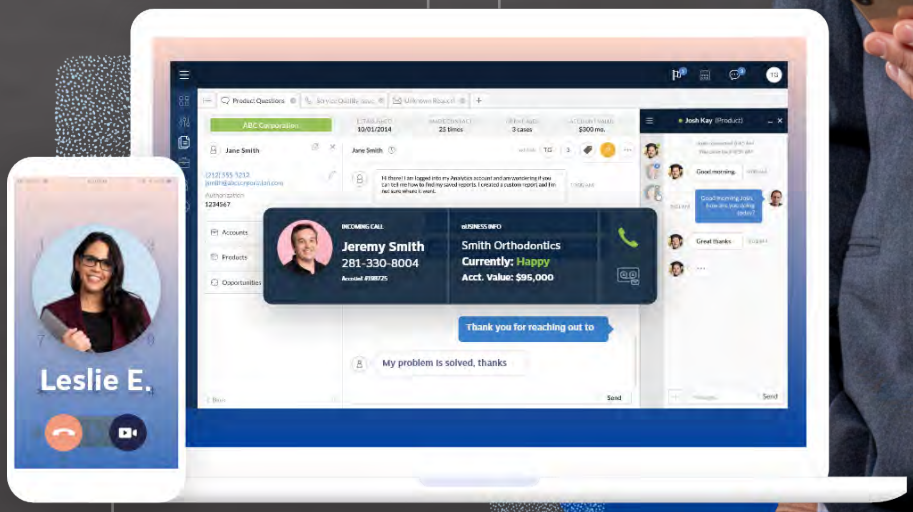
# Jasper County Charter Systems

# You deserve amazing.

We're making it happen.

**94%**
Customer Satisfaction

**5/5**
Network Rating




**1+ Billion**
Calls on Our Network

**Jonny Jacot**
**Enterprise Sales Rep**
**(602) 362-6283**
**jonny.jacot@nextiva.com**

nextiva

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# Vendor Overview

Nextiva, founded in 2006 is headquartered in Scottsdale, Arizona. We are honored to be given the opportunity to present Jasper County Charter Systems with this VOIP Telecommunications System proposal. There are many companies that can provide a dial-tone, but we believe that you deserve a partner that takes the importance of communication as seriously as you do, and that starts with the right connection.

Having read and evaluated your request for proposal, we know that Nextiva can not only meet your requirements but also exceed your expectations in multiple areas – ranging from communication infrastructure and carrier-grade quality of service to technical support and customer service. Nextiva calls it Amazing Service and we look forward to delivering it to JCCS.

UCaaS solutions like Nextiva's comprehensively address the question of how to provide enterprise class features and reliability to organizations with a distributed infrastructure like that of JCCS. Powered by our 8 points of presence (POP) and redundant data centers across the United States, your staff and community will feel like they are in the same room when they connect with you using your Nextiva communication system. The ability to extension dial any staff member, despite their physical location, is just one example of how Nextiva can help keep JCCS staff efficient.

All configuration and management is controlled via web portals that our customers can access from anywhere in the world. The Nextiva Office system is entirely IP based and supports most commercially available VoIP Telephones, Softphones and Digital Gateways (for SIP Trunking).

When we developed the VoIP platform, we made a decision to include most of the features and tools any organization would need to succeed for one affordable price. There are no extra charges for features like Auto-Attendants, Hunt Groups, Voicemail or even domestic long distance. It's thanks to our overall vision and dedication to providing enterprise level features to small and medium-sized businesses that we have grown to be the fifth-largest UCaaS provider in the US, and the largest privately held VoIP provider. Additionally, Nextiva has been consistently ranked in Deloitte's Fast 500 list of growing companies.

Nextiva also has additional services that JCCS may find useful. These include advanced IVR with automation, contact center, and integrations with commonly used technology.  Nextiva plans are also supported by our mobile and desktop app that is available for PC, Mac, Android and iOS that allows each user to control their own extension and serve as an Instant Messaging client. These features could be beneficial for dispersed staff, potential departmental meetings at multiple locations or with staff who are always on the go.

