



**Solicitation Information
November 4, 2019**

RFP #7599827

**TITLE: AVAYA TELEPHONE MAINTENANCE SUPPORT AND UPGRADES –
RHODE ISLAND COLLEGE**

SUBMISSION DEADLINE: DECEMBER 2, 2019 2:00 PM (Eastern Time)

<p>PRE-BID / PROPOSAL CONFERENCE: NO MANDATORY: NO DATE: LOCATION:</p>
--

<p>Questions concerning this solicitation must be received by the Division of Purchases at doa.purquestions15@purchasing.ri.gov no later than November 14, 2019 at 4:00 PM (eastern time). Questions should be submitted in a <i>Microsoft Word attachment</i>. Please reference RFP #7599827 on all correspondence. Questions received, if any, will be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.</p>

<p>BID SURETY BOND REQUIRED: NO PAYMENT AND PERFORMANCE BOND REQUIRED: NO</p>

Robert DeAngelis, Senior Buyer

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

Note to Applicants:

Proposals received without a completed RIVIP Bidder Certification Cover Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION COVER FORM

Table of Contents

SECTION 1. INTRODUCTION.....	3
Instructions and Notifications to Offerors.....	3
SECTION 2. BACKGROUND	6
Current System Inventory	6
SECTION 3: SCOPE OF WORK AND REQUIREMENTS	11
General Scope of Work.....	11
Telecommunications System Maintenance Requirements.....	11
SECTION 4: PROPOSAL	14
A. Technical Proposal	14
B. Cost Proposal	18
C. ISBE Proposal.....	22
SECTION 5: EVALUATION AND SELECTION	22
SECTION 6. QUESTIONS	25
SECTION 7. PROPOSAL CONTENTS.....	25
SECTION 8. PROPOSAL SUBMISSION.....	26
SECTION 9. CONCLUDING STATEMENTS	27
APPENDIX A. PROPOSER ISBE RESPONSIBILITIES AND MBE, WBE, AND/OR DISABILITY BUSINESS ENTERPRISE PARTICIPATION FORM	28

SECTION 1. INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of Rhode Island College, is soliciting proposals from qualified firms to provide telecommunications systems maintenance and upgrade services to support its Avaya telephone systems and ancillary equipment.

The term covered by this agreement is the period of three years from January 1, 2020 through December 31, 2023, in accordance with the terms of this Request for Proposals (“RFP”) and the State’s General Conditions of Purchase, which may be obtained at the Division of Purchases’ website at www.ridop.ri.gov.

The initial contract period will begin January 1, 2020 for three years. Contract may be renewed for up to one additional 12-month periods based on vendor performance and the availability of funds.

This is a Request for Proposals, not a Request for Quotes. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to cost; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this solicitation, 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 RFP are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP may be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP or for providing oral or written clarification of its content, shall be borne by the vendor. The State assumes no responsibility for these costs even if the RFP is cancelled or continued.
4. Proposals are considered to be irrevocable for a period of not less than 180 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 in the proposal.

6. 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. 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.
7. The purchase of goods and/or services under an award made pursuant to this RFP will be contingent on the availability of appropriated funds.
8. Vendors are advised that all materials submitted to the Division of Purchases for consideration in response to this RFP may be considered to be public records as defined in R. I. Gen. Laws § 38-2-1, *et seq.* and may be released for inspection upon request once an award has been made.

Any information submitted in response to this RFP that a vendor believes are trade secrets or commercial or financial information which is of a privileged or confidential nature should be clearly marked as such. The vendor should provide a brief explanation as to why each portion of information that is marked should be withheld from public disclosure. Vendors are advised that the Division of Purchases may release records marked confidential by a vendor upon a public records request if the State determines the marked information does not fall within the category of trade secrets or commercial or financial information which is of a privileged or confidential nature.

9. 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.
10. By submission of proposals in response to this RFP vendors agree to comply with R. I. General Laws § 28-5.1-10 which mandates that contractors/subcontractors doing business with the State of Rhode Island exercise the same commitment to equal opportunity as prevails under Federal contracts controlled by Federal Executive Orders 11246, 11625 and 11375.

Vendors are required to ensure that they, and any subcontractors awarded a subcontract under this RFP, undertake or continue programs to ensure that minority group members, women, and persons with disabilities are afforded equal employment opportunities without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability.

Vendors and subcontractors who do more than \$10,000 in government business in one year are prohibited from engaging in employment discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability, and are required to submit an "Affirmative Action Policy Statement."

Vendors with 50 or more employees and \$50,000 or more in government contracts must prepare a written "Affirmative Action Plan" prior to issuance of a purchase order.

- a. For these purposes, equal opportunity shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, termination, and rates of pay or other forms of compensation.
- b. Vendors further agree, where applicable, to complete the “Contract Compliance Report” (<http://odeo.ri.gov/documents/odeo-eeo-contract-compliance-report.pdf>), as well as the “Certificate of Compliance” (<http://odeo.ri.gov/documents/odeo-eeo-certificate-of-compliance.pdf>), and submit both documents, along with their Affirmative Action Plan or an Affirmative Action Policy Statement, prior to issuance of a purchase order. For public works projects vendors and all subcontractors must submit a “Monthly Utilization Report” (<http://odeo.ri.gov/documents/monthly-employment-utilization-report-form.xlsx>) to the ODEO/State Equal Opportunity Office, which identifies the workforce actually utilized on the project.

For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090 or via e-mail at Krystal.Waters@doa.ri.gov.

