

# RingCentral UCaaS

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## Solution: RingCentral Unified Communication as a Service Platform

Provider: [RingCentral, Inc.](#)

### RingEX

Our flagship solution, RingEX, is a proven cloud unified communications product infused with AI capabilities. RingCentral AI Receptionist (AIR) is built directly into the RingCentral business phone system, providing institutions with an AI agent that:

- Answers calls instantly and engages in natural conversations.
- Manages routine inquiries without requiring human intervention.
- Intelligently routes complex calls to the right person with full context.
- Schedules appointments, takes orders, and follows up via SMS.

Unlike standalone AI tools that require third-party integrations, additional software, and manual setup, AIR is built directly into RingCentral's business phone system. It takes minutes to set up, and it works right inside your existing RingCentral phone system, with no extra apps required.

RingEX unifies calls, texts, video meetings, and fax within a reliable communications solution. This complete cloud phone system is easy to use and includes HD voice, video, SMS, messaging and collaboration, conferencing, online meetings, and fax. We are confident that our cloud-based solution will meet and exceed Edge's cloud-based system requirements. RingEX also offers:

**All-in-one app** – RingCentral's streamlined solution features one app for calls, video meetings, messaging, SMS, and fax to meet all Edge's needs

- **Ability to connect over 400+ integrations** – Edge can integrate preferred tools easily and quickly with RingCentral's prebuilt integrations, including Salesforce, Google, Microsoft Teams, and Zendesk that automate workflows and boost productivity
- **Unmatched reliability and security** – Our 99.999% uptime, coupled with our top security certifications ensures a high quality, secure unified communications experience

### RingCX

RingCentral's RingCX solution is designed to meet the unique needs of Public Sector, government, business, and education entities who expect robust contact center functionality. This streamlined, modern solution enables excellent customer service at an all-inclusive, predictable, and cost-effective price. RingCX brings together innovative RingSense™ AI technology, omnichannel contact center, and RingCentral RingEX unified communications, delivering a next-generation AI-powered solution with a competitive combination of product, packaging, and pricing.

This solution provides integrated instant messaging, video conferencing, and cloud PBX. This AI-powered solution is easy to deploy and will enable Edge to better serve your callers with the information they need quickly and easily. Serving them across various touchpoints results in more personalized and positive experiences.

Real-time, AI-generated transcription and post-call summaries through RingSense AITM enable agents to better engage in customer conversation by freeing them from having to take notes or capture action items. RingSense's conversation intelligence platform uses AI to analyze communications data, automate tasks, and discover insights. Transcripts can be

seamlessly stored in CRM systems, facilitating post-call customer management, documentation, compliance, and analysis.

Self-service chatbots enable callers to answer questions quickly, at their convenience. Real-time, AI-driven agent assistance helps agents navigate customer interactions, guides agents to provide the right information for improved caller support experiences while reducing agent training and attrition.

## EdgeMarket Contract Identification Number (ECIN)

The ECIN for this contract is: **269EMCPS-25-002-EM-RING**

When you utilize this agreement, Please include the ECIN on all purchase orders for goods or services purchased pursuant to this contract vehicle, and ensure that the vendor includes the ECIN on relevant invoices.

## Method of Procurement

- Competitive procurement (RFP) under [EdgeMarket](#)

## Bid, Award and Contract Documents

- [Bid and Award Documents](#)
- [Access EdgeMarket Contracts](#) (A Member-Only login is required to access contracts. Learn how to [create](#) one.)

## To Contact Edge

For more information about this bid, awards, or this contract, contact: [edgemarket@njedge.net](mailto:edgemarket@njedge.net)