

Hosted Voice Telephone Services RFP

Date of Issue:	July 1, 2024
Applications must be received no later than:	2:00 p.m. August 12, 2024
Submit all RFP-related questions to:	Hans Leach <a href="mailto:hans.leach@phila.gov">hans.leach@phila.gov</a>

EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER:  
WOMEN, MINORITY INDIVIDUALS AND PEOPLE WITH  
DISABILITIES ARE ENCOURAGED TO RESPOND

## Hosted Voice Telephone Services RFP

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# **1. INTRODUCTION**

## **1.1. Statement of Purpose**

Community Behavioral Health (CBH), a Behavioral Health Managed Care Organization (BH-MCO) for the Pennsylvania HealthChoices Program, aims to procure the services of a vendor proficient in implementing secure, HIPAA-compliant hosted Mitel voice solutions. The vendor should possess documented expertise in delivering hosted “Private Cloud” voice automatic call distribution (ACD) services and can provide reliable, scalable, and feature-rich voice services to support our business operations effectively. This RFP invites proposals from qualified organizations with demonstrated specialization in telecommunication services, adhering to the outlined guidelines.

The details described here may vary based on vendor recommendations or relevant field research. As such, vendors may suggest alternative approaches that promote optimal solutions to allow for continued growth and adaptation of emerging business requirements.

## **1.2. Request for Proposals**

CBH anticipates selecting one vendor to provide all the products and services specified in this RFP.

## **1.3. Monitoring**

The CBH Facilities Management department will be managing the contract. A person from this department will be the point person for the work to be conducted under the contract developed through this RFP and will monitor those activities for the duration of the contract. The initial contract resulting from this RFP will start within 90 days of receipt of the award posting on the CBH website and will apply until CBH deems the project completed. The initial contract will be for one year with up to three one-year extensions, with the option of a subsequent one-year renewal.

## **1.4. Reporting Requirements**

Written progress reports will be required on a mutually agreed-upon periodic basis to document the progress of the work to be performed, but they will be no less frequent than bi-monthly. In addition, CBH may request additional reports throughout the contract.

## **1.5. Compensation/Reimbursement**

A cost proposal must be provided based on your best understanding of the scope of the services to be delivered. This should be presented as the total cost and further by a detailed list of service charges, including

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hourly personnel rates for all staff assigned to this project, subcontractor fees, reimbursable expenses, and other miscellaneous costs and fees. Services for the proposed system will be reimbursed as they are incurred through submitting invoices to CBH.

While CBH may award a contract based on the initial offer, Applicants should make their initial offers on the most favorable terms available. CBH reserves the right, however, to discuss potential Applicants falling within a competitive range, request revised pricing offers from them, and make an award or conduct negotiations after that.

### 1.6. Organization and Personnel Requirements

CBH is seeking a vendor with the requisite skills and abilities to provide the services sought through this RFP. The selected vendor must have at least five (5) years of experience providing hosted contact center solutions. Bidders should include any credentials from any certifying organization that attest to the organization's capabilities or any individuals employed by the organization working on the proposed project. Identify key personnel who will be assigned to this project. Detail their experience in work related to the proposed assignment. Specify the Project Manager who will serve as a contact person. Provide resumes and job descriptions for all individuals proposed to participate in the project. In this section, also state the intention, if that is the case, to utilize subcontractors to perform any of the work for this project. For each subcontractor, provide the name and address of the subcontractor, a description of the work the subcontractor will provide, and whether the subcontractor will assist in fulfilling the goals for inclusion of minority, woman, or disabled-owned businesses. (Also, please note the disclosure of the use of subcontractors found in the attached Appendix C: City of Philadelphia Disclosure Forms).

Special consideration will be given to the following:

- ➡ Businesses owned and controlled by minorities, women, and persons with disabilities
- ➡ Philadelphia-based bidders

Applicants should include any credentials from any certifying organization attesting to the organization's capabilities or any individuals employed by the organization working on the proposed project. (For more specific details, please refer to Section 4.)