11. In accordance with R. I. Gen. Laws § 7-1.2-1401 no foreign corporation has the right to transact business in Rhode Island until it has procured a certificate of authority so to do from the Secretary of State. This is a requirement only of the successful vendor(s). For further information, contact the Secretary of State at (401-222-3040).
12. In accordance with R. I. Gen. Laws §§ 37-14.1-1 and 37-2.2-1 it is the policy of the State to support the fullest possible participation of firms owned and controlled by minorities (MBEs) and women (WBEs) and to support the fullest possible participation of small disadvantaged businesses owned and controlled by persons with disabilities (Disability Business Enterprises a/k/a “DisBE”)(collectively, MBEs, WBEs, and DisBEs are referred to herein as ISBEs) in the performance of State procurements and projects. As part of the evaluation process, vendors will be scored and receive points based upon their proposed ISBE utilization rate in accordance with 150-RICR-90-10-1, “Regulations Governing Participation by Small Business Enterprises in State Purchases of Goods and Services and Public Works Projects”. As a condition of contract award vendors shall agree to meet or exceed their proposed ISBE utilization rate and that the rate shall apply to the total contract price, inclusive of all modifications and amendments. Vendors shall submit their ISBE participation rate on the enclosed form entitled “MBE, WBE and/or DisBE Plan Form”, which shall be submitted in a separate, sealed envelope as part of the proposal. ISBE participation credit will only be granted for ISBEs that are duly certified as MBEs or WBEs by the State of Rhode Island, Department of Administration, Office of Diversity, Equity and Opportunity or firms certified as DisBEs by the Governor’s Commission on Disabilities. The current directory of firms certified as MBEs or WBEs may be accessed at <http://odeo.ri.gov/offices/mbeco/mbe-wbe.php>. Information regarding DisBEs may be accessed at www.gcd.ri.gov. For further information, visit the Office of Diversity, Equity & Opportunity’s website at: <http://odeo.ri.gov> and see R.I. Gen. Laws Ch. 37-14.1, R.I. Gen. Laws Ch. 37-2.2, and 150-RICR-90-10-1.

For further information, visit the Office of Diversity, Equity & Opportunity's website at: <http://odeo.ri.gov/> and see R.I. Gen. Laws Ch. 37-14.1, R.I. Gen. Laws Ch. 37-2.2, and 150-RICR-90-10-1.

SECTION 2. BACKGROUND

2.1. Background and Purpose

Rhode Island College, a public higher education institution, is seeking proposals for telecommunications systems maintenance services and upgrades to support its Avaya telephone systems and ancillary equipment.

2.2. General

Rhode Island College is located on a 170-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 6,200 Undergraduate students and 1,500 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 of Rhode Island. Rhode Island College is nonsectarian and coeducational. Over 80 offices and departments are housed on the campus, and about 335 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.

2.3. Current Telecommunications Environment Overview:

The College currently owns an Avaya CS1000E-HA, extended with CS1000 Media Gateways XPEC (MG-XPEC) and Three Survivable Media Gateways (SMG). The Avaya ESNA HA system provides the O365 Unified messaging and some automated attendant functions. The outside plant cables (copper and fiber) feed the buildings on the main, the East-Campus and the residence halls. Redundant T1 PRI's terminate at both CS1000E locations.

Rhode Island College has approximately 2,600 telephone stations (analog, digital, and IP). In addition, the College also uses the PBX for other terminals such as facsimile machines, answering machines, and modems.

Additional applications related to the voice system are Avaya Aura Contact Center version 6.3, Telstrat Engage 3.6, Enghouse/DataPulse Progression 3.1 and 911 Secure.

Current System Inventory - Rhode Island College Telephone System Status as of May 2019

Below you will find a summary of the basic specifications of Rhode Island College Avaya CS1000E HA Geographic Redundancy system to provide sizing information for the response to this RFP.

CS1000E Geo Redundancy Port Counts

Description	Equipped	Working	Spare
Digital Station	775	615	161
Analog Station	2016	1528	488
Console	6	6	-
IP Telephone	-	550	-
Analog Trunk	24	14	10
Digital Trunk	232	184	48
IP Trunk	0	0	0
DTR	480	472	8
CallPilot	-	108	-
DSP	-	5343	-
Data Ports	-	2	-
Virtual Trunk	-	130	-
Miscellaneous	18	18	-
Totals	3552	8999	715

System Limits

The following software licenses are existing on the CS1000E

Description	Limit	Used	Available
ACD Agents	150	78	72
ACDN	24000	34	23966
AML	16	2	14
AST	21	6	15
Attendant Consoles	65535	6	65529
BRI DSL	10000	0	10000
Data Ports	65535	0	65535
DCH	255	9	246
IP Users	653	550	103
MUS CON	12	10	2
Phantom Ports	65535	29	65506
RAN Con	7	4	3
RAN RTE	512	2	510
SIP Access Ports	178	130	48
TNS	65535	8987	56548
Traditional Telephones	2348	2145	203
Traditional Trunks	65535	196	65339

Hardware Inventory Modules and Servers

Quantity	Part Number	Description
11	NT8D37	IPE Module
1	NTAK11	Main Cabinet
7	NTDU14	Media Gateway Chassis
2	NTDU15	Media Gateway Expansion Chassis
1	NTDW72	MG 1000E PRI Gateway Chassis

Common Equipment Cards

Quantity	Part Number	Description	Hard Drive	Memory
11	NTDW20AA	MG XPEC Media Gateway Controller Card		
5	NTDW60BB	Media Gateway Controller Card		
4	NTDW61BAE5	Call Processor Pentium M		
1	NTDW61BAE5	Call Processor Pentium M	37GB	1GB
1	NTDW61BAE5	Call Processor Pentium M	37GB	2GB
6	NTDW62AA	Media Gateway Controller DSP Daughterboard		
7	NTDW64AA	Media Gateway Controller DSP Daughterboard		
4	NTDW98AA	Media Gateway Controller Card		

Peripheral Equipment Cards

Quantity	Part Number	Description	Used	Spare	Total
2	NT0106001	TelStrat Application Line Card (TALC)	9	23	32
3	NT8D02	Digital Line Card	40	8	48
1	NT8D02EA	Digital Line Card	14	2	16
23	NT8D02EB	Digital Line Card	291	45	336
18	NT8D02GA	Digital Line Card	279	73	352
2	NT8D02HA	Digital Line Card	22	10	32
1	NT8D03AB	Analog Line Card	8	8	16
1	NT8D09AD	Analog Message Waiting Line Card	11	5	16
25	NT8D09AK	Analog Message Waiting Line Card	282	86	368
43	NT8D09AL	Analog Message Waiting Line Card	542	194	736
44	NT8D09BA	Analog Message Waiting Line Card	583	169	736
4	NT8D09BB	Analog Message Waiting Line Card	49	15	64
4	NT8D09CA	Analog Message Waiting Line Card	53	11	64
1	NT8D14	Universal Trunk Card	5	3	8
1	NT8D14BB	Universal Trunk Card	6	2	8
1	NTDW70AAE5	PRI Gateway E1/T1 Main Pack	46	50	96
4	NTRB18DBE5	CallPilot MGate Card	60	36	96

