

8/10/16



RHODE ISLAND COLLEGE

PURCHASING DEPARTMENT
600 Mt. Pleasant Avenue, Building #5
Providence, Rhode Island 02908
Phone: 401-456-8047 Fax: 401-456-8528

INVITATION TO BID

SOLICITATION NUMBER: 41450
SOLICITATION TITLE: RESNET SERVICES - RIC

BID PROPOSAL SUBMISSION DEADLINE: September 20, 2016 at 2:00 PM

SURETY REQUIRED: NO BOND REQUIRED: NO

Note to Bidders: Questions concerning this solicitation may be emailed to jimorelli@ric.edu no later than 8/25/16 @ 2:00 PM (EST). Please reference the Bid # on all correspondence. Questions received if any, will be posted on the internet as an addendum to this solicitation. It is the responsibility of all interested parties to download the information.

FEIN:
VENDOR NAME:
ADDRESS:
TELEPHONE:
FAX:
CONTACT PERSON:
EMAIL:
TITLE:

NOTICE TO VENDORS:

Each bid proposal for a public works project must include a "public copy" to be available for public inspection upon the opening of bids. Bid proposals that do not include a copy for public inspection will be deemed nonresponsive. For further information on how to comply with this statutory requirement, see R.I. Gen. Laws §§ 37-2-18(b) and (j). Also see Procurement Regulations 5.11, and in addition, for highway and bridge projects, also see Procurement Regulations 5.13, accessible at www.purchasing.ri.gov .

SECTION 2 —DISCLOSURES

Bidders must respond to every statement. Bid proposals submitted without a complete response may be deemed nonresponsive.

Indicate "Y" (Yes) or "N" (No) for Disclosures 1-4, and if "Yes," provide details below

- 1. State whether the Bidder, or any officer, director, manager, stockholder, member, partner, or other owner or principal of the Bidder or any parent, subsidiary, or affiliate has been subject to suspension or debarment by any federal, state, or municipal governmental authority, or the subject of criminal prosecution, or convicted of a criminal offense within the previous 5 years. If "Yes," provide details below.
2. State whether the Bidder, or any officer, director, manager, stockholder, member, partner, or other owner or principal of the Bidder or any parent, subsidiary, or affiliate has had any contracts with a federal, state, or municipal governmental authority terminated for any reason within the previous 5 years. If "Yes," provide details below.

___ 3. State whether the Bidder, or any officer, director, manager, stockholder, member, partner, or other owner or principal of the Bidder or any parent, subsidiary, or affiliate has been fined more than \$5000 for violation(s) of any Rhode Island environmental law(s) by the Rhode Island Department of Environmental Management within the previous 5 years. If "Yes," provide details below.

___ 4. State whether any officer, director, manager, stockholder, member, partner, or other owner or principal of the Bidder is serving or has served within the past two calendar years as either an appointed or elected official of any state governmental authority or quasi-public corporation, including without limitation, any entity created as a legislative body or public or state agency by the general assembly or constitution of this state.

Disclosure details (continue on additional sheet if necessary):

SECTION 3 – OWNERSHIP DISCLOSURE

Bidders must provide all relevant information. Bid proposals submitted without a complete response may be deemed nonresponsive.

If the Bidder is publicly held, the Bidder may provide owner information about only those stockholders, members, partners, or other owners that hold at least 10% of the record or beneficial equity interests of the Bidder; otherwise, complete ownership disclosure is required.

List each officer, director, manager, stockholder, member, partner, or other owner or principle of the Bidder, and each intermediate parent company and the ultimate parent company of the Bidder. For each individual, provide his or her name, business address, principal occupation, position with the Bidder, and the percentage of ownership, if any, he or she holds in the Bidder, and each intermediate parent company and the ultimate parent company of the bidder.

SECTION 4 –CERTIFICATIONS

Bidders must respond to every statement. Bid proposals submitted without a complete response may be deemed nonresponsive.

Indicate Yes (Y) or No (N) and if No, provide details below:

THE BIDDER CERTIFIES THAT:

