



Solicitation Information  
15 Dec 03

**RFP # B03240**

**TITLE: Centrex Services – DMV**

**OPENING DATE AND TIME: 13 Jan 04 @ 2:00 PM**

**PRE-BID/ PROPOSAL CONFERENCE: Yes DATE: 29 Dec 03  
TIME: 2:45 PM**

**MANDATORY : No**

**LOCATION: Department of Administration, Division of Purchases (2<sup>nd</sup> fl),  
One Capitol Hill, Providence, RI**

Questions concerning this solicitation may also be e-mailed to the Division of Purchases at [questions@purchasing.state.ri.us](mailto:questions@purchasing.state.ri.us) no later than **29 Dec 03 at 12:00 Noon**. Please reference the RFP / LOI number on all correspondence. Send questions in a Microsoft Word attachment. Answers to questions received, if any, will be discussed at the pre-proposal meeting and included in the meeting summary, which will be posted on the internet at [www.purchasing.state.ri.us](http://www.purchasing.state.ri.us).

**SURETY REQUIRED: No**

**BOND REQUIRED: No**

**Jerome D. Moynihan, C.P.M., CPPO  
Administrator of Purchasing Systems**

**Vendors must register on-line at the State Purchasing Website at  
[www.purchasing.state.ri.us](http://www.purchasing.state.ri.us).**

**NOTE TO VENDORS:**

**Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.**

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

## Table of Contents:

I	INFORMATION .....	3
A.	ISSUING OFFICE.....	4
B.	PURPOSE / TERM.....	4
C.	SCOPE .....	5
D.	SCHEDULE OF ACTIVITIES.....	5
E.	WITHDRAWAL OF PROPOSALS.....	6
F.	BINDING OFFER / DAMAGES.....	6
G.	BID PRICES.....	6
H.	REJECTION OF PROPOSALS.....	6
I.	SELECTION TIME.....	6
J.	SELECTION AND REFUSAL WITHOUT DISCUSSION .....	7
K.	CONTACT DOCUMENT.....	7
L.	CONTRACT DURATION.....	7
M.	DISCLAIMER .....	7
N.	ORAL PRESENTATION / SITE VISIT .....	7
II.	ADMINISTRATIVE REQUIREMENTS .....	8
A.	BIDDERS OF RECORD .....	8
B.	ADDENDA OR SUPPLEMENTS TO RFP .....	8
C.	PROPOSAL SUBMISSION.....	9
D.	LATE PROPOSALS.....	9
E.	PUBLIC ANNOUNCEMENT OF BIDS.....	9
F.	PROPRIETARY / CONFIDENTIAL INFORMATION.....	9
G.	BIDDING COMPANY .....	10
H.	SUBCONTRACTORS .....	10
I.	FINANCIAL HISTORY .....	10
J.	BIDDER CERTIFICATIONS .....	11
III	Operational Requirements .....	11
B.	Telephone Numbers .....	13
C.	Locations.....	14
D.	Other requirements: .....	15
E.	Project management .....	15
G.	Service level agreement.....	15
IV	Bid scoring criteria.....	16
V	BIDDER RESPONSE REQUIREMENTS.....	16
VI	ATTACHMENTS .....	18

# I INFORMATION

The Rhode Island Department of Administration, Division of Purchases is soliciting proposals to provide a telecommunications system and associated telecommunications services for all Division of Motor Vehicles locations in accordance with the terms of this Request and the State's General Conditions of Purchase, which is available on the internet at [www.purchasing.state.ri.us](http://www.purchasing.state.ri.us)

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:

- Potential offerors are advised to review all sections of this Request carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- 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 Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content, shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- **All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein. Vendors who submit proposals with the condition that it is “subject to final tariff approval” will be rejected as non-compliant.**
- Proposals misdirected to other State locations or which are otherwise not present in the Office of Purchases at the time of opening for any cause will be determined to be late and will not be considered. FAXED PROPOSALS WILL NOT BE CONSIDERED. The Official time clock is located in the Reception area of the Dept. of Administration / Division of Purchases, One Capitol Hill, Providence, RI
- It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are

permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.

- In accordance with Title 7, Chapter 1.1 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 selected vendor.*
- Bidders are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.
- Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI

#### **A. ISSUING OFFICE**

The Rhode Island Department of Administration/ Division of Purchases is the issuing office for the enclosed Request for Proposal. During the solicitation process, all inquiries concerning this solicitation must be addressed to the Division of Purchases. The opportunity for questions is granted via the mechanisms detailed on page 9 of this document.