1	NTRB21AA	DTI/PRI/DCH TMDI Card	23	1	24
2	NTRB21AC	DTI/PRI/DCH TMDI Card	46	2	48
3	NTRB21ACE5	DTI/PRI/DCH TMDI Card	69	3	72
1	NTVQ01ABE5	Media Card	3	5	8

Station Equipment

Quantity	Station Type
389	1120
5	1140
2	2002P1
134	2002P2
10	2004P2
409	2008
6	2033
4	2210
6	2250
25	2616
29	3903
154	3904
1528	500

Add-on Modules

Quantity	Type
2	1100 KEM
1	2000 AOM
4	3900 KBA

Trunks

Quantity	Trunk Type
11	COT
185	DID
130	IPTI
1	MUS
1	RAN
5343	VGW

ESNA Unified Messaging system

900 Voicemail boxes, Officelinx w/speech option and ASR

Avaya Aura Contact Center Details

System Type: Windows Server 2008 R2

Release: 06.70

High Availability: Yes

Configuration

RCW Users	1
CCM Standard	Yes
Standby Server	Yes
Switch Type	M1/CS1000
Voice Agents - Standard	110
Email Agents - Standard	0
Standard IM Agents	0
Web Communication Agents - Standard	0
Standard Predictive Outbound Agents	0
Outbound Voice Agents - Standard	0
Contact Centre Devices	0
Communications Control Toolkit	None
CCT Standby Server	None
AACC Web Services Enabled	Yes
AACC Web Services SOA Development Kit	Yes
Agent Greeting Users	None
Reporting	Basic
Nodal Record Multiple DNs	10
Supervisors	11
Standard SMS Agents	0
Call Recording Agents	0
Agent Greeting Standard Agents	0

SECTION 3: SCOPE OF WORK AND REQUIREMENTS

General Scope of Work

This will encompass several initiatives, including:

- Initiation of multi-year maintenance and support contract with successful vendor.
- Include pricing for the expansion of VoIP capability and IP/SIP trunking, including any needed software/hardware updates to bring the existing RIC phone system to current releases of all hardware and software and retire all equipment not fully supported by manufacturer.
- Include pricing for the replacement of current Avaya Aura Contact Center to current version including support for SIP phones. Cost to upgrade current to Avaya Aura Release 8 and Communication Manager (or most current versions) and Breeze platform for further UC functions.
- During system upgrades old technology will need to remain in service using Breeze application set adapter snap-in.
- Include any required upgrades for e911 system, call recording system, call reporting system, ESNA.
- The Vendor must have sufficient liability insurance coverage and/or be bonded.

Telecommunications System Maintenance Requirements

3.1. General

The Customer requests maintenance services for its telecommunications equipment. Cost information is requested below.

3.1.1. Maintenance Service

Maintenance service shall include full labor and parts coverage for the systems, including telephone set repair/replace for digital and IP sets. Analog sets should not be included.

3.1.2. Coverage

Coverage shall be 24/7. See below for required response times and Service Call definitions.

3.1.3. The Term of the Contract

The term of the contract shall be thirty-six (36) months.

3.1.4. Covered systems

- Avaya CS1000E's, media gateways and its associated peripherals
- Avaya ESNA Officelinx HA
- Avaya Aura Contact Center v6
- EngHouse/DataPulse Progression v3
- Telstrat Engage v3

- Nortel UPS system (rectifiers and charging equipment)
- Batteries (GNB Absolyte)
- Telephone sets (digital, multi-line, IP, but not analog sets)
- 911 Secure

3.1.5. System survey

The Vendor should query the CS1000's, ESNA and Contact Center configurations and develop equipment lists, set counts and types, and port counts, to ensure their bid is accurate. Customer will be available to run reports, request via the Q+A process.

3.1.6. Battery Maintenance

If available, the Vendor should include annual battery maintenance operations, cell check/verification, load testing, etc. This should include the replacement of any cells that may go bad, and disposal of replaced cells. Include the cost for this service as either "included" or as an addition line item cost in your response.

3.1.7. Alarms

The Vendor will supply and install auto-dialers or equivalent equipment to automatically alert the Vendor's remote maintenance dispatcher of alarm conditions.

The Vendor has the responsibility to configure such auto-dialers or equivalent equipment to capture any service affecting event/alarm, which include, but is not limited to, events/alarms that would result in a Level 1 Service Call (as defined in section 3.2).

The Vendor is encouraged to discuss the details of such configuration with the Customer.

3.2. Service Event and Response

A *Service Event* is an occurrence of a failure or error that is identified either through an alarm, call from the Customer, or by a Vendor's technician. A *Service Call* is defined as the response to a Service Event.

The response to a Service Call means that a Vendor's technician or a technician from a subcontractor is at the proper site with tools and replacement parts and prepared to begin servicing the equipment. The dispatched technician needs to be trained and certified by the switch manufacturer to perform service on the specific equipment to which he has been dispatched. The Vendor shall respond to service events accordingly.

Level 1 Service Events – the response time is 120 minutes maximum for service events occurring 24/7. The Customer can request the immediate response of the Vendor on an emergency repair basis (sections 4.2.5 and 4.3.5).