It is clear that the Nextiva Office solution would fit most of the technical requirements of JCCS. However, technology is only part of the Nextiva story. Nextiva started to provide what we call Amazing Service to our customers, and we have spent the last decade building a culture around that concept, and that phrase. We knew early on that the only way to become a leader in the Unified

Communications industry is to provide the best service possible to our customers. Technical innovation, features, and ancillary services, are very important in this industry, and we devote a large amount of resources to R & D. We believe that innovation within the service part of our organization is equally as important. In fact, by applying the concept of Amazing Service to all parts of the business, we have been able to create a company that puts the needs of our customers ahead of anything else, and that is why we are excited to present this proposal to JCCS.

Naturally, Amazing Service means that our customer service departments are second to none. But we take Amazing Service much further than that. In our Infrastructure and IT department, Amazing Service means only using Tier 1 class telecommunications hardware and software from vendors including Oracle, Sonus, Cisco, HP and IBM. It also means co-locating our platform in Carrier-Class data centers that are geographically protected from natural disasters.

Nextiva is focused on creating innovative product offerings, such as NextOS, expanding our nationwide network infrastructure, and acquiring top talent to support our rapid growth. We have been recognized by industry analysts for our industry-leading approach to cloud communications and customer service. Recently, Nextiva has acquired Thrio, a Contact Center as a Service (CCaaS) provider, and incorporated their technology into our Unified Customer Experience platform: https://www.nextiva.com/news/2024-news-archive/nextiva-acquires-thrio-democratizing-customer-experience-with-ai.html.

Nextiva is committed to working with JCCS, if selected, to negotiate a mutually beneficial contract that will ensure that each party's interests are adequately protected. This proposal is submitted subject to and contingent on the parties reaching a mutual agreement on final contract terms that substantially incorporate Nextiva's general terms and conditions (available at https://www.nextiva.com/legal.html).

# SECTION 2 - SUBMITTAL REQUIREMENTS

## 2.1 - General

The proposal must include all necessary hardware, software, installation, configuration, and cabling needed (if applicable) to complete a full installation and/or delivery.

Acknowledged, the physical phones should come with all necessary hardware and cabling to install (although the lengths of the ethernet cables may not meet your specific needs). Once plugged in and powered on, if assigned, the phone will automatically install the most up-to-date firmware and be ready to use.

Software and configuration are included in the Service Delivery package that has been proposed.

Warranty terms on the hardware must be clearly defined.

Nextiva passes through the manufacturer's warranty on all hardware.

Any delivery and installation charges must be clearly defined as separate line items.

Installation charges are included in the proposal as the Service Delivery Package and any add-ons thereto. Delivery is a separate line item for Shipping costs.

Vendors may include upgrades, services, or other items in their proposal. However, the pricing of the equipment stated in the RFP must not be contingent on the purchase of any additional items quoted. These products or services must be listed as separate line items from the requested equipment.

Acknowledged.

## 2.2 - Company Experience and/or References

JCCS reserves the right to fully investigate the qualifications of any bidder(s) based on references supplied and publicly available information.

Acknowledged.

Vendors are required to supply a minimum of three referrals on projects of similar nature and/or magnitude. The referrals must include: customer name, address, contact names, and telephone/fax numbers.

Nextiva is protective of our customers' time and privacy, as such we do not provide contactable references in an initial RFP Response. We encourage JCCS to review our customer stories on our website for an initial look at our abilities as a provider. Should Nextiva be considered to progress within the RFP process, we will be more than happy to coordinate mutually convenient times to connect JCCS with relevant customer references.

## 2.3 - Confidential Material

Any material that is to be considered as confidential in nature must be clearly marked as such and will be treated as confidential by JCCS to the extent allowable by law.

Acknowledged.

## 2.4 - Supplemental/Supporting Materials

Please include descriptive literature/brochures, if available, for products submitted in the proposal.

Please review Attachment A – Nextiva Service Delivery Brochure, and Attachment B – Nextiva X835 Hardware Data-sheets.