#### **B. PURPOSE / TERM**

This RFP is issued to establish a contract for the provision of a telecommunications system and associated telecommunications services for the Rhode Island Department of Motor Vehicles (DMV). . The system/service will be the sole telecommunications service/system in use by the Rhode Island DMV for the support of its operations. Accordingly, the system/service will be 7x24x365. Vendors will demonstrate their capabilities to provide this system/service on a 99.999% availability for 90% of the overall system (determined by the total number of stations, lines, and ports of adjunct processors). This level of availability is a requirement of the Proposal and Vendors will state their agreement and describe their system/service and supporting systems that will guarantee this service level.

The performance specifications on the following pages should be considered as basic requirements with no intent to constrain bidder creativity in formulating a responsive proposal. The RIDMV desires a cost-effective telecommunications system/service that will make available equal and universal access to all phases of public telephone service to subscribers.

The bidder shall establish telecommunications systems/services for Rhode Island DMV that shall comply with the FCC's existing standards and regulations. The successful bidder will be required to meet all future FCC standards and regulations after the awarding of this contract at no additional cost to the State of Rhode Island through the contract period.

The bidder will notify in advance the RIDMV of all future dates for implementation required by the FCC, at least three months prior to effectiveness, to assure that any necessary system changes will be performed expeditiously.

### **C. SCOPE**

This RFP contains the instructions governing the proposal to be submitted and the material to be included therein, including **mandatory administrative and operational requirements**, which a bidder must meet to be eligible for consideration, and specific directions for proposal submission. In addition, the RFP consist of other specific instructions for proposal submission that are weighted with a less degree of importance and must be addressed by the bidders for compliance or non-compliance.

### **D. SCHEDULE OF ACTIVITIES**

The Division of Purchases in the Rhode Island Department of Administration, in accordance with RIGL 37-2, shall post this solicitation on the Purchases website at [www.purchasing.state.ri.us](http://www.purchasing.state.ri.us). The posting / advertisement will notify vendors of the Request for Proposal (RFP) to establish a telephone relay service in Rhode Island.

#### **KEY DATES**

**15 Dec 03 – RFP released**

**29 Dec 03 –** Pre-bid meeting questions will be received until 12:00 Noon on this date.

**29 Dec 03 –** Pre-bid meeting is held at 2:45 PM. See page 1 for location.

**13 Jan 03 –** Proposals are due no later than 2:00 PM in the Dept. of Administration / Division of Purchases

**13 Feb 04 - Estimated** contract award notification date.

All final sealed bids are due by specifications set forth by this RFP and any requirements deemed necessary by the Office of Purchases.

#### ***E. WITHDRAWAL OF PROPOSALS***

Proposals may be withdrawn by the bidder in writing only up to the established due date of bid and time of receipt.

#### ***F. BINDING OFFER / DAMAGES***

A proposal submitted in response to the RFP shall constitute a binding offer, which shall be an irrevocable offer for the **minimum contractual period of three years from the date of the effective agreement**. Acknowledgement of this condition shall be indicated by the signature of the bidder or an officer of the bidder legally authorized to execute contractual obligations. It is the intention of the RFP to require that the Centrex system be **operational on or before April 1, 2004 (date is negotiable)**. **The terms and condition section of the RFP (Appendix 1) provides for damages in the event the contractor fails to commence full RIR operations on that scheduled date.**

#### ***G. BID PRICES***

Pricing must be firm. **NO ESTIMATES** are allowed and NO pricing will be based on any pending approvals by regulatory bodies. Any bulk usage discounts must be calculated into per completed call prices for the volume requirements in the RFP. All bid prices submitted in response to the RFP must be the bidder's "**best and final**" offer. The vendor must be responsible for all costs incurred in preparation of a response to the RFP.

#### ***H. REJECTION OF PROPOSALS***

State reserves the right to reject any and all proposals.

#### ***I. SELECTION TIME***

After the administrative approval from the Division of Purchases, Rhode Island Department of Administration, will issue a verification letter and contract to the selected vendor.

## ***J. SELECTION AND REFUSAL WITHOUT DISCUSSION***

The State reserves the right to make an award without discussion of proposals with the bidder. **The State also reserves the right to refuse acceptance of all submitted bids if the proposals do not meet the intended criteria and specifications as set forth.** Therefore, it is important that each technical and price proposal be submitted in the most complete and accurate manner possible.