Level 2 Service Event – the response time is the next business day before 3:00pm

Note: Calls for moves, additions, removals or changes are not regarded as Service Calls

A Level 1 Service Event is defined as an occurrence of one of the following failures or errors resulting in:

- The inability to conduct traffic on
 - Four (4) or more city trunks,
 - One (1) or more (virtual) trunks between the CS1000E's,
 - One (1) or more MG-XPEC controllers or IPE Shelves,
 - Seventeen (17) or more station lines on the CS1000E
 - Eight (8) or more station lines on the CS1000E SMG,
 - Two (2) or more Campus Police or public safety lines or trunks,
 - Sixteen (16) or more Voice-over-IP phone sets.
- The inability to use one or more of the switchboard consoles,
- The inability of Contact Center to receive and/or process incoming calls
- Alarms related to fuses, any software, internodes links, and battery charger,
- Static, hum, or noise which is system wide,
- Reduced functionality, due to any real-time system failure, of the SMDR system (File processing and printing are off-line and are not real time processes.)
- Reduced functionality of Avaya ESNA, including:
 - The inability to access ESNA (either by the user or the system),
 - Disk drive failures,
 - Software failures, errors and misconfigurations,
 - Voice messaging system integration failure.
- Reduced functionality of the Telstrat Engage 3.6, Enghouse/DataPulse Progression 3.1 or Conveyant Sentry.

A Level 2 Service Event is the occurrence of a failure or error other than included in the Level 1 Service Event listing above.

A Service Call that has been resolved through remote access will not be termed a missed response. However, an unsuccessful remote access maintenance effort does not alter the Vendor's obligation to respond on-site as specified in this RFP.

The Customer will designate telephone control staff members and alternates. Only these persons will be authorized to initiate and log Level 1 and Level 2 Service Calls.

3.3 System Upgrades

These upgrades will take place during the terms of this contract with the goal of retiring all current PBX equipment by end of this contract.

- Replacement of current Avaya Aura Contact Center to current version including support for SIP Phones
- Upgrade of Avaya to current release including any needed hardware and software.

- Replacement/retirement of all equipment not under full support from Manufacturer.

SECTION 4: PROPOSAL

A. Technical Proposal

Narrative and format: The proposal should address specifically each of the following elements:

Staff Qualifications

Please respond to the following questions and information requests.

4.1.1. Avaya Certification

Vendor shall be a certified partner of Avaya, authorized to perform the services/work as specified in this RFP. Vendor's technicians shall have the appropriate Avaya certifications that allow working on the Avaya products to which they are assigned.

4.1.2. Covenant Letter

Customer places considerable emphasis on the solidarity and resourcefulness of Vendor. Of special concern is the continuity of the maintenance of the system in the event that the Vendor is not able (or no longer able) to perform and/or complete the services/work specified in this RFP within a reasonable time. The occurrence of such situation will be referred to as "Defaulting on Service". Any Vendor bidding on this RFP that is not a corporate member of the Avaya corporation (this implies ownership) shall attach a letter to the RFP response, addressed to "Rhode Island College" and signed by a corporate officer of the manufacturer. This letter shall commit the manufacturer corporation to at least the following: in the event the Vendor defaults on any service/work specified in the RFP, including but not limited to installation or repair, the manufacturer will, without litigation, dispatch parts, material and labor to provide continuing service to the Customer during the period of default. Guarantees and/or distributor fee schedules will be honored by the manufacturer as they would apply to the distributor. This covenant letter will become a part of the contract at the time the sales agreement is signed and will serve to enroll the manufacturer as a de facto participant in the agreement between parties.

4.1.3. Experience

Please note that when responding to each of these experience areas, the detailing of the experience will weigh strongly in the evaluation of the experience.

How many years of industry experience does Vendor have providing installation, maintenance, and support for Avaya CS1000 systems and media gateways, including the use of XPEC-connected IPE shelves and CallPilot? Please specify for each of the named product lines.

How many years of industry experience does Vendor have providing installation, maintenance and support of Avaya Voice-over-IP (VoIP) solutions?

Does the Vendor have experience installing and integrating Avaya voice/data products and components in third party data networking environments (for example Cisco Systems)? If this is the case, please detail.

Does Vendor have experience integrating Avaya CS1000 with Microsoft products, in particular Microsoft Office 365? If so, please detail.

Does Vendor have experience with the installation and maintenance of Avaya Aura Contact Center 6.3? If so, please detail.

Does Vendor have experience with the design and implementation of Avaya Aura Contact Center scripts? If so, please detail.

Does the Vendor have experience with the installation and maintenance of Enghouse/DataPulse Progression Enterprise v3? Is the Vendor a certified reseller of Enghouse/DataPulse Progression If so, please detail.

Does the Vendor have experience with the installation and maintenance of Telstrat Engage 3.6? Is the Vendor a certified reseller of Telstrat Engage If so, please detail.

Does the Vendor have experience with installing, configuring and maintaining servers in a VMware ESX 5.5 and above virtual infrastructure? If so, please detail.

4.1.4. Number of Installations

How many of the same model switches have been installed by Vendor in the New England area? Please provide dates, locations and sizes of installations. Size is in number of lines, broken out by number of analog, digital and IP.

How many of these switches are in a higher education environment?

4.1.5. Training and Certification

For each of the Avaya systems and equipment, as specified in section 3.1.4, list training and certifications completed through trade organizations and/or manufacturer. Indicate if certifications are company-wide or by individual.

4.1.6. Resumes

Provide resumes or experience summaries, certifications and licenses for key personnel who will be responsible for system installation, project management, repair, and/or support on Customer site. For the duration of the contract the Vendor shall provide the Customer with resumes or experience summaries, certifications and licenses of personnel that will be assigned to work on the Customer site, except for work the Customer identifies as an emergency (Level 1 Service Events as defined in section 3.2).

Capability, Capacity, and Qualifications of the Offeror

4.2.1. Number of Support Technicians

How many craft technicians are there in this firm's employment in the Providence area that has been manufacturer-trained and certified on:

- The installation and maintenance of Avaya CS1000 switches, Release 7.6?
- The installation and maintenance of the Avaya ENSA Officelinx?

- The installation and maintenance of the Avaya Aura Contact Center version 6.3 and above?
- The configuration and building of custom scripts within Avaya Aura Contact version 6.3 and above?
- The installation and maintenance of EngHouse/DataPulse Progression version 3 and above?
- The installation and maintenance of Telstrat Engage version 3.6 and above?
- The integration of the Avaya systems with Microsoft Exchange Server, Microsoft Lync Server, Microsoft Skype For Business Server 2015, and or Microsoft Office 365?
- The installation, configuration and maintenance of servers in a VMware ESX 6.x and above virtual infrastructure
- 911 Secure

4.2.2. Location and Coverage Area of Support Technicians

Identify the base location(s) and the coverage area(s) for the technicians who would be expected to provide services to the Customer.

