



**Solicitation Information  
November 10, 2015**

**RFP#7550002**

**TITLE: Avaya Telephone Maintenance Support – Rhode Island College**

**Submission Deadline: December 7, 2015 @ 11:00 pm (Eastern Time)**

**PRE-BID/ PROPOSAL CONFERENCE:  
MANDATORY: NO**

**DATE: November 20, 2015 @ 9:00 am (et)**

**LOCATION: Rhode Island College Campus, 600 Mount Pleasant Avenue, Providence RI 02908. Report to East Campus Building 1, Network & Telecommunications lower level conference room.**

Questions concerning this solicitation must be received by the Division of Purchases at [doa.purquestions3@purchasing.ri.gov](mailto:doa.purquestions3@purchasing.ri.gov) no later than **11/24/15 @ 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](http://www.purchasing.ri.gov)

**Note to Applicants:**

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

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

**Table of Contents:**

- 1. INTRODUCTION..... 3**
  - 1.1. Background and Purpose .....3
  - 1.2. General .....3
  - 1.3. Current Telecommunications Environment Overview:.....3
  - 1.4. Scope of Services Requested:.....4
  - 1.5. Who should respond?.....4
- 2. INSTRUCTIONS TO BIDDERS ..... 5**
  - 2.1. Instructions and Notifications .....5
  - 2.2. Additional Terms and Conditions.....6
- 3. PROPOSAL SUBMISSION ..... 10**
- 4. EVALUATION AND SELECTION..... 12**
- 5. VENDOR QUALIFICATIONS ..... 13**
  - 5.1. Avaya Certification .....13
  - 5.2. Covenant Letter.....13
  - 5.3. Experience.....13
  - 5.4. Number of Installations .....14
  - 5.5. Training and Certification.....14
  - 5.6. Resumes.....14
  - 5.7. Number of Support Technicians .....15
  - 5.8. Location and Coverage Area of Support Technicians .....15
  - 5.9. References .....15
  - 5.10. Subcontractors.....16
  - 5.11. Emergency Repair Services .....16
  - 5.12. Support Procedures.....16

- 5.13. Familiarity with RFP response.....17
- 5.14. Financial Report.....17
- 5.15. Vendor Site Inspection .....17
  
- 6. TELECOMMUNICATIONS SYSTEM MAINTENANCE REQUIREMENTS ..... 18**
- 6.1. General .....18
- 6.2. Service Event and Response .....19
- 6.3. Maintenance Services Pricing .....20
- 6.4. Support levels and durations.....21
- 6.5. Move/Add/Change Labor and system additions.....22
- 6.6. Other Provisions .....22
  
- 7. HARDWARE AND SOFTWARE OPTIONS ..... 24**
- Expanding VoIP capabilities .....24
- 7.1. Expansion implementation/deployment of Aura Contact Center .....24
- 7.2. Telephone equipment .....24
  
- 8. CONCLUDING STATEMENT.....25**
  
- APPENDIX A - CURRENT SYSTEM INVENTORY.....26**

## 1. INTRODUCTION

### 1.1. Background and Purpose

Rhode Island College, a public higher education institution, is seeking proposals for telecommunications systems maintenance 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, 2016 through June 30, 2019.

### 1.2. 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 7,200 Undergraduate students and 1,800 Graduate students in courses and programs both on and off campus.

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

### 1.3. Current Telecommunications Environment Overview:

The College currently owns an Avaya CS1000E-HA, located at Henry Barnard School, extended with CS1000 Media Gateways XPEC (MG-XPEC) in Building No. 1 on the East-Campus and a CS1000E Survivable Media Gateway (SMG) in the Weber Hall residence hall. The Avaya CallPilot 5.0 1006r HA system provides the voice 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 and Enghouse/DataPulse Progression 3.1.

#### 1.4. Scope of Services Requested:

This project will encompass several initiatives, including:

- Initiation of multi-year maintenance and support contract with successful vendor.
- Solicit pricing for the possible expansion of VoIP capability and IP/SIP trunking, including Session Border Controller.
- Solicit pricing for the possible expansion implementation/deployment of Avaya Aura Contact Center version 6.3.