# SECTION 3 -SPECIFICATIONS

The VoIP telecommunications system must meet the following minimum technical specifications:

Hardware

- IP phones for staff members (desktop and portable options).
  Nextiva has included the Nextiva X835 desk phones in our proposal, but we work with many different phones. Please review https://www.nextiva.com/products/voip-desk-phones.html for additional options.
- IP-based communication hardware (servers, routers, switches) as necessary.
  Nextiva is an Over-the-top service provider, which means we can work with a majority of commercial IT Hardware on the market. Included in the Implementation package is a Network check for each location. We will work with on-site IT to map the network and, if necessary, make suggestions to better implement our services or point out incompatible hardware.
- Redundant power supplies and backup systems.
  Nextiva requires access to both power and internet in order to provide service. We do not provide power-supplies. Nextiva has a variety of features to pass calls in the event of a local power/internet outage including mobile applications, and automatic call forwarding in the event of all registrations being inactive.

Software

- Centralized management platform for system configuration and monitoring.
  Nextiva's NextOs management portal is browser based and allows for Add's, Moves and Changes as needed by designated Account/System Admins.
- Compatibility with common enterprise email, calendar, and communication platforms (e.g., Microsoft Entra, Google Workspace).
  Nextiva Supports integrations with Google Calendar and Contacts and as well as Outlook 365 and Outlook Contacts.

Features

- Voicemail with email integration.
  Nextiva supports voicemail to email, in this feature when a voicemail is left the system will send an email to a designated email address and it can either be a notification of a new voicemail, or it can include the voicemail message as a .wav file. The NextivaONE desktop/browser application can also provide voicemail transcription, and both that application and the Nextiva Mobile application can provide visual voicemail access.
- Automated call routing and forwarding.
  Nextiva supports the ability to configure logic based routing, taking into account, time of day, day of week, etc.
- Conference call capabilities.
  Nextiva Provides Nextiva 1's virtual conferencing tool which supports 250 participants with 25 on video and one presenting.
- Caller ID, call waiting, call transfer, and call recording.
  These features are part of Nextiva's comprehensive communication solutions, including caller ID, call waiting, call transfer, and call recording.
- Emergency notification system integration.

Nextiva is capable of integrating with an emergency notification system to provide real-time alerts via text message through both manual configuration and automated REST API integration. Nextiva is also able to trigger email alerts anytime someone dials 911.

- E911 compliance.

  Nextiva is compliant with all federal regulations including Kari's Law and Ray Baum's Act. Nextiva users default to the E911 Address of their assigned location, if these users are mobile, or remote, they must update their E911 address within their User Portal, or their Mobile Application.

Scalability

The system should be able to accommodate additional users, phones, and locations as the district grows.

Nextiva is scalable into the tens of thousands of endpoints, accommodating additional users, phones, and locations as the district grows.

The quote should include:

- the lease/purchase of a cloud hosted VoIP solution.
  - 3 year term preferred

  Attachment C – Nextiva Pricing Proposal is set for a 3-year term.
- all hardware needed to utilize the system as specified.

  Included in Nextiva's proposal is all necessary hardware, which includes only the relevant desk phones which are plug-and-play enabled.
  - option of a cell failover solution is preferred but not required

  Included within Nextiva's proposal are licenses for Nextiva's Mobile App. Nextiva can also seamlessly work with any SD-Wan vendor of your choosing that supports cell fail over as a data connection.
- installation and configuration of the entire solution including hardware.

  Included in Nextiva's proposal is the Nextiva Service Delivery Elite Package. Please review Attachment X – Nextiva Service Delivery Brochure for additional details.
  - Provide a minimum of (15) DIDs and call-routing for existing phone numbers.

  Nextiva's Service Delivery provides access to porting specialists to enable call routing for JCCS's existing phone numbers. Additionally, Nextiva allows for each Line of Service purchased to have its own DID.
  - Install a minimum of (121) Devices

  Devices purchased from Nextiva will be Plug-and-Play compatible, and based on information provided within this RFP, 121 devices have been included. Additional discovery may lead to the addition of other devices in future conversations.
  - Provide programming of automated attendant.

