

# **REQUEST FOR PROPOSAL**

**Proposal Number IT-0001-23**

**Unified Communications as a Service (UCaaS)**

**CITY OF CYPRESS  
5275 ORANGE AVENUE  
CYPRESS, CA 90630**

**January 2023**



**Due Date and Time: 5:00 p.m. on February 28, 2023**

## EXECUTIVE SUMMARY AND BACKGROUND

The City of Cypress (“City”), California, is a charter city operating under the City Council-Manager form of government, located in Orange County, 28 miles south of Los Angeles. The city has a permanent population of 50,000 residents. The city covers approximately 6.5 square miles of land area in North Orange County.

The City is requesting proposals from qualified telephone service companies to replace the City’s current Private Branch Exchange (PBX) telephone system with a Voice over IP (VoIP)/Unified Communications as a service (UCaaS) solution.

The City is currently facing several challenges with its current telecommunications system including the following:

- The City’s system is based on older hardware and software technology that does not take advantage of the newer infrastructure technology currently used by the City.
- The current system is complicated to maintain and administrate.
- The current system relies on an outdated PRI voice service that has suffered several outages recently.

These are the primary reasons for the City’s plan to upgrade its telecommunications system. The City is seeking a solution that addresses the above concerns and is requesting proposals from qualified telephone service companies to supply and install a new system as outlined in this RFP.

## BUSINESS OBJECTIVES

The City seeks a UCaaS solution that will achieve the following key goals:

- Provide IP-based voice capability. The new system will provide a Voice over Internet Protocol (VoIP) solution that the City can leverage for current and future applications
- Acquire a system that can be easily configured and installed with no interruption to the City’s current operations and systems
- Implement a system that is compatible with the City’s IT infrastructure. The new system must operate on City’s current IT infrastructure with limited modifications
- The system must include telephones which provide 1GB network pass through to any PC equipment attached to the phones
- An intuitive softphone application that provides advanced calling features
- Includes Integrated voice mail, messaging, conferencing, and presence
- Provides on demand call recording and downloading
- Provides high quality voice with minimal voice latency
- Provides vendor training, support, maintenance, and warranty
- Support for E-911/Emergency call-out
- Considerations for accessibility and multi-language
- System must be resilient and provide redundancies to ensure availability
- System must meet strict security requirements including encryption of data in transit and at rest

## OVERVIEW OF PRESENT COMMUNICATIONS ENVIRONMENT

### VOICE SYSTEMS

The Information Technology (IT) division is responsible for managing the City's phone system. The current NEC SV9300 PBX system was purchased in 2015. The voicemail system is a NEC Univerge UM8000 with approximately 165 mailboxes in use. There are approximately 170 handsets of various button types in use.

The City currently has four locations that use the existing PBX system. There are also telephone lines that are not connected to the PBX including FAX machines and modem lines. The City uses AT&T under the CALNET agreement as its carrier for local and long distance services. There are currently 175 active DID numbers with 220 in total available that are currently held by our current voice service provider AT&T.

### DATA NETWORK

The City currently uses a switched/routed network using HP Switches. The network core consists of two FlexFabric 5900 48 port switches with 10GB fiber links to each of the IDF closets. Most IDF closets utilize (1) HP OfficeConnect switch to connect back to the core switches in City Hall. All switches are QoS capable and have 802.3af PoE (Power over Ethernet) with minimum 370 watt total power delivery. Internet access for all City sites is redundant via a Spectrum Business Fiber internet line (500/500 Mbps) and an AT&T Direct Internet Access Fiber line (200/200 Mbps) setup in active/passive failover.

### CABLE INFRASTRUCTURE

All of the City's office buildings are cabled with Category 5/6 cabling. City Hall has (1) Datacenter and (4) IDF closets which are connected to the Datacenter either via 1GB copper or 10GB fiber connections. Our Community Center, Senior Center, and Maintenance Yard each have one primary IDF which is connected to the Datacenter in City Hall via 10GB fiber connection. All facilities are within a square mile area and are directly connected with private fiber. Several remote sites such as substations and park offices will require phones as well. The substation has internet but no direct connection to the data center at City Hall. The park offices have connectivity back to City Hall via private fiber.

