



Solicitation Information
August 14, 2013

RFP # 7489364

TITLE: URI Cisco VoIP Infrastructure Upgrade

SUBMISSION DEADLINE: Tuesday, September 10, 2013 at 11:00 am (Local Prevailing Time)

PRE-PROPOSAL CONFERENCE: Yes DATE: Friday August 23, 2013 TIME: 9:00 am (LPT)
Mandatory: NO
Location: Department of Administration, Division of Purchases (Suite 201), One Capitol Hill, Providence, RI 02908

Questions concerning this solicitation must be received by the Division of Purchases at gary.mosca@purchasing.ri.gov no later than **8/27/13 @ 4:00 PM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# 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 this information.

SURETY REQUIRED: NO
BOND REQUIRED: NO

Gary P. Mosca
Senior Buyer

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the University of Rhode Island is soliciting proposals from qualified firms to provide **Cisco VoIP Infrastructure Upgrade**, in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.gov.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

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. 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.
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 State assumes no responsibility for these costs.
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 State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
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.
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.

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.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State 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.
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.
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. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.
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).
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, contact the MBE Administrator at (401) 574-8253 or visit the website www.mbe.ri.gov or contact charles.newton@doa.ri.gov.

SECTION 2: BACKGROUND

The University of Rhode Island Media and Technology Services Department is soliciting proposals from qualified firms to provide for the upgrade of existing Cisco VoIP infrastructure as detailed in this document. In this RFP we will define the current URI Cisco environment in terms of hardware, software, and integrated components. We will define the desired end state in terms of hardware, software, and capabilities.

SECTION 3: SCOPE OF WORK

General Scope of Work

The new VoIP environment will be virtualized on URI provided Virtual Servers (VM-Ware Version 5.0 running on Dell r620 Hardware) and be built independently of existing physical server architecture. Once construction of new VoIP is completed Vendor will plan and execute a migration path of existing clients and user structure into the new environment.

We are soliciting qualified vendors for proposals to meet our upgrade needs and to define all aspects of the upgrade path in terms of hardware (BOM), software, and professional services. Expectations are that the vendor will define and execute the full scope of the upgrade path according to Cisco and industry best practices. There will be a **non-mandatory pre-bid conference** to review existing VoIP environment and to resolve questions and/or issues relating to this request for proposal. URI personnel will evaluate proposals and work with vendor to finalize the scope and specifics of upgrade path as needed.

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: The separate technical proposal should address specifically each of the required elements:

1. Bidder will have on-staff Cisco certified engineers with minimum credentials of CCIE and CCNP and said engineering staff will be assigned to this project for the duration of design and implementation. Bidder will provide a Cisco VoIP experienced and industry certified Project Manager to manage all aspects of this project until completion. Project Manager shall be single point of contact to URI for orchestration of all project aspects including design and implementation. Vendor shall have Rhode Island Certified Telecommunications personnel on-staff as detailed by Rhode Island State law.
2. Bidders must have multiple and verifiable customer engagements in Cisco VoIP implementation and upgrades within higher education or a similar enterprise environment. Vendors shall supply the names and addresses of three (3) current higher education or enterprise customers to whom they supply services of the same or similar nature to those requested in this RFP (VoIP Implementation and/or upgrade). Please include contact person and telephone number, email address and number and type of equipment supplied.

- 3 Vendors shall provide a brief description and history of the corporate organization and profiles of its principals as well as the length of time that the vendor has been actively engaged in providing similar services. Vendors shall describe their plans to provide on-site support and servicing of their installations.
- 4 Approach/Methodology –

Current VoIP Environment

URI currently has a fully deployed VoIP environment servicing the Kingston, Providence, NBC, and Alton Jones Campus. This environment consists of:

Call Manager Environment

Publisher - Cisco Unified CM Administration, System version: 7.1.5.31900-3

16,735 licenses installed, 4712 available, supporting approx. 4000 VoIP devices across the enterprise