  Included in the Nextiva administrator portal is the Nextiva Call Flow Builder, a drag-and-drop flow chart style tool that allows for the full creation of a call flow including Automated Attendants, Hunt-Groups, Forwarding (internal and external), voicemails and more. Additionally, if the user has a microphone installed on the computer with which they are configuring the call flow, they can record greetings for the automated attendant or voicemail from within the call flow builder itself. Once the call flow has been finalized and approved by internal stakeholders, the administrator can implement it with a single button press.
  - Provide a minimum of centralized voicemail for (97) users.

  Each user can be configured with a voicemail box. This can include voicemail to email, or if the users utilize the Nextiva Mobile Application visual voicemail. If the users utilize the NextivaONE desktop/browser application they can receive voicemail transcription as well.

- Provide 4 digit dialing for calls made via LAN or WAN.

  Nextiva supports internal extension dialing of 2-6 digits for calls, regardless of location.

- Provide up to 6000 Minutes Local/Long Distance calling monthly.

  Nextiva provides unlimited local/long distance calling within the US, Canada, or Puerto Rico with all license types for UC users, eliminating the need for a 6000-minute cap.

- support and warranty for the service and hardware for the lifetime of the contract for this solution.

  Nextiva support is available 24x7x365 via phone, email, and live chat. Nextiva passes through hardware warranties from the manufacturer. The timeframe of this warranty may vary, but it is not a lifetime warranty.

Shipping and handling to include a lift gate and palate jack Items must be brought inside the delivery location.

Nextiva can route any to all of the hardware purchased to the below location.

**Shipping location: 1411 College St, Monticello GA 31064**

**Additional Information:**

In reference to shipment, JCCS does not have any "warehouse" equipment nor a loading dock. The delivery truck must have a means to unload the equipment.

The entry to the Technology Department where delivery is expected is ground level. Refer to the RFP web page before making any inquiries, https://www.jasper.k12.ga.us/departments/technology/rfp. Questions submitted by interested parties will be posted regularly.

# Security, Uptime, and Redundancy

Nextiva provides multiple layers of security to protect both data at rest and data in motion. See below for a list of security specifications:

- HIPAA Compliant services available
- Secure Tier 3 data centers
- Voice recordings encrypted at rest AES-256, and in transit over public networks HTTPS/TLS 1.2
- SRTP available for VoIP with current model Polycom phones.
- Access logs reviewed daily
- Network firewall and IDS systems
- Nextiva's security controls and information security program are audited by a third party annually

Nextiva employs a range organizational controls in support of its Information Security Program. These include, but are not limited to:

- Periodic internal assessments and external audits.
- Periodic security awareness training for all staff.
- Access controls based on the principle of least privilege.
- Technical controls, such as physical security, network firewalls, web application firewalls, reverse proxies, IDS systems, AV tools, encryption, monitoring and VPN's.
- Periodic vulnerability assessments and penetration testing.
- Business continuity management.
- Risk and vulnerability management.
- Change management.
- Vendor management.

Nextiva has a robust disaster recovery plan, and our points of presence are redundant in hardware at their data center, and have a paired geolocated redundant backup.

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# Enterprise Service Delivery

