

**City of Plano**  
**RFP No. 2024-0331-BR**  
**RFP for City of Plano UCAAS and CCAAS**  
**RFP Recap**

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<b><u>RFP Response Due Date/Time:</u></b>	June 5, 2024 at 2:00 pm (CT)
<b><u>RFP Read:</u></b>	June 6, 2024 at 2:00 pm (CT)
<b><u>Number of Vendors Notified:</u></b>	1,344
<b><u>Vendors Submitting "No Bids":</u></b>	10
<b><u>Number of Responsive Submissions:</u></b>	14
<b><u>Number of Non-Responsive Submissions:</u></b>	4

The following Evaluation Criteria was used in determining the best value award recommendation.

## UCaaS

CRITERIA	PERCENTAGE	
Deployment Services	20%	
Features, Functionality, and 3rd Party Partner Capabilities	20%	
Experience with CoP selected Architecture	10%	
Survivability and Resiliency	10%	
Cost	40%	
Total	100%	
Technical Proposal Scores for UCaaS		
Vendor	Cost Proposal	
Presidio Networked Solutions Group, LLC	\$ 977,274.00	
Tech Mahindra Americas	\$ 1,748,787.00	
Cloud Revolution, LLC	\$ 1,231,062.00	
ConvergeOne, Inc.	\$ 4,315,910.00	
Global Technology Solutions, Inc.	\$ 628,875.00	
Inoria USA, Inc.	\$ 4,688,533.00	
TTEC Digital	\$ 550,000.00	
Shortlisted Vendors Overall Score After Demonstration and BAFO for UCaaS		
Vendor	Overall Eval Score	BAFO
Cloud Revolution, LLC	4.87	\$ 1,115,325.06
ConvergeOne, Inc.	3.71	\$ 1,250,258.00
Presido Networked Solutions Group, LLC	3.13	\$ 977,273.00
Tech Mahindra Americas	2.46	\$ 1,582,632.00

## CCaaS

CRITERIA - CCaaS	PERCENTAGE	
Features, Functionality, and 3rd Party Partner Capabilities	20%	
Deployment Services	20%	
Experience with CoP selected Architecture	15%	
Survivability and Resiliency	5%	
Project Cost	40%	
Total	100%	
Technical Proposal Scores for CCaaS		
Vendor		Total Cost
Tech Mahindra Americas		\$ 2,083,777.00
Global Technology Solutions, Inc.		\$ 1,260,351.00
TalkDesk, Inc.		\$ 1,070,943.00
ConvergeOne, Inc.		\$ 1,236,357.00
TTEC Digital, LLC		\$ 2,219,009.00
Inoria USA, Inc.		\$ 992,982.00
Carahsoft Technology Corporation		\$ 721,802.00
Shortlisted Vendors Overall Score After Demonstration and BAFO for CCaaS		
Vendor	Overall Eval Score	BAFO
TalkDesk, Inc.	4.63	\$ 1,003,496.00
Global Technology Solutions, Inc.	3.95	\$ 1,029,029.00
ConvergeOne, Inc.	3.44	\$ 1,294,697.00

## UCaaS Recommendation of Award

UCaaS Recommended of Award -Total Points of (4.87 out of 5)	Total Cost
Cloud Revolution, LLC	\$ 1,115,325.06

## CCaaS Recommendation of Award

CCaaS Recommended Contract Award -Total Points of (4.63 out of 5)	Total Cost
TalkDesk, Inc.	\$ 1,003,496.00