



**Request For Proposals
Licking Valley Local Schools
Newark, Ohio
Phone Call Processing/Voice Mail System**

Electronic bid proposals must be submitted to:
Scott Beery, Superintendent
beerys@lickingvalley.k12.oh.us

Mail/Hand Delivered proposals must be submitted to:
Licking Valley Local Schools
ATTN Scott Beery, Superintendent
1379 Licking Valley Rd NE
Newark, OH 43055

Proposal Deadline: Friday, March 14, 2025, at 12:00 Noon.

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NOTICE TO BIDDERS

Licking Valley Local School District is accepting proposals for **Licking Valley Phone System Project** until **12:00 pm on March 14, 2025** and will be opened immediately after. Proposals received after this deadline will not be considered.

Proposals may be submitted electronically to beerys@lickingvalley.k12.oh.us or by physical copy at Licking Valley School District at the district office located at 1379 Licking Valley Rd, NE, Newark, Ohio 43055.

The project involves a call processing/voice mail, an IP-based phone system and proposals will be evaluated based on cost, technical capabilities, timelines, experience, training, proposal quality, and performance.

The RFP document, including detailed specifications, evaluation criteria, and submission requirements, is available at <https://www.lickingvalley.k12.oh.us>.

Licking Valley reserves the right to reject any or all proposals, waive irregularities, and accept the proposal deemed in the district's best interest.

A Pre-Bid meeting will be held February 14, 2025, 9:00 AM at the district office.

All questions should be directed to Scoot Beery at beerys@lickingvalley.k12.oh.us.

Introduction

Licking Valley Local Schools is requesting proposals for a call processing/voice mail, an IP-based phone system. This RFP will identify the technical needs of the call processing/voice mail system requirements, the procedural expectations, and the format for response. The selected system should enhance communication reliability, scalability, and efficiency while ensuring cost-effectiveness and long-term support. The new phone system will replace the existing system and must be compliant with the district's technology standards and operational requirements.

This RFP is issued for the purpose of negotiating a contract for IP based telephone systems. If a contract solution is reached, Licking Valley Local Schools expects to work within a mutually agreed schedule while meeting or exceeding set deadlines. This document specifies criteria for aspects of this project. Failure to adhere to these criteria is grounds for dismissal.

Scope of work

The scope of this RFP includes:

1. Integration with existing district communication and IT infrastructure.

- The proposed solution must integrate with current Licking Valley Schools communication and IT infrastructure. Should the proposed solution include a new provider of incoming phone service other than the existing BCMOne/nexVortex service utilized by Licking Valley Schools then the new service proposed must be included in the proposed costs with all services described in detail, including one time and recurring (monthly and/or annual).

2. Installation and Configuration

- Approximate count of Buildings and Stations Needed

	Station Counts			
	Basic	Room	Conference	Executive
District Office	8	0	1	2
Elementary School	74	3	7	4
Middle School	52	2	3	2
High School	70	2	4	3
Athletic Fieldhouse	1	0	0	0
Active Stations	205	7	15	11
Spare Units	20	3	3	3

Total Stations Requested	245	10	18	14
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NOTE: Station descriptions are as follows:

- **ATA** is an analog converter to allow analog devices such as fax machines and old analog phones access to the system.
- **Basic** is any entry level phone used by the majority of users. Most of these will be placed on teacher desks in classrooms. These phones must include speakerphone capability. Phones must contain at least five programmable buttons, and a digital screen for the purpose of labeling these buttons (no paper cards). Voicemail indicator and basic display are also requirements of these phones.
- **Room** phones are basic phones which do not require voicemail boxes. These would be located in shared locations such as staff workrooms. These phones may or may not include speakerphone capability.
- **Conference** room phones are phones that will be located in conference rooms. These phones require speakerphone capability. These phones could be located on a wall mount but could be temporarily removed from the wall and placed on a table for conference calls and webinars.
- **Executive** phones are to be used by secretaries, support staff, and administrators. These phones will be placed on a desk and would require speakerphone capability. These phones must also have access to customizable speed dial buttons for a minimum of 40 users (utilizing multiple pages of the digital display). Button labels must be displayed on a digital display screen. They must also display the status of users and extensions, indicating if the user is already on the phone. These phones must also provide optional integration for wireless headsets (this must integrate directly with the phone and not require a “handset lifer” of any kind).