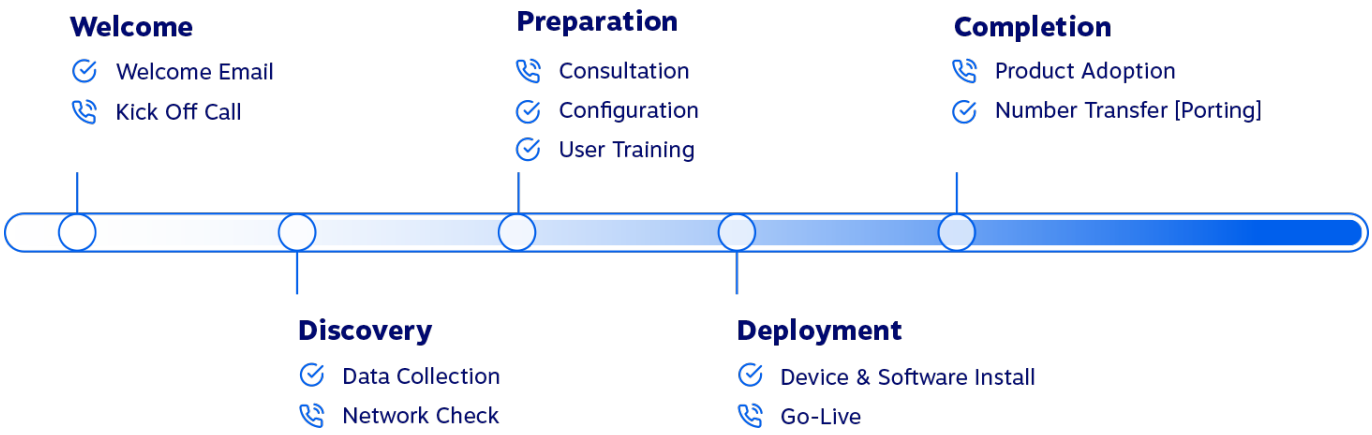
## Elite Experience



Released
Summer 2023

# Enterprise Service Delivery in five stages

The Elite experience is best suited for customers who have a medium size business, have full understanding of their operational cadence, and require limited custom training.




*This is a general process, your experience may differ depending upon your unique needs.

**Key** Task Appointment

# Your Service Delivery Team

## Enterprise Project Manager

Your primary point of contact assigned for the duration of implementation. They will coordinate resources and specialists throughout the implementation process.

## Technicians

Nextiva technicians meet you on scheduled conference calls to help with technical work.

## On-site Support

Nextiva can arrange for on-site support to travel to you for an additional fee.

## Specialists

Your Enterprise Project Manager will coordinate with subject matter experts when needed.

# Setting Expectations: When we need your help

## The Paperwork

### Data Collection

- Voice and Fax Numbers
- Call Flow
- Locations
- Feature Use Cases
- Users
- Integration Needs

### Authorized Users Form

- For the security of your account let us know who are the authorized users.

### Number Transfer Documents

Only if you need to bring numbers to Nextiva from another provider.

**Letter of Authorization**

- Allows Nextiva to transfer, or port, your numbers from your previous provider.
- Requesting a Customer Service Record from your current provider may help you avoid delays when transferring numbers.

**Copy of Most Recent Bill**

- Helps Nextiva prevent delays with your previous provider when transferring numbers.

*Your Enterprise Project Manager will guide you when the documentation is required

## The Preparation

### Align key stakeholders to the following roles. This may be one or more people:



**Single Point of Contact**
Coodinate the project



**Network Administrator**
Admin access to your network



**Operations Manager**
Expert on your day to day operations, call flow and number management

### Implement Nextiva's Network Guidelines.

We highly recommend implementing **Nextiva's Network Guidelines** as your local network configuration directly impacts the quality of service.

### Particiapte in data gathering, appointments and testing.

The Enterprise Project Manager schedules calls to meet with your key stakeholders for a successful launch of Nextiva services.

# Additional services provided by Nextiva

## Solutions Specialists

The following services require subject matter experts outside the scope of standard service delivery. Contracting with Nextiva's Solutions Delivery Consultants is necessary for these custom configurations and incurs an additional cost.

- **Five9**: The Nextiva and Five9 integration helps connect your contact center to the rest of the business, ensuring that your agents can access the right resources in a timely manner. Nextiva connects seamlessly with the Five9 platform via a SIP connection.
- **Advanced IVR**: This is a highly configurable call routing system with advanced features available through Nextiva. This system is not part of Nextiva's NextOS Platform, meaning you will not see it in your Nextiva portal.
- **Azure Active Directory**: This helps clients sync their employee list with Nextiva's system.
- **Single Sign-On (SSO)**: This allows our customers to sign into NextOS and to the Nextiva App by signing into their own 3rd-party identity provider.
- **Additional services** requiring Professional Service help, such as Unity CC Media Streams and Akixi reporting.