- ___ 1. The Bidder will immediately disclose, in writing, to the State Purchasing Agent any potential conflict of interest which may occur during the term of any contract awarded pursuant to the solicitation.
- ___ 2. The Bidder possesses all licenses and anyone who will perform any work will possess all licenses required by applicable federal, state, and local law necessary to perform the requirements any contract awarded pursuant to this solicitations and will maintain all required licenses during the term of any contract awarded pursuant to this solicitation. In the event that any required license shall lapse or be restricted or suspended, the Bidder shall immediately notify the State Purchasing Agent in writing.
- ___ 3. The Bidder will maintain all required licenses during the term of any contract pursuant to this solicitation. In the event that any required insurance shall lapse or be canceled, the Bidder will immediately notify the State Purchasing Agent in writing.
- ___ 4. The Bidder understands that falsification of any information in this bid proposal or failure to notify the State Purchasing Agent of any changes in any disclosures or certifications in the Bidder Certification may be grounds for suspension, debarment, and/or prosecution for fraud.
- ___ 5. The Bidder has not paid and will not pay any bonus, commission, fee, gratuity, or other remuneration to any employee or Official of the State of Rhode Island or any subdivision of the State of Rhode Island or other governmental authority for the purpose of obtaining an award of a contract pursuant to this solicitation. The Bidder further certifies that no bonus, commission, fee, gratuity, or other remuneration has been or will be received from any third party or paid to any third party

contingent on the award of a contract pursuant to this solicitation.

___ 6. This bid proposal is not a collusive bid proposal. Neither the Bidder, nor any of its owners, stockholders, members, partners, principles, directors, managers, officers, employees, or agents has in any way colluded, conspired, or agreed, directly or indirectly, with any other bidder or person to submit a collusive bid proposal in response to the solicitation or to refrain from submitting a bid proposal in response to the solicitation, or has in any manner, directly or indirectly, sought by agreement or collusion or other communication with any other bidder or person to fix the price or prices in the bid proposal or the bid proposal of any other bidder, or to fix any overhead, profit, or cost component of the bid price in the bid proposal or the bid proposal of any other bidder, or to secure through any collusion conspiracy, or unlawful agreement any advantage against the State of Rhode Island or any person with an interest in the contract awarded pursuant to this solicitation. The bid price in the bid proposal is fair and proper and is not tainted by any collusion, conspiracy, or unlawful agreement on the part of the bidder, its owners, stockholders, members, partners, principals, directors, managers, officers, employees, or agents.

___ 7. The Bidder: (i) is not identified on the General Treasurer’s list created pursuant to R.I. Gen. Laws 37-2.5-3 as a person or entity engaging in investment activities in Iran described in 37-2.5-2(b); and (ii) is not engaging in any such investment activities in Iran.

___ 8. The Bidder will comply with all of the laws that are incorporated into and/or applicable to any contract with the State of Rhode Island.

Certification details (continue on additional sheet if necessary):

Submission by the Bidder of a bid proposal pursuant to this solicitation constitutes an offer to contract with the State of Rhode Island through the Division of Purchases on the terms and conditions contained in this solicitation and the bid proposal. The Bidder certifies that: (1) the Bidder has reviews this solicitation and agrees to comply with its terms and conditions; (2) the bid proposal is based on this solicitation; and (3) the information submitted in the bid proposal (including this Bidder Certification Form) is accurate and complete. The Bidder acknowledges that the terms and conditions of this solicitation and the bid proposal will be incorporated into any contract awarded to the Bidder pursuant to this solicitation and the bid proposal. The person signing below represents, under penalty of perjury, that he or she is fully informed regarding the preparation and contents of this bid proposal and has been duly authorized to execute and submit this bid proposal on behalf of the Bidder.

BIDDER

Date: _____

Name of Bidder

Signature in ink

Printed name and title of person signing on behalf of Bidder

RETURN OF BID INVITATION - Bids must be mailed/delivered to RHODE ISLAND COLLEGE PURCHASING DEPARTMENT, BUILDING #5 in a sealed envelope furnished, by the time and date specified for the opening of responses. Bids misdirected to other locations or which are not present at the time of opening for whatever cause will be considered to be late, and will be returned unopened. For the purposes of this requirement the official time and date shall be that of the date/time stamp in the reception area.

State of Rhode Island
PAYER'S REQUEST FOR TAXPAYER
IDENTIFICATION NUMBER AND CERTIFICATION

THE IRS REQUIRES THAT YOU FURNISH YOUR TAXPAYER IDENTIFICATION NUMBER TO US. FAILURE TO PROVIDE THIS INFORMATION CAN RESULT IN A \$50 PENALTY BY THE IRS. IF YOU ARE AN INDIVIDUAL, PLEASE PROVIDE US WITH YOUR SOCIAL SECURITY NUMBER (SSN) IN THE SPACE INDICATED BELOW. IF YOU ARE A COMPANY OR A CORPORATION, PLEASE PROVIDE US WITH YOUR EMPLOYER IDENTIFICATION NUMBER (EIN) WHERE INDICATED.

Taxpayer Identification Number (T.I.N.)

Enter your taxpayer identification number in the appropriate box. For most individuals, this is your social security number.