NOTE – Basic, Room, and Conference stations must be wireless. Executive stations may be wired or wireless.

3. System Features and Requirements

It is the goal of Licking Valley Local Schools to obtain an IP based system that will provide seamless uniformity throughout the entire school district. It is the expectation of Licking Valley Local Schools that the vendor will make every effort to present the system which best fits its goal. Proposed systems should include options for both district hosted AND cloud hosted configurations, if applicable. Pricing should be separated for both district hosted and cloud hosted solutions.

Below is a high-level summary of anticipated equipment and services.

One (1) SIP Trunking Voice Service Plan including:

- Unlimited concurrent calls
- 15,000 inbound DID minutes
- 15,000 outbound minutes (US 48 & Canada)
- 25 DID (new or ported, caller ID name)
- Autodetecting disaster recovery
- Maximum 1.8 cent calling overage rate
- 1 Toll-Free number
- Fully loaded DID bundle (25 pack)

Approximately 10 analog devices located throughout the district for devices such as fax machines, elevator lines, etc.

The following overview provides a description of the features Licking Valley Local Schools expects to have available in the new system:

- **Networking:** It is expected that the proposed system will utilize existing infrastructure components. The vendor will work with district technology staff to establish and configure any VLANs that may be required. Vendor proposals should include options for wired AND wireless phone stations for evaluation based on the Station Counts table and notes.
- **State of the Art:** The proposed system should be an IP based system that provides high quality voice communication and scalability for future growth. Administration and maintenance of the system should be user friendly. Moves and changes should be easily managed by technology staff without the need for system reconfiguration or reprogramming.
- **On-Site Installation:** Licking Valley Schools expects the vendor to configure the system according to the guidelines provided during the implementation and planning process. Phone extension lists, auto attendant menus, directory names, and any other information necessary to configure the system will be provided to the chosen vendor. Licking Valley Local Schools will work closely with the vendor to ensure functionality and configuration meet the needs and expectations of the district. Should the proposed system NOT include a replacement for incoming phone service to the district the vendor will work with the current provider (BCMOne/nexVortex) to ensure full functionality of the installed system. The chosen vendor will also be responsible for on-site installation and setup of all system components, including servers, call processors, phone stations, etc. It is expected that the base price provided will require on-site unboxing, placement, and connecting of the phone stations. Please include a price to have these tasks performed by your company.

- **System Management:** The system must support the ability for district system administrators to access the system management functions via a web browser without the need to install client software on administrative users' laptop and/or desktop computers.
- **Auto Attendant:** The primary phone number for each building may be directed to an auto attendance to reduce call volume for the secretaries. A menu tree will be utilized to direct callers to their intended department or staff member.
- **Scheduled Functionality:** The following functions should be available through an automated schedule:
 - During school hours (7:30AM – 3:30PM on weekdays) outside callers should be directed immediately to voice mail accounts for classroom teachers. Inter-district calls should still ring at phones at all times. Outside school hours, outside callers should be able to ring to a classroom phone if they enter the extension.
 - Outside school hours an alternative greeting should be available when the primary phone numbers are called that inform the caller the offices are closed. Despite this alternate greeting, all normal phone extensions and auto attendant phone menus should continue to function normally.
- **DID Usage:** Certain users will have DID numbers that ring directly to their phones without going through the auto attendant.
- **Long Distance Restrictions:** It is necessary that certain groups of phones be restricted from making long-distance calls. All other phones should require an authorized user to enter a security code prior to making long-distance calls.
- **Special Features:** The following are features currently set through existing phone/voicemail settings. Please indicate if the proposed system has more advanced solutions:
 - Attendance reporting – Currently parents call the primary number or attendance number of their student's school to report their child's absence. This requires a secretary to either answer the call or to listen to all messages in their mailbox in order to record absences.
 - Delay/Cancellation message: Currently parents receive instant notifications from the district should schools be closed or delayed. This requires the district to maintain an up-to-date list of all parents and students contact numbers. A feature which would allow parents that call the schools to determine whether the district is operating on a normal schedule or if the schedule is altered would be a helpful feature.
- **Unified Messaging:** Due to the mobility of certain staff, it is important that a variety of message delivery options be available including, but not limited to email delivery of voicemail messages. Additionally, the ability to forward voicemails from one extension to another (or multiple) extensions is necessary.