### 1.7. General Disclaimer

This RFP does not commit CBH to award a contract. This RFP and the process it describes are proprietary and are for the sole and exclusive benefit of CBH. No other party, including any Applicant, is intended to be granted rights hereunder. Any response, including written documents and verbal communication, by any Applicant to this RFP shall become the property of CBH and may be subject to public disclosure by CBH.

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## 2. SCOPE OF WORK

This document conveys our vision for interested hosted Mitel voice service providers with documented expertise in providing hosted “Private Cloud” voice and ACD services. We have included a background section about our organization and information about core requirements. Please read all sections so that your response is comprehensive.

### 2.1. Project Overview

Community Behavioral Health (CBH), a Behavioral Health Managed Care Organization (BH-MCO) for the Pennsylvania HealthChoices Program, aims to procure the services of a vendor proficient in implementing secure, HIPAA-compliant hosted Mitel voice solutions. The vendor should possess documented expertise in delivering hosted “Private Cloud” voice and automatic Call Distribution (ACD) services and can provide reliable, scalable, and feature-rich voice services to support our business operations effectively. The vendor should possess documented expertise in delivering hosted “Private Cloud” voice and ACD services.

CBH has had a Mitel-hosted solution in place for ten years. It runs on the vendor’s server hardware in their data centers. It is currently connected to the current Mitel service provider by two fully redundant 30Mb dedicated circuits. In addition, should these two circuits be unavailable, service must be provided via CBH’s broadband Internet connection. CBH also uses home-based contact center agents extensively and has approximately 600 staff equipped to telecommute. The current LAN is a voice-grade network voiceover IP and is comprised of Meraki chassis switches with a 10G fiber backbone. The hosted solution will support four Behavioral Health Call Center groups.

### 2.2. Overview of Functionality

#### 2.2.1. Services to be Provided/Required Tasks

CBH owns all Mitel user and application licenses and telephone instruments. CBH owns no servers or other Mitel hardware needed to support the service. With this background in mind, Community Behavioral Health is seeking a vendor to provide the following services:

- ➔ General hosted voice PSTN services for all staff and executives
- ➔ Support for moves, adds, changes, and special reporting of contact center performance
- ➔ Contact center (ACD) routing, reporting, and management services
- ➔ Extensive home agent capability using the employee’s broadband Internet connection

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- ➔ Two fully redundant 30 Mb private circuits between CBH at 801 Market Street, Philadelphia to the hosted service provider's data centers
  - » Include all hardware (routers) needed to terminate the circuits and provide security with (10) unique IP addresses to be used for the Mitel UCaaS connectivity for the disparate carrier 30 Mbps private line connections with automatic failover configuration and (8) unique public IP addresses for public Internet failover in the event of a private line service outage
- ➔ Current CBH Mitel Licenses to be supported:

Mitel Compatible Equipment	
Service	Number of Current Licenses
UCC v4 Entry User Licenses	301
Enterprise User Licenses	700
Speech Auto Attendant Ports	701
Speech Auto Attendant Directory Mailboxes	451
Support eGoldFax (The fax service is not port-based.)	Currently contracted for 30,000 pages per month (measured on inbound/received & outbound/sent fax pages)
NuPoint Mailbox Licenses	1173
MI Contact Center Concurrent Voice Agent Licenses	75
MI Contact Center System Administrator Licenses	Unlimited
Call Accounting Extension Licenses	1800
Contact Center IVR Remote/Redundant Starter Packs	2
IVR Message and Routing Ports	42
SIP Trunk Licenses for Inbound/Outbound Calling	Unlimited

- » Mitel 360 Conference Units: 34
- » Micollab Attendant Consoles: 6
- » Mediatrix 4124 Analog Wall Phones: 32