Social Security No. (SSN)

--	--	--

Employer ID No. (EIN)

--	--

NAME

ADDRESS

(REMITTANCE ADDRESS, IF DIFFERENT)

CITY, STATE AND ZIP CODE

CERTIFICATION: Under penalties of perjury, I certify that:

- (1) The number shown on this form is my correct Taxpayer Identification Number (or I am waiting for a number to be issued to me), **and**
- (2) I am not subject to backup withholding because either: (A) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (B) the IRS has notified me that I am no longer subject to backup withholding.

Certification Instructions -- You must cross out item (2) above if you have been notified by the IRS that you are subject to backup withholding because of under-reporting interest or dividends on your tax return. However, if after being notified by IRS that you were subject to backup withholding you received another notification from IRS that you are no longer subject to backup withholding, do not cross out item (2).

PLEASE SIGN HERE

SIGNATURE _____ TITLE _____ DATE _____ TEL NO. _____

BUSINESS DESIGNATION:

Please Check One: Individual Medical Services Corporation Government/Nonprofit Corporation
 Partnership Corporation Trust/Estate Legal Services Corporation

NAME: Be sure to enter your full and correct name as listed in the IRS file for you or your business.

ADDRESS, CITY, STATE AND ZIP CODE: Enter your primary business address and remittance address if different from your primary address). If you operate a business at more than one location, adhere to the following:

- 1) Same T.I.N. with more than one location -- attach a list of location addresses with remittance address for each location and indicate to which location the year-end tax information return should be mailed.
- 2) Different T.I.N. for each different location -- submit a completed W-9 form for each T.I.N. and location. (One year-end tax information return will be reported for each T.I.N. and remittance address.)

CERTIFICATION -- Sign the certification, enter your title, date, and your telephone number (including area code and extension).

BUSINESS TYPE CHECK-OFF -- Check the appropriate box for the type of business ownership.

Mail to: Rhode Island College, Purchasing Department, Building #5
600 Mt. Pleasant Avenue, Providence, RI 02908

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1. INTRODUCTION

1.1. Background and Purpose

Rhode Island College, a public higher education institution, is seeking proposals for ResNet services for the 6 residence halls on the college campus.

The term covered by this agreement is the period of three years from September 1, 2016 through August 30, 2019.

1.2. General

Rhode Island College is located on a 180-acre campus in the Mount Pleasant section of Providence. Academic offerings are provided in six schools: the Faculty of Arts and Sciences, the Feinstein School of Education and Human Development, the School of Social Work, the School of Nursing, the School of Management and the School of Graduate Studies, as well as through the Center for Management and Technology and the Office of continuing Education and Summer Sessions.

Established in 1854, Rhode Island College now serves approximately 7,200 Undergraduate students and 1,800 Graduate students in courses and programs both on and off campus.

The oldest of the three public institutions of higher education that operate under the aegis of the Board of Governors for Higher Education, the College is supported by the State of Rhode Island as its only comprehensive college, and is part of the system of public higher education which includes the Community College and the University. Rhode Island College is nonsectarian and coeducational. Over 80 offices and departments are housed on the campus, and about 375 full-time faculty members contribute to the College's mission to make its academic programs available to any qualified resident of Rhode Island who can benefit from its educational services.

1.3. Current ResNet Services Overview

At present residential students are provided the following services:

- Wired internet access next to the bed
- Wireless internet access throughout all residence halls (“wall-to-wall”)
- On-request wired voice service
- Guaranteed bandwidth:
 - Standard: 10MBps download and 2Mbps upload for 1 device
 - Option: 20Mbps download and 5MBps upload for 10 devices
- Access to Internet-1 and Internet-2
- 24x7x365 helpdesk support

See paragraph 6.1 for the definition of “ResNet Services” as relevant to this RFP.

The approximate breakdown in beds per residence hall is as follows:

Browne Hall	:	155 beds
Sweet Hall	:	210 beds
Thorp Hall	:	144 beds
Weber Hal	:	180 beds
Willard Hall	:	140 beds
Penfield Hall	:	366 beds

1.4. Scope of Services Requested

This RFP will encompass the provisioning of ResNet services very closely, if not fully, matching the current ResNet services and the possible extension/upgrades of ResNet Services during the agreement term.

The RFP respondent ('Vendor') can offer additional ResNet services within the scope of this RFP. Such optional services may be included in the agreement.

1.5. Who should respond?

It is important to Rhode Island College ('Customer') that the provided ResNet Services keep in step with the development of the technology needs of resident students. Vendors that are able to meet or exceed such needs over the duration of the agreement are invited to respond to this RFP.