- **Multiple Ring, Call Forwarding, And Call Pickup:** It is necessary that secretaries and administrators have the ability to determine if another staff's phone is ringing (such as indication through a blinking light) and answer others' phones. Call forwarding of unanswered calls and the ability to ring the same number on multiple phones is also required (for example, if someone dials into the high school phone number and enters the automated attendant menu option to speak to a secretary, both secretary phones should ring the call).
- **Emergency Calling Procedure:** The chosen vendor will work with Licking Valley Local Schools to fully understand 911 and E-911 calling in this environment. It is imperative that the proposed system provide flexibility and extensive options regarding the responsible and productive use of 911 calling. Additionally, the system must integrate with the existing lockdown systems in use at the buildings.
- **Emergency Notification:** Licking Valley Local Schools requires the ability to page through the telephone's speaker system. It is also highly desired that the system integrates with existing public address systems at each of the three school buildings, which are from different vendors and have different ages.
- **Wireless Headsets and Handsets:** It is expected that secretary and administrator phones should be able to support integrated wireless headsets and handsets as optional add-ons. The support of wireless headsets and handsets is a requirement. Please include pricing for the headsets and handsets as part of optional pricing in your proposal.
- **Call Parking:** It is necessary to have the capability for a caller to be placed into a "park" and that the caller may be picked up on any phone in the system.
- **Extension Mapping:** Currently the district utilizes a five-digit extension system utilizing extensions beginning with 1 at the high school, 2 at the elementary school, and 3 at the middle school and district office. It is expected that current phone extensions can continue to be utilized with the new phone system.
- **Hunt Groups:** The system must include the ability to create hunt groups, thus allowing callers to call a single extension to reach staff members that work during the day in multiple locations (i.e. nurses, travelling staff).
- **Directory:** It is important that a directory showing people and room numbers be readily available to all users.
- **Voicemail:** It is expected that the base price includes adequate storage for all user voice mails. Please indicate the voicemail capacity in your proposal. Please feel free to include additional storage pricing in the optional pricing details of your proposal.
- **Missed Call History:** All phone stations must support the ability for users to access all missed calls with inbound phone numbers or internal extensions initiating the call clearly visible to the user in the event that the caller does not leave a voice mail.

- **Licensing:** It is expected that the base price should include perpetual licensing to meet all the requirements identified in the System Requirements section of this RFP. If perpetual licensing is not available this should be included in the annual maintenance costs section of your proposal.
- **Phone Additions and Replacements:** Phones should be able to be assigned to an extension and have any settings associated with that extension transferred to the phone through use of the telephone keypad, without a need to log into the phone management system via a computer.
- **Data Privacy and Security Measures to protect against cyber threats:** The system should include any and all features designed to protect the system and Licking Valley network infrastructure from cyber threats and any compliance requirements.

OPTIONAL FUNCTIONALITY

The following applications may require optional equipment or software. Please provide a brief description of the proposed systems' ability to meet the requirements. Pricing for the below requirements should be listed in the Optional Pricing section of your proposal.

- **Recording:** The ability to record-on-the-fly a phone conversation. Please also include details about how quickly this can be accomplished and if the system has the capability to record the entire phone call even if a portion of the call has passed before the operator decides it should be recorded.
- **Wireless Headsets:** Please include the unit cost of wireless headsets compatible with the secretarial and administrative phones.
- **Mobile And Remote Access:** Please indicate the availability and pricing of mobile and remote access to the phone system. This often takes the form of a smart phone app which allows calls to be received and sent, voicemail functions, and other phone functionality through the user's smart phone.
- **Operator Soft Console:** Please indicate if a soft console (computer software) is capable of clearly displaying the status of all system users.
- **Advanced 911 Features:** If not included in the base price, please indicate if optional features are available to alert key staff such as the secretaries, principals, and superintendent immediately if a 911 call is placed in the building or district. Additional reporting, such as the extension from which the call was placed is also of interest.
- **Reporting:** Please indicate what level of reporting is included in the base price. Also indicate if advanced reporting is available at optional pricing.

