**Exhibit B**

**Minimum Qualifications Certification**

**(To be Submitted On Respondent’s Letterhead)**

All Respondents must sign and return this attachment, along with written evidence of how you meet each qualification. The undersigned hereby certifies that the Respondent submitting this response fulfills the minimum qualifications outlined below, as well as the requirements contained in the RFP.

**Minimum Qualifications include:**

All respondents must clearly show and document in the proposal the following minimum qualifications:

* 1. The proposed solution must be based upon the proposer’s existing commercially available CCaaS and UCaaS product offerings. The solution will require minimal modifications/customization and will meet substantially all LACERA’s defined requirements, as identified in MECP Exhibit C, LACERA Member Experience Communications Platform Requirements Questionnaire.
	2. Proposed solution must demonstrate compatibility and full integration with LACERA’s Microsoft Teams UCaaS.
	3. Proposer must have a minimum of (5) five years’ experience in successful implementation of their cloud hosted CCaaS and UCaaS solutions, and in successful migration from on premise to their cloud-based solutions, preferred experience with, but not limited to migration from Avaya on premise and AWS cloud solutions.
	4. Proposer must have completed, at a minimum, two fully operational system implementations of similar or larger size and scope, and at least an average of over 1,000 incoming calls per day to the contact center.
	5. Proposer must demonstrate strong relevant and successful experience in providing similar services/solutions to similar industry organizations, as evidenced by client qualifications and references. Proposer must provide at least 3 references for work completed with similar requirements as to those described in this RFP.
	6. Proposer must provide supporting evidence to substantiate that their overall solution is open, flexible, scalable, and portable.
	7. Proposer must complete this RFP’s MECP Exhibit C, LACERA Member Experience Communications Platform Requirements Questionnaire and provide appropriate supplemental system information and documentation to demonstrate their software’s functionality and responsiveness.
	8. Proposer will be responsible for a turnkey solution of all components of the total solution.
	9. The Proposer Project Manager will be a key role and will be responsible for all interactions with solution team members for the design, delivery, and configuration implementation and testing. LACERA Project Manager works with the Proposer Project Manager and will be responsible for LACERA’s sign off of the delivered solution prior to implementation.
	10. Proposer will manage the proposer resources as a single LACERA delivery team and will provide dedicated (not shared) resources to perform the migration and implementation work.
	11. Proposer must possess an office or physical presence in the Southern California area or, alternatively, clearly demonstrate how they will have a sufficient local presence to serve and be readily accessible to LACERA both during the implementation project and for support post implementation.
	12. Proposer must affirm ability to work within the Southern California area, specifically at the LACERA offices at 300 N Lake Ave in the City of Pasadena. LACERA will not accommodate time or expenses for Proposer’s employees to travel or commute.
	13. Proposer must be able to provide and support both an UCaaS and a CCaaS solution and the stated requirements.

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| **The undersigned hereby certifies that they are an individual authorized to bind the Firm contractually, and said signature authorizes verification of this information.**  |

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|  | Authorized Signature |  | Date |
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|  | Name and Title (please print)  |  |  |
|  |  |  |  |
|  | Name of Firm  |  |  |