### COMPUTING ENVIRONMENT AND APPLICATIONS

The City's server environment is virtualized and consists primarily of Windows Server 2016 machines. Microsoft Exchange Server 2016 provides email services. Email will transition to Office 365 in the near future. The desktops are running Windows 10 with the latest service packs installed with plans to migrate to Windows 11 within the next fiscal year. The desktops use Outlook 2016 as their email clients. The desktops run a mix of both standard applications and proprietary applications. The standard desktop configuration is quad core, 8GB RAM, 256GB SSD.

## OBJECTIVES/SCOPE OF WORK

The City is interested in options that leverage its existing investments and phased approaches that can help ensure a smooth transition to a new system. The following is an overview of the key requirements followed by specific desired features of a new system.

- PBX replacement (VoIP)
- Handset replacements (6 Executive, 18 Management, 100 Standard, 21 Switchboard, 13 Conference, 12 Common Area, 170 Total)
- Standard, conference, and common area phones
- Softphone w/ advanced call features for PC and mobile
- Unified messaging and communications to include calling, voicemail, messaging, eFax, conferencing
- On demand call recording w/ user download capability
- Voicemail – provide for 165 voicemail boxes
- mobility such that the service is available remotely and on demand
- A graphical user interface for administration, reporting, and troubleshooting
- Long term maintenance agreement plan
- Vendor implementation services must be included to include configuration, porting, migration, and turn up of service

## TELEPHONE UNITS

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- Telephones providing easy single button access to standard features including hold, mute, transfer, redial and conference
- Headset port integration and designated on/off button on the telephone
- Display of internal CID name, extension, date, and time
- Separate volume control for handset, speaker and ringing features
- Support 1GB pass-through to connected PC equipment
- Audible and Visual ring alerts
- Support of American Disability Act (ADA) requirements, including amplified handsets and support of TTY devices for those with a hearing disability

## SOFTPHONE APPLICATION

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A softphone application must be available for both PC and mobile devices. The softphone must include advanced calling features and unified messaging and communications to include calling, visual voicemail, directory, call history, messaging, SMS, eFax, and conferencing. The application must allow for call recording, as well as the ability to toggle recording notification to one or all parties. Call recording must allow for direct download of recordings by the end user. The entire softphone application and data transmission therein must provide for encryption of all data both in transit and at rest.

## MOBILE SUPPORT

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System should support mobility and the use of all end user features to include voice calling, visual voicemail, call recording, and messaging. Regardless of location, an authenticated mobile device with internet connectivity should be able to interact and use the system in all aspects.

## VOICEMAIL AND AUTOMATED ATTENDANT

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The City is seeking a centralized voicemail and automated attendant solution that is integrated with the VoIP system. Many departments will benefit from information only mailboxes that will assist with high volume non-emergency calls as well as frequently and repetitively asked questions. The selected system will have the ability to support automated attendant for multiple departments independently.

## UNIFIED MESSAGING

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The City seeks a system that provides Unified Messaging (UM) integration with Microsoft Exchange 2016 and Office 365. The unified messaging or IP network integration options should provide network compliance and interoperability with Windows Server 2016 and Office 365.

The UM system must support multiple location system integration and delivery of messages to remote office users through an Outlook client and/or through an Exchange server. It is desired that certain mailboxes be capable of delivering broadcast messages to all system users or select subsets of users.

Ideal UM features include:

- Voicemail to Email
- Fax to Email
- Email to Fax
- Messaging to SMS
- Email to Messaging
- Messaging to Email

## E-911

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Regardless of the location, dialing 911 from any site on The City's system must at minimum identify the physical building address, floor and assigned quadrant to the E-911 operators. It is preferred that the system also identify to the cubicle/office level with identification automatically re-addressed for any station level moves.

