

# REQUEST FOR PROPOSALS (RFP)

for

## Unified Communication Services 2024



**ISSUE DATE:** December 16, 2024

**RESPONSES DUE:** January 27, 2025

**AWARD NOTIFICATION:** February 17, 2025

**Revised 12/23/24:** To Add Service Delivery Video Demonstration requirements. Page 16

### **City of Detroit**

*Michael E. Duggan, Mayor*

*Terri Weems, Group Executive-Jobs, Economy & Detroit at Work*

### **Mayor's Workforce Development Board**

*David E. Meador, Co-Chairperson*

*Dr. Darienne Hudson-Driver, Co-Chairperson*

### **Detroit Employment Solutions Corporation**

*Alice Thompson, Chairperson*

*Dana Williams, President & CEO*



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## UCAAS 2024 RFP

<b>BIDDING INFORMATION</b>	
<b>Issue Date:</b>	<b>December 16, 2024</b>
<b>Questions Deadline:</b>	<p><b>January 13, 2025, at 5:00PM (EST)</b></p> <p>All questions should be received in writing via email to <a href="mailto:procurement@detempsol.org">procurement@detempsol.org</a>.</p> <p>To be properly received, <u>Email Subject line must include:</u></p> <p style="text-align: center;"><b>Questions for UCAAS 2024 RFP</b></p> <p>DESC will provide a response to all companies/individuals that requested an RFP via email upon completion of responses.</p>
<b>Response to Questions:</b>	<p><b>January 15, 2025 at 5:00PM (EST)</b></p> <p>Responses to questions will be available at this link:  <a href="https://www.descmiworks.com/opportunities/rfps-and-rfqs/">https://www.descmiworks.com/opportunities/rfps-and-rfqs/</a></p>
<b>Proposal Due Date:</b>	<p><b>January 27, 2025, at 5:00PM (EST)</b></p> <p>Responses must be received electronically by email to:  <a href="mailto:procurement@detempsol.org">procurement@detempsol.org</a>.</p> <ul style="list-style-type: none"> <li>Files submitted via email must not exceed 25 MB. Do not include embedded links to external information in proposal submissions. Links provided in response to this RFP will not be evaluated.</li> <li>To be properly received, <u>Email Subject line must include:</u></li> </ul> <p style="text-align: center;"><b>Response to UCAAS 2024 RFP</b></p> <ul style="list-style-type: none"> <li>Proposal email submissions that include DESC staff will not be accepted.</li> <li>Confirmations of proposals received will be provided within <b>48</b> business hours of receipt.</li> </ul> <p><b>Please note:</b> Allow ample time for submitting your proposal. DESC strongly encourages submitting at least two (2) business days prior to due date above. DESC will not extend the submission deadline due to technical issues or outages.</p> <p><b>DESC WILL NOT ACCEPT PAPER/HARD-COPY OR LATE PROPOSALS.</b></p>
<b>Award Notice:</b>	The award notification is planned to be provided by <b>February 17, 2025</b>
<b>Contract Start Date:</b>	The contract period is scheduled to begin by <b>March 1, 2025</b>



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### I. INTRODUCTION

The Mayor's Workforce Development Board (MWDB) is directly responsible and accountable to the State of Michigan, Labor and Economic Development, Workforce Development (LEO/WD) for the planning and oversight of talent development programs in the City of Detroit. Designated by the MWDB, Detroit Employment Solutions Corporation (DESC) serves as the fiscal and administrative entity that provides workforce services to job seekers and employers. DESC's primary funding streams include Workforce Innovation and Opportunity Act (WIOA), Temporary Assistance to Needy Families (TANF) that funds Michigan's PATH (Partnership. Accountability. Training. Hope.) employment program, Food Assistance Employment and Training (FAE&T), Wagner-Peyser Employment Services (ES), and other public and private funding. DESC anticipates receiving American Rescue Plan Act (ARPA) funding to support contracts as a result of this competitive bid process.

In July 2019, the MWDB and DESC, known collectively as Detroit at Work, launched a re-designed public workforce system. This included expanding from 3 to 9 Career Centers; doubling the number of youth service locations; physical co-location of federally funded programs with a common intake process; a centralized call center that serves as a single point of entry to our system; expansion of technology-enabled and web-based services; and integration of on-site financial coaching services. In addition, one of the most critical components of the new system has been reorienting program delivery through a Human-Centered design lens that puts the customers' needs at the center of service delivery.

**DESC is seeking proposals from qualified individuals and/or firms to provide Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) solutions** for the Detroit Employment Solutions Corporation (DESC), Detroit at Work, and the contracted organizations delivering employment and training services on behalf of DESC or its stakeholders. These solutions will be essential tools for seamless communication with job-seeking customers, employers, community partners, contractors, and other stakeholders, supporting the effective delivery of services and advancing the organization's mission.

DESC plans to award **one (1) contract** for requested services as detailed in this RFP.

### II. CONFIDENTIALITY

DESC will treat as confidential any non-public information that we receive from you in our discussions about the transaction contemplated by your RFP (other than information that we also receive from other, non-confidential sources, or that we independently develop ourselves).

### III. ORGANIZATION QUALIFICATIONS

Eligible applicants include U.S.-based non-profit organizations, private for-profit companies, units of local government including community colleges and universities, and faith-based and community organizations.

Small businesses, minority-owned firms, women's business enterprises, and labor surplus area firms are particularly encouraged to apply.