Within this coverage area, these technicians maintain services for how many unique customer sites? Describe the geographical boundaries of the coverage area of the maintenance depot that would be responding to service calls from Customer.

4.2.3. References

List customer references; include customer name, contact person and phone number and dates of PBX system cutover.

4.2.4. Subcontractors

Pertaining to the work specified in this RFP, would Vendor complete the job using employees of the vendor or would the installation be completed by a subcontractor?

Please include the names of companies and locations within the New England area where the work of the vendor and/or the subcontractor(s) can be inspected, and references checked.

4.2.5. Emergency Repair Services

How does the Customer summon emergency repair service on weekends, holidays or during non-standard working hours? Identify parties who will respond and provide the necessary contact information.

In an extraordinary circumstance, such as a fire in the telecommunications room, how will Vendor respond to patch in a temporary replacement?

Note: An emergency repair service refers to a Level 1 Service Call as defined in section 3.2.

4.2.6. Support Procedures

Does the Vendor utilize a formal Change Management process when providing installation and maintenance services to Customer systems? If so, include the description of this process and its procedures in your response.

Will the Vendor be able, on Customer request, to adapt Vendor's Change Management process to Customer standards?

In order to keep Customer systems functioning optimally, it will be required that Vendor periodically installs PEPs, and other updates and patches for equipment under this RFP. Does the Vendor have a procedure to ensure that such updates are installed appropriately and on time? If so, include the procedure in your response.

A number of applications, for example ENSA Officelinx, Aura Contact Center, 911 Secure, Telstrat Engage and Enghouse/DataPulse Progression, run on Microsoft Windows Server operating systems. Microsoft releases at least monthly security updates and patches, less frequent Service Packs. To limit the attack surface and vulnerability of Windows Servers these patches/updates have to be installed regularly. Common practice is for Avaya to issue recommendations on these updates/patches in relation to her Avaya applications. Does Vendor have a procedure to ensure that such Avaya approved updates/patches are installed promptly on Customer servers? If so, include the procedure in your response. Note this also has to apply to other non-Avaya application under this RFP agreement.

Does the Vendor provide the Customer with an online (web-based) Maintenance Portal or application in order to enhance communication between Customer and Vendor? If so, please provide information on this application.

Vendor will perform a full baseline system audit at the beginning of the contract term. This baseline is updated at least annually and after a significant installation, as identified by Customer. The updated baseline must be an accurate representation of the installation and working of the production environment, including hardware, software and configuration.

The Vendor is responsible for the complete documentation of any work done under this RFP. All documentation will be provided in electronic format (Microsoft Word 2016 or higher for text and Microsoft Visio 2016 or higher for graphics).

4.2.7. Familiarity with RFP response

The Vendor who is awarded the RFP will ensure that employees of Vendor and subcontractors that will work on the Customer's account are familiar with the content of the RFP response.

4.2.8. Financial Report

Submit the most current audited financial report for the vendor (or the vendor's parent company). Any other documentation that the vendor wishes to have considered may be attached to the RFP response.

4.2.9. Vendor Site Inspection

The Customer may conduct inspection tours of the Vendor’s maintenance and installation facility. Inspections of repair facilities, stores, training, remote trouble diagnostic stations, dispatching and customer record keeping may be made. Tools, test equipment, parts and procedures pertaining to the Vendor will be observed in detail and employees interviewed. Vendor escort is expected. In the event that any tasks are to be subcontracted, the subcontractor will be subject to similar inspection.

B. Cost Proposal

4.3.1. Maintenance Services Pricing

Please provide the costs for maintenance pricing as specified in this RFP.

4.3.2. Cost Information

The cost information is requested on a per-port, per-month basis, to allow the Customer to easily identify costs and budget for the first-year transition, as well as for future system additions.

4.3.3 Calculation of Port Count

The Customer understands that methods to calculate port counts may vary across vendors, so be sure to include your method of determining the number of ports. (For example, are T1 circuits counted as a single port or 24 ports; Voice messaging ports count as 10 PBX ports, or are they priced separately, etc.)

4.3.4. Cost Itemization

Provide a complete and detailed cost itemization of all port-based maintenance cost, using the table below or a similar structure. Any other costs, or cost itemization information, should be included as well, for both port-based maintenance and maintenance for equipment that is not port-based.

Equipment/ part	Total # of ports calculated (where applicable)	Cost (For port per month)	Other Cost (include description)	Total Cost (Per port per month)	Total Monthly Charge (for equipment/ part)

4.3.5. Level 1 Service Event Outside Normal Business Hours

In the event that the Customer experiences a failure, resulting in a Level 1 Service Event (as defined in section 3.2), outside of the normal business hours coverage for maintenance:

- Can the Vendor respond after hours within the 120-minute maximum with technical support?
- If so, what additional costs would be charged, (I.e. A typical response might be “Material for repair would be included as part of the regular maintenance contract but labor would be billed at “\$XX” per hour with a “Y” hour minimum).

4.3.6. Other Service Options

Does the Vendor provide other service options that may be relevant to the Customer? If so, please describe and provide cost or pricing structure?

4.3.7. Support Levels and Durations

Please list the support levels available for each of the following items. Include the announced Retirement, End of Life, etc., information for each. Also include the duration for which the vendor agrees to provide full support for the systems, without upgrade.

Please provide the pricing for 1-year and 3-years manufacturer maintenance/support (for example: for Avaya this would be Avaya Support PASS Basic and/or Plus)

- Avaya CS1000E, media gateways and other associated peripherals
- ENSA Officelinx HA
- Avaya Aura Contact Center
- Enhouse/DataPulse Progression
- Telstrat Engage
- UPS system (rectifiers and charging equipment)
- Batteries (GNB Absolyte)
- Telephone sets (digital, multi-line, IP, but not analog sets)
- 911 Secure

4.3.8. Move/Add/Change Labor and System Additions

4.3.8.1. Hourly Rates

Please provide hourly rates for Move/Add/Change (MAC) labor for occasional telephone set installation, relocation, software feature system programming, etc. Include both regular and off-hour rates.

