



REQUEST FOR PROPOSAL (RFP)

## VOIP Communication Services

**Issued by:** Youth Outreach Services (YOS)

**Location:** 2411 W. Congress Pkwy, Chicago, IL 60612

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### 1. Introduction

Youth Outreach Services (YOS) is soliciting proposals from qualified Voice-over-Internet-Protocol (VOIP) service providers to replace or upgrade its current telecommunications solution. The organization seeks a reliable, scalable, and cost-efficient VOIP provider that can support its multi-site operations and ensure high-quality voice and messaging capabilities.

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### 2. Current Services Overview (Baseline Requirements)

#### 2.1 Service Inventory

- 120 Extensions (Unlimited Extension Service)
  - 10DLC SMS
  - 1 Local DID
  - 7 Fax Lines
  - 1 Receptionist Console
  - 6 Virtual Receptionist Lines
  - Call Queue (1 unit)
  - 100 Desk Phones w/ Power Supply
  - VOIP Mobile App usage included
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### 3. Objectives

YOS seeks provider proposals that:

1. Reduce total VOIP costs while maintaining or improving quality.
  2. Improve call reliability, clarity, and system uptime.
  3. Provide robust administrative controls and reporting tools.
  4. Support mobile and hybrid staffing needs.
  5. Ensure smooth migration with minimal downtime.
  6. Offer high-quality customer and technical support.
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## 4. Scope of Services Requested

### 4.1 Core VOIP Capabilities

- Cloud-hosted PBX
- Unlimited calling
- Softphone compatibility
- Caller ID, call forwarding, voicemail, voicemail-to-email
- Auto attendants / virtual receptionists
- Call queues and routing
- Fax capabilities

### 4.2 Integration Requirements

- Microsoft Teams integration
- Support for existing hardware **or** replacement hardware options

### 4.3 SMS and Messaging

- 10DLC compliance
- Business text messaging features
- Administrative reporting tools

### 4.4 Administration & Reporting

- Web-based admin portal
- Call analytics and dashboards
- User provisioning and role-based access

### 4.5 Support & Services

- 24/7 technical support
  - SLA guarantees
  - Dedicated account manager
  - Migration planning and execution professional services
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## 5. Proposal Requirements

Proposals must include:

1. **Company Overview**
  2. **Service Description** detailing how requirements are met
  3. **Migration Plan**
  4. **Pricing Proposal** with itemized costs
  5. **Security & Compliance Information**
  6. **Client References**
  7. **Contract Terms and Renewal Conditions**
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## 6. Evaluation Criteria

Proposals will be evaluated based on:

- Cost competitiveness
  - Service reliability and quality
  - Scalability
  - Customer support model
  - Migration difficulty and timeline
  - Compliance with required features
  - Experience in nonprofit or multi-site environments
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## 7. Submission Instructions

**Proposal Deadline:** March 9, 2026

**Submit electronically to:** Jamie Noto [Jamien@yos.org](mailto:Jamien@yos.org)

**Subject Line:** "VOIP Services RFP Submission – [Vendor Name]"

Late submissions may not be considered.

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## 8. Timeline

- RFP Issued: February 12, 2026
- Vendor Questions Due: February 25, 2026
- Submission Deadline: March 9, 2026
- Selection & Award: March 27, 2026
- Service Migration Start Date: May 1, 2026

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## 9. Additional Information

Supporting documentation, including service inventories, is available upon request.