Organizations and individuals are ineligible if they are currently barred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by a



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federal department/agency, or if they are not in compliance with the State of Michigan Department of Revenue or Internal Revenue Service requirements.

Applicants must possess the following:

- All required licenses, bonding, equipment, and identified core personnel necessary to perform the work as required in the RFP;
- Documentation of the business structure (e.g. corporation., LLC, sole proprietor, partnership, etc.) you have registered to conduct business; and
- Personnel policies and procedures demonstrating compliance with Equal Employment Opportunities requirements, Americans with Disability Act, and Drug Free Workplace and Byrd Anti-Lobbying Act.

Applicants must assure the ability to comply with all applicable laws and regulations, as well as the nondiscrimination and equal opportunity provisions of 29 C.F.R. § 38.25, if awarded a contract and remain in compliance for the duration of the award.

Applicants must be financially and operationally stable and must possess sufficient scale in terms of staff and other resources to support DESC throughout the term of a contract, if awarded as a result of this RFP.

- a) If a contract is awarded as a result of this RFP, Applicants must be able to comply with insurance requirements, as necessary based on the nature of the particular contract. Required coverage may include Commercial General Liability Policy (A \$3,000,000 per occurrence) with the following coverages:
  - Broad form property damage
  - Premises/Operations
  - Independent Contractors
  - (Blanket) Broad form Contractual
  - Personal Injury
- b) Workers' compensation insurance, as required by law,
- c) \$1,000,000 combined single limit automobile liability insurance, including hired and leased vehicles, owned and non-owned autos, and "no fault" coverage,
- d) Errors and omissions liability insurance with minimum limits of \$1,000,000 per occurrence and \$1,000,000 dollars aggregate,

**To be considered for an award for this service, the proposing organization or individual must meet the following qualification:**

- At least five (5) years of demonstrated experience delivering UCaaS and CCaaS solutions for businesses including public agencies, nonprofit organizations, federal grant recipients, and organizations of similar scope and size.



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### IV. SCOPE OF WORK

#### **Introduction**

Detroit Employment Solutions Corporation (DESC) is seeking to implement a modern, cloud-based Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) solution. This system will support our headquarters and Detroit at Work Career Centers, serving 11 locations and managing significant call and SMS volumes. DESC aims to ensure seamless integration between UCaaS and CCaaS, allowing users to communicate efficiently across platforms. For additional details on the size and scope of the project, please refer to the Current Environment Fact Sheet

#### **Requirements**

Scope of work requirements are broken into several discrete but interconnected areas:

##### **A. General**

Awarded Applicant must have:

1. At least five (3) years' experience providing communication services to public agencies, non-profit organizations, federal grant recipients and organizations of similar scope and size.
2. At least five (3) years' demonstrated experience providing Communication services for businesses, including experience providing Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS).
3. Demonstrated experience integrating Microsoft Azure Active Directory (SSO) for seamless authentication.
4. Demonstrated experience with SMS compliance to 10DLC standards, including spam detection and blocking for both SMS and voice.

##### **B. Features**

DESC seeks a feature-rich system. Required features are listed in **Attachment 1\_Features List included with this RFP.**

##### **C. Project Management**

The project timeline is to have the solution in place by **April 1, 2025**, with full go-live by that time.

Awarded Contractor will provide a project manager responsible with the implementation and scheduling of the installation, Go-Live, and transition to Day 2 support.

##### **D. Installation**

Awarded contractor will provide installation services, including provisioning of existing devices (phones, intercom systems, and other equipment) as needed. This will include detailed documentation and remote technical guidance to support DESC's team in completing the installation process.



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### **E. Training (pre-install and post-install)**

The awarded contractor will provide training prior to installation and ongoing training post-installation to current and newly onboarded DESC employees (current and newly onboarded). Training areas must include:

#### **1. Pre-Installation Training**

- a) Training for key staff in system setup, configuration, and initial use.
- b) Training materials (manuals, videos, FAQs) for smooth onboarding.
- c) Train-the-trainer approach, if applicable, to prepare internal teams to support the rollout.

#### **2. Post-Installation Training (during contract)**

- a) Ongoing training for new employees during onboarding.
- b) Refresher courses for current staff to stay updated on new features and best practices.
- c) Availability of online training resources (webinars, guides, videos).
- d) Support for system administrators on managing updates, user management, and troubleshooting.

### **F. Phones and Soft phones**

DESC will reuse existing phones. Reference **Attachment 2, DESC Current Environment Fact Sheet** for a detailed list. The proposed solution must be compatible with existing phones.

### **G. Integration – O365**

DESC requires O365 Azure integration, including Single Sign-On (SSO), Outlook, and Teams integration. Preferred solution will provide a deep Teams integration that reduces the need for a separate softphone application.

### **H. Security / HIPAA Compliance:**

Awarded contractor must provide security measures to protect the proposed solution including end-to-end encryption, multi-factor authentication (MFA), and compliance with HIPAA, and GDPR standards.

Awarded contractor must be able to provide a Business Associate Agreement (BAA) demonstrating the proposed solution is HIPAA compliant.

### **I. Disaster Recovery:**

In the event of an outage, the Awarded Contractor must have a documented plan to recover from a local power or internet outage; data center inoperability and/or carrier inoperability.

### **J. Conferencing:**

Awarded contractor's proposed solution must provide conferencing including video, web sharing and audio.

### **K. Downturn Clause**

DESC recognizes that business demands may fluctuate due to economic or organizational changes.