# On-Site Services

Standard service delivery is conducted remotely using online conferences. For someone to come on-site to help with the deployment, see the **On-site Service PDF**. Additional costs will apply (the PDF reviews the pricing structure).

We require lead time to coordinate an on-site visit: 5 business days (1 week) for Elite & 10 business days (2 weeks) for Elite+.

# Nextiva X-835

## Nextiva's SIP Color Deskset




- 2.8" Color LCD Screen
- Sensor Hook Switch
- HD Voice Quality
- Advanced USB Connectivity
- 8 Configurable Self-labeling Multicolor LED Keys
- Proximity Sensor
- Electronic Hook Switch Support for Wireless Headsets

(800) 799-0600 nextiva sales@nextiva.com

# Nextiva all the way

## Nextiva phones with Nextiva service: one trusted brand end-to-end

### Advanced call handling
With support for 12 SIP lines/accounts and four configurable soft keys, the system provides users with comprehensive call handling features compatible with hosted and open-source PBX platforms.

### Zero touch provisioning
Utilize a redirection server with both API and web portal management for easy installations. No need to prep phones prior to deployment.

### Self-labeling programmable keys
Access to four pages of 8 self-labeling feature keys with multi-color LEDs surrounding the screen. Easily create keys for shared call appearances (SCA1), busy lamp fields (BLF), quick dial, and feature codes.

### Proximity sensor
A proximity sensors allows the display to dynamically change the key labels when your hand reaches for the phone.

### Connectivity options
The flexible network connection includes dual Gigabit Ethernet ports. It also includes a RJ9 headset port with EHS support, so you can answer calls when you're away from your desk.

### Advanced connectivity with USB
Expand your options with USB connectivity. Support up to three ET6 expansion modules that each have a 4.3-inch LCD screen with 18 buttons.

### Sensor hook switch
A non-wearing sensor hookswitch ensures a long product life even when the phone is used extensively over long periods of time.

### Full-duplex speakerphone
Finally, a speakerphone that can keep up with your calls. Increase participation by allowing parties on both ends to speak and be heard—at the same time—for conversations that are more true to life.

### HD voice quality with Opus support
With Opus codec support for HD audio, calls have never sounded  so clear and life-like.

### Secure communication
Secure your calls with support for Transport Layer Security (TLS). Protect your device with mutual authentication, advanced certificate management and other security options.

### Power over Ethernet (PoE)
With PoE support, you can locate the phones anywhere that's convenient—no AC outlets or complicated wiring required.

### Three-year warranty
Enjoy the peace of mind that comes with an industry-leading, standard three-year warranty. Warranty includes advanced replacement on new, non-refurbished, products.

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Your Nextiva quote

# Build Amazing Customer Experiences

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# Let's do great things together.

We're thrilled that you're considering Nextiva. We founded Nextiva 15+ years ago to empower businesses of all sizes to create exceptional customer experiences and build deeper, more meaningful relationships for growth.

With Nextiva's AI-powered unified customer experience platform, you have the tools and the tech to orchestrate delightful customer journeys that engage, market, sell, and service.

I'm confident that you'll find that our solutions unlock greater levels of growth for your business. And paired with our renowned Amazing Service® and reliability, you'll thrive in this incredibly fast-paced, demanding world.

We'd love to welcome you to Nextiva. Don't hesitate to reach out with any questions — our team is 1500+ strong and ready to help you succeed.

*Tracy Conrad*



**Tracy Conrad**
Chief Amazing Officer, Co-Founder

nextiva

# Get ready for the future of customer experience.

## Nextiva Unified-CXM

Nextiva's Unified Customer Experience Mangement platform helps businesses meet customers on their preferred channel, orchestrate the entire customer journey, improve the customer experience, and monitor and build brand loyalty.

### Unified

Nextiva offers a comprehensive unified customer experience management platform serving as a singular point of truth for all your customer interactions.

### Trusted

We're trusted by over a million users conducting billions of interactions annually using our reliable and secure AI-powered customer experience platform.

### Modern

Our platform is built on a scalable, globally available, redundant microservices architecture accessible through APIs, ensuring longevity and adaptability to evolving market demands.