#### 1.5. Who should respond?

Any vendor that is a certified Avaya partner and certified to install and maintain the products and components herein is invited to respond to this RFP.

## 2. INSTRUCTIONS TO BIDDERS

### 2.1. Instructions and Notifications

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

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

## 2.2. Additional Terms and Conditions

### 2.2.1. Applicable Codes and Regulations

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

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

### 2.2.2. Vendor Licensing and Certification

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

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

### 2.2.3. Subcontractors

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

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

### 2.2.4. Project Manager

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

### 2.2.5. Professional Manner

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

### 2.2.6. Taxes

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

### 2.2.7. Insurance

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



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

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

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

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

#### 2.2.8. Due Care

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

#### 2.2.9. Vendor Activities

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

#### 2.2.10. Site familiarity

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

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

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

#### 2.2.11. Permits

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

#### 2.2.12. State Purchasing Policies

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

#### 2.2.13. Cutover Date

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

#### 2.2.14. Schedules

To assure adequate planning and execution of the work under this RFP, in particular but not limited to the work identified in Section 7, so that the work is completed within a reasonable time frame, Vendor will prepare and maintain schedules and reports. Graphically show the order and interdependence of all activities necessary to complete the Work, and the sequence in which each activity is to be accomplished.

#### 2.2.15. Documentation

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

### 3. PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at [doa.purquestions3@purchasing.ri.gov](mailto:doa.purquestions3@purchasing.ri.gov) no later than the date and time indicated on page one of this solicitation. Please reference **RFP #7550002** 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#**” 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](http://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](http://www.purchasing.ri.gov).
3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described in this solicitation.
4. **A separate, signed and sealed Cost Proposal** reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, or flash drive)**. Microsoft Word /

Final

RIC Avaya Telephone Maintenance Support

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

#### 4. EVALUATION AND SELECTION

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

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

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

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

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

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

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

<b>Criteria</b>	<b>Possible Points</b>
Vendor Qualifications	35 Points
Maintenance Requirements	20 Points
Hardware and Software Options	10 Points
Completeness of Response	5 Points
<b>Total Possible Technical Points</b>	<b>70 Points</b>
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points (*)	30 Points
<b>Total Possible Points</b>	<b>100 Points</b>

(\*) 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:

(low bid / vendors bid) \* available points

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

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

## 5. VENDOR QUALIFICATIONS

Please respond to the following questions and information requests.

### 5.1. 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.

### 5.2. 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 defacto participant in the agreement between parties.

### 5.3. 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 Exchange Server 2013 and Microsoft Lync Server 2013? 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 Enhouse/DataPulse Progression Enterprise v3? Is the Vendor a certified reseller of Enhouse/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.

#### 5.4. 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?

#### 5.5. Training and Certification

For each of the Avaya systems and equipment, as specified in section 6.1.4, list training and certifications completed through trade organizations and/or manufacturer. Indicate if certifications are company-wide or by individual.

#### 5.6. 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 6.5).

### 5.7. 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 CallPilot system, Release 5?
- 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 5.5 and above virtual infrastructure

### 5.8. 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.

### 5.9. References

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



### 5.10. 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.

### 5.11. 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 6.5.

### 5.12. 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 CallPilot, Aura Contact Center, 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 2010 or higher for text and Microsoft Visio 2010 or higher for graphics)

### 5.13. 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.

### 5.14. 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.

### 5.15. 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.

## 6. TELECOMMUNICATIONS SYSTEM MAINTENANCE REQUIREMENTS

### 6.1. General

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

#### 6.1.1. 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.

#### 6.1.2. Coverage

Coverage shall be 8am-5pm, Monday through Friday. See below for required response times and Service Call definitions.

#### 6.1.3. The Term of the Contract

The term of the contract shall be forty-two (42) months.