## ***K. CONTACT DOCUMENT***

State will require the successful bidder to sign an agreement which will include the following elements:

1. The Terms and Conditions contained in Appendix 1 of this RFP.
2. The bidder's Proposal in response to the RFP.
3. RFP.

## ***L. CONTRACT DURATION***

This RFP requests offeror to propose two optional terms:

1. 2 years with a third year as an option
2. 3 years

## ***M. DISCLAIMER***

All statistical and fiscal information contained in the RFP and its appendices, including amendments and modifications thereto, reflects the best information available at the time of RFP preparation. No inaccuracies in such data shall constitute a basis for change of the payments to the contractor or a basis for legal recovery of damages, whether actual, consequential or punitive.

## ***N. ORAL PRESENTATION / SITE VISIT***

Bidders may be asked to make **oral presentations** by the RIDMV or to make their facilities available for a **site inspection** by the RIDMV. Such presentations will be at the bidder's expense and the site visits, if deemed necessary, of limited DMV personnel will also be at the expense of the contractor. Any clarifications to a bid response resulting from these sessions will be in writing and will be responded to in writing prior to the deadline date of bid proposals.

## **II. ADMINISTRATIVE REQUIREMENTS**

### **A. *BIDDERS OF RECORD***

Bidders of record are participants who have submitted a final sealed bid to the Division of Purchases **before or on the deadline for submission as indicated on page 1 of this solicitation**

Addenda and supplements to the RFP will be posted on the Division of Purchases website. It is the responsibility of all interested parties to download this information. For computer technical assistance, call the Help Desk at 401 222-2142, ext 134.

### **B. *ADDENDA OR SUPPLEMENTS TO RFP***

In the event that it becomes necessary to **revise any part of the RFP**, an addendum will be provided to each bidder of record as receiving the original RFP. **Bidders will be allowed a minimum of five (5) days to respond to any such addenda.**

### **C. PROPOSAL SUBMISSION**

<b>By Courier:</b>	<b>By Mail:</b>
<i>RI Dept. of Administration</i>	<i>R.I. Department of Administration</i>
<b>Division of Purchases, 2<sup>nd</sup> floor</b>	<b>Division of Purchases</b>
<b>One Capitol Hill</b>	<b>P.O. Box 6528</b>
Providence, RI 02908-5855	Providence, RI 02940-6528

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed to the Division of Purchases will not be considered. The official time clock is located in the Dept of Administration / Division of Purchases Reception Area, One Capitol Hill, Providence, RI

To be considered, **FINAL PROPOSALS MUST BE RECEIVED ON OR BEFORE 13 Jan 04 @ 2:00 PM (Eastern Time)** No proposals will be accepted after his time. Bidders mailing their proposals shall allow sufficient mail delivery time to ensure receipt of their proposal by the time specified.

The **original plus ten (10) copies**, must be submitted and sealed in a package clearly marked, "RFP # **12041** - Rhode Island DMV Centrex Services."

### **D. LATE PROPOSALS**

**Late proposals will not be accepted.** It is the responsibility of the bidder to insure that the proposal is received by the specified time on or before the proposal due date and time.

### **E. PUBLIC ANNOUNCEMENT OF Responses**

The Division of Purchases will hold a public opening at the submission on 13 Jan 04 @ 2:45 PM. **You must be present to receive the information.**

### **F. PROPRIETARY / CONFIDENTIAL INFORMATION**

Bidders are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals will be considered to be

public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.

### ***G. BIDDING COMPANY***

**If a bidder is owned or controlled by one or more parent companies**, the name, main office address and tax identification number of each parent company shall be provided on the cover sheet of the proposal. If the bidding company is independently owned, the name, main office, address and tax identification number of the bidding company shall be provided on the cover sheet of the proposal.

### ***H. SUBCONTRACTORS***

Planned use of subcontractors shall be clearly indicated and explained in the proposal, including terms of any subcontract. Bidders must identify subcontractors and include a copy of any proposed subcontracts with the proposal, if available. All subcontracts must comply with the bidder certification requirements in Section VI. The prime contractor shall be responsible for contract performance whether or not subcontractors are use.

### ***I. FINANCIAL HISTORY***

To allow PUC to evaluate the financial responsibility of the bidding company, the following items shall be submitted with the proposal for the bidding company and its parent company.