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To address potential downturns in business activity, DESC requires a downturn clause in the contract. This clause will allow DESC to reduce the scope of services or number of licenses, devices, or features during periods of decreased business demand without penalty.

### **L. Spam Compliance and 10DLC Standards**

Effective communication with customers and stakeholders requires robust tools to ensure compliance with industry standards. DESC requires the proposed solution include:

- **Tools to manage spam compliance** for both SMS and voice communications, helping ensure adherence to federal and state regulations.
- **Experience with SMS compliance to 10DLC standards**, including spam detection, message filtering, and blocking for both SMS and voice channels.
- **Automated auditing and reporting** features to maintain ongoing compliance and quickly identify potential issues.
- **Integration of spam compliance tools** with other communication platforms used within DESC's operations.

### **M. . Open API and Integration Capabilities**

The proposed solution must include robust Open API capabilities.

- **Real-Time Data Access** – Support for real-time data retrieval and updates to ensure accurate reporting and analytics.
- **Comprehensive Documentation and Support** – Detailed API documentation and vendor support to facilitate smooth implementation and integration.

### **N. Performance, Uptime, and Service Level Agreements (SLAs)**

DESC requires the proposed solution to meet high-performance standards with clear Service Level Agreements (SLAs) to ensure uninterrupted operations. The solution should include:

- **Performance Standards** – A guarantee of reliable system performance, ensuring minimal latency for all communications and services.
- **Uptime Requirements** – A minimum 99.9% uptime commitment, with details on how downtime is monitored, reported, and managed.
- **Service Level Agreements (SLAs)** – Clearly defined SLAs covering response times, resolution times, and escalation processes for critical issues.
- **Monitoring and Reporting** – Real-time monitoring tools and regular performance reports to verify SLA compliance.
- **Compensation for SLA Breaches** – Description of any credits or penalties provided for failing to meet performance or uptime commitments.
- **Disaster Recovery and Failover** – Details on redundancy and failover processes to ensure continuous service during outages or disruptions.



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### V. COOPERATIVE APPLICATIONS

If two or more organizations plan to share responsibility for carrying out the main work of the grant, then those organizations may partner as co-grantees with one organization being designated as the “lead”. However, each organization will be equally responsible for the performance and financial obligations. This relationship need not result in a new legal entity being formed, but some form of a contractual relationship must be documented and submitted that reflects the roles and responsibilities of the party.

If one organization will be responsible for the overall work of the grant, with other organizations performing separate and distinct functions to serve or aid that principal effort, then such other organizations must be procured by the prospective applicant as a subgrantee or subcontractor.

**Subcontractors and subgrantees cannot be identified in a bid proposal response or bid proposal budget unless they were competitively procured for the intended purpose prior to the submission of the bid/proposal.** The prospective applicant must ensure that the identified parties were properly procured, or the proposal must be rejected.

All professional qualifications required of the primary provider must also be met by any subcontractors, and these qualifications must be described in the proposal.

#### DEFINITIONS

**[Grantees]** Grantees are defined as “a recipient of funds under a grant or grant agreement. Synonymous with ‘Recipient’.

**[Sub-grantees]** Sub-grantees are synonymous with sub-recipient which means a non-Federal entity that receives a subaward from a pass-through entity to carry out part of a federal program.

**[Sub-contractors]** A sub-contractor is a vendor that provides goods or services to the contractor.

(Please note: DESC’s procurement policy follows the guidelines set forth in the Workforce Development Agency, [Policy Issuance 24-36](#). DESC’s procurement guidelines will also follow guidance as set forth by the Grantor supporting contracted services as a result of this competitive bid process.

### VI. AWARD, TERM AND RENEWAL INFORMATION

If a contract is awarded as a result of this RFP, it will be a **vendor-based** contract. **The period of performance will be for a minimum of one (1) year and not earlier than April 1, 2025 and not later than March 31, 2026.**

Award amounts will be determined solely at DESC’s discretion after review and evaluation of the proposals. If more than one contract is awarded pursuant to this RFP, the applicant acknowledges and understands that contract award amounts may differ between vendors and that the determination is made at DESC’s sole discretion.

**Based on performance during the initial contract period and contingent upon availability of funds, the contract may be extended for four (4) one-year (1) renewal options. Multi-year contractual engagement must not exceed sixty (60) months from the date of the executed initial contract.** Any renewal option exercised under this contract is effective only after approval by the DESC Board of Directors and/or the President, as required.



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In the event that additional funds become available, DESC reserves the right to use such funds to select additional providers from proposal applications received in response to this RFP. If no funds or insufficient funds are appropriated to DESC, or if funding is otherwise unavailable during the period of payment due under the contract, then DESC, upon written notice to the vendor, shall have the right to amend or terminate the contract without any penalty or expense to DESC.

### VII. PROPOSAL REQUIREMENTS

Accuracy and Completeness of Information: All information pertaining to the prospective applicant's approach in meeting the requirements of the RFP shall be organized and presented in the prospective applicant's proposal. The instructions contained in this RFP must be strictly followed.

Accuracy and completeness are essential. Omissions and ambiguous or equivocal statements will be viewed unfavorably and may be considered in the evaluation. Since all or a portion of the successful proposal may be incorporated into any ensuing contract, all applicants are further cautioned not to make any claims or statements that cannot be subsequently included in a legally binding agreement.

