

REQUEST FOR PROPOSALS

CPaaS PHONE SOLUTION



Legal Aid of NorthWest Texas

INTRODUCTION

It is the mission of Legal Aid of NorthWest Texas (LANWT) to ensure equal access to justice and improve the lives of low-income communities by providing high-quality legal representation, strategic litigation, valuable legal advice, and meaningful collaborations, outreach, and community education. LANWT is a 501c3 organization providing free civil legal services to eligible individuals. LANWT operates multiple locations across its 114 county service area in North and West Texas.

LANWT works steadfastly with numerous community partners to reach those in need of free legal assistance, some of whom are shelter residents experiencing homelessness or victims of violence seeking safety. Oftentimes those in need have limited means of communication, and an effective and comprehensive telephone and communications solution is vital in the delivery of our services.

PROJECT OVERVIEW

Considering the recent technological advances, LANWT seeks to explore the features and capabilities of the various commercial offerings and re-evaluate our current solution. LANWT looks to capitalize on the mature and innovative solutions of the latest crop of providers. Whether it is a long-established provider or a new provider, LANWT seeks a reliable, scalable, flexible, ease of use platform. LANWT will also be looking for best-in-class legacy phones, unified communications, data integration, and multimodal channel technologies to aid in overall collaborative, integrative, and extended communications.

LANWT seeks a VoIP telephone solution that is capable of being the telephonic component of a multifaceted and interactive legal information and intake process. The phone system will seamlessly integrate into the overall process to include multiple input and output channels such as voice, chat, text, web, and mobile forms of communication. The phone system must incorporate an auto attendant and have visual IVR capabilities. Artificial Intelligence integration is highly desired and recommended. The phone system should also have innovative, responsive, and flexible architecture providing text to speech and API technologies to integrate with several services and applications. It must be capable of handling the rigors of daily call volume, voice, and unified communications for offices across a geographically dispersed region.

NOTE: This RFP requires the communication platform to be the primary focus. You should present your proposal with that in mind. It should be capable of providing as many features as a standalone product. If your solution requires another product, such as a call center for any advanced features, you shall break those out separately and quote as two products or any other necessary component. The phone system and call center shall not be dependent upon each other to function. However, it would be advantageous if the two systems were integrated together. It is also conceivable that the phone solution and call center (if necessary) could be from competing vendors. Thus, your solution needs to be highly integrable with other products.

Besides the capabilities to be considered, LANWT has the responsibility of acquiring the best technologies with the best cost benefits and price points. The objective is to improve the efficiency of client service operations as well as provide callers with potential resources and referrals using automated capabilities and workflows.

Key details of this RFP:

Deadline for RFP: 5:00 p.m. (CST), Friday, July 10, 2026

All contractor costs associated with preparing responses or proposals in response to this RFP are to be borne solely by the contractor. LANWT is not responsible for any costs or expenses related to the preparation of a proposal.

Project Start Date: July 17, 2026

The successful candidate must be prepared to start immediately upon selection. Selection expected to be completed by July 17, 2026.

Project Completion Deadline: Late August, 2026

This will include testing, roll out, issue management, final adjustment, and final reporting.

PROJECT GOALS

LANWT seeks and to successfully incorporate a highly flexible, resilient, UCaaS, and multimodal communications solution that is highly integrable. It should possess the highest capabilities of modern-day solutions.

The solution needs to be affordable, innovative, robust and have the following:

Part 1. Phone System Platform

- a. To provide phone resiliency, mobility, future proofing, scalability, and backup use alternatives, adding the extra benefit of UCS or UCaaS set of services in a modern-day phone solution.
- b. VoIP handset compatibility, desktop app, and mobile smart phone app.
 - a. No handsets are required in the proposal.
 - b. Compatible with Polycom VVX450, VVX250, OBi302 ATA, and IP 6000 conference phone.
 - c. Windows, iPhone, Android, and tablet apps.
- c. Visual IVR, auto-attendant, and voice recognition.
- d. Skills base designations.
- e. Call Queues.
- f. Legacy fax solution.
- g. Internal messaging solution.
- h. API integrations.
- i. High availability.
- j. Inter app call switching.
- k. Solution to the 10-DLC texting rule.
- l. Automated workflows.
- m. Advanced features (if capable), AI, Text to speech and speech to text conversion.
- n. Call Recording capabilities.
- o. Metrics and analysis reporting; robust call and text logging.
- p. Video conferencing, video meetings.
- q. Transcription services.
- r. Multi-language support.
- s. Scheduling capabilities.
- t. Microsoft O365 or Outlook integration.