2. INSTRUCTIONS TO BIDDERS

2.1. Instructions and Notifications

- 2.1.1 Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- 2.1.2 Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
- 2.1.3 All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The College assumes no responsibility for these costs.
- 2.1.4 Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the College Purchasing Agent.
- 2.1.5 All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- 2.1.6 Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
- 2.1.7 It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
- 2.1.8 All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
- 2.1.9 The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.

- 2.1.10 Vendors are advised that all materials submitted to the College for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
- 2.1.11 Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
- 2.1.12 Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation.
- 2.1.13 In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
- 2.1.14 The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information visit the website www.mbe.ri.gov

2.2. Additional Terms and Conditions

2.2.1. Applicable Codes and Regulations

All work covered by this RFP must conform to all applicable Federal, State of Rhode Island and Providence Plantations, and local laws, ordinances and to the regulations of the local utility companies. The work must be in accordance with the requirements of the National Bureau of Fire Underwriters, the National Electrical Code, the Occupational Safety and Health Administration (OSHA), the Americans with Disabilities Act (ADA) and the Codes and the recommendation of Bell System Practice, EIA/TIA 568, 569 Commercial Building Wiring Standards and any subordinate clauses contained in the Building Industry Consulting Service International, Inc. (BICSI) Telecommunications Distribution Methods Manual and not addressed by the EIA/TIA 568 and 569 Standards

Documents. In the event that a conflict or interpretive difference occurs between the EIA/TIA documents and the BICSI Telecommunications Distribution Methods Manual, the EIA/TIA 568 and 569 documents shall prevail.

The above requirement includes, but is not limited to, the current edition of the National Electrical Code, the National Board of Fire Underwriters Standards, Life Safety Code, Standards, rules and regulations of the State of Rhode Island.

2.2.2. Vendor Licensing and Certification

Vendor must possess a valid Rhode Island Telecommunications Systems Contractor license and all employees working on this job must possess the appropriate Rhode Island Telecommunications license for the level of work they are performing. Where appropriate, Customer's representative(s) will verify contractor's trade license.

The Vendor must be certified by the manufacturer to install the products and components related to the work specified in this RFP. Technicians assigned to perform the installation of these products and components must also have the appropriate manufacturer certifications.

2.2.3. Subcontractors

Vendor shall consult with Customer regarding the identification of all subcontractors and suppliers. All subcontractors supplying components, labor or other support are the responsibility of the Vendor, but must be approved by Customer prior to the issuance of any subcontracts.

Subcontractors will be held to the same requirements and qualifications as the Vendor.

2.2.4. Project Manager

It is expected that the Vendor's on-site project manager and supervisory personnel will remain constant throughout the individual projects. Initial assignment and possible subsequent changes in project management personnel must have prior approval from the Customer.

2.2.5. Professional Manner

Work performed under this RFP may be performed while classes are in session. It is critical that the work not disrupt normal operations at the Customer's premises. Vendor personnel are to conduct themselves in a professional manner, so as not to compromise the safety or self-respect of any student or staff member. Customer reserves the right of approval of any on-site employees, and the right to dismiss from this, and any other work performed under this RFP, any individual without a statement of cause. The vendor will comply without compromising schedules and/or any other contract term.

2.2.6. Taxes

Vendor's bid proposals shall exclude all taxes. The State is exempt from taxes.

2.2.7. Insurance

Commercial General Liability Insurance: Contractor shall obtain at contractor's expense, and keep in effect during the term of this contract Commercial General Liability Insurance covering bodily injury, and property damage in a form and with coverage that are satisfactory to the State. This insurance shall include personal advertising injury liability, independent contractors, products completed operations, contractual liability and broad form property damage coverage. Coverage shall be written on an occurrence basis. A combined single limit of \$1,000,000 per occurrence and aggregate is required.

Auto Liability Insurance: Contractor shall obtain, at Contractor's expense and keep in effect during the term of this contract, Auto Liability Insurance covering all owned, non-owned or hired vehicles. A combined single limit per occurrence of \$1,000,000 will be obtained.

Workers Compensation: Contractor shall obtain statutory Workers Compensation coverage in compliance with the compensation laws of the State of Rhode Island. Coverage shall include Employers Liability Insurance with minimum limits of \$100,000 each accident, \$500,000 disease or policy limit, \$100,000 each employee. An Alternative Employer Endorsement shall be required for both the workers compensation and employer liability policy.

The State will be defended, indemnified and held harmless to the full extent of any coverage actually secured by the Contractor in excess of the minimum requirements set forth above. The duty to indemnify the State under this agreement shall not be limited by the insurance required in this agreement.

The Purchasing Agent reserves the right to consider and accept alternative forms and plans of insurance or to require additional or more extensive coverage for any individual engagement.