- **Music On Hold:** Please indicate if music on hold is included in the base price. Please describe if this uses an external audio source, or if it is built into the system.
- **PA System Integration:** Please include optional pricing for all hardware, software, and licensing to integrate paging and emergency alert notification through existing public address systems at each of the 3 school buildings.
- **Email Notifications:** It is desired that the system includes the ability for email notifications to be sent to staff members when voice mail messages are received and allow staff to listen to those voice mail messages via their laptop or desktop computer. Please indicate if this feature is available and if so, include a cost for the feature.

Training requirements

Please include in your proposal all available training options for district administrative and building staff along with costs for these services. Training options should include but not be limited to the following categories:

1. User Groups
2. Format and Delivery
3. Training Duration and Scope
4. Follow-Up Support

Proposals should include adequate live training for key district staff. District secretaries and administrators will receive this training on a schedule mutually agreed upon between the district and vendor. In addition to live training, it is expected that training material such as videos and user guides be available for the remainder of the district staff.

System warranty and maintenance

1. Warranty Periods
 - a. All bids must include warranty details in the proposal. It is expected that the base pricing will include a minimum 1-year warranty and maintenance agreement. Please indicate the price structure for additional years of maintenance in your proposal.
2. Support Levels
 - a. Define expected response times for critical, high, and low-priority issues (e.g., 4-hour response for outages).
3. Replacement Policies
 - a. Specify terms for replacing faulty hardware or providing temporary solutions during repairs.

Communications with Licking Valley Local School Staff

- All communications concerning this RFP must be submitted in writing to Scott Beery, Superintendent of Licking Valley Local Schools. Email to beerys@lickingvalley.k12.oh.us is the preferred method of communication. Only written questions submitted via email will be accepted. No response other than written, distributed by Superintendent Beery will be binding upon Licking Valley Local Schools. User departments may be called upon for clarification based on their area of expertise at the discretion of Superintendent Beery.

Proposal Requirements and Cost Breakdown

Proposals must include the following categories of information. All categories must be addressed completely and clearly in your proposal.

1. Vendor Information

- Company background and qualifications.
- Experience with similar projects in school districts.
- References (minimum of three).

2. Technical Proposal

- Proposed solution overview.
- Detailed technical specifications.
- Implementation plan and timeline.
- Compatibility with existing infrastructure.

3. Financial Proposal

- Cost breakdown for initial equipment, installation, and setup.
- Ongoing maintenance and support fees.
- Five-year contract cost option.

4. Additional Requirements

- Warranty terms and conditions.
- Service Level Agreements (SLAs).
- Training plan for district staff.

A pre-bid conference will be held on **Friday, February 14th, 2025, at 9:00AM in the Licking Valley District Office Conference Room, located at 1379 Licking Valley Road NE, Newark, Ohio 43055.** The Licking Valley District Office is located behind and at the north end of the Licking Valley Middle School building at the above address. Interested parties are invited to attend this conference for the purpose of addressing any questions submitted to the district. **All questions to be addressed during the conference must be submitted via email to Mr. Scott Beery, Superintendent at beerys@lickingvalley.k12.oh.us no later than 12:00 noon on Wednesday, February 12th, 2025.**

Cost Breakdown

- Proposals must follow the cost breakdown template provided in **Appendix 2**.
- A detailed breakdown of all one-time costs required to implement the proposed phone system, including:
 - Equipment purchase (e.g., phones).
 - Installation and configuration fees.
 - Initial training and documentation costs.
 - Any recurring maintenance, support, or licensing fees after implementation.
 - Include a “Total Cost of Ownership” summary
- List of references with contact information as described in the Consideration of Proposals section of this RFP. Respondents must provide references from at least three organizations similar to Licking Valley Local Schools (i.e. public schools with similar needs). At least one of the references must be from a public school district within 50 miles of Licking Valley Local Schools, located at 1379 Licking Valley Road NE, Newark Ohio 43055.
- Marketing material identifying the primary features of the system and phones included in the proposal.
- Any additional information that you feel is important to assist us in making an informed decision.
- If a proposal is submitted via email, all documents and files should be submitted in a single ZIP file.
- All pricing must be itemized at the component level as well as summarized when submitting your proposal. Proposals must include all costs associated with the project, both initial and recurring.
- It is assumed that all “Required Features” listed in the System Requirements section of this RFP will be included in the quoted base price included in the RFP response. In the event that a proposal is not capable of meeting a feature, that must be clearly indicated in the response. Failure to disclose this may be grounds for dismissal even after a vendor has been selected.
- Any additional cost or expenses relevant to the project must be included.