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- » MiCollab: 700
  - » Softphone: 700
  - » Analog Extensions (FAX machine extensions): Less than 20
  - » Fax Support #1: CBH has a (1) dedicated PRI circuit with fax numbers routing through the PRI. An on-site physical controller is used for the PRI faxing, and the physical controller is networked with CBH's overall cloud service.
  - » Fax Support #2: CBH also uses fax services, specifically eGoldFax. This service must be maintained.
  - » DID numbers: 1000
- ➔ Enhanced ACD support for 10 contact center groups
  - ➔ Overhead paging interface, single zone on floors 7, 10, and 11 at 801 Market Street
  - ➔ Basic Record-a-call for all users
  - ➔ Advanced analytics
  - ➔ Provide SQL server hosting for the call accounting/ACD reporting database. CBH has acquired the SQL license for SQL Server 2017.
  - ➔ Provide all server hardware in a hosted environment for applications and any needed Mitel call control hardware in each hosting data center.
  - ➔ Provide any needed hardware at CBH to support analog extensions.
  - ➔ Provide all inbound and outbound local, long-distance, toll-free, DID, fax, and international services. Include PSTN support for two toll-free numbers with approximately 30,000 minutes of toll-free usage per month.
  - ➔ Provide a qualified Mitel technician on-site at 801 Market Street in Philadelphia, one day per week.
  - ➔ Provide a Mitel-certified technician who can be called onsite to CBH 24/7/365.
  - ➔ Host a weekly conference call to address ongoing service issues or outstanding service requests.
  - ➔ Provide a dedicated account/relationship manager.

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- ➔ The current solution uses the Customers' existing Mitel MCD licenses and Mitel IP phones in an Infrastructure as a Service (IaaS) solution. CBH must be able to re-use 100% of their existing Mitel licenses in a Hosted MCD environment.
- ➔ Provide CBH with weekly updates and programming for CBH's 911 database.
- ➔ Assist CBH's IT staff with HP data switches, VLAN programming, and other network-related programming.
- ➔ Support a custom ACD contact center console.
- ➔ Provide CBH with Mitel programming changes for the life of the contract.
- ➔ Provide CBH unlimited training on all Mitel applications for the contract's life.
- ➔ Provide CBH with troubleshooting of any phone system-related issues for the contract's life.
- ➔ Provide CBH with 24/7/365 access to Level 3 Mitel support.
- ➔ Provide CBH with custom IVR application support.
- ➔ SSO integration
- ➔ Spoofing Identification
- ➔ Redundancy / Disaster Recovery
- ➔ No pause transfer option

### 2.3. Security

The telephone service must be built and maintained in a secure environment. Access to the information behind the system should require a multi-factor authentication process to satisfy data privacy assurance. CBH expects the application to be fully protected, with no access allowed except for authenticated users. We expect security standards for the website and encryption at the data-in-transit level. We expect that the response includes a description of the Applicant's experience with secure Software Development Life Cycle (SDLC), including but not limited to coding standards for security and performance. CBH understands that most SaaS (cloud) and service providers are unlikely to change their environment and business processes to meet individual customer's requirements or standards. CBH would like to see (technical specifications) documents about the provider's critical information security and privacy controls, such as access management, change management, monitoring, system development, backup management, encryption, physical security, staff



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qualification and training, and business continuity management/disaster recovery planning to get a better understanding of the providers' security posture.

### 2.4. Testing and Quality Assurance

We expect the response to include a testing and Quality Assurance (QA) strategy.

### 2.5. Browser Support

We expect the system to handle multiple browser-support options and the potential for mobile device access.

### 2.6. Software Training

We expect that the design encompasses online aids to assist users (e.g., translation services and text-to-talk), context-specific help functions, and mechanisms for assisting users in navigating the website. These help functions should be configurable by CBH staff.

#### 2.6.1. Ongoing Support and Development

We expect that the response will include a proposed plan for additions, changes, and potential new use cases that arise. The response should include a detailed pricing structure for this ongoing support and development.

#### 2.6.2. System Maintenance

We expect that the response will include a policy for responding to requests or inquiries from CBH. This policy should include an approximate timeline for resolving issues and an accompanying pricing structure. We also expect the response to include schedule details about any system downtime required for updates.

#### 2.6.3. Metrics

We expect the response to include a proposed solution for measuring user engagement within the phone system.

### 2.7. Project Management

We expect the response to include details about the Applicant's strategy for setting goals and producing regular reports on the project's progress. We expect the Applicant to designate *at least one* individual as a Project Manager and additional primary point of contact throughout the project's lifecycle. We anticipate that project development will require an iterative process.