2.2.8. Due Care

In delivering, installing and removing equipment, due care shall be exercised to avoid damage to, or disfigurement of, buildings, equipment, driveways or other property. Any blemish, made by the Vendor, to physical plant or property of the Customer or its community of staff and students is to be restored by the vendor. Vendor(s) shall be required to complete restorations at its expense for any damage caused by it or by any of the subcontractors.

2.2.9. Vendor Activities

The Vendor's activities are not to be disruptive of business or residential activity—including excessive construction noises—and must not compromise the safety, security or self-respect of any student or staff employee of the Customer in any way. Customer reserves the right of approval of any on-site employees, and the right to dismiss from this, and any other work performed under this RFP (or contract), any individual without a statement of cause. The vendor will comply without compromising schedules or other contract terms.

2.2.10. Site familiarity

The Vendor is responsible for being knowledgeable of all conditions of these specifications. The Vendor, by making a bid, represents that the bid documents have been read and understood and the site has been visited and the vendor is familiar with the local conditions under which the work is to be performed. This includes the first-hand inspection and understanding of each individual building's cable distribution peculiarities. No approval for additional funds will be given for work resulting from the vendor or its subcontractors being unfamiliar with the conditions under which the work is to be performed.

For the duration of the agreement, the Vendor is responsible in assuring that all vendor personnel (including subcontractors) working on the Customer's account are kept informed on the site conditions.

2.2.11. Permits

The Vendor is responsible for obtaining all municipal permits and inspections as mandated by law for any work performed under this RFP.

2.2.12. State Purchasing Policies

All Vendors and subcontractors will be subject to policies, procedures, and legal terms and conditions of the State (as posted on the purchasing website and/or part of or attached to this solicitation). Violation of policies and procedures by vendor may be cause for termination of contract and elimination from participation under this RFP.

2.2.13. Cutover Date

Vendors will note that equipment or software upgrades, if those options are chosen and approved by the Customer, shall be installed / completed no later than September 1, 2016 or upon issuance of an award. Vendors will take this date into consideration when completing their bids.

2.2.14. Schedules

To assure adequate planning and execution of the work under this RFP so that the work is completed within a reasonable time frame, Vendor will prepare and maintain schedules and reports. Graphically show the order and interdependence of all activities necessary to complete the Work, and the sequence in which each activity is to be accomplished.

2.2.15. Documentation

The Vendor is required to document all work performed for the Customer in general and of installation and configuration changes in particular. All documentation has to be provided or made accessible to the Customer in a format that allows the Customer to incorporate this into her own documentation system. Providing documentation is regarded as an integral part of providing services to the Customer and is therefore a compulsory component in the completion of any work performed

3. PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to Rhode Island College at jcimorelli@ric.edu no later than the date and time indicated on page one of this solicitation. Please reference **RFP # 41450** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

Offerors are encouraged to submit written questions to **Rhode Island College Purchasing Department. No other contact with College parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the RIC Purchasing Office will not be considered.

Responses (**an original plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked "**RFP#**"**41450** to:

Rhode Island College
Building 5, East Campus
600 Mt. Pleasant Avenue
Providence, RI 02908

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Rhode Island College Purchasing Office by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the RIC Purchasing Office will not be considered. The official time clock is in the reception area of the RIC Purchasing Office.

RESPONSE CONTENTS

Responses shall include the following:

1. A completed and signed four-page R.I.V.I.P generated bidder certification cover sheet.
2. A completed and signed W-9 (attached)
3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described in this solicitation.
4. **A separate, signed and sealed Cost Proposal** reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-ROM, disc, or flash drive)**.

Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original".

4. EVALUATION AND SELECTION

In order to select the Vendor that will be awarded this RFP, the RFP responses are evaluated in the following manner.

The Customer will convene a Technical Review Committee that will score each response. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The Customer (Rhode Island College) reserves the exclusive right to select the individual(s) or firm (Vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

The response will be scored in the following categories, in which each category is given a weight factor expressed in a percentage of the total. The response should score at least 75% of the total and within each category the response should score 75% of the allotted scoring percentage in order to warrant the review of the cost proposal.

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Vendor Qualifications	30 Points
Standard ResNet Services and Support	20 Points
Optional ResNet Services	10 Points
Completeness of Response	5 Points
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points (*)	30 Points

(*) The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$6,500 and Vendor B bids \$10,000 for monthly cost and service fee and the total points available are Thirty (30), Vendor B's cost points are calculated as follows:

$$\$6,500 / \$10,000 * 30 = 19.5$$

5. VENDOR QUALIFICATIONS

Please respond to the following questions and information requests.