Timeline

Event	Date
RFP Issued	January 14, 2025
Vendor Questions Due	February 12, 2025, 12:00 Noon
Pre-Bid Conference	February 14, 2025, 9:00 AM
Proposals Due	March 14, 2025, 12:00 Noon
Proposal Evaluation	March 15-April 14, 2025
Vendor Selection	April 15, 2025

Contract Awarded/Implementation Planning Begins	May 13, 2025
Begin Installation	July 1, 2025
Project Completion/Sign Off	July 31, 2025

Implementation timeline

The following schedule represents current estimated major milestones. In the event you are not able to meet these milestones you much indicate this as part of your proposal and provide an alternate timeline.

Event	Dates
Implementation and planning with selected vendor	May 13 – July 1, 2025
Begin installation, training, and implementation	July 1, 2025
Project complete	July 30, 2025

While a detailed transition plan will be developed between Licking Valley Local Schools and the chosen vendor, proposals must provide the summary of a tentative plan to transition from the current phone system to the proposed system. This should include a timeline and details about downtime, and information regarding any phased approach (where the new system and the old system will work concurrently for a time).

Submission of Proposals

- The RFP must be received at the Licking Valley Local Schools District Office, Attention Scott Beery, Superintendent, 1379 Licking Valley Road NE, Newark, Ohio 43055 no later than the date and time set forth in the Request for Proposal. Interested bidders are invited to submit their proposals electronically to the following contact or in person.

Contact Name: Scott Beery
Title: Superintendent
Organization: Licking Valley Local School District
Address: 1379 Licking Valley Road NE, Newark, OH 43055
Phone: 740-763-3525
Email: beerys@lickingvalley.k12.oh.us

- Any proposal received after the designated time will be deemed late and will not be considered by Licking Valley Local Schools. Telephone or fax quotations in lieu of

the RFP Form will not be accepted. Licking Valley Schools cannot be responsible for lateness of receipt due to delivery delays.

- Verify your quotation before submission.
- All information requested in the Bid Submittal Documents shall be considered essential to the bid evaluation.
- Licking Valley Local Schools will not access any content sent to the above indicated email address prior to the end of the bid timeframe at 12:00 Noon on March 14th, but we can verify if an email was received from the vendor. To verify your email was received, please contact Mike Kelley, Director of Information Services at kelleym@lickingvalley.k12.oh.us.

Evaluation Criteria

Category	Weight
Cost and Financials	35%
Technical Capabilities	30%
Implementation and Timeline	10%
Vendor Experience	10%
Training and Support	10%
Performance Metrics and SLAs	2.5%
Overall Proposal Quality	2.5%

Awards

- Licking Valley Local Schools reserves the right to accept or reject any part of a submitted proposal, to accept the entire proposal from one vendor, to accept portions of the proposal from several vendors, or to reject all proposals submitted or waive any minor irregularity.
- Licking Valley Local Schools reserves the right to award by line item to more than one vendor and/or to award by group or any combination thereof.
- Award will be made to the responsive and responsible vendor based on the evaluation criteria and compliance with the proposal specifications and requirements as outlined in the evaluation criteria included in this solicitation. The award of proposal will be made in the best interest of Licking Valley Local Schools.
- During the evaluation phase, discussions may be conducted with vendors who submit proposals determined to be reasonably likely to be selected for award. These discussions are for the purpose of negotiations, clarifications, and to ensure full understanding of and responsiveness to the solicitation requirements. Proposers will be accorded fair and equal treatment with respect to an opportunity for discussion and revision of proposals. Licking Valley Local Schools may permit revisions, after submission and prior to award, for the purpose of obtaining the best

and final offers. In all events, Licking Valley Local Schools reserves the right to re-solicit the item(s) involved.

- Purchases made by Licking Valley Local Schools are not subject to Federal Excise Tax or State and Local Sales Tax. No taxes should be included in this RFP.