#### 6.1.4. Covered systems

- Avaya CS1000E's, media gateways and its associated peripherals
- Avaya CallPilot 1006r 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)

#### 6.1.5. System survey

The Vendor should query the CS1000's, CallPilot and Contact Center configurations and develop equipment lists, set counts and types, and port counts, to ensure their bid is accurate. System information from the last survey (October 2015) is attached for reference. Customer will be available to run reports, request via the Q+A process.

#### 6.1.6. 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.

#### 6.1.7. 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 6.5).

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

## 6.2. 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 between 8:00am - 2:00am Monday through Friday. In the situation a Level 1 Service Event occurs outside these hours, the Vendor's technician (or subcontractor technician) has to be onsite the next business day at 8:00am.

The Customer can request the immediate response of the Vendor on an emergency repair basis (sections 5.11 and 6.3.4).

**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 CallPilot, including:

- The inability to access CallPilot (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 or Enghouse/DataPulse Progression 3.1

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.

### 6.3. Maintenance Services Pricing

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

#### 6.3.1. 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.

#### 6.3.2. 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.)

#### 6.3.3. 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)

6.3.4. 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 6.5), 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).

6.3.5. 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?

6.4. Support levels and durations

6.4.1. Available Support Levels

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
- Avaya CallPilot 5.0 1006r HA

- Avaya Aura Contact Center
- Enghouse/DataPulse Progression
- Telstrat Engage
- UPS system (rectifiers and charging equipment)
- Batteries (GNB Absolyte)
- Telephone sets (digital, multi-line, IP, but not analog sets)

### 6.5. Move/Add/Change Labor and system additions

#### 6.5.1. 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.

#### 6.5.2. 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):

<b>Equipment/part</b>	<b>Unit Cost (new and/or refurbished)</b>	<b>Installation Labor</b>
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 he MAC related, or equipment related.

### 6.6. Other Provisions

#### 6.6.1. 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.

#### 6.6.2. 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.

#### 6.6.3. 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.

#### 6.6.4. 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.



## 7. HARDWARE AND SOFTWARE OPTIONS

### Expanding VoIP capabilities

Customer has as part of the CS1000E's around 450 IP phones sets deployed; Avaya i2002 (about 110), Avaya 1120E. The phones are deployed primarily in all 6 residence halls and classrooms.. Customer has also EngHouse/DataPulse Progression voice and message notification system deployed on all IP phones.

Customer is considering expanding IP phone across campus at a rate of about 100 sets per year, partially replacing existing analog and digital sets.

Please detail the following:

- The cost of the Avaya 1120E phone sets (or comparable) 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.

### 7.1. Expansion implementation/deployment of Aura Contact Center

Customer will be implementing Contact Center for an additional 10 department and offices, with an average of 10 phones each. From previously implemented offices the experience is that the call handling is basic and it is not expected that other departments/offices will have complicated skills routing requirements. The phone set that has been used so far is the M3904.

Please detail the following:

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

(\*) 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.

### 7.2. Telephone equipment

#### 7.2.1. 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 Option 81 line cards 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.

#### 7.2.2. 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:

<b>Description</b>	<b>Part#</b>
▪ Controller-Four Card	NT8DOIBC
▪ MMP40 Processor Mod EC	NT6F97AA
▪ System Monitor - Meridian	NT8D22AC
▪ Quad SDI Paddle Board	NT8D4IBB
▪ Analog MW Line Card	NT8DO9BB
▪ Digital Line Card	NT8DO2GA

## **8. 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>

Responses (an original plus four (4) copies) shall be mailed or hand-delivered in a sealed envelope marked ["RFP #xxxxx – Telecommunications Maintenance Services RIC"] on or before the deadline as indicated on the cover page of this RFP.

**APPENDIX A: CURRENT SYSTEM INVENTORY****RHODE ISLAND COLLEGE****TELEPHONE SYSTEM STATUS AS OF OCTOBER 2015**

Below you will find a summary of the basic specifications of Rhode Island College Avaya CS100E Geographic Redundancy system to provide sizing information for the response of this RFP. In case more detailed information is required, Vendor is invited to collect additional information during the mandatory pre-bid meeting.