**Ambiguous or inaccurate budget information is a basis for proposal disqualification.**

### VIII. RFP PROCESS AND PROCEDURES

#### A. Questions, Question Deadline and Responses to Questions

Should a vendor have any questions about this RFP or be in doubt as to the true meaning of any portion of this RFP or find any patent ambiguity, inconsistency, or omission herein, the prospective vendor must make a written request for an official interpretation or correction.

Prospective vendors are advised that no oral interpretation, information, or instructions provided by an officer or employee of DESC shall be binding upon DESC. DESC will only honor questions submitted in writing.

All questions regarding the RFP shall be received by email no later than **January 13, 2025 at 5:00 PM (EST)** to [procurement@detempsol.org](mailto:procurement@detempsol.org).

To be properly received, Email Subject line must include **Questions for UCAAS 2024 RFP**

Responses to questions will be available by **January 15, 2025 at 5:00 PM (EST)** and available at this link: <https://www.descmiworks.com/opportunities/rfps-and-rfqs/>

DESC does not guarantee a response to questions received after the question deadline. NO TELEPHONE CALLS WILL BE ACCEPTED.

**ALL INQUIRIES MUST BE VIA EMAIL** at [procurement@detempsol.org](mailto:procurement@detempsol.org).

#### B. Preparation of Proposals

DESC reserves the right to reject proposals that do not meet these requirements and they may not be evaluated. **Do not include** embedded links to external information in proposal submissions. Links provided in response to this RFP will not be evaluated. Applicants must provide written notice in the proposal of intent to take exception to any requirements of the RFP. Such exceptions may reflect negatively on the evaluation of the proposal. Information detailed below must be



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provided for all entities identified as co-grantees in the proposal.

### 1. **Proposal Response**

Must be composed in a single document and entitled **UCAAS 2024 RFP Response** unless stated otherwise. Acceptable document formats are MS Word or PDF. Proposal response or attachments should not be handwritten, should be of good copy, quality, readable and legible. Each page should be numbered in this format '*n of N*'.

**Page limits** for the RFP response:

- Single applicant proposals are limited to Twenty (30)-pages; double-spaced using a 12-point font unless stated otherwise in the preparation directions.
- Two (2) or more Co-applicants are limited to Thirty (40)-pages; double-spaced using a 12-point font unless stated otherwise in the preparation directions.
- **Page limits do not apply to** financial documents, technical response, price proposal, subgrantee and/or subcontractor agreement documents or required attachments (exhibits, resumes, organizational charts, etc.).

Proposal response should be composed as follows:

**Table of Contents** (listing all documents submitted for response to this RFP)

#### **A. Summary**

Provide a one (1) page summary outlining your organization's background, history, and relevant experience. Include details such as the organization's founding, key milestones, areas of expertise, and notable accomplishments related to providing UCaaS and CCaaS solutions.

#### **B. Qualifications**

Applicant shall provide the following information that describes qualifications to successfully carry out activities described in the RFP. **This information must be provided for all entities identified as co-grantees in the proposal.**

1. Describe the number of years of experience you have providing scope of work services to agencies such as public, non-profit organizations, federal grant-funded recipients.
2. Attach Entity's business registration documentation registered to conduct business. (e.g. corporation., LLC, sole proprietor, partnership, etc.) Include 501 (c)3 papers (if applicable).

#### **C. Performance History**

The applicant shall provide the following information that demonstrates a proven track record. **This information must be provided for all entities identified as co-grantees in the proposal.**

1. **References.** Provide at least three (3) customer references that your company provided similar services (as described in this RFP scope of work), by your company- who can attest to the qualifications presented in this bid.
2. **Customer Reference Detail.** Provide contact information for each customer reference



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listed above. Contact information should include: Customer name; site address, city, zip code; contact telephone number and/or email address.

3. **Describe** up to two (2) situations where project deadlines were not met according to the initial project plan. Explain the challenges encountered, the steps taken to address them, and the outcomes.
4. **Contract Termination Information.** Indicate if the Applicant has had any contract terminated for any reason within the last three (3) years. If applicable, provide details including the reason for termination, the scope of the contract, and any steps taken to address the issues leading to termination
5. **Claims or Lawsuits.** Indicate if any claims or lawsuits have been brought against the individual or organization within the last five (5) years.

### **D. Administrative Capacity**

Applicants shall provide the following information to determine the administrative capacity necessary to manage and implement services and support DESC throughout the term of a contract, if awarded as a result of this RFP.

1. **Attach** a chart showing your structure, key staff, and team members assigned to this project, including their roles..
2. **Attach** Resumes of Key Staff on your team that may be assigned to complete scope of work activities for DESC. Information must include, as applicable:
  - i. Name.
  - ii. Title.
  - iii. Place of legal employment.
  - iv. Relevant education, certifications and Training.
  - v. Skills and experience specific to UCaaS/CCaaS implementation, integration, and ongoing support.
  - vi. Years of experience with projects of similar size and scope
  - vii. Detailed description of their anticipated role and responsibilities for this proposal.
3. **Describe** process for tracking and managing project hours, including tools or software used and methods for reporting progress to DESC.



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### **E. Service Delivery Description**

The applicant shall provide a response describing Applicant's ability to provide a solution that effectively achieves the stated objectives in this RFP. **This information must be provided for all entities identified as co-grantees in the proposal.**

Applicants should provide a written response in answering the following questions below.

#### **1. Features.**

Use **Form C: UCAAS 2024 RFP Features Response Form** to provide a response indicating the following:

- Applicant's proposed solution provides required features.
- Solution complies with the requirements detailed in the scope of work for each feature listed. Highlight any optional or value-added features that set your solution apart.