1. **Audited Financial Statement for SEC Form 10K Report** for the **most recent two (2) years**, including at a minimum:
  - a. Statement of income and related earnings,
  - b. Cash flow statement,
  - c. Balance sheet,
  - d. Opinion concerning financial statements from a CPA and
  - e. Contingent liabilities.

## 2. Primary banking source letter of reference

This financial information is also required of any subcontractor that is expected to receive more than ten percent (10%) of the value of the contract.

### **J. BIDDER CERTIFICATIONS**

Each person signing a submitted proposal verifies that he/she is the person in the bidder's organization responsible for , or authorized to make, decision as to the prices quoted. In addition, each person signing a proposal will be required to make the following certifications on behalf of his or her organization.

The selected bidding firm will be required to comply with the employment provisions of Title I of the American with Disabilities Act of 1990 and more specifically, the employment of qualified individuals with disabilities.

**If the bidder already provides similar services to the state at a higher price than this bid, the state may, at its own discretion, apply these pricing terms to the existing services.**

## **III Operational Requirements**

The State of Rhode Island, Department of Motor Vehicles (DMV) is soliciting bids for the installation of a telecommunications system with associated telecommunications services as follows:

- A. Telecommunications system and services** -- The Proposal will meet the following requirements and specifications
1. The Proposal will be a turnkey system/service offering that will include complete system maintenance and management.
  2. The system/service will be non-blocking up to at least 4000 calls per hour with a service level of PO1.
  3. The system will be configured to support DMV's telephony requirements as per Section C. Locations.
  4. The system will appear as a single seamless system for all DMV users. All internal users will be able to call each other as 4-digit station-to-station calls.
  5. Vendors will propose all trunk lines and in accordance with Section IV below.
  6. Vendors will propose station sets and features commensurate with high-end business users.
    - All station sets will have dual-line appearances, one of which will be a Direct Inward Dial (DID).
    - All station sets will be high-end display sets with speakerphones.

- Approximately half of the station sets will include headphones.
  - Vendors will propose per station pricing for the station sets. It is possible that DMV will be able to re-use some excess station sets that are already owned by the State of RI. Regardless of the quantity of sets, Vendors will be responsible for installation of ALL station sets.
  - Vendors will also propose analog lines (and ports if applicable) for faxes and modems as per the locations and quantities listed in Section IV.
7. Vendors will propose voice mail for all stations that will have the capacity for 25 messages with storage for 2 weeks. All voicemail boxes will be set-up in advance of the cut-over, with the user's voice as the greeting in the mailbox.
  8. Vendors will propose optional attendant consoles by single unit pricing. Attendant consoles will include busy lamp fields for at least 50 station users. Vendors will propose an optional windows-based application that allows human attendants to view the status of station users system-wide.
  9. Vendors will propose a system-wide automated attendant that has sufficient port capacity to be non-blocking and that includes the ability to present 6 main calling groups with the choice of at least 15 menu options. Vendors will provide windows-based management reports that describe the performance of the automated attendant on a minimum of one-half hour intervals, with reports available to DMV on-line.
  10. The system will process calls based on DID, CO, DNIS (for toll-free calls).
  11. The management system will be able to track CallerID for management reports (e.g. determination of what auto attendant steps are selected by the same CallerID).
  12. Vendors will propose ACD capabilities that allow for the measurement and management of all in-bound and out-bound calls.
  13. Vendors will break out all costs, including installation and project management.
  14. Vendors will propose, if applicable, separate maintenance costs that are required to provide the 5x9's system availability previously described.
  15. Vendors will propose detailed pricing for all types of Moves Adds and Changes (MACs).
  16. Vendors will provide all telecommunications services and lines. Vendors will describe any applicable costs for these lines, including other charges that are levied by regulatory bodies, to include taxes.
  17. Vendors will provide as an option in-state calling services. If applicable, vendors will describe in detail the service and associated billing (e.g. billing increments). Vendors will provide optional formats for presenting invoices to DMV and associated monthly management reports.

Vendors will include the contract document that accompanies their Proposal. Note that for any instance in which Vendors terms are different from the State of RI's, RI's will over-ride. Note that as Vendor's Proposal is for a turnkey system/service, there will be NO additional charges unless DMV submits a MAC request during the installation phase and thereafter over the contract's life.

**B. Telephone Numbers**

The following is a list of current DMV telephone numbers, which will be used by the new system. In addition to these numbers, all station sets will have DID's.