## SYSTEM ADMINISTRATION

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A secure, centralized point of administration (access terminal) is desired to administer all City sites. The desired system will allow the IT Division to manage most of the required system administration functions for all locations from City Hall. System administration requirements include:

- Secure administration for all sites on the network available on the City's WAN with system administrative authorization
- Ability to run basic diagnostic checks and backup as well as restore data to include site telecom database, voicemail database, end user data and voicemail/email messages
- Ability to support remote administration at all sites (terminal services)
- Ability to perform standard software changes (moves, adds, changes)
- Ability to build/modify stations, groups, routing from a Graphical User Interface (GUI) using English language commands
- The system must provide reporting on system usage and diagnostics for troubleshooting

## CALL ACCOUNTING SYSTEM

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The City is interested in utilizing call accounting features for the new system to better track call information. The system should be easy to administer and include built in reporting capabilities.

## MUSIC ON HOLD

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The City is interested in having music on hold that can be changed for holidays and other events. Ideally, the City would like to upload its own on hold music on demand.

## AVAILABILITY, REDUNDANCY, AND RESILIENCY

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Survivability is critical. Phone sets in an IP solution require power. Each vendor will need to clearly state how their system provides power to the telephones and the associated impact to space, capacity, etc. A UPS should be included as part of the hardware solution if any support equipment (i.e. gateway) is needed outside the datacenter. It should be capable of running the system for a minimum of 60 minutes without utility power.

It is essential that the chosen system be evaluated for reliability from both the standpoint of historical up time to redundant operations. The proposed solution should provide redundancy options/alternatives to insure that critical identified sites remain in service in the event of a disaster or major power failure.

## OPTIONAL FEATURES

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The City is interested in additional features and functionality that can improve customer service and City operations such as video conferencing, and additional mobility solutions. Responders are encouraged to provide suggested systems and enhancements.

## LIABILITY AND RESERVED RIGHTS

The City reserves the right to reject any or all responses, to waive any informality in any responses, and to select the bidder that best meets the City's needs.

Responses must be submitted no later than the date and time stated in the RFP schedule. Responses will be reviewed and rated as set forth in the Selection Process section of this RFP. The City will then determine which bidder best meets the City's requirements.

The City reserves the right to negotiate final pricing with the most qualified bidder.

At the discretion of the City, any or all parts of the response to the RFP shall be made a binding part of the selected firm's contract. The City reserves the right to reject in whole or in part any of the responses.

At the time the contract is awarded, the firm must be able to provide all required insurance documentation to the City. If these requirements are not met, the City reserves the right to select the next best-qualified vendor.

Any costs incurred in the preparation of a response, presentation to the City, travel in conjunction with

such presentations, or samples of items shall be the responsibility of the respondent. The City assumes no responsibility and no liability for costs incurred by respondents prior to issuance of a contract or purchase order.

The proposer shall furnish the City with such additional information as the City may reasonably require.

All data, documents, and other products used or developed during performance of the services will remain the property of the City.

## INSTRUCTIONS TO VENDORS (I.E., PROSPECTIVE SUPPLIERS OR BIDDERS)

This section outlines specific instructions for proposal submission. Vendors not adhering to these instructions may be subject to disqualification without further consideration.

### GENERAL PROCEDURES

#### ISSUING AUTHORITY

This RFP is issued by:	City of Cypress
Contact Name and Title:	Adrian Smith, IT Manager
Department:	Finance and Administration Department
Street Address:	5275 Orange Ave.
City, State and ZIP Code:	Cypress, CA 90630
Telephone Number:	(714) 229-6715 Direct
E-Mail Address:	<a href="mailto:asmith@cypressca.org">asmith@cypressca.org</a>

#### PRICE GUARANTEE

Vendors are asked to guarantee their prices for a period of six (6) months from the date of submission of the response to this RFP.