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### 2.8. Target Timeline and Milestones

At a high level, we expect the following milestones for the implementation to be reached by the associated due date:

Milestones	Target Finish Date
System Implementation	November 2024
Phone Use Training	January 2025
Phone System Go-Live	February 2025
Post-Implementation Period	TBD

The selected Applicant will be evaluated for reaching the above milestones. Failure to meet these milestones may result in remedies that include rescinding the award for this RFP. Meeting the above milestones will also be contingent on CBH putting forth a good-faith effort to provide sufficient and necessary information, including technical support, to the selected Applicant. Applicants are welcome to propose an alternative timeline and should provide a detailed justification when choosing to do so.

Please note that we expect a post-implementation period during which ongoing support will be needed. We expect the Applicant to clearly outline their plan for supporting CBH during this post-implementation period. This plan should also include a transition strategy for handling the following events that may affect the requested product: (1) The Applicant becomes insolvent or bankrupt; (2) Another party acquires the Applicant's business.

### 2.9. Understanding the Scope of Work and Requisite Experience

Responses will be evaluated on demonstrated comprehension of the above "Scope of Work," including the following (not in order of importance):

1. Experience with equally technically challenging and complex projects
2. Detailed work plan with timelines that include the post-implementation period
3. Responsiveness to the functionality requirements
4. Realistic and detailed budgets with milestones

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5. Willingness to agree to payments based on milestones
6. Significant familiarity with state and federal privacy and security standards
7. Experience working with Managed Care Organizations (MCO) and/or other insurance payors
8. Experience using modern technology as best practice
9. Experience with secure Software Development Life Cycle (SDLC), including but not limited to coding standards for security and performance
10. Experience with utilizing multiple organizational data systems

*Please see Section 3.2.2. “Project Understanding and Proposed Scope of Work,” and Section 4.4.2., “Scoring by Review Committee” for additional information relating to this section.*

## 3. PROPOSAL FORMAT, CONTENT, AND SUBMISSION REQUIREMENTS; SELECTION PROCESS

### 3.1. Required Proposal Format

#### 3.1.1. Proposal Cover Sheet

The cover sheet (see attachment) should be completed with the Applicant’s information and included as the first page of the proposal.

#### 3.1.2. Table of Contents

A table of contents should be included on the second page of the proposal, with each section included and a page number for the first page of each section.

#### 3.1.3. Format Requirements

Proposals must be prepared simply and economically, providing a straightforward, concise description of the Applicant’s ability to meet the requirements of the RFP. Each proposal must provide all the information detailed in this RFP using the format described below. The narrative portion of the proposal must be presented in print size of 12, using Times New Roman font, single-spaced on 8.5” by 11” sheets of paper with minimum margins of 1”. For each section where it is required, the Applicant must fully answer all of the listed questions

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in the outline form in which they are presented in the RFP. Answers to each question must be numbered/lettered and correspond to the numbered/lettered questions in this RFP. Failure to number and letter the questions or to respond to all questions may result in the proposal being considered non-responsive. Each attachment, appendix, or addendum must reference the corresponding section or subsection number.

Applicants are required to limit their narrative responses to 25 single-spaced pages. This page limit includes Sections 3.2.1. to 3.2.5. below. There are no limitations to the cost proposal and operational documentation and requirements (Sections 3.2.6.). If you have responded to a requirement in another part of your proposal, refer to that section and do not repeat your response. Applicants whose narrative exceeds 25 single-spaced pages will have their proposals considered non-responsive and be disqualified.

### 3.2. Proposal Content

The proposal should follow the format below. Its information should be complete and demonstrate that the consultant can perform the required work professionally.

#### 3.2.1. Applicant Profile/Statement of Qualification/Relevant Experience

Provide company contact information, including how long you have been in business and your specific services. Please provide a brief narrative description of the purpose, corporate status (profit or non-profit), and company organizational structure. Organizational charts may be used to support appropriate aspects of this narrative and may be included as an attachment to your proposal. Identify and briefly describe related work completed in the last three years. Describe only work related to the proposed effort and include examples of similar work in governmental, non-profit, or human services organizations. Include evidence of satisfactory and timely completion of similar work for past projects.