**Nextiva Amazing Service® Advantage:** The right choice for businesses that want a trusted advisor and deep domain expertise. Our commitment to Amazing Service® and a customer-focused approach has been the cornerstone of our customers' success.

# Thank you for your business.

**Customer**
Jasper County Charter System (JCCS)

**Quote date**
10-21-2024

**Sales agent**
Jonny Jacot
jonny.jacot@nextiva.com
(602) 362-6283

**Nextiva, Inc.**
9451 East Via de Ventura
Scottsdale, AZ 85256

**Billing frequency**
Monthly

**Quote number**
CPQ-487836-1

**Quote expires**
11-21-2024

**Quote status**
Budgetary Draft

**Contract term:**
36 Months

## Quote summary

| Recurring | Non recurring | Shipping charges | Taxes & fees | Total |
|---|---|---|---|---|
| $1,815.00 | $2,478.00 | $615.00 | $913.43 | $5,821.43 |

## Quote details | Service address: 1411 COLLEGE ST MONTICELLO GA 31064-2118 US

| Item description | Charge type | List price | Discount | Quantity | Total price |
|---|---|---|---|---|---|
| **Services** | | | | | |
| Nextiva CX - Core | Recurring | $35.00 | $20.00 | 121 | $1,815.00 |
| **Options** | | | | | |
| Toll Free Number | Recurring | $9.95 | $9.95 | 1 | $0.00 |
| Fax Service | Recurring | $14.95 | $14.95 | 1 | $0.00 |
| Productivity Plugin (If you do not terminate this offering within one month of the date you accept this Quote, you will be charged $0.01 per user per month for the remainder of your initial term.) | Recurring | $15.00 | $14.99 | 121 | $0.00 |
| **Hardware** | | | | | |
| Nextiva X-835 ErisTerminal Deskset Corded SIP Phone | One-Time | $120.00 | $120.00 | 121 | $0.00 |
| **Others** | | | | | |
| Shipping Charges | One-Time | $615.00 | $0.00 | 1 | $615.00 |

*These are estimated taxes and fees.Actual taxes and fees will be calculated when the invoices are processed.

| | |
|---|---|
| Subtotal | **$2,430.00** |
| Federal FUSF (VoIP) | $82.63 |
| Federal FCC Regulatory Fee (VoIP) | $1.25 |
| State Sales Tax | $24.60 |

# Thank you for your business.

**Customer**
Jasper County Charter System (JCCS)

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11-21-2024

**Quote status**
Budgetary Draft

**Contract term:**
36 Months

| | |
|---|---|
| State E911 (VoIP) | $181.50 |
| County Sales Tax | $18.45 |
| E911 Fee | $181.50 |
| Regulatory Recovery Fee | $423.50 |
| Total | **$3,343.43** |

## Implementation Charges

| Item description | Charge type | List price | Discount | Quantity | Total price |
|---|---|---|---|---|---|
| Nextiva Service Delivery: Elite | One-Time | $3,500.00 | $1,400.00 | 1 | $2,100.00 |
| Nextiva Service Delivery: Additional Seat Add-On | One-Time | $30.00 | $12.00 | 21 | $378.00 |
| | | Subtotal | | | **$2,478.00** |
| | | Total | | | **$2,478.00** |

| | |
|---|---|
| **Amount due Today with taxes & fees** | **$5,821.43** |
| **Amount due Monthly (excl. taxes & fees)** | **$1,815.00** |

The pricing set forth in this quote, including the amount of taxes and fees, is estimated. Final pricing will be determined upon order submission and may vary from the pricing contained herein.