#### PREPROPOSAL QUESTIONS

Vendors must submit questions in writing to Adrian Smith (contact information above).

**All questions must be received by February 13<sup>th</sup>, 2023 to allow for answer preparation.**

## PREPARATION OF PROPOSALS

### PROPOSAL FORMAT

Proposals must be submitted as one electronic copy via email.

The complete proposal must include the proposal document with a point-by-point response to the RFP and all other materials requested. Vendors may include any additional materials they feel could assist in the evaluation of their proposed systems. However, vendors must provide complete responses to each question. References to other documents will not be accepted.

A proposal outline and detailed response requirements are included at the end of this document.

Vendors are cautioned that proposals that do not follow the format required by this RFP will be subject to rejection without review.

### PROPOSAL DUE DATE

All proposals must be received by **5:00pm** on **February 28, 2023**, and will be labeled: "Response to Unified Communications as a Service (UCaaS) RFP."

### PROPOSAL DELIVERY

Submit one (1) electronic copy via email to contact shown in Issuing Authority section.

### PROPOSAL INCLUSIONS

All equipment, accessories, database information, training, software, hardware, licenses, labor and materials must be furnished for the installation in a bill-of-material format. Any additional material or equipment necessary for installation and operation of the system not specified or described herein will be deemed to be part of these specifications.

In addition, the vendor agrees to work in cooperation with the local and long distance service carriers (AT&T CALNET) for a seamless transition of DID/number porting.

### STANDARD AGREEMENTS

The vendor must provide a copy of its standard product agreements that the City will sign if it awards the bid to that vendor.



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## **PROPOSAL MODIFICATION AND WITHDRAWAL**

Once submitted by a vendor, a proposal may be modified or withdrawn only by appropriate notice to the City. Such notice will be in writing over the signature of the vendor. A withdrawn proposal may be resubmitted up to the time designated for the receipt of proposals, provided it then fully conforms to the general terms and conditions.

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## **CONFIDENTIALITY**

Responses to this RFP become the exclusive property of the City and subject to the California Public Records Act. Those elements in each proposal which are trade secrets as that term is defined in Civil Code section 3426.1(d) or otherwise exempt by law from disclosure and which are prominently marked as "TRADE SECRET", "CONFIDENTIAL", or "PROPRIETARY" may not be subject to disclosure. The City shall not in any way be liable or responsible for the disclosure of any such records including, without limitation, those so marked if disclosure is deemed to be required by law or by an order of the Court. Proposers that indiscriminately identify all or most of their proposal as exempt from disclosure without justification may be deemed non-responsive.

In the event the City is required to defend an action on a Public Records Act request for any of the contents of a proposal marked "confidential", "proprietary", or "trade secret", the proposer agrees, upon submission of its proposal for City's consideration, to defend and indemnify the City from all costs and expenses, including attorneys' fees, in any action or liability arising under the Public Records Act.

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## CALENDAR OF EVENTS

The following reflects the key dates for this RFP. The City is committed to adhering to this schedule but reserves the right to make modifications.

Activity	Date
RFP released to vendors	1/31/2023
Pre-Proposal questions deadline	2/13/2023
Pre-Proposal questions answered/distributed	2/17/2023
Proposal deadline and opening – By 5:00pm	2/28/2023
Notice to finalists selected	3/3/2023
Vendor selection/Staff Recommendation – Decision pending final budget approval	3/13/2023
Contract negotiations completed	TBD
Final contract signed	TBD
System installation and testing	TBD
System cutover (no later than)	TBD

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## SELECTION PROCESS

Staff will review the responses and make a recommendation to the City Council for consideration of approval (tentatively scheduled for March 13, 2023). The City intends to evaluate the proposals based upon the data presented in response to the RFP. The following general selection criteria will be used to evaluate each proposal:

1. Capability and Ability – The feasibility of the proposal based upon the proposed scope of services to meet the City’s needs, the quality of services proposed, and the reasonableness of the total project costs and of the proposed time period over which the work will be completed.
2. Experience – The City will evaluate the proposer’s experience in the design, implementation, integration and support of the project, and current technologies. The City has a vested interest in collaborating with a proposer who is recognized as a leader in the industry with a proven record of accomplishment for solid services and financial resources. Extra weight will be given to those vendors who have a proven record of accomplishment of successfully implementing

similar systems for other government agencies.

