support	Platinum	$4,578.00	1	$4,578.00
Zoom Contact Center Platinum Support	Platinum	$600.00	1	$600.00
				$5,178.00
HARDWARE				
Yealink T33G 4-line cost effective IP phone with 2.3" screen with color screen.	SIP-T33G	$72.06	80	$5,764.80

Yealink T54W	Yealink T54W	$155.71	200	$31,142.00
• Yealink T54W • 4.3" 480 x 272-pixel color display with backlight • Adjustable LCD screen • Built-in Bluetooth 4.2 • Built-in dual band 2.4G/5G Wi-Fi (802.11a/b/g/n/ac)				
Yealink CP925	CP925	$364.80	10	$3,648.00
7-microphone arry, 4" color touch screen conference phone				
Yealink WH62	WH62	$115.20	20	$2,304.00
Yealink BT41	Yealink BT41	$30.00	50	$1,500.00
GO3 - FREE	GO3-FREE	$0.00	31	$0.00
36 Month Factory Warranty on all Yealink Devices (TCS Exclusive)				
		$0.00	1	$0.00

FAX LICENSING

eFax Fax Numbers	EFAX-NUM	$96.00	12	$1,152.00
eFax Fax Pages (annual pool in/out)	EFAX-PAGES	$0.09	12000	$1,080.00
eFax TLS v1.2 Encryption	EFAX-TLS	$600.00	1	$600.00
eFax Porting Fees	EFAX-PORT	$15.00	12	$180.00
*One time Cost				
				$3,012.00

	Shipping	**$0.00**
	Total	**$123,619.64**

Organization of Firm

Please fill out the applicable section:

A. Corporation:
The Contractor is a corporation, legally named _____ and is organized and existing in good standing under the laws of the State of _____. The full names of its Officers are:

President_____

Secretary_____ Treasurer_____

Registered Agent Name and Address: _____

The corporation has a corporate seal. (In the event that this Proposal is executed by a person other than the President, attach hereto a certified copy of that section of Corporate By-Laws or other authorization by the Corporation that permits the person to execute the offer for the corporation.)

B. Sole Proprietor:
The Contractor is a Sole Proprietor. If the Contractor does business under an Assumed Name, the

Assumed Name is <u>Total Communication Solutions</u>, which is registered with the Cook County Clerk. The Contractor is otherwise in compliance with the Assumed Business Name Act, 805 ILCS 405/0.01, et. seq.

C. Partnership:
The Contractor is a Partnership which operates under the name _____

The following are the names, addresses and signatures of all partners:

_____   _____

_____   _____

Signature   Signature

(Attach additional sheets if necessary.) If so, check here _____.

If the partnership does business under an assumed name, the assumed name must be registered with the Cook County Clerk and the partnership is otherwise in compliance with the Assumed Business Name Act, 805 ILCS 405/0.01, et. se

D.   Affiliates: The name and

address of any affiliated entity of the business, including a description of

the affiliation: _____

_____

          Signature of Owner

[THIS SPACE LEFT INTENTIONALLY BLANK]

Section VII Compliance Affidavit

I, <u>Anessa Alderman</u>, (Print Name) being first duly sworn on oath depose and state:

1. I am the (title) <u>Director of SLED Solutions</u> of the Proposing Firm and am authorized to make the statements contained in this affidavit on behalf of the firm;

2. I have examined and carefully prepared this Proposal based on the request and have verified the facts contained in the Proposal in detail before submitting it;

3. The Proposing Firm is organized as indicated above on the form entitled "Organization of Proposing Firm."

4. I authorize the Village of Oak Park to verify the Firm's business references and credit at its option;

5. Neither the Proposing Firm nor its affiliates[1] are barred from proposing on this project as a result of a violation of 720 ILCS 5/33E-3 or 33E-4 related to bid rigging and bid rotating, or Section 2-6-12 of the Oak Park Village Code related to "Proposing Requirements."

6. The Proposing Firm has completed the M/W/DBE status indicated below on the form entitled "EEO Report."

7. Neither the Proposing Firm nor its affiliates are barred from enter into an agreement with the Village of Oak Park because of any delinquency in the payment of any debt or tax owed to the Village except for those taxes which the Proposing Firm is contesting, in accordance with the procedures established by the appropriate revenue act, liability for the tax or the amount of the tax. I understand that making a false statement regarding delinquency in taxes is a Class A Misdemeanor and, in addition, voids the agreement and allows the Village of Oak Park to recover all amounts paid to the Proposing Firm under the agreement in civil action.

8.   I am familiar with Section 13-312 through 13-3-4 of the Oak Park Village Code relating to Fair Employment

Practices and understand the contents thereof; and state that the Proposing Firm is an "Equal Opportunity Employer" as defined by Section 2000(E) of Chapter 21, Title 42 of the United States Code and Federal Executive Orders #11246 and #11375 which are incorporated herein by reference. Also complete the attached EEO Report or Submit an EEO-1.