#### **2. Project Management.**

- a) Describe your ability to provide a dedicated project manager responsible for implementation, scheduling, go-live, and transition to Day 2 support.
- b) Provide a high-level project implementation plan, including an installation schedule, go-live, and post-implementation support. Include key milestones and describe your approach to meeting the April 1, 2025, deadline specified in the Scope of Work.
- c) Explain how your team manages unforeseen challenges to keep projects on schedule.

#### **3. Installation.**

- a) Describe how your solution will handle provisioning and configuration of existing devices, including compatibility checks, processes, and timelines.
- b) Explain your process for assessing existing hardware, including criteria for reuse, replacement, or upgrades, and how results will be communicated to DESC.
- c) Describe how you will prepare DESC's network for the new solution, including necessary adjustments such as VLAN setup or firewall changes.
- d) Provide details of documentation and technical guidance and support available during installation to assist DESC's team.

#### **4. Training, Pre- and Post- Installation.** Applicants should provide a response to the following:

- a) Describe training that will be provided, and skills demonstrated pre-installation.
- b) Describe training that will be shared, and skills demonstrated post-installation.
- c) Describe support that will be available to DESC post implementation.



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### 5. Phone Devices and Capacity

**Refer to Form B: UCAAS 2024 RFP Device and Capacity Response Form** to provide a response to this section. **Form C** should be submitted as a separate document with Applicant's response.

### 6. Integration – O365

Applicants should provide a response describing how the proposed solution provides a deep MS Teams integration that reduces the need for a separate softphone application. Provide a response to the following:

#### Integration Scope and Capabilities.

- a) Describe how your solution integrates with O365, including SSO, Outlook, and MS Teams.
- b) Describe any limitations or known compatibility issues with O365 components.

#### Teams Integration

- c) Describe how your solution leverages MS Teams as a unified communications hub.
- d) Describe specific features supported within Teams (e.g., presence syncing, click-to-call, meeting scheduling).

### 7. Security / HIPAA Compliance

- a) Applicants should describe the security measures that will protect the proposed solution, including end-to-end encryption, multi-factor authentication (MFA), and compliance with HIPA and GDPR standards.
- b) Provide documented support (BAA or similar) demonstrating proposed solution is HIPPA compliant. Attach as a separate PDF document.

### 8. Disaster Recovery

Applicants should describe how the proposed solution would act in the following situations:

- a) Local power or internet outage.
- b) Data center outage/inoperability.
- c) Carrier inoperability.
- d) Provide an overview of redundancy and failover processes to ensure uninterrupted service.



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### **9. Conferencing**

- a) Detail the conferencing features included in your solution (e.g., video, web-sharing, audio).
- b) Provide details on participant limits, feature restrictions, and any additional costs associated with conferencing capabilities.
- c) Describe any accessibility features that ensure inclusive use.

### **10. Downturn Clause**

- a) Applicants are requested to provide a response detailing ability to provide downturn clause. in addition,
- b) Applicants are requested to provide example clause detailing the following downturn items:
  - i. Notice period for reducing services or licenses.
  - ii. Process for adjusting ongoing costs to reflect the reduction in services.
  - iii. Any applicable fees or limitations for invoking this clause.

### **11. Spam Compliance and 10DLC Standards**

Applicants should describe robust tools that ensure compliance with industry standards to facilitate effective communication. As it relates to standards detailed in the scope of work section, provide a response describing:

- a) Tools to manage spam compliance.
- b) Experience with SMS compliance to 10DLC standards.
- c) Automated auditing and reporting features.
- d) Integration of spam compliance tools.

### **12. Open API and Integration Capabilities**

- a) Describe the Open API capabilities of your solution, including support for real-time data retrieval and updates.
- b) Provide examples of integrations with common BI tools or platforms.
- c) Explain the documentation and support available for implementing and maintaining integrations.

### **13. Performance, Uptime, and Service Level Agreements (SLAs)**

- a) Describe your solution's performance standards, including guarantees for system reliability and low latency.
- b) Provide a summary of historical performance data for the past three (3) years.
- c) Provide 2-3 examples of reported performance issues or downtime, describing how each issue was managed and resolved.
- d) Include a copy of your Service Level Agreement (SLA), detailing response times, escalation processes, and compensation for SLA breaches.



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### 14. **Service Delivery Description – Video Recording Demonstration Response**

Refer to Attachment 3 included with this RFP for requirements.

#### **F. Price Proposal**

Bidders are requested to make a

shows all proposed costs.

If a contract is entered into as a result of this RFP, DESC will not provide reimbursement for any activities outside of the agreed terms and conditions.

**Please complete and submit Table 1: UCAAS 2024 RFP Price Proposal Response Form (Excel workbook) included with this RFP:**

Please include and/or attach additional commentary, narrative or supporting documentation to support costs detailed in Table 1. Detail any assumptions related to price proposal, as required. Describe any limitations (number of users, usage charges, etc.).

#### **G. Financial Fit and Capacity.**

Applicants shall complete and include with proposal response **DESC Financial Fit Attestation Form** included with this RFP. Form should be submitted as an attachment with RFP proposal response.

