



Request for Proposal (RFP) Hosted Unified Communications and Contact Center Solution

1. Introduction

Purpose

District 2 Public Health is seeking proposals from qualified vendors to provide, implement, and support a HIPAA compliant, hosted Unified Communications (UCaaS) solution for approximately 250-300 users across 17 District offices. The proposed solution should consolidate the various District's existing telephone systems into a single cloud-based communications platform and include a modern Contact Center solution.

In addition to implementing the communications platform, the selected vendor shall conduct a comprehensive assessment of each District location to evaluate existing telecommunications and network infrastructure and provide recommendations and pricing for any infrastructure improvements necessary to support the proposed solution.

The district has identified RingCentral as a benchmark platform for this procurement. Vendors may propose RingCentral or an equivalent solution that provides comparable functionality, scalability, reliability, and ease of administration.

2. RFP Schedule / Vendor Questions & Clarifications

RFP Issued	08/12/2026
Questions & clarifications deadline	08/19/2026
Proposal Submission Deadline**	08/26/2026 4:00 PM EST
Bid Opening Date & Location	08/27/2026 10:00 AM EST 1280 Athens Street, Athens, GA 30507
Anticipated Notice of Award	08/31/2026

**All sealed proposals must be physically received at the district office by the Proposal Submission Deadline.

Vendor Questions & Clarifications

Vendors are encouraged to submit questions regarding any requirement that is unclear, ambiguous, or requires additional information to prepare a responsive proposal.

All questions shall be submitted in writing to:

Wendy Marchand
Procurement & Asset Manager
wendy.marchand@dph.ga.gov

Questions must reference the RFP title and solicitation number and must be received no later than August 19, 2026 at 5:00 PM EST.

Questions received after the deadline may not receive a response.

Responses to timely submitted questions will be posted on the district's website at:

<https://phdistrict2.org/bid-proposal-docs/>



Request for Proposal (RFP) Hosted Unified Communications and Contact Center Solution

Vendors are responsible for regularly checking the district's website for posted questions, responses, addenda, and other official information related to this RFP.

Only written responses and official addenda posted by the district shall be considered authoritative. Verbal statements or other communications that are not formally posted by the district shall not be considered an amendment or modification to this RFP.

If a response to a vendor question results in a change to the RFP, the District will issue an official addendum and post accordingly to the website at <https://phdistrict2.org/bid-proposal-docs/>.

3. Proposal Submission Instructions

Sealed proposals shall be submitted directly to the District 2 Public Health Regional Office at the address listed below. Proposals must be received by the district no later than 4:00 PM EST, August 26, 2026 in a sealed envelope with "SEALED BID" written on the outside of the envelope.

A formal signature is required to make the bid legal.

Bids will be opened at the District 2 Public Health Regional Office, 1280 Athens Street, Gainesville, GA on August 27, 2026, at 10:00 AM. Vendors are welcome to be physically present during the bid opening.

If you have any questions, please contact Wendy Marchand, Procurement and Asset Manager at 770-535-5866 or wendy.marchand@dph.ga.gov.

Submission Address:

District 2 Public Health
Attn: Procurement Office/Wendy Marchand
1280 Athens Street,
Gainesville, GA 30507

4. Project Objectives

The District seeks a communications solution that will:

- Replace existing telephone systems with a single hosted platform.
 - Support approximately 250-300 users across 18 district offices.
 - Improve communication between all district locations.
 - Provide a modern cloud-based phone system with centralized administration.
 - Include an integrated Contact Center solution.
 - Support remote and mobile users.
 - Improve reliability, security, and business continuity.
 - Minimize disruption during implementation.
 - Provide a scalable platform that supports future growth.
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Request for Proposal (RFP) Hosted Unified Communications and Contact Center Solution

5. Scope of Services

The selected vendor shall provide all labor, licensing, equipment, implementation services, project management, training, and ongoing support necessary to deploy the proposed solution.

Services shall include:

Project Management

- Dedicated project manager
- Project schedule
- Regular status meetings
- Migration planning
- Number porting coordination
- Go-live support

Discovery and Assessment

The selected vendor shall conduct a comprehensive on-site assessment of each of the district's 18 office locations to evaluate the existing telecommunications and network environment and determine readiness for the proposed Unified Communications and Contact Center solution.

The assessment shall include, at a minimum:

Voice and Telecommunications Assessment

- Existing telephone systems
- Analog devices
- Conference phones
- Existing call flows
- Contact Center environment (if applicable)
- Telephone numbers and extensions
- Fax lines
- Paging systems
- Existing service providers

Network and Infrastructure Assessment

- Internet connectivity and bandwidth
- Power over Ethernet (PoE) availability
- Quality of Service (QoS) readiness
- Telecommunications rooms
- UPS and power availability
- Existing network drops
- Network switches
- Firewall compatibility
- Network utilization
- Rack space
- Structured cabling
- Wireless network considerations

Infrastructure Modernization Proposal

Upon completion of the site assessments, the vendor shall prepare a comprehensive Infrastructure Modernization Proposal for the district.

