



# Utah Community Action™

1307 South 900 West Salt Lake City, Utah 84104

(801) 977-1122 | [utahca.org](http://utahca.org)

## REQUEST FOR PROPOSAL – ENTERPRISE PHONE SYSTEM AND CONTACT CENTER SOLUTION

### PART 1: INTRODUCTION AND INSTRUCTIONS

#### **PURPOSE OF REQUEST FOR PROPOSAL (RFP)**

Utah Community Action (UCA) is seeking competitive proposals to provide a cloud-based enterprise phone system and contact center solution. This document provides detailed specifications required and establishes the basis for an agreement between UCA and the provider.

#### **AGENCY BACKGROUND**

Utah Community Action's mission is to empower individuals, strengthen families and build communities through self-sufficiency and education programs. Utah Community Action is a multifaceted agency that helps low-income individuals and families overcome barriers to self-sufficiency. The agency has approximately 600 employees, and annual revenues of approximately \$50M.

Utah Community Action helps remove these barriers through six core programs:

**Adult Education** – Helps adults with low- to moderate-income levels get access to courses and certifications that can help them work toward self-sufficiency.

**Head Start** – Provides education and health services to young children who would otherwise not be prepared for kindergarten.

**HEAT** – Helps struggling households pay their utility bills. Both yearly application and emergency need services are available.

**Case Management & Housing** – Helps families find and maintain safe, affordable housing.

**Nutrition** – Helps feed households in need, provides meals for Head Start classrooms, and offers educational programs to teach better eating habits.

**Weatherization** – Helps low-income households reduce energy costs and increase comfort and safety in their homes.

Utah Community Action complies with the required federal regulations on procurement, as set forth in the Uniform Guidance 2 CFR Part 200.

#### **PROPOSAL SUBMISSIONS REQUIREMENTS**

By submitting a proposal, interested Parties acknowledge and agree that the scope of work, and evaluation process outlined herein are fair, equitable, and understood. Interested Parties further acknowledge that they have read this RFP, along with any attached or referenced documents.



## Utah Community Action™

1307 South 900 West Salt Lake City, Utah 84104

(801) 977-1122 | [utahca.org](http://utahca.org)

All costs incurred by Interested Parties in the preparation and submission of a proposal, including any costs incurred during interviews, presentations, or demonstrations are the responsibility of the Interested Parties and will not be reimbursed.

Proposals must be received by January 30, 2026. Proposals received after the deadline will not be accepted. Proposals must be submitted to the address provided below. Any proposal not meeting the requirements of this RFP may be rejected. All materials submitted will become the property of Utah Community Action.

### **PROPOSAL KEY DATES**

RFP Released	January 12, 2026
Questions on RFP	January 19, 2026
Response to RFP Questions Posted	January 22, 2026
Proposal Due Date	January 30, 2026
Award Notice	February 6, 2026

Utah Community Action may request interviews or meetings with any of the proposers to clarify any proposals.

### **SUBMISSION INSTRUCTIONS AND CONTACT INFORMATION**

The preferred method of submitting your proposal is via electronic copy. When providing a hard copy, one (1) original and one (1) copy must be submitted prior to deadline at the following address:

Utah Community Action  
Attn: Stacy Weight, CAO  
1307 South 900 West  
Salt Lake City, UT 84104

General Contact: Stacy Weight, Chief Administration Officer, [stacy.weight@utahca.org](mailto:stacy.weight@utahca.org)



## Utah Community Action™

1307 South 900 West Salt Lake City, Utah 84104

(801) 977-1122 | [utahca.org](http://utahca.org)

### **PART 2: SCOPE OF WORK AND PROPOSAL REQUIREMENTS**

To ensure a competitive and consistent review process each proposal submitted should include the following items and be organized with the outline provided below.

#### **1. Letter of intent**

A letter outlining the general overview of the business information and individuals who will be involved in the RFP process. This letter should be a maximum of 1 page and clearly identify the contact information for the authorized representative. It should also include a date through which the proposal is valid (recommended 90 days).

#### **2. Profile of Proposer**

Please include an overview of the scope of the company (local, national, international) and size. Also indicate the ability to do business in the state of Utah.

The profile should also address the following questions:

- Your Company name and address:
- Year founded
- Provide a brief history of your company.
- This section should also include at least 3 references.

#### **3. Contract Terms**

All contracts will begin immediately upon receiving the signed contract. The vendor will provide options for one-year, three-year, and five-year contract terms, and a contract end date will be chosen based on which terms are most favorable for Agency operations.

All contracts must contain a 30-day escape clause.

#### **4. Product Pricing**

The pricing proposed should be all-inclusive and should state pricing for phone lines, e911 service, number porting, and any administrative or onboarding fees. For equipment, any shipping costs should be stated separately. Please also indicate the basic warranty included with the purchased equipment. Itemize any optional warranties or support available and list the costs of warranty options separate from other pricing.