*Note: any applicants and/or proposed co-grantees, subcontractors or other partners deemed by DESC to be financially insolvent are subject to disqualification. A contract may not be awarded without a determination of Financial Fit and Capacity as it relates to this RFP. Contracts executed may be terminated if financial solvency is not maintained.*

#### **H. DESC Cover Sheet (Form A)**

This document must be submitted as a separate attachment with RFP proposal response. Template is included as an attachment with this RFP. **This document must be signed and submitted as a separate attachment with RFP proposal response.** Form A must detail the full legal name and business address of the prospective subrecipient, including a street address if different from the mailing address, and must be signed and dated by the person or persons authorized to bind the prospective subrecipient. **A Separate cover sheet (Form A) is required for each co-grantee, detailed in the response.**

#### **I. Representations and Certifications**

This document must be submitted as a separate attachment with RFP proposal response. Template is included as an attachment with this RFP. Provide as applicable below.

If registered with [www.SAM.gov](http://www.SAM.gov), provide Representations and Certifications Report; otherwise, If not registered with SAM.gov, complete and provide DESC Representations and Certifications for RFP Offerors as provided in this RFP. **This information must be provided for all entities identified as co-grantees in the proposal.**



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### **J. Co-Grantee Agreements.**

If two or more applicants are submitting a proposal as co-grantees, the response must include a Memorandum of Understanding (MOU) that clearly outlines the roles and responsibilities of each partner. MOU must state that all co-grantees are equally responsible for performance and financial obligations and signed by authorized Agents of each entity. Agreement must be included with Attachments as described below. Acceptable file formats are MS Word or PDF. Agreement response must be composed in a separate document and **include MOU Agreement in the title of the file.**

### **K. Subgrantee and/or subcontractor agreements section (if applicable)**

Subgrantee and/or subcontractors that will receive funds as a result of this competitive bid process must be procured. For each subgrantee or subcontractors identified in the RFP response, the following documentation must be provided:

- a) RFP/Q Solicitation detailing issue and response dates.
- b) Bid list or copy of the advertisement.
- c) Awarded Applicant(s) response.
- d) The summary document listing all respondents and scores/rankings.

Agreement response must be composed in a separate document and **include Subgrantee Agreement in the attachment's title.** Acceptable file formats are MS Word or PDF. **This information must be provided for all entities identified as co-grantees in the proposal.**

## **2. Changes in Proposal Requirements**

DESC may make changes to the requirements of this RFP as it deems necessary. Such changes will be in writing, issued by DESC and will be publicized or sent to applicants who have formally identified themselves as a potential vendor. If changes are made, DESC may, at its discretion, extend the time allowed for submission of proposals.

## **3. Submittal Information**

Prospective vendors shall submit their proposals in the following order and must contain the elements listed below, including all applicable attachments.

### **Table of Contents**

#### **A. Proposal Response, required.**

- 1) Summary
- 2) Qualifications
- 3) Performance History
- 4) Administrative Capacity
- 5) Service Delivery Description. Provide *DESC Form B: UCAAS 2024 RFP Features Response Form*
- 6) Price Proposal using *Table 1: UCAAS 2024 RFP Price Proposal Response Form* (provide quote explanations / narrative as separate documents as needed).



## UCAAS 2024 RFP

- B. **Financial Fit/Capacity Attestation Form**, required.
- C. **DESC Cover Sheet (Form A)**, required.
- D. **Representation and Certifications** required.
- E. **Co-Grantee Agreements**. (if applicable)
- F. **Subgrantee and/or subcontractor Agreements** (if applicable)

### C. Submittal Instructions

1. Proposals must be received electronically on or prior to the exact date and time detailed herein.
2. Attachments should be of good copy, quality, and legible.
3. Do not include embedded links to external information in proposal submissions. Links to external information provided in response to this RFP will not be evaluated.
4. Responses must be received no later than **January 27, 2025 at 5:00 PM (EST) by email to: [Procurement@detempsol.org](mailto:Procurement@detempsol.org)**. Files submitted via email must not exceed 25 MB.
5. To be properly received, Email Subject line must include **Response to UCAAS 2024 RFP**

**Important Note:** Allow ample time for submitting your proposal. DESC strongly encourages submitting at least one business day prior to due date above. DESC will not extend the submission deadline due to technical issues or outages.

Due to the nature of this solicitation, proposal email submissions that include DESC staff will not be accepted. Confirmations of proposals received will be provided within 48 hours of receipt.

**DESC WILL NOT ACCEPT PAPER / HARD-COPY OR LATE PROPOSALS.**

### D. Changes in Facts

Applicants shall advise DESC during the time the proposal is open for consideration of any changes in the principal officers, organization, the financial ability of, or any other facts presented in the proposal with respect to the applicant or the proposal immediately upon occurrence.

### E. Communications

Applicants must submit all inquiries related to this RFP in writing to [procurement@detempsol.org](mailto:procurement@detempsol.org). Due to the competitive nature of this procurement, prospective applicants should refrain from communicating with DESC staff or stakeholders regarding elements of this procurement opportunity. Individualized technical assistance is not available to assist in completing a response to this RFP. DESC reserves the right to disqualify an Applicant's proposal from evaluation for failure to comply with requirements of this RFP.

### F. Evaluation Procedures, Oral Presentations, and Site Inspections

Following the receipt of the applicant's proposal, a DESC designated evaluation committee will evaluate each response. All proposals which meet the required format of this RFP will be evaluated. Any proposal determined to be non-responsive to the specifications or other requirements of the RFP, including instructions governing submission and format, will be disqualified unless DESC



## UCAAS 2024 RFP

determines, at its sole discretion, that noncompliance is not substantial or that an alternative proposal by the prospective vendor is acceptable.