In case the Vendor provides different levels of MAC labor, please detail this.

4.3.8.2. System Additions

The Customer may opt to make some small system additions over the term of the contract. Please provide the cost to add the following items to the system(s):

Equipment/part	Unit Cost (new and/or refurbished)	Installation Labor
Analog line card (16 port)		
Digital line card (16 port)		
Analog trunk		
DS-1 circuit card (not PRI)		
PRI circuit card		

The Customer expects to allocate in the purchase order an annual dollar amount to be used to pay for MAC work or small equipment additions. The current estimate is \$25,000 per year. These funds will may only be billed against, and will only be paid against, specifically authorized work as requested by the Customer. This work may be MAC related, or equipment related.

4.3.9. Other Provisions

4.3.9.1. Escalation Procedure

Please attach a detailed description of the escalation procedures used by the Vendor, and the manufacturer, in the event a Service Call cannot be solved within a reasonable amount of time. Note: When Vendor is unable to determine the root cause of a Service Event within forty-eight (48) hours for a Level 1 Service Call or seventy-two (72) hours of Level 2 Service Call the Customer can request that the Vendor escalates the problem to the Manufacturer and the Vendor will comply.

4.3.9.2. Third Party equipment

The Customer reserves the right to use equipment purchased on the secondary market (e.g. line cards, telephone sets). Please detail your policy covering maintenance and installation of this equipment.

4.3.9.3. Access Auditing

The vendor keeps a detailed log of any console access to any of the systems as identified in this RFP, either remotely (via modem) or locally, and ensures that Customer has access to such log. Included in the logging the date and time, person accessing the system and a description of the purpose of the access.

4.3.9.4. Spare Parts and Equipment

The Vendor is encouraged to have spares of common parts and equipment on site to allow the Customer to replace such failed or failing parts/equipment without the need for the Vendor's Technician to come out to the site to take care of such Level 2 Service Calls.

4.3.10. Hardware and Software Options

Expanding VoIP capabilities:

Customer has as part of the CS1000E's around 600 IP phones sets deployed; Avaya i2002 (about 110), Avaya 1120E and Avaya 1140. The phones are deployed primarily in all 6 residence halls,

some buildings and offices and classrooms. Customer has also EngHouse/DataPulse Progression voice and message notification system deployed on all IP phones. Customer is expanding IP phone across campus partially replacing existing analog and digital sets.

Please detail the following:

- Cost to upgrade current to Avaya Aura Release 8 and Communication Manager (or most current versions).
- During system upgrades old technology will need to remain in service using Breeze application.
- The cost of the Avaya phone sets that are fully supported under upgraded system based on the number of dial tones specified above.
- The IP User licensing costs associated with the deployment of these IP phones.
- The licensing costs (Voice Paging and Recorded Announcements) associated with expanding EngHouse/DataPulse Progression installation base.

4.3.11. Upgrade of Aura Contact Center

Upgrade of current AACC from AML to SIP running R7 (or most current version)

Please detail the following:

- Specify all equipment and licensing cost associated with this described Contact Center upgrade
- Specify labor cost (*) associated with this described Contact Center upgrade

(*) It is recognized that the amount of labor can only be an estimate. Vendor can use experience from likewise projects at other customer sites as reference.

4.3.12. Telephone Equipment

4.3.12.1. Telephone Desktop Equipment

The Customer expects to acquire telephone desktop equipment at intervals over the life of the contract to support the expansion of the CS1000 systems. The exact counts and types of phones required have not been established, so unit pricing is requested here.

Please provide unit cost for each type of available electronic (digital or IP) sets, including (but not limited to) the following sets:

- 2008HF with display
- 2008Basic with display
- M2616
- M3902
- M3903
- M3904

- M3905
- M22 key-based expansion module
- 1120E

Please also provide unit pricing for analog single line sets with MWT lamp. The sets should be compatible with the upgraded system and support message waiting. Provide pricing for sets available from Avaya/Astra, as well as the Customer’s standard analog set, the Inn-Phone Black D6SP3-BK, 3-button speakerphone, if possible.

4.3.12.2. Line cards and other equipment

The College may request to replace hardware in the event of damage due to fire/water/lightning or other unforeseen disaster. The exact counts and types of cards required are not known, so unit pricing is requested here-in.

Please provide unit cost (new and refurbished) for each of the following components along with any new components (from upgrading system) that could need replacement during this contract:

Description	Part#
▪ Controller-Four Card	NT8DOIBC
▪ MMP4O Processor Mod EC	NT6F97AA
▪ System Monitor - Meridian	NT8D22AC
▪ Quad SDI Paddle Board	NT8D4IBB
▪ Analog MW Line Card	NT8DO9BB
▪ Digital Line Card	NT8DO2GA

C. ISBE Proposal

See Appendix A for information and the MBE, WBE, and/or Disability Business Enterprise Participation Plan form(s). Bidders are required to complete, sign and submit these forms with their overall proposal in a sealed envelope. Please complete separate forms for each MBE, WBE and/or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.

SECTION 5: EVALUATION AND SELECTION

Proposals shall be reviewed by a technical evaluation committee (“TEC”) comprised of staff from State agencies. The TEC first shall consider technical proposals.

Technical proposals must receive a minimum of 60 (85.7%) out of a maximum of 70 points to advance to the cost evaluation phase. Any technical proposals scoring less than 60 points shall not have the accompanying cost or ISBE participation proposals opened and evaluated. The proposal will be dropped from further consideration.

Technical proposals scoring 60 points or higher will have the cost proposals evaluated and assigned up to a maximum of 30 points in cost category bringing the total potential evaluation score to 100 points. After total possible evaluation points are determined ISBE proposals shall be evaluated and assigned up to 6 bonus points for ISBE participation.

