



Unified Communications as a Service (UCaaS)
Executive Summary

Lead Agency: Region 4 ESC

Solicitation: 20-09

RFP Issued: February 19, 2020

Pre-Proposal Date: March 10, 2020

Response Due Date: November 19, 2019

Proposals Received: 7

Awarded to: 

Contract # R200902

The Board of Directors of Region 4 Education Service Center (ESC) issued RFP 20-09 on February 10, 2020, to establish a national cooperative contract for Unified Communications as a Service (UCaaS)

The solicitation included cooperative purchasing language in Section I. Scope of Work:

NATIONAL CONTRACT

Region 4 ESC, as the Principal Procurement Agency, defined in Appendix D, has partnered with OMNIA Partners to make the resultant contract (also known as the “Master Agreement” in materials distributed by OMNIA Partners) from this solicitation available to other public agencies nationally, including state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit (“Public Agencies”), through OMNIA Partners’ cooperative purchasing program. The Region 4 is acting as the contracting agency for any other Public Agency that elects to utilize the resulting Master Agreement. Use of the Master Agreement by any Public Agency is preceded by their registration with OMNIA Partners (a “Participating Public Agency”). Appendix D contains additional information about OMNIA Partners and the cooperative purchasing agreement.

Notice of the solicitation was sent to potential offerors, as well as advertised in the following:

- Region 4 ESC website
- OMNIA Partners, Public Sector website
- USA Today, nationwide
- Arizona Business Gazette, AZ
- San Bernardino Sun, CA
- Honolulu Star-Advertiser, HI
- The Advocate – New Orleans, LA
- New Jersey Herald, IL
- Times Union, NY
- Daily Journal of Commerce, OR
- The State, SC
- Houston Community Newspapers, Cy Creek Mirror, TX
- Deseret News, UT
- Richmond Times, VA
- Seattle Daily Journal of Commerce, WA
- Helena Independent Record, MT
- Las Vegas Review Journal, NV
- The Herald-News, IL

On July 14, 2020 proposals were received from the following offerors:

- CBTS
- Granite Telecommunications, LLC
- Iron Bow Technologies
- RingCentral Inc.
- TPx Communications
- Trace3, LLC
- Walkercom Inc.

The proposals were evaluated by an evaluation committee. Using the evaluation criteria established in the RFP, the committee determined that RingCentral Inc. demonstrated the ability to provide the products and services outlined in the solicitation while offering competitive pricing to members.

Region 4 ESC executed agreements with a contract effective date of October 1, 2020.

Contract Highlights:

RingCentral offers 100% hosted solutions tailored for medium to large enterprises, who are migrating away from on-premises telephony to the cloud. Solutions include a full suite of business communications solutions, including unified communications (UC), PBX, contact center, and video and web conferencing.

Contract includes:

RingCentral Office, their flagship product, is a multi-location, multi-user, enterprise-grade communications solution that enables employees to communicate via different channels and on multiple devices. This subscription is designed primarily for agencies that require a communications solution, regardless of location, type of device, expertise, size, or budget. Agencies are able to seamlessly connect users working in multiple office locations on smartphones, tablets, PCs and desk phones.

Term:

Initial three-year agreement from October 1, 2020 through September 30, 2023 with the option to renew for two (2) additional one-year periods through September 30, 2025.

Pricing/Discount:

Discount applied to monthly subscriptions, bundles, products, and services

OMNIA Partners, Public Sector Web Landing Page:

<https://public.omniapartners.com/suppliers/ringcentral/contract-documentation#c38627>