Part 2. Call Center Platform (if necessary for higher functions)

- a. To provide a voice intermediary with an automated backend to a web-based case management system.
- b. Classic call center functions.
- c. Rich set of canned and customizable reporting.
- d. Text to speech and speech to text conversions.
- e. API integrations.
- f. High availability.
- g. Solution to the 10-DLC texting rule.
- h. Webchat.
- i. Email solution.
- j. Texting solution.
- k. Transcription services.
- l. Multi-language support.
- m. Automated workflows and Artificial Intelligence capabilities.

SCOPE OF WORK AND DELIVERABLES

Below is a list of critical features and scope of services for each part identified above, it is not an all-inclusive list. Your proposal must include specified documentation, an indication of whether you are able to meet or exceed the performance specifications provided and an explanation of any exceptions. LANWT will be looking for the best overall value, capacity for growth, and ease of use.

Part 1. Phone system

Overall Architectural Schema

- Minimum of 300 users with flexibility to grow and shrink. Up to 26 offices to include limited-service lines in breakrooms and for interns.
- Handle multiple auto attendant interactions.
- Maintain concurrent inbound/outbound connections across a wide geographical area.
- Ability to accommodate multiple incoming local lines and toll-free lines.

Pricing, Pricing Methodology and Billing

- Charitable non-profit 501c3 pricing plan.
- Accommodate different licensing levels.

- Contractual obligations or terms of service.
- Maintenance plan for any premise equipment.
- Documentation of Service Level Agreement.
- Documentation of Master Service Agreement.
- Specify all associated costs (short term, long term, one time, and recurring).
- Estimated federal surcharges, FCC fees, 911 fees, municipal fees.
- A dedicated account representative.
- Easy billing.
- Provide consolidated and itemized billing by address/location.

Installation and Usage Information

- Provide information regarding project management, deployment/implementation plan, number porting, or assistance you will provide.
- Provide installation guides, reference guides, and configuration help.
- Identify and describe pre-configured equipment (if any).
- Provide your failover and business continuity plan (hosted).
- Provide your failover and business continuity architecture.
- Provide methods for resiliency and survivability.
- Identify ongoing technical support and issue resolution processes.
- Provide an import/export facility.
- Provide cheat sheet guides.
- Provide your API guide.
- Address issues regarding less capable or breakroom phones.
- Identify the training you will provide.
- Provide information regarding the ability to drill through resident firewalls. Including:
 - http and https protocols;
 - trouble shooting guides.

Features Sought

- Administrative control panel.
- API interface. (Restful API is preferred).
- IVR, phone tree, and multiple automated call attendants.
- Voice recognition and response (prompting).
- Text to speech (TTS) prompts.
- Recorded prompts.

- Dual tone multi-frequency (DTMF) signaling.
- Voicemail.
- Standard phone system features, including:
 - Forwarding, hold, hunt grouping, prioritization, conferencing, caller ID, extension dialing, visual contact list, twinning.
- Remote agent capabilities. Including:
 - Soft phone capabilities on smart phones;
 - Soft phone capabilities on personal computer;
 - USB headset compatibility.
- Provide handset compatibility.
- VoIP to analog conversion capabilities.
- Provide details and pricing for any other network or telecom equipment.
- Unified communications features to include:
 - Personal audio bridge;
 - Personal virtual meetings;
 - Personal faxing;
 - Voicemail to e-mail;
 - Texting platform
 - Long/short code and 10 DLC accommodations
 - Messaging;
 - Webchat;
 - Web conferencing.
- DID call block support.
- Local number support.
- Toll free number support.
- Long-distance support.

Other

- Reporting facility
 - Usage statistics, packet drops, line usage, user history, and system status.

Part 2. Call Center Solution

Overall Architectural Schema

- A single backend connection to a web-based case management system.
- Up to 20 Agents and 3 Supervisors.
- Primarily an inbound call center.

- The ability to handle multiple concurrent phone calls and call backs.

Pricing, Pricing Methodology and Billing

- Charitable non-profit 501c3 pricing plan.
- Easy billing.

Installation and Usage

- Act as a completely automated platform.
- Pass through conversations with a web-based case management system via API capability.
- Provide implementation and deployment plan.
- Provide programming resources and guidance.
- Provide exposed elements and API guide.
- Suggest or provide programming tools.
- Suggest or provide other programming resources.
- Identify ongoing technical support and issue resolution.
- Provide your failover and business continuity plan.
- Identify the training you will provide.
- Provide information regarding the ability to drill through resident firewalls. Including:
 - http and https protocols;
 - trouble shooting guides.

Features Sought

- API interface. (Restful API is preferred.)
- Text to speech and speech to text translation (TTS).
- Toll free number call support.
- Local number call support.
- Third party call transfers.
 - Reporting facility with usage statistics.
- Artificial Intelligence integration.
- Dual tone multi-frequency (DTMF) signaling.
- Skills base routing.
- Multiple call center campaigns.
- Multiple line integration.
- Call queues.
- Queue callback.
- Call center agents.