DESC reserves the right to request additional information to amplify, clarify, or support proposals. DESC also reserves the right, at its own discretion, to request oral presentations regarding proposals received in response to the RFP. Failure to make an oral presentation after one is requested by DESC will be grounds for rejection of your proposal.

Applicants will be notified by DESC of the date, time and location for any pre-award survey, site inspection, or oral presentation, if one is requested. A final determination will be made by DESC after any pre-award survey, site inspection, or oral presentations are completed.

Applicant programs will be evaluated in accordance with the criteria listed below. Please note, only finalists will be invited for an oral presentation, as required. DESC reserves the right to award or reject funding for a proposal. Decisions regarding applicant proposals are the final determination of DESC.

CATEGORY		MAXIMUM POINTS POSSIBLE
A.	Summary	20
B.	Qualifications	20
C.	Performance History	30
D.	Administrative Capacity	30
E.	Service Delivery Description	300
F.	Price Proposal	50
G.	Financial Fit/Capacity	Pass/Fail
TOTAL MAXIMUM POINTS – Written and Video Proposals		450

### G. Pre-Award Termination of RFP process

DESC in conjunction with the MWDB reserves the right to cancel this RFP in part or in its entirety, to accept or reject any or all proposals received, to waive any non-conformity, to re-advertise for proposals, or withhold the award for any reason DESC determines, and to take any other appropriate action regarding this RFP that is in the best interest of DESC.

DESC reserves the right to negotiate with all qualified entities. This RFP does not commit the MWDB or DESC to award a contract, to pay any costs incurred in the preparation of a proposal under this request, or to procure or contract for services.

### H. Requests for Feedback and Information

A request for information related to this request for proposals can be made in writing via email to [procurement@detempsol.org](mailto:procurement@detempsol.org). Include FOIA Request in the subject line. Describe the records you seek and the format (hard copy or electronic). Provide the Requestor's name, email address, physical street address and contact phone number.



## UCAAS 2024 RFP

### **I. Contract Negotiations/Stipulations**

The RFP is competitive. Each proposal should be submitted in the most favorable terms that the prospective vendor can submit from a technical and price standpoint. The offer is subject to negotiation, but costs cannot increase during contract negotiation unless required by DESC.

All contracts with DESC in excess of \$10,000 are subject to termination for cause, and for convenience by DESC. DESC will not enter into a contract with any person or entity that has been debarred or suspended from contracting with any Federal or State governmental unit. All prospective vendors must accept DESC's contract boilerplate language or have a negotiated revision to said language on file with the DESC. DESC's standard contract provisions can be provided upon request.

DESC has the right to terminate the negotiation process, at any time for default, or for convenience, at the sole discretion of DESC.

### **J. Contract Approval**

Upon award of a contract, pursuant to this RFP, DESC and the applicant shall execute a contract that shall contain all contractual terms and conditions in a form provided by DESC. No contract shall become effective until the contract has been approved and executed by DESC. Prior to the completion of this approval process, the vendor shall have no authority to begin work under the contract. The Chief Financial Officer of DESC shall not authorize any payments to the vendor prior to such approvals; nor shall DESC incur any liability to reimburse the vendor regarding any expenditure for the purchase of materials or the payment of services.

### **K. DESC Performance Monitoring and Evaluation Procedures**

DESC may conduct periodic monitoring and evaluation of all vendors to determine contractual compliance relative to funding requirements and guidelines, performance outcomes, quality of operation, and/or customer service. Based on the results of the evaluation or monitoring efforts, DESC may request performance improvement plans. In instances of significant performance or compliance deficiencies, DESC may place the contractor on a corrective action plan.

### **L. Modification of Services and Funding**

DESC reserves the right to modify the services provided by vendors awarded a contract during the contract period. Any modification and resulting changes in pricing shall be made by amendment to the contract and the vendor and DESC.

DESC also reserves the right to decrease or increase contract amounts during the life of the contract, based on the utilization of funds, vendor performance, and the availability of funds, or as further described in the contract.

Any individual/organization applying under this RFP must be willing to adapt its proposal to specific funding guidelines or changes in DESC's, state, or federal regulations or policies.

Prospective vendors may be required to submit cost, technical, or other revisions of their proposal that may result from negotiations.

### **M. Terms and Conditions**

The successful applicant will be expected to enter into a contract with DESC which will contain the Terms and Conditions outlined in a separate document that can be found on DESC's website at <https://www.descmiworks.com/opportunities/rfps-and-rfqs/>.

## ATTACHMENT 1 - UCaaS and CCaaS Features List

*Below is a list of required communication features for this RFP.*

Line	UCaaS Feature
1	Adhoc and on demand Call Recording
2	Auto-attendant
3	Call Analytics & Reporting
4	Call Forwarding, Transfer, Hold, Blocking
5	Call Groups
6	Call Queues
7	End-to-end Encryption
8	File Sharing and Real-time Collaboration
9	HD Voice Calls
10	HIPAA, GDPR, Compliance
11	IVR
12	Mobile & Desktop Apps (iOS, Android, Windows, Mac, Linux)
13	Multi-factor Authentication (MFA)
14	Multi-party Video Conferencing
15	Paperless Fax (In Application and Fax-to-Email)
16	Presence Indicators
17	CRM Integrations
18	Screen Sharing
19	Softphone Support
20	Team Chat (1:1 and Group)
21	Teams Integration
22	Virtual Backgrounds
23	Visual Voicemail
24	Voicemail with Transcription