The proposal shall identify any infrastructure improvements necessary to support the recommended communications solution and shall include, where applicable:

- Network switch replacements or upgrades
- Additional or upgraded network drops
- Structured cabling improvements
- Patch panel replacements

Request for Proposal (RFP) Hosted Unified Communications and Contact Center Solution

- Power over Ethernet (PoE) upgrades
- UPS recommendations
- Telecommunications room improvements
- Internet service upgrades
- Firewall or network appliance recommendations
- Any additional infrastructure necessary to support reliable voice and Contact Center operations

For each recommendation, the vendor shall provide:

- Description of the recommended improvement
- Reason for the recommendation
- Priority (Critical, Recommended, or Optional)
- Estimated equipment costs
- Estimated installation costs
- Estimated professional services costs
- Total estimated project cost
- Estimated implementation timeline

The Infrastructure Modernization Proposal shall be submitted as a separate deliverable from the Unified Communications implementation proposal so the district may evaluate and prioritize infrastructure improvements independently.

The district reserves the right to procure or complete recommended infrastructure improvements separately from the implementation of the proposed communications solution.

System Implementation

The vendor shall provide:

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| • Hosted voice implementation | • Phone number porting |
| • User provisioning | • Auto attendants |
| • Hunt groups | • Call routing |
| • Voicemail | • Mobile applications |
| • Desktop softphones | • Call testing |
| • Desktop physical phones | • Administrator training |
| • End-user training | • Go-live support |

Contact Center

The proposed solution shall include a cloud-based Contact Center capable of supporting the district's current and future customer service operations.

Vendors should describe available features including:

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|---------------------------------------|---|
| • Call queues | • Interactive Voice Response (IVR) |
| • Skills-based routing (if available) | • Multi-language support (if available) |
| • Call recording | • Real-time reporting |
| • Historical reporting | • Supervisor dashboards |
| • Agent management | • Future expansion capabilities |
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Request for Proposal (RFP) Hosted Unified Communications and Contact Center Solution

6. Technical Requirements

The proposed solution should include at a minimum:

- Cloud-hosted architecture
 - Centralized administration
 - HIPAA Compliance
 - Mobile applications
 - Call forwarding
 - Auto attendants
 - Call queues
 - Support for future expansion
 - 99.99% service availability or better
 - Secure encrypted communications
 - E911 compliance
 - Desktop softphone
 - Desktop physical phones
 - Caller ID
 - Hunt groups
 - Music on hold
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7. Training and Support

The vendor shall provide at a minimum:

- Administrator training
 - User documentation
 - Ongoing technical support
 - Software updates
 - End-user training
 - Go-live assistance
 - Service Level Agreements (SLAs)
 - Account management
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8. Vendor Qualifications

Proposals should include:

- Company overview
 - Years in business
 - Experience implementing hosted communications systems
 - Experience with public sector organizations
 - Relevant certifications
 - Three customer references for similar deployments
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9. Pricing

Provide separate pricing for:

- Discovery and site assessments
- Professional services
- Hosted voice licensing
- Contact Center licensing
- Telephone handsets
- Optional hardware
- Training
- One-time implementation costs
- Monthly recurring costs

Request for Proposal (RFP) Hosted Unified Communications and Contact Center Solution

- Annual support (if applicable)

Infrastructure improvements identified during the assessment shall be priced separately from the communications implementation.

10. Proposal Requirements

Proposals shall include:

- Executive Summary
- Description of the proposed solution
- Project implementation approach
- Site assessment methodology
- Contact Center solution overview
- Training plan
- Support plan
- Pricing proposal
- Project schedule
- Customer references
- Assumptions and exceptions
- Detailed comparison matrix against the RingCentral benchmark platform

Vendor should clearly identify whether the proposed solution is RingCentral or an alternative/equivalent platform. Vendors proposing an alternative/equivalent platform shall provide a detailed comparison demonstrating how the proposed solution meets or exceeds the functionality and requirements of the RingCentral benchmark.

11. Evaluation Criteria

Proposals will be evaluated based on:

- Overall solution and functionality
 - Experience and qualifications
 - Site assessment methodology
 - Contact Center capabilities
 - Implementation approach
 - Support and service levels
 - Total cost of ownership
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12. Additional Information

The district seeks a long-term technology partner that can provide a reliable, secure, and scalable communications platform. Vendors are encouraged to recommend industry best practices and solutions that improve operational efficiency while providing flexibility for future growth.

Solutions should be comparable in functionality to the RingCentral platform or demonstrate equivalent capabilities in unified communications, contact center services, administration, mobility, reporting, and scalability.