#### 3.2.2. Project Understanding and Proposed Scope of Work

Prepare a brief introduction, including a general demonstration of understanding the required work's scope and complexity. Describe how the proposed services will be provided, including how the work will be developed, shared, and mutually agreed upon with CBH and the technical specifications of the proposed solution. Please include a description of each item identified in the scope of work section (see Section 2 Scope of Work above) and describe creative solutions and alternative approaches where feasible.

#### 3.2.3. Personnel

Identify key personnel who will be assigned to this project. Detail their experience in work related to the proposed assignment. Specify the project manager or individual who will be a contact person. Provide resumes and job descriptions for all individuals proposed to participate in the project. Provide copies of certifications of any individual whose job description requires a certification. In this section, also state the intention, if that is the case, to utilize subcontractors to perform any of the work for this project. For each subcontractor, provide the name and address of the subcontractor, a description of the subcontractor's work,

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and whether the subcontractor is a minority, women, or disabled-owned business. A RACI document outlining expected personnel, working location, role, and responsibilities for the project work should be submitted.

### 3.2.4. References

Please include at least three references, with contact information, from organizations that have used your organization's services in the past three years and have been customers for a minimum of 12 months.

### 3.2.5. Project Plan and Timeline

Provide a sample of the project plan and timeline, including staffing for the services sought through this RFP. This project plan and timeline should also include the post-implementation period.

### 3.2.6. Cost Proposal

Please provide a cost proposal based on an understanding of the project's scope and the services to be delivered. This cost proposal should include the total estimated cost for this project, itemized by the expected project milestones outlined in your proposal or another comprehensive manner. This cost proposal should also include a detailed list of service charges, including post-implementation system maintenance. The list of services should include, but not be limited to:

- ➔ Hourly personnel rates for all staff assigned to this project, including post-implementation staff (e.g., database administrators)
- ➔ Fees for subcontractors
- ➔ Reimbursable rates for expenses such as printing, copies, etc.
- ➔ Other miscellaneous costs and fees

Final rates will be determined in negotiations with the qualified Applicant after the proposal submissions have been reviewed and contract negotiations have begun. Although CBH may begin contract negotiations based on the submitted proposal, CBH reserves the right to discuss the Applicant(s) falling within a competitive range, request revised pricing offers, and make an award or conduct negotiations thereafter.

## 3.3. Submission Process and Procurement Schedule

Please make sure to include completed and signed (where applicable) attachments with your submission:

- ➔ Attachment: [CBH RFP Response Cover Sheet](#)
- ➔ Attachment: [City of Philadelphia Tax and Regulatory Status and Clearance Statement](#)

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- ➔ Attachment: [City of Philadelphia Disclosure Forms](#)
- ➔ Attachment: [City of Philadelphia Disclosure of Litigation Form](#)
- ➔ Attachment: [CBH Vendor Procurement Terms and Conditions/Acknowledgement Form](#)

Additionally, in this section, please include the following information, either within the section itself or by reference to an attachment to your proposal:

- ➔ Tax Identification Number
- ➔ Letter attesting that all required federal, state, and local taxes (including payroll taxes) for the past 12 months have been paid
- ➔ In the case of for-profit organizations, group or individual practices, disclosure of any person or entity holding any shared ownership or controlling interest of 5% or more of the company
- ➔ MBE/WBE/DSBE Status (for-profit Applicants)

RFP Event	Deadline Date
RFP Issued	July 1, 2024
Deadline to Submit Questions	July 15, 2024
Answers to Questions on Website	July 31, 2024
Application Submission Deadline	2:00 p.m. ET on August 12, 2024
Applicants Identified for Contract Negotiations	August 30, 2024

*CBH reserves the right to modify the schedule as circumstances warrant. Please note that, as described below, only electronic submissions will be accepted for this RFP.*

This RFP is issued on July 1, 2024. To be considered for selection, all applications must be delivered to [hans.leach@phila.gov](mailto:hans.leach@phila.gov) no later than 2:00 p.m. EDT on August 12, 2024.

