

concept deployments. The top ranked vendors also underwent reference checks from other organizations that are currently using their services.

Staff selected 8x8 based on their ability to perform or exceed on all of AMP's telephony and contact center requirements while providing the most value by remaining the most competitive in its pricing. 8x8 has over 18 years in the UCaaS space and is headquartered out of Campbell, California. 8x8 regularly places in the upper-right quadrant of the Gartner UCaaS technology reports, which is reserved for providers that are leaders in their space and have the ability to execute. Notable existing clients include McDonalds, Farmers Insurance, City of Lodi, Teladoc, and the Fairfield-Suisun Unified School District.

Additional benefits of the 8x8 UCaaS platform include:

- Business continuity and built-in redundancy
- Accessibility from anywhere with an Internet connection, on mobile devices or from remote office
- Advanced real-time and historical analytics, reporting, and dashboards
- Reading of voicemails via voicemail transcription
- Reducing information technology (IT) resources required to maintain hardware and software updates
- Improved call center options such as web or on-hold call back requests, unified inbound communication channels (chat, email, social), and skills-based routing
- Accessibility from desktop computer, mobile devices, and traditional desk phones
- Integration with Microsoft Office 365
- Consolidating all business communication

AMP will be procuring 8x8 services through the Pennsylvania Education Purchasing Program for Microcomputers (PEPPM) cooperative purchasing agreement. PEPPM serves as purchasing cooperative and serves public agencies across the United States with purchasing contracts competitively bid under the high standards expected for public-sector procurement. The five-year total agreement amount is \$150,845 with an additional 10 percent contingency of \$15,085 to account for end user license requirement fluctuations and potential changes in minor service/feature needs, for a total not to exceed amount of \$165,930.

FINANCIAL IMPACT

AMP has sufficient funds in its fiscal year 2021 budget for implementation costs and first year of services. Annual service costs will be budgeted annually through the term of the five-year agreement.

LINKS TO AMP STRATEGIC PLAN

- Business Resiliency, Strategy 1: AMP will develop an asset management plan to guide efficient expenditures
- Technology, Strategy 1: AMP will update its Technology Roadmap to guide technology-related investments and decisions

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- Technology, Strategy 3: AMP will develop and training plan that supports effective technology adoption, improves utilization, and enabled an adaptable workforce.