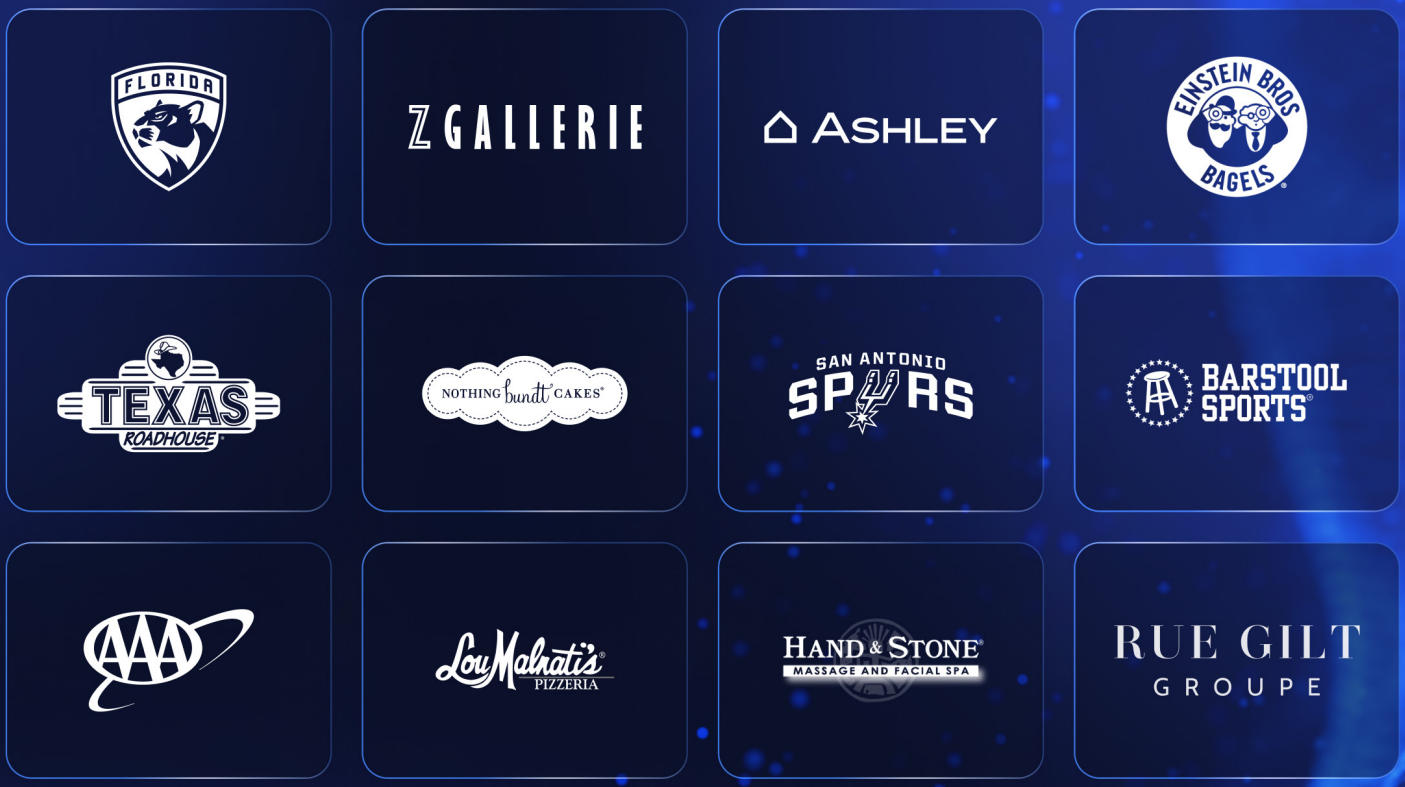
## Location summary

| Location | Monthly recurring | Non recurring |
|---|---|---|
| Service address: 1411 COLLEGE ST MONTICELLO GA 31064-2118 US | $1,815.00 | $2,478.00 |

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# Leading brands trust Nextiva.

- 1 million+ users
- Billions of interactions annually
- Amazing Service®




Nextiva transformed our client conversations, keeping them all in one place and making us more organized and responsive.

- Erin Simon, CEO, Empire Tax Offices

Security is at the heart of our mission and global operations. That's why we chose Nextiva.

- Hari Ravichandran, Co-Founder & CEO at Aura

With Nextiva, customer service has always been authentic and their support always helps in a timely fashion.

- Vinnie Edwards, YMCA of Louisville

We were able to go as far technologically as was practical for a company of our size.

- Rich Sparkman, IT Support, Shelby American