3. Service Capabilities – Remote serviceability and technical support of the entire UCaaS system. Ability to provide timely support on an ongoing basis.
4. Ease of Use – Design simplicity that provides an easy-to-use solution, capable of effectively accommodating users considered as novice, and equipment that provides for a high-quality service.
5. Least Cost/Best Value – The proposal with the lowest price will not necessarily be selected; however, price is a significant component of the evaluation. The City will select the proposal that is most advantageous to the City.
6. Responsiveness – A complete and concise response to the RFP that complies with the City's requirements.

The City reserves the right, at its sole discretion, to request clarifications of proposals or to conduct discussions for the purpose of clarification with any or all proposers. The purpose of any such discussions shall be to ensure full understanding of the proposal. Discussions shall be limited to specific sections of the proposal identified by the City and, if held, shall be after initial evaluation of proposals. If clarifications are made because of such discussion, the proposer shall put such clarifications in writing.

## PROPOSAL REQUIREMENTS

### PROPOSAL RESPONSE OUTLINE

Proposals should be concise and straightforward. Organize the proposal as outlined below. Failure to format the proposal as requested may result in the vendor being deemed non-responsive and disqualified from consideration.

- Title Page
- Table of Contents
- Cover Letter
- Executive Summary
- Company Information
- General Functional and Technical Requirements
  - Platform Resiliency
  - UCaaS Capabilities and Features
- Deployment
- Training
- Service and Support
- Security and Compliance
- Price Quote

## DETAILED RESPONSE REQUIREMENTS

### EXECUTIVE SUMMARY

The executive summary will provide a high-level overview of the solution being proposed. It should identify the main functionality, benefits, and any unique or distinctive features of the proposed services. It should condense and highlight the contents of the proposal in such a way as to provide a broad understanding of the entire solution.

### COMPANY INFORMATION

1. What is the company's legal name and address?
2. Provide a brief company profile, including the year founded, history, and significant mergers/acquisitions.
3. Provide a list of office locations worldwide.
4. Provide the total number of employees.
5. Is the company publicly traded? If so, what is the trading symbol?
6. Provide a general description of the firm's financial condition or a link to the most recent financial reports.
7. Identify any conditions (i.e., bankruptcy, pending litigation, planned office closures, impending merger) that currently exist.
8. What is your mission statement and company vision?
9. What percentage of your company's revenue is used for research and development?
10. Identify the services offered.
11. Summarize the key differentiators and competitive advantages of your services. What do you believe distinguishes your company from other service providers?
12. Identify any recent industry awards and/or analyst recognition received.
13. Please describe your current customer base and provide details or customer case studies.
14. Provide three client references, ideally similarly sized local municipalities.
15. Provide a list of subcontractors involved in providing the proposed services.
16. Describe any other value-added services that can be provided.

### GENERAL FUNCTIONAL AND TECHNICAL REQUIREMENTS

#### PLATFORM RESILIENCY

1. How many data centers do you utilize, and where are they located?
2. Provide a description and diagram of your platform architecture, including the inherent reliability and high availability design.
3. What level of redundancy do you provide for the connectivity and software components of the platform? Please describe it in detail.
4. What happens in the event of an outage?
5. How long does it take the platform to failover, and what functionality is lost?
6. Who manages the failover in the event of a service disruption or platform issue?