9.   I certify that the Firm is in compliance with the Drug Free Workplace Act, 41 U.S.C.A, 702

ANESSA ALDERMAN

[1] Affiliates means: (i) any subsidiary or parent of the agreeing business entity, (ii) any member of the same unitary business group; (iii) any person with any ownership interest or distributive share of the agreeing business entity in excess of 7.5%; (iv) any entity owned or controlled by an executive employee, his or her spouse or minor children of the agreeing business entity.

Signature: _Anessa Alderman_   _Director SLED_

Name and address of Business:
Total Communication Solutions (TCS)
106 Union Avenue
Manasquan, NJ 07836
Telephone: 602-887-9650
E-Mail: aalderman@tcsny.net

Subscribed to and sworn before me this ___day of _____,
2023.

See attached NOTARIZATION

_____

Notary Public   - Notary Public Seal -
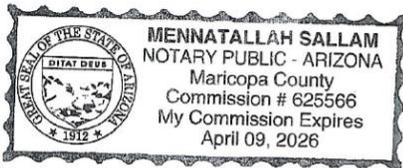
55

Acknowledgment Notary Certificate (Only for use in AR, AZ, CO, CT, DC, DE, GA, ID, IA, IL, KS, KY, MA, MD, ME, MN, MO, MT, NH, NJ, NM, NY, NV, NC, OH, OK, OR, PA, RI, SC, TX, UT, VA, WA)

Document Name: _Section VII Compliance Affidavit_

STATE OF _Arizona_
COUNTY OF _Maricopa_
(County where notarization occurred)

This record was acknowledged before me on ___14___ day of ___Feb___, 20_24_, by
_Anessa AlDerman_____ (name(s) of signer(s)), who personally appeared before me and (is personally known to me or whose identity was proved on the basis of satisfactory evidence) to be the person whose name is subscribed to in this document.

> MENNATALLAH SALLAM
> NOTARY PUBLIC - ARIZONA
> Maricopa County
> Commission # 625566
> My Commission Expires
> April 09, 2026

_____
(Signature of notary public)

_Mennatallah Sallam_____, Notary Public
(Name of notary public)

My commission expires: _04/09/2026_

Official Seal

Personally known _____ OR
Produced identification ___✓___ Type of identification produced: _AZ DL_____

SECTION VIII M/W/DBE STATUS AND EEO Report

Failure to respond truthfully to any questions on this form, failure to complete the form or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of this Proposal.

1.   Contractor Name: TOTAL COMMUNICATION SOLUTIONS

2.   Check here if your firm is:

☐ Minority Business Enterprise (MBE) (A firm that is at least 51% owned, managed and controlled by a Minority.)

☐ Women's Business Enterprise (WBE) (A firm that is at least 51% owned, managed and controlled by a Woman.)

☐ Owned by a person with a disability (DBE) (A firm that is at least 51% owned by a person with a disability)

☒ None of the above

[Submit copies of any M/W/DBE certifications]

3.   What is the size of the firm's current stable work force?

| 11 | Number of full-time employees |

| _____ | Number of part-time employees |

4.   Similar information will be <u>requested of all sub-contractors performing work pursuant</u> to the applicable agreement. Forms will be furnished to the lowest responsible contractor with the notice of agreement award, and these forms must be completed and submitted to the Village before the execution of the agreement by the Village.

Signature: _mete Dealy_ Date: 2-15-24

EEO REPORT

Please fill out this form completely. Failure to respond truthfully to any questions on this form, or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of this Proposal. An incomplete form will disqualify your Proposal.

An EEO-1 Report may be submitted in lieu of this report

Contractor Name: TOTAL COMMUNICATION SOLUTIONS

Total Employees: 11

| Job Category | Total # of Empl. | Total Males | Total Females | Black | Males | | | | Females | | | | Total Minorities |
					Hispanic	American Indian	Alaskan Native	Asian & Pacific Islander	Hispanic	American Indian	Alaskan Native	Asian & Pacific Islander	
Officials & Managers	2	2											
Professionals	2	1	1										
Technicians	2												
Sales Workers	4	3	1										
Office & Clerical	1		1										
Semi-Skilled													
Laborers													
Service Workers													
Management Trainees													
Apprentices													

This completed and notarized report must accompany your Proposal. It should be attached to your Affidavit of Compliance. Failure to include it with your Proposal may disqualify you from consideration.

___Michael Kealy_____, being first duly sworn, deposes and says
that he/she is (Name of Person Making Affidavit)

_____Founder_____ of Total Communication Solutions____ and that
the above EEO (Title or Officer)

Report is true and accurate and is submitted with the intent that it be relied upon.

~~Mike Kealy~~	2-15-24
(Signature)	**(Date)**

Section IX References

Minimum of {#of references} references, along with contact information to allow follow-up is required.