5.1. Experience with providing ResNet Services

5.1.1. Understanding of higher education environment

Vendor must have a detailed understanding of the higher education environment in general and student technology expectations and needs in particular. In order to do so Vendor must track and analyze student usage behavior and technology trends in preparation for transition to future technologies. Vendor's foresight should be reflected in past decisions concerning equipment/technology options including, but not limited to, robustness and expandability, replacement/upgrade timing, introducing new equipment or services to residential students. Please provide at least three (3) examples showing Vendor's ability to track and analyze student usage behavior and showing foresight in evolving the ResNet Services.

5.1.2. Extended experience

Vendor must have at least seven (7) years of experience in providing ResNet Services to higher education customers with 1,200+ resident students.

5.1.3. References

Vendor must provide a verifiable customer reference list of at least five (5) ongoing contracts with higher education organizations where the ResNet Services offered are highly similar to the services described in this RFP. For each reference provide at least:

- Institution name and address
- Contact person and telephone number
- Start date of providing ResNet Services to the institution

5.2. Provisioning ResNet Services

5.2.1. Promotion and Communication ResNet Services

Vendor will work with Customer to provide a Customer-specific ResNet website. This website must contain all information relevant to Customer's ResNet Services and accessible to Customer, staff and (prospective) resident students.

Vendor performs at least one (1) customer satisfaction survey per academic year among all resident students and staff members. The results of the survey must be made available to Customer and resident students.

Vendor agrees that without the prior written consent of Customer, it will not use the name, service marks, or trademarks of Customer or of any of its affiliated organizations

in any electronic media or in any advertising, publicity release or sales presentation. Such consent shall not be unreasonably withheld, delayed, or conditioned.

Vendor is to provide information on how their company will address advertising and promotional media to be distributed to resident students. Vendor will also provide information on how Vendor is able to assist Customer to publicize information to resident student, leveraging existing communication means within the ResNet.

Customer understands that in order for Vendor to communicate with the resident students and allow them to subscribe/register for the ResNet Services, Vendor needs a minimal sets of student identifying information. Please identify the resident student data Customer should provide and the frequency it needs to be provided.

5.2.2. Management and Maintenance Procedures ResNet Services

Customer accepts that Vendor has resident students sign a Responsible Use Agreement for the provided ResNet Services, as long as such agreement is not in conflict with Customer policies and federal and state laws and regulations.

If necessary, Vendor must provide an on-campus distribution point for any in-room equipment needed to provide ResNet Services, at least during the first week of every semester. Additionally, if necessary Vendor must provide an on-campus collection point the last week and the week following each semester to collect any in-room equipment.

Vendor is responsible for manning such distribution/collection points.

Prior to commencement of ResNet Services, Vendor must provide Customer its policy and procedures on handling and resolving security and DMCA related network issues. This policy and procedures must also be published on the customer-branded ResNet website.

Vendor is to provide written procedures to Customer regarding access to the Internet (i.e. Registration page, software used, etc.), prior to commencement of a ResNet Services agreement. For the purpose of the RFP provide a short description of these procedures and optionally provide procedures as appendix to the RFP response.

Vendor is to provide written procedures regarding preventive maintenance procedures, prior to commencement of ant ResNet Services agreement. For the purpose of the RFP provide a short description of these procedures and optionally provide procedures as appendix to the RFP response.

5.2.3. Additional and Optional ResNet Services

Vendor must provide and market optional services, above the standard ResNet Services, directly to resident students, staff members and guests in the residence halls.

5.2.4. Handling DCMA complaints

Vendor is responsible for handling of and responding to any DMCA complaints originating from a device communication on the ResNet network. If necessary, Vendor will work with Customer on DMCA complaints that involve resident students.

5.3. Maintenance ResNet equipment and infrastructure

5.3.1. Replacements, Upgrades and/or Service Calls

Vendor is responsible for the complete maintenance of the equipment making up the ResNet infrastructure and is responsible for the replacement and/or upgrades of any equipment in order to ensure the proper functioning of the ResNet infrastructure.

Vendor must provide all technical service support on campus such as network maintenance, individual service calls and network upgrades.

For larger scale replacements and/or upgrades Vendor has to organize such activities as a project.

5.3.2. Maintenance ResNet wiring plant

Vendor is responsible for any moves, adds and changes of the ResNet wiring plant as part of the maintenance of the ResNet infrastructure and provisioning of ResNet Services. Vendor has to submit proposed modifications in writing to Customer. After Customer approves a proposal Vendor can make the modifications under Customer's supervision.

At the end of the agreement the ResNet infrastructure must be left in fully working order, conforming to the requirements and qualifications identified in this RFP.

5.3.3. Vendor Licensing and Certification

In order for Vendor to perform modifications the ResNet wiring plant (see paragraph 5.3.2) Vendor must possess a valid Rhode Island Telecommunications Systems Contractor (TSC) license and all employees working on this job must possess the appropriate Rhode Island Telecommunications license for the level of work they are performing. Where appropriate, Customer's representative(s) will verify contractor's trade license.