## UCaaS CAPABILITIES

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1. Who is the developer and manufacturer of the proposed UCaaS solution?
2. How many years has the company offered the specific UCaaS services proposed within this RFP?
3. Describe how this solution supports future growth. Are there any limitations?
4. Does your solution include a soft client? Please describe.
5. Is a mobile application available? If so, what mobile OS are supported?
6. Do you offer an attendant console? Please describe.
7. Do you support analog devices such as modems, fax, paging systems, etc.? Please describe.
8. Please provide a list of desktop phones and accessories supported.
9. Describe any third-party integration capabilities. Which integrations are out-of-the-box, and which require professional services/custom work?
10. Does your solution support integration with MS Teams? Please describe it in detail and provide screenshots.
11. Do you offer Speech Analytics? If so, please describe and provide screenshots.
12. Describe the system administration tool and functionalities it provides for Customers to perform in-house management tasks.
13. Provide an overview of the reporting capabilities, including types of reports, delivery/export capabilities.

## UCaaS FEATURES – CLOUD BUSINESS PHONE

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For each feature listed below, please indicate if this is supported with your solution (Y/N) and provide a brief description.

Cloud Business Phone Features	Y / N	Feature Description
Unlimited calling for business phone		
Tier 1 phone number and extension		
HD quality voice		
Secure voice calls (TLS and SRTP)		
Financially backed SLA across the platform		
IP agnostic access		
PSTN access		
Geo routing		
Voicemail with transcription		
UC call recording		

<b>Cloud Business Phone Features</b>	<b>Y / N</b>	<b>Feature Description</b>
Web browser click-to-dial		
Power keys (Busy Lamp Field – BLF)		
Desktop and Mobile apps		
Citrix Certification		
Web app		
Highlight-to-dial phone numbers		
Automated Attendant (standard)		
Advanced Custom Automated Attendant for high call volumes		
Barge-Monitor-Whisper		
Hot desking		
Caller ID		
Number porting: self-service or managed		
Call waiting		
Call transfers - including blind and warm transfers		
Extension-to-extension calling		
Personal and Public Call Park		
Multi-party calls		
Blacklist calls at the user level		
Add new contacts		
Integration with Google and Outlook contact lists		
Flip calls to another device		
Country and local time displayed on dial pad (for international calls)		

<b>Cloud Business Phone Features</b>	<b>Y / N</b>	<b>Feature Description</b>
Call quality indicator		
Filter call recordings and voicemails		
Notifications are disabled when the "DND" status is on		
Transfer calls directly from the chat roster		
Phone paging		
Music-on-hold		
911 service		
Geo-redundancy		
UC media – hot storage		
UC media – cold storage		
Ring Groups / Hunt Groups / ACD Groups		
Call queues		

## UCaaS FEATURES – VIDEO AND AUDIO CONFERENCING

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For each feature listed below, please indicate if this is supported by your solution (Y/N) and provide a brief description.

<b>Video and Audio Conferencing Features</b>	<b>Y / N</b>	<b>Feature Description</b>
HD audio and video conferencing		
Join from a desktop web browser		
Join from mobile devices		
Join from a mobile browser		
Flip meeting to another device		
Virtual backgrounds		
Emoji reactions		
Polls		

<b>Video and Audio Conferencing Features</b>	<b>Y / N</b>	<b>Feature Description</b>
Raise your hand		
Join with a passcode or join anonymously		
Calendar integration		
Participant controls		
Moderation controls		
Advanced moderation		
Personalized virtual spaces		
Controller mode		
Remote desktop control		
Screen sharing		
Breakout rooms		
Meeting live streaming		
Tile view		
Set availability status		
Group or private chat		
Push-to-talk mode		
Bandwidth controls		
Bandwidth and networking optimization		
Collaborative Spaces		
Shareable cloud recordings		
Conference call-in		
Conference call-out		
End-to-end encryption		
Audio sharing		
Meeting analytics		
Closed captions		
Transcriptions		
Branding		
YouTube video sharing		
Instant Meetings		



## UCaaS FEATURES – TEAM MESSAGING

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For each feature listed below, please indicate if this is supported by your solution (Y/N) and provide a brief description.