**CS1000E Geo Redundancy****Port Counts/Licenses**

<b>Description</b>	<b>Total</b>	<b>Used</b>
Digital user	760	559
Analog user	1952	1540
Console	6	6
IP Telephone	435	435
Analog Trunk	24	14
Digital Trunk	184	184
IP Trunk		
DTR	464	456
CallPilot	92	92
DSP		5087
Data Ports	32760	2
Phantom Ports	--	28
Miscellaneous	18	18

**System Limits**

The following software licenses are existing on the CS1000E

<b>Description</b>	<b>Total</b>	<b>Used</b>
ACD Agents	150	69
ACDN	24000	34
AML	16	2
AST	21	3
Attendant Consoles	65535	6
BRI DSL	10000	0
Data Ports	65535	0
DCH	55	8
IP Users	451	435
MUS CON	12	7
Phantom Ports	65535	28
RAN Con	7	4
RAN RTE	512	2
SIP Access Ports	130	0
TNS	65535	8409
Traditional Telephones	2348	2101
Traditional Trunks	65535	196

**Hardware Inventory**  
**Modules and Servers**

<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
11	NT8D37	IPE Module
1	NTAK11	Main Cabinet
5	NTDU14	Media Gateway Chassis
1	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		
2	NTDW61BAE5	Call Processor Pentium M		
2	NTDW61BAE5	Call Processor Pentium M	37GB	2GB
6	NTDW62AA	Media Gateway Controller DSP Daughterboard		
7	NTDW64AA	Media Gateway Controller DSP Daughterboard		
2	NTDW98AA	Media Gateway Controller Card		

**Peripheral Equipment Cards**

Quantity	Part Number	Description	Used	Total
2	NT0106001	TelStrat Application Line Card (TALC)	10	32
3	NT8D02	Digital Line Card	36	48
1	NT8D02EA	Digital Line Card	13	16
23	NT8D02EB	Digital Line Card	269	368
18	NT8D02GA	Digital Line Card	226	288
2	NT8D02HA	Digital Line Card	29	32
1	NT8D03AB	Analog Line Card	15	16
1	NT8D09AD	Analog Message Waiting Line Card	12	16
25	NT8D09AK	Analog Message Waiting Line Card	305	400
43	NT8D09AL	Analog Message Waiting Line Card	525	688
44	NT8D09BA	Analog Message Waiting Line Card	580	704
4	NT8D09BB	Analog Message Waiting Line Card	52	64
4	NT8D09CA	Analog Message Waiting Line Card	51	64
1	NT8D14	Universal Trunk Card	5	8
1	NT8D14BB	Universal Trunk Card	6	8
1	NTDW70AAE5	PRI Gateway E1/T1 Main Pack	92	96
4	NTRB18DBE5	CallPilot MGate Card	92	128
1	NTRB21AC	DTI/PRI/DCH TMDI Card	23	24
3	NTRB21ACE5	DTI/PRI/DCH TMDI Card	69	72
1	NTVQ01ABE5	Media Card	3	8

**Station Equipment**

<b>Quantity</b>	<b>Station Type</b>
262	1120
2	2002P1
157	2002P2
10	2004P2
369	2008
4	2033
6	2250
31	2616
31	3903
130	3904
1540	500

**Trunks**

<b>Quantity</b>	<b>Trunk Type</b>
11	COT
185	DID
1	MUS
1	RAN
5087	VGW

**Call Pilot Details**


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System Type	:	1006r
Release	:	05.00
High Availability	:	Yes

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**Configuration**

FAX Channels	2
FAX Seats	20
Voice Forms	No
Geo Redundancy	No
Desktop Seats	120
MPUs	48
NMS	Yes
Prompt Languages	6
Speech Activation Seats	0
Speech Channels	0
Speech Recognition Languages	3
Storage Hours	2400
Voice Channels	44
Voice Seats	2140
Email by Phone Seats	0
Email by Phone Channels	20
Email by Phone Languages	10
Symposium Integration	yes



## Avaya Aura Contact Center Details

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System Type	:	Windows Server 2008 R2
Release	:	06.70
High Availability	:	Yes

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### **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