Main Information	(401) 588-3020
Auto Registrations	(401) 588-3020
Automobile Dealers' License & Regulation	(401) 588-3005
Data Control	(401) 588-3004
Directions to Offices	(401) 222-5664
Driver's License Renewals	(401) 588-3010
Financial Responsibility	(401) 588-3007
Learner's Permit & 1st License Plate	(401) 588-3009
License Renewals	(401) 588-3010
Plates	(401) 588-3012
Road Tests (Pawtucket)	(401) 588-3013
School Bus Safety	(401) 588-3016
Titles	(401) 588-3018
Administrator	(401) 588-3000

Assistant Administrator-Safety Regulation (401) 588-3014

License Suspension/Reinstatement (401) 721-2650  
(401) 721-2618 TTY

Garage (401) 222-3884

### **C. Locations**

Pawtucket office: approximately 140 station sets plus 74 – 90 fax / data lines.

All other offices: 1 – 5 station sets plus 1 – 10 fax / data lines.

- i. 73 Valley Road  
Middletown, RI
- ii. 286 Main Street  
Pawtucket, RI
- iii. Stedman Government Center  
Tower Hill Road  
Wakefield, RI
- iv. 1 Joyce Street  
Warren, RI

- v. Rhode Island Mall  
Warwick, RI
- vi. 1237 Main Street  
West Warwick, RI
- vii. Ocean Plaza  
62 Franklin Street  
Unit 13  
Westerly, RI
- viii. 162 Main Street  
Woonsocket, RI

**D. Other requirements:**

- DMV must be able to connect to the long distance carrier of choice and at no additional fee. DMV will notify the winning vendor of the State of RI's LD carrier and the associated pic code.
- The system/service will be able to block long distance, 900, 411, and 555-1212 numbers by extension.
- The system will include a reporting capability available to the state, which can provide on phone usage management reports.
- Vendors will be responsible for charges for any form of toll-fraud less that specifically performed by DMV employees.

**E. Project management**

Vendor must provide turnkey project management services for the system's installation and ongoing management. Proposals will include a detailed description of these costs. Proposals will include resumes and experience for key personnel. Experience will include similar installations, systems and sub-systems. Key project managers must be approved by DMV in advance of their assignment to this project by Vendor.

**F. Training**

Vendors will propose formal station and voicemail training for all DMV users that will include an on-site session with hard and soft copy of training materials provided. End-users will be trained on their own new station sets that will be set up by the vendor in a separate area.

**G. Service level agreement**

Vendors are responsible for 99.999% availability for 90 percent of the station sets and 100% of any adjunct processors (e.g. automated attendants, voicemail, et.al.). Repair times for all system elements will

be within 4 hours during business hours and 8 hours for all other times. Vendors will propose a reporting package that will describe the system/sub-system uptime and the performance of the maintenance organization, and will be available within 3 working days notice to review the performance reports. A monthly meeting will take place for the initial 4 months of in-service to review system and other performance. Failure to meet the 5x9's availability for any 2 successive months, or for 3 months within a 12-month period, will be cause for default.

## IV Bid scoring criteria

Proposals will be scored on the following criteria:

	<u>Weight</u>
• Total cost of solution, both capital and operating	50%
• Flexibility of contract (term, ability to add lines, etc.)	10%
• Vendor experience and qualifications	10%
• Proposed service level agreement	10%
• Vendor commitment to project	10%
• Proposed timeline and schedule	10%

The State / DMV reserves the right to change specifications or reject any bid.

## V BIDDER RESPONSE REQUIREMENTS

Proposals must include the following:

- 1) *A completed and signed R.I.V.I.P.generated bidder certification cover form* (downloaded from the R.I. Division of Purchases Internet home page at <http://www.purchasing.state.ri.us>)
- 2) A signed, sealed, Cost Proposal reflecting the fee structure proposed for this scope of services
- 2) A Technical Proposal describing the background, qualification, and experience, as described within this solicitation.
- 3) A statement of the number of technicians currently on staff to support the systems
- 4) A statement identifying each building to which the vendor currently has communication access,. If there are any buildings vendor does not have communications access., a statement of time schedules to obtain communication access.

- 5) A completed and signed W-9 Taxpayer identification form, downloadable from [www.purchasing.state.ri.us](http://www.purchasing.state.ri.us)

The offeror's is reminded of the State's goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Officer at 401 222-6253.

## **VI ATTACHMENTS**

The following documents must be included with the proposal as attachments.

1. Financial History Documents
2. Network Service Reliability
4. Disaster Recovery Plan
5. Complaint Resolution Procedures  
(outline
6. Insurance Coverage