Team Messaging Features	Y / N	Feature Description
1-on-1 instant messaging		
Team messaging		
Threaded messages		
Ability to open multiple chat windows		
Cross-platform team messaging		
1:1 Business SMS/MMS		
Presence detection		
Snooze conversations		
Room avatars		
Attach files, GIFs, and emojis		
Search past conversations with deactivated users		
Unlimited internet fax		

## DEPLOYMENT

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1. Explain your deployment/implementation project methodology and plan.
2. What tools are used for deployment tasks, and how are these provided to the customer?
3. What is the average length of time required to implement the proposed scope?
4. Describe the project team members and key deliverables the team typically provides.
5. Identify and describe the role of any third parties that your company plans to utilize to implement all or specific parts of the proposed solution.
6. What support and resources will customer be expected to provide during implementation?
7. Do you perform a network assessment prior to implementation? Please describe and identify any additional charges for this service.
8. What are the internet and network requirements, including bandwidth needed per call?
9. What codecs are supported?
10. In how many countries do you provide full PSTN replacement services?
11. How many countries can you provide local and toll-free numbers?

12. Describe the process of porting telephone numbers and providing telco services.
13. What type of testing do you perform, and what are the acceptance criteria?

## TRAINING

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1. Provide an overview of your company's customer training program, such as types of training offered, format, etc. Include the initial go-live training and ongoing training as needed for end users.
2. Please identify any free training services.
3. Who conducts the training, and what is your training methodology?
4. What kind of training materials and documentation is provided?
5. Are product manuals and user guides available on your public website at no cost?

## SERVICE AND SUPPORT

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1. Describe your customer support model.
2. Identify your guaranteed SLA. Do you also offer a voice quality of service commitment? Are there penalties associated if these are not adhered to? Please describe it in detail.
3. Where are your NOCs and customer support/technical support teams located?
4. Do you provide 24/7 customer support?
5. Describe your system's performance management and monitoring tools. How are customers notified of issues or system alarms?
6. Provide a list of standard support features and identify any optional, enhanced support offerings available.
7. Do you have a customer support portal? Please describe.
8. How do customers contact support?
9. How do you handle customer ticketing communication and reporting?
10. What are your response times for trouble tickets?
11. Describe your escalation procedures.
12. How are maintenance and upgrades handled?
13. How often are new software features introduced, and how are these communicated to customers?
14. Describe the quality assurance and testing processes you follow before releasing software into production.
15. Is there a fee for new product releases, upgrades, patches, or updates?

## SECURITY AND COMPLIANCE

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1. Describe your overall security approach.
2. Describe how your company's security policies are compliant with relevant industry standards and list all security compliance standards that your solution adheres to, i.e., HIPAA, GDPR, ISO, NIST, PCI, etc.
3. Describe your software development lifecycle related to security measures taken.
4. How do your systems avoid hacking or malicious attacks?
5. Describe the security measures (physical and logical) in place within your data centers.
6. Describe the standard voice and data encryption provided (at rest and in transit).

7. Do you perform network scanning and monitoring for intrusion detection? Please describe.
8. How do you provide data segregation in the cloud between clients?
9. What type of security monitoring is performed?
10. Describe how your system supports different access security levels. (both for end-users and system administrators)
11. Does your system support Single Sign On (SSO) capability? Is MFA available? Please describe.
12. How do you report security compliance to your customers?

## PRICING

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Please provide a detailed line-item quote identifying all pricing associated with your proposal, separated by recurring and non-recurring (one-time) charges. Clearly identify all software, licensing, hardware, deployment, training, and ongoing support costs. Also, include any applicable shipping, taxes, fees, or surcharges. Include any assumptions made and items excluded.