- Voice recognition and response (prompting).
- Text to speech prompts.
- Recorded prompts.
- Multi-language support.
- Transcription services.
- Webchat, email, and texting 2-way exchange capabilities.
- Additional reporting facilities:
 - Agent statistics,
 - Dropped calls, abandoned calls.
- Other usage statistics and reporting.

STRUCTURE AND PROJECT PROPOSAL TIMELINE

Our goal is to select a vendor July 17, 2026 and have the contract executed in the week of August 17, 2026.

Structure your proposal similar to this RFP. Present the following sections and any other relevant information:

- Vendor information, including contact information for point-person.
- Summary of proposal.
- Company background information, including experience with similar projects.
- Proposed services and deliverables.
- Timeline, budget, and pricing methodologies.
- Testimonials or referrals.

BUDGET AND PRICING

Identify in an itemized format all expected expenditures as completely and transparently as possible. If your solution requires another product, such as a call center for any advanced features, you shall break it out separately and quote as two products or any other necessary component.

Costs to include (both one time and recurring costs):

- Software or hardware.
- Licensing.
- Installation.

- Programming and configuration.
- Conversion costs.
- Ongoing maintenance fees.
- Taxes and service fees to include 911, FCC, state and local if applicable.
- Travel and training (one time or ongoing).
- The cost of any other incidental expenses (if any).

PREFERRED METHOD OF CONTACT AND AVAILABILITY

The preferred method of communication is by email. As the proposal process progresses, we will make ourselves available for phone calls and in-person meetings if necessary. Please submit questions relating to this RFP by email to Doug Johnson, Information Technology Director, at johnsond@lanwt.org. Be sure to include “**LANWT 2026 Phone Proposal**” in the subject line. All questions and answers will be shared on LANWT’s website.

Be prepared to schedule and provide a demonstration of your solution.

The individual(s) involved in this process are available Monday – Friday between 8:00 a.m. and 5:00 p.m. Central Standard Time. Please allow 48 hours for response time.

Date	Event
June 26, 2026	RFP opens
June 26 to July 10, 2026	Available for Questions
July 10, 2026, 5pm	Deadline RFP Submission
July 17, 2026	Vendor selection
Aug 17, 2026	Tentative work to begin

EVALUATION AND SELECTION CRITERIA

The contract will be awarded to the vendor who provides the best value – the most advantageous balance of price, simplicity, flexibility, support, innovation, quality, value added feature set, and performance to LANWT. Proposals will be evaluated based on the following criteria:

Price

- The reasonableness and completeness of the prices submitted for the proposed services.
- Whether the price is realistic (especially if it is an estimate), reflects a clear understanding of LANWT's need, and is consistent with other parts of the proposal.

Quality

- Qualifications and experience of proposed staff – account, support, and training assets.
- Technical expertise of the bidder.
- Project plan and approach.
- Level of detail in response.

Performance

- Capacity.
- Geo-locality and or business continuity.
- Understanding of and ability to meet LANWT's needs.
- Responsiveness to LANWT.

Professionalism

- Reputation for excellence in price, performance, and quality.
- Willingness to accept LANWT terms (e.g., Texas venue and governing law, no limitation on liability, no binding arbitration, indemnification, and estimated cost, but not to exceed clause).
- No conflicts of interest.

LANWT RIGHTS

LANWT reserves the right to:

- Accept or reject any and or all responses, or any part thereof;
- Waive any informalities or technicalities contained in any response received;
- Conduct discussion with responders and accept revisions of proposals after the closing date;
- Make an award based upon various selection criteria;
- Request clarification from any responders on any or all aspects of its proposals;
- Cancel or re-issue this RFP at any time;
- Retain all proposals submitted in response to this RFP; and/or

- Invite some, all, or none of the responders for interviews, demonstrations, presentations, and further discussion.

CONFIDENTIALITY

During the vendor selection and project execution phases, you may be given access to LANWT's confidential or proprietary information. You agree not to use any information obtained for your or that of any third party's benefit. You further agree not to disclose any proprietary information to any person who does not have a need to know, and you agree to sign an agreement to adequately protect LANWT's information and interests.

FREEDOM OF INFORMATION ACT

The Freedom of Information Act (FOIA) and associated federal regulations may require LANWT to disclose certain documents to the public, including portions of your proposal. Generally, LANWT will not release any documents that would cause you competitive harm.

You are encouraged, however, to label any confidential information contained in your proposal to facilitate LANWT's ability to withhold it from disclosure.

END OF RFP