### 3.3.1. Submission Requirements

- ➔ Subject lines should say “Hosted Voice Telephone Services RFP.” Applications submitted by any means other than e-mail will not be accepted.

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- ➔ Applicants must submit an electronic version of the application prepared as a PDF document; this submission will be considered the original and should include all signed documents noted in Section 3.
- ➔ Applications submitted after the deadline date and time will be returned.
- ➔ The individual Applicant or an official of the submitting agency authorized to bind the agency to all provisions noted in the application must sign the cover sheet (see attachment).

### 3.4. Selection Process

An application review committee will review all responses to this RFP. Based on the criteria detailed below, the committee will make recommendations concerning the submissions that best meet the RFP's goals.

Submissions will be reviewed based on the merits of the written response to the RFP and an electronic technical demonstration (See Section 3.4.2.1).

Specific scoring criteria upon which the review will be based include the following sections:

#### 3.4.1. Threshold Requirements

Threshold requirements provide a baseline for all proposals, providing essential information that all Applicants must meet. Failure to meet these requirements may disqualify an Applicant from consideration through this RFP. Threshold requirements include timely submission of a complete application with all sections outlined in Section 2, "Scope of Work," and Section 3, "Proposal Format, Content, and Submission Requirements; Selection Process," completed.

Threshold requirements include having the requisite experience and qualifications to implement the program and being a vendor in good standing with the City and CBH.

Threshold requirements also include consideration of the Applicant's financial status, including any potential delinquencies to the City and CBH. Proposals may be rejected if, in CBH's judgment, the Applicant has failed to provide all information required by this RFP; has been delinquent or unfaithful in the performance of any contract with CBH or others; is delinquent, and has not made arrangements satisfactory to CBH concerning the payment of City taxes or taxes collected by the City, or other indebtedness owed to the City or other taxing authorities; is not in compliance with regulatory codes applicable to Applicant; is financially or technically incapable; or is otherwise not a responsible Applicant.

As part of the Threshold Review, CBH will check each Applicant against all required Commonwealth and Federal exclusion lists to ensure that the Applicant or its principals are not excluded from receiving federal funds.

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### 3.4.2. Scoring by Review Committee

Applicants not meeting all the threshold requirements will have their proposals disqualified. Scoring will be based on both the written proposal and the technical demonstration. For Applicants meeting the threshold requirements, the scoring criteria upon which the review will be based are as follows:

- ➔ Demonstrated understanding of the project as indicated by a description of each item in the scope of work section
- ➔ Appropriateness of proposed project approach, project plan, timeline and resource estimates, architectural design, and post-implementation strategy
- ➔ Demonstrated qualifications and relevant experience
- ➔ As stated in the cost proposal section, the likelihood that the proposal will provide the best value compared to other submitted proposals
- ➔ Appropriateness of staffing to complete installation and ongoing maintenance

#### 3.4.2.1. Technical Demonstration

Applicants who meet all threshold requirements must also submit an electronic technical demonstration that complements their written proposal. The demonstration will be factored into the Applicant's overall score. The demonstrations should be no longer than 60 minutes. After this threshold review, applicants meeting threshold requirements will be notified, and further guidance will be provided.

### 3.4.3. M/W/DSBE and Local Businesses

Special consideration will be given to the following:

- ➔ Businesses owned and controlled by minorities, women, and disabled persons
- ➔ Philadelphia-based Applicants

### 3.4.4. Questions Relating to the RFP

All questions concerning this RFP must be submitted in writing via email to Hans Leach by 5:00 p.m. on July 15, 2024. CBH will respond to questions it considers appropriate to the RFP and of interest to all Applicants but reserves the right, at its discretion, not to respond to any question. Responses will be posted on the CBH website by July 31, 2024. Responses posted on this website become part of the RFP upon posting. CBH reserves the right, in its discretion, to revise responses to questions after posting by posting a modified response. No oral response to any Applicant question by any CBH employee or agent shall be binding on CBH or in any way considered a commitment by CBH.



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*Contact regarding this RFP with CBH or staff other than the individual named above is not permitted, and failure to comply with this restriction could result in disqualification.*