## Utah Community Action™

1307 South 900 West Salt Lake City, Utah 84104

(801) 977-1122 | [utahca.org](http://utahca.org)

### **Product A:** Individual Phone Lines

The bid is to have pricing for a minimum of 270 (two hundred seventy) phone lines for individual users.

Minimum Specifications:

- Ability to utilize either direct inward dialing or a central agency number for caller identification
- Softphone client which includes both options for Windows computers and a mobile app for iOS and Android
- Microsoft Teams integration
- Ability to utilize a physical phone
- Individual and unified voice mailboxes
- Robust logging and reporting capabilities
- Ability to communicate via SMS
- Ability to send and receive eFax
- Ability to receive broadcasts as part of location paging group (or similar solution for location-specific emergency broadcasting)

### **Product B:** Room Phone Lines

The bid is to have pricing for a minimum of 100 (one hundred) phone lines for common areas such as classrooms.

Minimum Specifications:

- Ability to utilize either direct inward dialing or a central agency number for caller identification
- Ability to utilize a physical phone
- Individual voice mailboxes or the ability to forward to an individual phone line with a voice mailbox
- Ability to receive broadcasts as part of paging group (or similar solution for location-specific emergency broadcasting)



## Utah Community Action™

1307 South 900 West Salt Lake City, Utah 84104

(801) 977-1122 | [utahca.org](http://utahca.org)

### **Product C: Contact Center Solution**

The bid is to have pricing for a contact center including licenses for a minimum of 16 (sixteen) agents.

Minimum Specifications:

- Support for bilingual queues for English and Spanish
- Multi-channel support for SMS, live chat, and voice
- Robust logging and reporting of call volume, answer speed, handling time, and missed calls
- AI tools for transcribing and summarizing calls
- AI agent assist
- Call recording options with at least a seven-day retention
- Skills-based routing with prioritization
- Ability to have separate menus/prompts while waiting in the queue based on which department option a caller chooses in the menu
- Status management (to track reason codes for agent unavailability)
- Option for callback request
- Warm and blind transfers
- Light customer relationship management functionality with interaction history

### **Product D: Gigabit Business Phone**

The bid is to have pricing for a minimum of 82 (eighty-two) business phones for use with individual phone lines.

Minimum Specifications:

- Built-in dual 10/100/1000 Gigabit ethernet switch for PC pass-through
- A minimum of 8 line appearances
- Integrated headset jack
- Volume control for handset, headset, speaker, and ring volume
- Visual voicemail
- Option to power via Power over Ethernet (PoE) using IEEE 802.3af standard
- Visual call history



## Utah Community Action™

1307 South 900 West Salt Lake City, Utah 84104

(801) 977-1122 | [utahca.org](http://utahca.org)

### **Product E: Classroom Phone**

The bid is to have pricing for a minimum of 86 (eighty-six) phones for use in classrooms and other common areas with room phone lines. Pricing should include base stations for a minimum of 32 (thirty-two) sites, if required.

Minimum Specifications:

- HD Voice
- Noise reduction
- Speakerphone
- Call hold, transfer, conferencing, call waiting, and call forwarding
- Range of up to at least 50 meters indoors and 300 meters outdoors (for cordless option only)
- Rechargeable battery with minimum of 10 hours of talk time on one battery charge (for cordless option only)
- Quick charge (for cordless option only)

Options: The bid should include both an option for cordless handsets and corded handsets that can connect to the network via Wi-Fi.

### **Product F: Shared eFax Solution**

The bid is to have pricing for licenses and/or equipment for 2 (two) eFax lines.

Minimum Specifications:

- Ability to port existing fax numbers
- Ability to create PDF files from faxes
- Ability to send and receive faxes to an email address
- Secure transmission encrypted via TLS encryption for fax-to-email
- Logging for compliance and tracking purposes



## Utah Community Action™

1307 South 900 West Salt Lake City, Utah 84104

(801) 977-1122 | [utahca.org](http://utahca.org)

### **PART 3: SELECTION PROCESS**

The evaluation will be completed using a weighted scale with the specified factors below.

Total Annual Cost	40 points
Product quality	20 points
Product warranties	10 points
Overall Service convenience	25 points
Adherence to RFP instructions	5 points
 Total	100 points

Selection will be made to the proposer who is the most advantageous to Utah Community Action based on the selection criteria outlined above. UCA reserves the right to not select any proposer. Following the closure of the RFP all proposers will be notified of the selection.

### **PART 4: WRITTEN QUESTIONS**

Questions regarding the RFP must be received in writing by January 22, 2026, by 5:00 pm. Questions may be submitted to Stacy Weight, CAO ([stacy.weight@utahca.org](mailto:stacy.weight@utahca.org)). All questions will be responded to in writing and may be made available to all proposers.