When Vendor does not possess a valid Rhode Island TSC license, the work has to be performed by a subcontractor that has a valid Rhode Island TSC license. (See paragraph 5.3.5 regarding the use of subcontractors).

5.3.4. On-site Coordinator

Vendor must assign an on-site coordinator under the agreement.

The On-site Coordinator:

- Is responsible for addressing or coordinating all ResNet-related support and maintenance issues.
- Must remain constant at least for the duration of a semester (see note below)
- Must be an employee of Vendor.

Vendor must provide Customer (in the persons of Director and Assistant-director Security & Safety) the results of the security background check of the On-site Coordinator or any person performing this function. When Vendor is not able to provide

such information Customer may perform a security background check and Vendor must provide full cooperation.

Note: only under circumstances of contract termination and medical leave Vendor is allowed to temporarily or permanently replace the On-site Coordinator during a semester.

5.3.5. Subcontractors

Vendor shall consult with Customer regarding the identification of all subcontractors and suppliers. All subcontractors supplying components, labor or other support are the responsibility of the Vendor, but must be approved by Customer prior to the issuance of any subcontracts.

Subcontractors will be held to the same requirements and qualifications as the Vendor.

5.3.6. Project Manager

It is expected that the Vendor's project manager and supervisory personnel will remain constant throughout the individual projects. Initial assignment and possible subsequent changes in project management personnel must have prior approval from the Customer.

5.4. Other Vendor Requirements

5.4.1. Contact list

Provide a list of all Vendor contacts relevant to this RFP.

During the term of the agreement Vendor must provide Customer with a full and up-to-date (account team) contact list.

5.4.2. Professional Manner

Work performed under this RFP may be performed while the students live in the residence halls. It is critical that the work does not disrupt normal operations at the Customer's premises. Vendor personnel are to conduct themselves in a professional manner, so as not to compromise the safety or self-respect of any student, staff member or guest. Customer reserves the right of approval of any on-site employees, and the right to dismiss from this, and any other work performed under this RFP, any individual without a statement of cause. The vendor will comply without compromising schedules and/or any other contract term.

5.4.3. Site familiarity

Vendor is responsible for being knowledgeable of all conditions of these specifications. Vendor, by submitting a response to this RFP, represents that the RFP response documents have been read and understood and the vendor is familiar with the local conditions under which the work is to be performed. This may include the first-hand inspection and understanding of each individual building's cable distribution specifics. No approval for additional funds will be given for work resulting from the vendor or its

subcontractors being unfamiliar with the conditions under which the work is to be performed.

For the duration of the agreement, the Vendor is responsible for assuring that all Vendor personnel (including subcontractors) working on the Customer's account are kept informed on the site conditions.

5.4.4. Documentation

The Vendor is required to document all work performed for the Customer in general and of installation and configuration changes in particular. All documentation has to be provided or made accessible to the Customer in a format that allows the Customer to incorporate this into her own documentation system. Providing documentation is regarded as an integral part of providing services to the Customer.

5.4.5. Location Access and Security

For the purpose of access to site locations, Vendor's employees (including those of subcontractor) need to report to the Security and Safety office. For that purpose, the Vendor being awarded the RFP will provide (certified) copies of identification of any employee that may need access to site locations.

To ensure the safety and security of Vendor's employees and Customer's students, staff and guests, Customer may decide on a case-by-case basis that Vendor's employees have to be escorted by a Customer-assigned person. In the case no escort is available Vendor must reschedule the activities to a day and time an escort is available.

6. STANDARD AND OPTIONAL RESNET SERVICES AND SUPPORT

Please respond to the following questions and information requests.

6.1. Definition of ResNet Services and Infrastructure

6.1.1. ResNet Services

The ResNet Services must be offered to all students, staff members and guests who are assigned living arrangements in the resident halls by Customer. This is also known as providing ResNet Services on a “per pillow” basis.

ResNet Services must at a minimum include:

- Unrestricted local Data network services.
- Ubiquitous Internet access (Internet-1 access is required and Internet-2 access is preferred) through wired and wireless access. (see note 1)
- Direct 24x7x365 Helpdesk Support and On-site Coordinator support.
- Guaranteed standard upload/download data speed (see Note 2) and optional higher data speeds for Internet access.
- Vendor maintained Customer-specific website with full information on the ResNet Services, accessible to Customer’s resident students, staff and guests. This website includes at least basic ResNet information, policies, procedures, status updates, methodologies for securing computer and subscription/enrollment functions.
- Applications and tools provided by Vendor to subscribed/enrolled resident students, staff and guests.