The Division of Purchases reserves the right to select the vendor(s) or firm(s) (“vendor”) that it deems to be most qualified to provide the goods and/or services as specified herein; and, conversely, reserves the right to cancel the solicitation in its entirety in its sole discretion.

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

Criteria	Possible Points
Staff Qualifications	20 Points
Capability, Capacity, and Qualifications of the Offeror	10 Points
Work Plan	20 Points
Approach Proposed	10 Points
Total Possible Technical Points	60 Points
Cost proposal*	40 Points
Total Possible Evaluation Points	100 Points
ISBE Participation**	6 Bonus Points
Total Possible Points	106 Points

***Cost Proposal Evaluation:**

The vendor with the lowest cost proposal shall receive one hundred percent (100%) of the available points for cost. All other vendors shall be awarded cost points based upon the following formula:

$$(\text{lowest cost proposal} / \text{vendor's cost proposal}) \times \text{available points}$$

For example: If the vendor with the lowest cost proposal (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly costs and service fees and the total points available are thirty (30), Vendor B's cost points are calculated as follows:

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

****ISBE Participation Evaluation:**

a. Calculation of ISBE Participation Rate

1. ISBE Participation Rate for Non-ISBE Vendors. The ISBE participation rate for non-ISBE vendors shall be expressed as a percentage and shall be calculated by dividing the amount of non-ISBE vendor's total contract price that will be subcontracted to ISBEs by the non-ISBE vendor's total contract price. For example, if the non-ISBE's total contract price is \$100,000.00 and it subcontracts a total of \$12,000.00 to ISBEs, the non-ISBE's ISBE participation rate would be 12%.
2. ISBE Participation Rate for ISBE Vendors. The ISBE participation rate for ISBE vendors shall be expressed as a percentage and shall be calculated by dividing the amount of the ISBE vendor's total contract price that will be subcontracted to ISBEs and the amount that will be self-performed by the ISBE vendor by the ISBE vendor's total contract price. For example, if the ISBE vendor's total contract price is \$100,000.00 and it subcontracts a total of \$12,000.00 to ISBEs and will perform a total of \$8,000.00 of the work itself, the ISBE vendor's ISBE participation rate would be 20%.

b. Points for ISBE Participation Rate:

The vendor with the highest ISBE participation rate shall receive the maximum ISBE participation points. All other vendors shall receive ISBE participation points by applying the following formula:

$$\begin{aligned} & (\text{Vendor's ISBE participation rate} \div \text{Highest ISBE participation rate} \\ & \quad \times \text{Maximum ISBE participation points}) \end{aligned}$$

For example, assuming the weight given by the RFP to ISBE participation is 6 points, if Vendor A has the highest ISBE participation rate at 20% and Vendor B's ISBE participation rate is 12%, Vendor A will receive the maximum 6 points and Vendor B will receive $(12\% \div 20\%) \times 6$ which equals 3.6 points.

General Evaluation:

Points shall be assigned based on the vendor's clear demonstration of the ability to provide the requested goods and/or services. Vendors may be required to submit additional written information or be asked to make an oral presentation before the TEC to clarify statements made in the proposal.

SECTION 6. QUESTIONS

Questions concerning this solicitation must be e-mailed to the Division of Purchases at doa.purquestions15@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. No other contact with State parties is permitted. Please reference **RFP #7599827** on all correspondence. Questions should be submitted in writing in a Microsoft Word attachment in a narrative format with no tables. Answers to questions received, if any, shall be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to monitor the Division of Purchases website for any procurement related postings such as addenda. If technical assistance is required, call the Help Desk at (401) 574-8100.

SECTION 7. PROPOSAL CONTENTS

A. Proposals shall include the following:

1. One completed and signed RIVIP Bidder Certification Cover Form (included in the original copy only) downloaded from the Division of Purchases website at www.ridop.ri.gov. *Do not include any copies in the Technical or Cost proposals.*
2. One completed and signed Rhode Island W-9 (included in the original copy only) downloaded from the Division of Purchases website at <http://www.purchasing.ri.gov/rivip/publicdocuments/fw9.pdf>. *Do not include any copies in the Technical or Cost proposals.*
3. Two (2) completed original and copy versions, signed and sealed Appendix A. MBE, WBE, and/or Disability Business Enterprise Participation Plan. Please complete separate forms for each MBE/WBE or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation. *Do not include any copies in the Technical or Cost proposals.*
4. Technical Proposal - describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The technical proposal is limited to ten (10) pages (this excludes any appendices and as appropriate, resumes of key staff that will provide services covered by this request).
 - a. One (1) Electronic copy on a CD-R, marked "Technical Proposal - Original".
 - b. One (1) printed paper copy, marked "Technical Proposal -Original" and signed.
 - c. Four (4) printed paper copies
5. Cost Proposal - 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.
 - a. One (1) Electronic copy on a CD-R, marked "Cost Proposal -Original".

- b. One (1) printed paper copy, marked “Cost Proposal -Original” and signed.
- c. Four (4) printed paper copies

B. Formatting of proposal response contents should consist of the following:

- A. Formatting of CD-Rs – Separate CD-Rs are required for the technical proposal and cost proposal. All CD-Rs submitted must be labeled with:
 - a. Vendor’s name
 - b. RFP #
 - c. RFP Title
 - d. Proposal type (e.g., technical proposal or cost proposal)
 - e. If file sizes require more than one CD-R, multiple CD-Rs are acceptable. Each CD-R must include the above labeling and additional labeling of how many CD-Rs should be accounted for (e.g., 3 CD-Rs are submitted for a technical proposal and each CD-R should have additional label of ‘1 of 3’ on first CD-R, ‘2 of 3’ on second CD-R, ‘3 of 3’ on third CD-R).

Vendors are responsible for testing their CD-Rs before submission as the Division of Purchase’s inability to open or read a CD-R may be grounds for rejection of a Vendor’s proposal. All files should be readable and readily accessible on the CD-Rs submitted with no instructions to download files from any external resource(s). If a file is partial, corrupt or unreadable, the Division of Purchases may consider it “non-responsive”. USB Drives or any other electronic media shall not be accepted. Please note that CD-Rs submitted, shall not be returned.