Milton Academy	
Contact Name	Michael McKenna
Contact Position/Title	Network Services Manager
Phone Number	617-898-2101
Email Address	Michael_mckenna@milton.edu
Address	170 Centre St, Milton, MA 02186
Work Performed	Zoom Phone Implementation and Platinum Support

Aspire Public Schools	
Contact Name	Joe Regueiro
Contact Position/Title	CCTO, Sr. Director of IT
Phone Number	323-219-9544
Email Address	Joe.Regueiro@aspirepublicschools.org
Address	5901 E. Slauson Avenue Commerce, CA 90040
Work Performed	Zoom Phone Implementation

San Angelo ISD	
Contact Name	David Arocha
Contact Position/Title	Network/Telecom Manager
Phone Number	325-657-4002 ext. 150
Email Address	david.arocha@saisd.org
Address	1621 University Ave. San Angelo, Tx 76904
Work Performed	Zoom Phone Implementation and Platinum Support

LIST OF MUNICIPALITIES OR GOVERNMENT AGENCIES FOR WHICH THE VENDOR HAS PROVIDED SERVICES DURING THE PAST FIVE (5) YEARS IF NOT NAMED ABOVE.

Ohio State Employee Retirement System	
Contact Name	Ben Tolliver
Contact Position/Title	Telecommunications Engineer
Phone Number	614-340-1380
Email Address	metringer@Ohsers.org
Address	300 E Broad St # 100, Columbus, OH 43215
Work Performed	Zoom Phone Implementation and Platinum Support

Pueblo Country Library	
Contact Name	Thomas Defrates
Contact Position/Title	IT Director
Phone Number	719-562-5622
Email Address	thomas.defrates@pueblolibrary.org
Address	100 E Abriendo Ave., Pueblo, CO 81004
Work Performed	Zoom Phone Implementation and Platinum Support

Independent Contractor Agreement

INDEPENDENT CONTRACTOR AGREEMENT

THIS INDEPENDENT CONTRACTOR AGREEMENT (hereinafter referred to as the "Contract" or "Agreement") is entered into on the 16th day of February_____, 2024, by and between the Village of Oak Park, an Illinois home rule municipal corporation (hereinafter referred to as the "Village"), and Total Communication Solutions_____, an Limited Liability Company_____ corporation/limited liability company (hereinafter referred to as the "Contractor").

WHEREAS, the Contractor submitted a Proposal dated February 16, 2024, _____, a copy of which is attached hereto and incorporated herein by reference, to provide

_____VoIP Cloud Hosted Telephone System (hereinafter referred to as the "Work") for the Zoom Phone Project_____(hereinafter referred to as the "Project") pursuant to the Village's Request for Proposals dated February 16__, 2024, incorporated herein by reference as though fully set forth; and

WHEREAS, the Contractor represented in said Proposal that it has the necessary personnel, experience, and competence to promptly complete the Project and the work required hereunder (hereinafter referred to as the "Work"); and

WHEREAS, Contractor shall perform the Work pursuant to the terms and conditions of this Contract.

NOW, THEREFORE, in consideration of the premises and the mutual promises contained in this Contract, and other good and valuable consideration received and to be received, it is mutually agreed by and between the parties as follows:

1. **RECITALS INCORPORATED**

The above recitals are incorporated herein as though fully set forth.

2. **SCOPE OF WORK**

Contractor shall perform the Project in accordance with its Proposal ("Contract Price") for a price not to exceed $**233,942.32**__ plus $_____ contingency for unforeseen conditions for a total cost of $_**233,942.32**_ ("Contract Price"). The Contractor hereby represents and warrants that it has the skill and experience necessary to complete this project in a good and workmanlike manner. The Contractor further represents and warrants that the Project will be completed in a good and workmanlike manner in accordance with the Contract Documents, and that the Project will be free from defects. IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed by their duly authorized representatives on the dates set forth below.

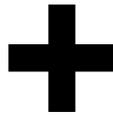| **VILLAGE OF OAK PARK**	**TOTAL COMMUNICATION SOLUTIONS**
By: Kevin J. Jackson	By:
Its: Village Manager	Its:
Date: _____, 2024	Date: _____[2-16]_____, 2024
ATTEST	ATTEST
By: Christina M. Waters	By:
Its: Village Clerk	Its:
Date: _____, 2024	Date: _____, 2024

I, Michael Kealy, Founder of Total Communication Solutions (TCS) hereby affirm that I am an officer of the company and have the authority to submit this Request for Proposal (RFP) on behalf of Village of Oak Park. By submitting this RFP, I acknowledge that, if selected, TCS is prepared to enter into a contractual agreement in accordance with the terms and conditions outlined in this proposal. I understand the obligations associated with this process and confirm that all information provided is accurate and truthful to the best of my knowledge. Please do not hesitate to contact me directly should you require any further clarification or information regarding this submission.

Sincerely,

Michael Kealy
Founder
Total Communication Solutions
mkealy@tcsny.net