Note 1: Vendor is prohibited from filtering any type of data or limit access to any Internet-based site or service under any circumstance without explicit written Customer consent. Vendor is also prohibited from applying any type of rate-control but for the purpose of restricting a subscribed/enrolled resident student, staff or guest from exceeding the guaranteed data speed.

Note 2: Although the minimum Internet data speed for standard ResNet Services is currently set at 15Mbps download and 5Mbps upload, historically there has been a data speed increase over time at the same cost to Customer. Please respond as to if and how the Vendor would handle increases of standard Internet data speed over time.

6.1.2. ResNet Infrastructure

The ResNet Infrastructure includes:

- All station wiring, inter-equipment wiring and wiring between the ResNet equipment and third-party (carrier) demarcation point.

- All equipment, including but not limited to switches, routers, firewalls, traffic shapers, and Vendor-issued devices.

6.2. Requirements ResNet Services

6.2.1. Support

Vendor must provide support for all ResNet Services including, but not limited to:

- technical support,
- customer support,
- user account billing,
- user account maintenance (creation, management, deletion),
- steps to obtain an account,
- initial troubleshooting,
- immediate notification of the On-Site coordinator of any issues the coordinator needs to address and system and network security.

Vendor must provide 24x7x365 direct helpdesk support to resident students, staff and guests for all the ResNet Services (standard and optional) via a toll-free telephone number. This telephone number should alert the helpdesk that the caller is a Customer's resident student, staff member or guest.

Vendor must ensure that the On-site Coordinator is present on site during the Fall and Spring semester move-in days.

Vendor must provide wired account moves for students, staff and guests that change rooms during each semester within 72 business hours and at no additional cost to the Customer, student, staff member or guest. The billing for optional ResNet Services must follow the student, staff member or guest.

Vendor must complete repairs affecting the ResNet Services to one (1) or more subscribed resident students, staff and/or guests within 48 business hours after the initial report.

6.2.2. Technical

As part of the standard ResNet Services, Vendor must provide wired connection per pillow and in designated common lounge areas based upon the occupancy rate provided by Customer.

Vendor must provide at the start of the contract period IEEE 802.11a/b/g/n WiFi access in all areas within each residence hall to which students and guest have access. This is also known as wall-to-wall wireless coverage.

Vendor must upgrade the WiFi infrastructure to the IEEE 802.11ac within 12 months of the start of the contract period.

Vendor guarantees an Internet data speed for Standard ResNet Services per pillow of 15 Mbps download and 5Mbps upload for a single device.

Vendor provides at least one option for a higher Internet data speed per pillow that is at least 25Mbps download and 10Mbps upload for a maximum of 10 devices.

Vendor can provide additional optional higher Internet data speeds. All optional Internet data speeds are offered on a per pillow basis directly to the student, guest or staff member.

The wireless network must support roaming within a residence hall.

Vendor must provide public IP addresses (routable) to the Internet for all connections within the ResNet Infrastructure.

Vendor must, to the extent technically feasible, monitor and manage the ResNet infrastructure and Services.

6.2.3. Services

Vendor must provide and support up-to-date security tools for resident student, staff member or guest at no charge for each semester the person remains a subscribed to the ResNet Services. These tools should at least include updatable anti-malware programs.

6.3. Optional ResNet Services

Vendor should also provide Customer with any enhancements or features that it feels would be beneficial to Customer as well as related costs.

Vendor must provide optional voice (dial tone, local and long distance and voicemail) services that will be provided and marketed directly to the resident students.

7. PRICING

7.1. Standard ResNet Services

Vendor must provide a cost breakdown for:

- Students; on a per pillow per 1-semester and 2-semester basis (see note 1):
 - Wired and wireless connection with standard Internet data speed
 - Wired and wireless connection for each optional Internet data speed level
- Staff members (for example Hall directors); on a per pillow per month basis:
 - Wired and wireless connection with standard Internet data speed
 - Wired and wireless connection for each optional Internet data speed level
- Guests; on a per pillow per day, week and month basis (see note 2):
 - Wired and wireless connection with standard Internet data speed
 - Wired and wireless connection for each optional Internet data speed level

Note 1: For the purpose of pricing the fall semester starts at August 1st and ends on December 31st. The spring semester starts at January 1st and ends on May 31st.

Note 2: For the purpose of pricing any person (except staff members) who wants to use the ResNet Services in the period between June 1st and July 31st are being treated as a guest.

7.2. Optional ResNet Services

Vendor must provide a per-pillow, per month cost for optional ResNet Services. All optional ResNet Services will be billed directly to the student, staff member or guest.