- 2 - Subscriber Servers, System version: 7.1.5.31900-3
- 2 - Cisco CER, System Version: 7.1.1.30000-3
- 2 - Cisco Unity Connection version: 8.0.3ES10.21900-10
- 2 - Cisco Unified CCX Administration, System version: 8.0.2.11005-20
- 1 – SRST, CCE Campus

Video Environment

*Note: Video environments is **not** being upgraded as a scope of this project and is being defined for a clear understanding of the future integration needed*

- 3 - Cisco TCS Servers Version 5.3
- 1 – Cisco TMS Server Version 13.2.1
- 1 – Cisco VCSE Server Version 7.1.1
- 1 – Cisco VCSQ Server Version 7.1.1

Network Environment

URI network environment is currently supporting Cisco VoIP environment and is provisioned appropriately. URI will be responsible for all network provisioning to support the proposed new environment and provide vendor with both support and configuration as needed for the

installation of proposed upgrade. Vendor shall inform URI if any network configuration changes are needed to support full VoIP functionality, including any proper operation of system failover should there be a failure of the primary server(s).

Desired VoIP Upgrade Environment

Where applicable, Vendor will install to a URI provided and provisioned Virtual environment on VM-Ware Version 5.0 running on Dell r620 Hardware. VM environment is capable of supporting both Windows and Linux environments. Where VM environment is not supported vendor will include specifications and pricing for hardware needed for support of Non-VM upgrade elements.

- 1 – Publisher Server, System version: 9.1 or latest revision
- 2 - Subscriber Servers, System version: 9.1 or latest revision
- 2 - Cisco CER, System Version: 9.1 or latest revision
- 2 - Cisco Unity Connection version: 9.1 or latest revision
- 2 - Cisco Unified CCX Administration, System version: 9.2 or latest revision
- 1 - TFTP Server System version 9.1 or latest revision
- 1 - IM Presence Server, System version 9.1 or latest revision
- 1 – Cisco License Server, System version 9.1 or latest revision

Future Desired VoIP Extended Capabilities

The below capabilities are representative of the desired future integration within the URI environment but are **NOT** a subject of this upgrade proposal request

Presence Awareness
Unified communications Integration to Desktop
Jabber Desktop video integration
Click-to-Call Functionality
TCS/TMS Integration

Training

Vendor will provide on-site training to URI staff consisting of not more than 6 persons and appropriate for the project scope of work and encompass the changes related to the upgrade path. This training will be sufficient to ensure the continuation of URI personnel providing onsite support of day to day system usage and trouble shooting.

Documentation

Vendor will assemble and present detailed documentation of the upgraded VoIP environment including schematics of configuration on the URI network environment and inter-operability of all installed components.

Implementation Schedule

Vendor will provide detailed Project Plan including step by step project plan of milestones and deliverables as well as full project timeline detailing vendor and/or URI responsibilities and resources. Special attention to migration of existing environment into new VoIP environment should be given with detail of potential or needed downtimes.

SECTION 5: COST PROPOSAL

Detailed Budget and Budget Narrative:

Costs shall include the detail of any and all hardware needed to accommodate proposed design including a full bill of materials. Costs shall include a detailing of technical consultation, design, and implementation fees with a breakout of man hours, cost per hour for detailed services as well as overall summary of all costs related to the proposal.

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 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 Technical Review Committee 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).

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

| Criteria | Possible Points |
|--|-------------------|
| Staff Qualifications | 15 |
| Capability, Capacity, and Qualifications of the Offeror | 15 |
| Quality of the Work plan | 20 |
| Suitability of Approach/Methodology | 20 |
| | |
| Total Possible Technical Points | 70 Points |
| Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points * | 30 Points |
| Total Possible Points | 100 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 \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

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. 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.

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at gary.mosca@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP #7489364** 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. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State 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 reception area of the Division of Purchases will not be considered.

Responses (**an original plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked **RFP#7489364 - URI Cisco VoIP Infrastructure Upgrade** to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

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 Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses shall include the following:

1. A completed and signed four-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. **A separate Technical Proposal.**
4. **A separate, signed and sealed Cost Proposal.**
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".

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>