B. Formatting of written documents and printed copies:

- a. For clarity, the technical proposal shall be typed. These documents shall be single-spaced with 1” margins on white 8.5”x 11” paper using a font of 12-point Calibri or 12-point Times New Roman.
- b. All pages on the technical proposal are to be sequentially numbered in the footer, starting with number 1 on the first page of the narrative (this does not include the cover page or table of contents) through to the end, including all forms and attachments. The Vendor’s name should appear on every page, including attachments. Each attachment should be referenced appropriately within the proposal section and the attachment title should reference the proposal section it is applicable to.
- c. The cost proposal shall be typed using the formatting provided on the provided template.
- d. Printed copies are to be only bound with removable binder clips.

SECTION 8. PROPOSAL SUBMISSION

Interested vendors must submit proposals to provide the goods and/or services covered by this RFP 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, shall not be accepted.

Proposals should be mailed or hand-delivered in a sealed envelope marked “**RFP #7599827**” 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 shall not be accepted. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time shall be determined to be late and shall not be accepted. Proposals faxed, or emailed, to the Division of Purchases shall not be accepted. The official time clock is in the reception area of the Division of Purchases.

SECTION 9. CONCLUDING STATEMENTS

Notwithstanding the above, the Division of Purchases reserves the right to award on the basis of cost alone, to accept or reject any or all proposals, and to award in the State’s 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.

If a Vendor is selected for an award, no work is to commence until a purchase order is issued by the Division of Purchases.

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

APPENDIX A. PROPOSER ISBE RESPONSIBILITIES AND MBE, WBE, AND/OR DISABILITY BUSINESS ENTERPRISE PARTICIPATION FORM

A. Proposer's ISBE Responsibilities (from 150-RICR-90-10-1.7.E)

1. Proposal of ISBE Participation Rate. Unless otherwise indicated in the RFP, a Proposer must submit its proposed ISBE Participation Rate in a sealed envelope or via sealed electronic submission at the time it submits its proposed total contract price. The Proposer shall be responsible for completing and submitting all standard forms adopted pursuant to 105-RICR-90-10-1.9 and submitting all substantiating documentation as reasonably requested by either the Using Agency's MBE/WBE Coordinator, Division, ODEO, or Governor's Commission on Disabilities including but not limited to the names and contact information of all proposed subcontractors and the dollar amounts that correspond with each proposed subcontract.
2. Failure to Submit ISBE Participation Rate. Any Proposer that fails to submit a proposed ISBE Participation Rate or any requested substantiating documentation in a timely manner shall receive zero (0) ISBE participation points.
3. Execution of Proposed ISBE Participation Rate. Proposers shall be evaluated and scored based on the amounts and rates submitted in their proposals. If awarded the contract, Proposers shall be required to achieve their proposed ISBE Participation Rates. During the life of the contract, the Proposer shall be responsible for submitting all substantiating documentation as reasonably requested by the Using Agency's MBE/WBE Coordinator, Division, ODEO, or Governor's Commission on Disabilities including but not limited to copies of purchase orders, subcontracts, and cancelled checks.
4. Change Orders. If during the life of the contract, a change order is issued by the Division, the Proposer shall notify the ODEO of the change as soon as reasonably possible. Proposers are required to achieve their proposed ISBE Participation Rates on any change order amounts.
5. Notice of Change to Proposed ISBE Participation Rate. If during the life of the contract, the Proposer becomes aware that it will be unable to achieve its proposed ISBE Participation Rate, it must notify the Division and ODEO as soon as reasonably possible. The Division, in consultation with ODEO and Governor's Commission on Disabilities, and the Proposer may agree to a modified ISBE Participation Rate provided that the change in circumstances was beyond the control of the Proposer or the direct result of an unanticipated reduction in the overall total project cost.

B. MBE, WBE, AND/OR Disability Business Enterprise Participation Plan Form:

Attached is the MBE, WBE, and/or Disability Business Enterprise Participation Plan form. Bidders are required to complete, sign and submit with their overall proposal in a sealed envelope. Please complete separate forms for each MBE, WBE and/or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.



**STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
DEPARTMENT OF ADMINISTRATION
ONE CAPITOL HILL
PROVIDENCE, RHODE ISLAND 02908**

MBE, WBE, and/or DISABILITY BUSINESS ENTERPRISE PARTICIPATION PLAN

Bidder's Name:

Bidder's Address:

Point of Contact:

Telephone:

Email:

Solicitation No.:

Project Name:

This form is intended to capture commitments between the prime contractor/vendor and MBE/WBE and/or Disability Business Enterprise subcontractors and suppliers, including a description of the work to be performed and the percentage of the work as submitted to the prime contractor/vendor. Please note that all MBE/WBE subcontractors/suppliers must be certified by the Office of Diversity, Equity and Opportunity MBE Compliance Office and all Disability Business Enterprises must be certified by the Governor's Commission on Disabilities at time of bid, and that MBE/WBE and Disability Business Enterprise subcontractors must self-perform 100% of the work or subcontract to another RI certified MBE in order to receive participation credit. Vendors may count 60% of expenditures for materials and supplies obtained from an MBE certified as a regular dealer/supplier, and 100% of such expenditures obtained from an MBE certified as a manufacturer. This form must be completed in its entirety and submitted at time of bid. **Please complete separate forms for each MBE/WBE or Disability Business Enterprise subcontractor/supplier to be utilized on the solicitation.**

Name of Subcontractor/Supplier:				
Type of RI Certification:	<input type="checkbox"/> MBE	<input type="checkbox"/> WBE	<input type="checkbox"/> Disability Business Enterprise	
Address:				
Point of Contact:				
Telephone:				
Email:				
Detailed Description of Work To Be Performed by Subcontractor or Materials to be Supplied by Supplier:				
Total Contract Value (\$):		Subcontract Value (\$):		ISBE Participation Rate (%):
Anticipated Date of Performance:				

I certify under penalty of perjury that the forgoing statements are true and correct.

Prime Contractor/Vendor Signature

Title

Date

Subcontractor/Supplier Signature

Title

Date