**ATTACHMENT 1 - UCaaS and CCaaS Features List***Below is a list of required communication features for this RFP.*

Line	CCaaS Feature
1	Agent Performance Monitoring
2	Call Routing
3	Custom Disposition Codes
4	Audit and Compliance Recordings
5	Call Encryption and Secure Data Handling
6	Call Escalation Options
7	Call Metrics (Hold Times, Abandon Rates, etc.)
8	Call Recording for Quality Assurance
9	Campaign Management
10	CRM Integrations
11	Dynamic Call Routing
12	HIPAA, GDPR, Compliance
13	Multi-language IVR
14	Natural Language Processing (NLP)
15	Omnichannel Support (Voice, Email, SMS, Chat)
16	Outbound Dialing (Predictive, Power, Auto)
17	Post-Call Surveys (via IVR, SMS, or Email)
18	Queue-based Routing
19	Real-time Call Monitoring (Whisper, Barge)
20	Real-time Dashboards
21	Script Guidance and Call Notes
22	Self-service Options for Customers
23	Skills-based Routing
24	Social Media Integration
25	Unified Agent Desktop (All Channels)
26	Workforce Management (Agent Scheduling, Forecasting)

**ATTACHMENT 2 - DESC Current Environment Fact Sheet***Below are details related to DESC's current environment*

Line	UCaaS	Description
1	Administrators	6 Administrators 1 super Admins 1 Billing Admin 2 Call Queue Admins
2	Licences/Extensions	445
3	Call Groups	24
4	Call Queues	16
5	Call Volume Monthly	Avg Inbound: 87,000 Avg Outbound: 72,000 Avg Intra PBX: 5,000
6	SMS Volume Monthly	60,000
7	DESC Office Locations	11
8	Number of IVRs/ Virtual Receptionists	26
9	Device Models	Polycom VVX 310 IP Phone Yealink SIP-T42S IP Phone Yealink SIP-T42U IP Phone Yealink SIP-T46S IP Phone Yealink SIP-T21P_E2 IP Phone Yealink SIP-CP960 IP Phone Yealink SIP-T46S IP Phone Yealink W60B IP Phone Algo Algo-8201 IP Phone Algo 8036 SIP Multimedia Intercom ATA Grandstream HT802
10	Office 365 License Type within DESC	O365 E1 O365 E3
Line	CCaaS Feature	Description
1	Center Agents	15
2	Center Supervisors	1
3	IVRs	10
4	Custom Disposition Codes	25-60
5	Dashboards	4 Live Dashboards
6	Report Admins	2
7	Call Volume	Average Inbound: 8,600 Average Outbound: 250
8	Administrators	3 Administrators



Detroit Employment Solutions Corporation  
**ATTACHEMENT 3: UCAAS 2024 RFP**  
**Service Delivery Response Requirement**

In response to this section of the RFP, Applicants must submit a video recording in MP4 format demonstrating the required functionality outlined in the Scope of Work. The demonstration must address how the proposed solution meets DESC's needs and align with the requirements in the **Current Environment Fact Sheet** and **Attachment 1: DESC UCaaS and CCaaS Features List**.

**File Format and Submission**

- **File Format:** Submit a video in MP4 format.
- **Video Length:** The video demonstration should not exceed **45 minutes**.
- **Title:** Name the video file: **UCAAS 2024 Demo**.
- **Additional Documentation:** Attach any supporting documentation that further explains or supplements the demonstration.

**UCaaS Minimum Demonstration Requirements**

1. Administrator Experience:
  - a. Demonstrate where administrators add new users, assign roles and permissions, and configure the system.
  - b. Managing site-specific configurations.
  - c. IVRs and call queues, including where these options are located and how they are configured.
2. User Experience:
  - a. Showcase the key features available to users via the UCaaS desktop application, and separately thru Microsoft Teams:
  - b. Making voice and video calls.
  - c. Sending SMS, fax messages, and Team messages.
  - d. Highlight any functionality differences between the Desktop application and the integration with Microsoft Teams.
3. Reports and Dashboards:

Provide an overview of the reporting and dashboard functionalities available to administrators and supervisors, including tools to monitor system usage and performance.
4. Key Differentiators:

Highlight any features or capabilities that set the UCaaS platform apart from competitors. Include anything innovative or unique that would benefit DESC's operations.



Detroit Employment Solutions Corporation  
**ATTACHEMENT 3: UCAAS 2024 RFP**  
**Service Delivery Response Requirement**

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## **CCaaS Demonstration Requirements**

1. Administrator Experience:
  - a. Quickly walk through the CCaaS administrative interface, showing key features for managing users, permissions, and tools.
  - b. Demonstrate live dashboards and reporting features specific to call center operations.
2. Call Handling and Customization:
  - a. Showcase how calls are handled, including answering, transferring, and managing calls.
  - b. Demonstrate how custom after-call dispositions are created and managed, allowing DESC to customize call outcomes.
3. Integration with UCaaS:
  - a. Show how a call can be seamlessly transferred between the CCaaS and UCaaS systems.
  - b. Demonstrate how the directory integrates across platforms, providing a unified experience for agents and users.
4. Agent Experience:

Provide an overview of the agent interface, including call management, queue handling, and tools available to enhance agent productivity.
5. Key Differentiators:

Highlight any features or capabilities that set the CCaaS platform apart from competitors. Include anything innovative or unique that would benefit DESC's operations.