Invoicing

- Payment will be made by Licking Valley Local Schools after final delivery and acceptance of all items/services. However, final acceptance will not be made until after inspection and approval by Licking Valley Local Schools authorized representatives.
- Invoices will be paid within 30 days of receipt of invoice and within 30 days of notification receipt of goods and services by receipt. Computer-produced invoices are preferred. Invoices must contain the company name, the remit to address, the Licking Valley Local Schools purchase order number, and be invoiced with a corresponding invoices date after the purchase order date.

Assignment, Delegation, or Subcontract

- Except as may be specifically permitted by the RFP, vendor shall not delegate, subcontract, assign, or otherwise permit anyone other than the vendor's personnel to perform any of the work required under this contract, or assign any of its rights or obligations hereunder, without written consent of Licking Valley Local Schools, which consent may be withheld at its sole discretion.

Indemnification

- The successful vendor shall be liable for any injury, damage or loss occasioned by negligence of the successful vendor, its agents, or any other person the successful vendor has designated to visit Licking Valley Local Schools property and shall indemnify and hold harmless the Board, its officers, employees, agents, and volunteers from any liability arising in the performance of this contract. Vendor's obligation under this section shall not extend to any liability caused by the sole negligence of Licking Valley Local Schools or its employees. By submitting a proposal, the vendor agrees to these terms and conditions.

Termination

- Licking Valley Local Schools reserves the right to terminate without warning in the event of a critical and/or material breach of contract.

APPENDICES

Appendix 1

Licking Valley Local Schools background

Licking Valley Local Schools educates approximately 2,000 students at three school buildings. In addition to the three school buildings there is one district office building, one transportation complex, and auxiliary buildings including a maintenance facility, two athletic buildings, and a stadium press box.

Current phone environment

- The district currently utilizes Mitel 5000 servers with expansion chassis (one at each school building), a Mitel PS1, and various Inter-Tel and Mitel analog and IP phones.
- Phone service is provided through BCMOne/NexVortex. The DLink is located at Licking Valley High School. The current system supports 23 PRI channels.
- Approximately 250 Inter-Tel and Mitel phone stations are supported at the current time, as well as approximately 10 analog devices (fax machines, elevator lines, etc) that are still connected via copper wire through Windstream Communications.

Current network environment

- Email and calendar are provided by both Google Apps for Education and via Microsoft Exchange through our ITC, Licking Area Computer Association.
- The district core switch is located at Licking Valley High School and consists of two stacked Cisco Catalyst 3850 switches. Two stacked 3850 switches are also located at Licking Valley Elementary School and Licking Valley Middle School for data transfer between the school buildings.
- The school buildings are connected to the High School core through fiber optic cable configured in a dual port fiber channel. An additional fiber optic cable run connects the district office building to the middle school.
- The Licking Valley Transportation Complex is connected via Ruckus P300 point to point bridges located at the transportation building and the elementary building.
- The athletic fieldhouse is connected via Ruckus P300 point to point bridges located at the fieldhouse and the high school vocational agriculture building.
- All internal edge switches are Ruckus ICX7150-24P and Ruckus ICX7150-48PF switches. POE switches are in place for most phones.
- Wifi is available throughout all the district buildings.

Appendix 2

Cost Breakdown Template

	In-House Server Based System	Cloud-Based System
Equipment System Base Cost (One Time)		
Recurring Costs (Description/Frequency)		
Initial Training Costs		
System Warranty		
Support/Replacement Policies		

Required Features (Include Y/N and Additional Cost and Frequency)

	In-House Server Based System	Cloud-Based System
Networking		
State of the Art		
On Site Installation/Configuration		
Browser Based System Management		
Auto Attendant		
Scheduled Functionality		
DID Integration		
Long Distance Restriction		
Special Features		
Unified Messaging		

Multiple Ring, Call Forwarding, Call Pickup		
Emergency Calling Procedure		
Emergency Notification		
Wireless Headset/Handset Support		
Call Parking		
Extension Mapping		
Hunt Groups		
Directory		
Voicemail		
Missed Call History		
Licensing		
Phone Additions/Replacements		
Data Privacy/Cybersecurity		

Total Cost of Ownership

Optional Features (Include Y/N and Additional Cost and Frequency)	In-House Server Based System	Cloud-Based System
Recording On the Fly		
Wireless Headsets		
Mobile And Remote Access		
Operator Soft Console		
Advanced 911 Features		
Reporting		
Music On Hold		
PA System Integration		
Email Notifications		