

7.29.24



**RHODE ISLAND
COLLEGE**

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

BID/PROPOSAL

SOLICITATION NUMBER: 44649
SOLICITATION TITLE: RESNET & CTV SERVICES – RESIDENCE HALLS —RIC
BID PROPOSAL SUBMISSION DEADLINE: AUGUST 22, 2024 at 2:00 PM

NOTICE TO VENDORS:

This solicitation shall be subject to Procurement Regulation 220-RICR-30-00-4

PREBID CONFERENCE: YES

NONMANDATORY

MANDATORY

Date: Friday, August 2, 2024

Time: 10:00 AM Location: Building 5 – East Campus – Purchasing Conference Room – Lower Level

Note to Bidders: Questions concerning this solicitation may be emailed to jimorelli@ric.edu no later than **August 9, 2024 @ 2:00 PM (EST). Please reference the Bid # on all correspondence. Questions received if any, will be posted on the internet as an addendum to this solicitation. It is the responsibility of all interested parties to download the information.**

PAYMENT AND PERFORMANCE BOND REQUIRED: No

BID BOND REQUIRED: No

COMPANY NAME: _____
STREET AND NUMBER: _____
CITY, STATE & ZIP CODE: _____
TELEPHONE NUMBER/ FAX: _____

PRINT NAME AND TITLE:

SIGNATURE DATE E-MAIL ADDRESS

THIS BID WILL NOT BE HONORED UNLESS SIGNED

NOTICE TO VENDORS:
BIDDER CERTIFICATION COVER FORM

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

SECTION 2 —DISCLOSURES

ALL CONTRACT AWARDS ARE SUBJECT TO THE FOLLOWING DISCLOSURES & CERTIFICATIONS

Offerors must respond to every disclosure statement. A person authorized to enter into contracts must sign the offer and attest to the accuracy of all statements.

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

____ 1. State whether the Bidder, or any owner, officer, director, manager, stockholder, member, partner, or principal thereof, or any subsidiary or affiliated company has been subject to suspension or debarment by any federal, state, or municipal government agency, authority, or the subject of criminal prosecution, or convicted of a criminal offense within the previous 5 years. If “Yes,” provide details below.

____ 2. State whether your company, or any officer, director, stockholder, member, partner, or principal thereof, or any subsidiary or affiliated company, has had any contracts with a federal, state, or municipal government agency terminated for any reason within the previous 5 years. If “Yes,” provide details below.

____ 3. State whether your company or any owner, officer, director, stockholder, member, partner, or principal thereof, or any subsidiary or affiliated company, has been fined more than \$5000 for violation(s) of any Rhode Island environmental law(s) by the Rhode Island Department of Environmental Management within the previous 5 years. If “Yes,” provide details below.

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

Disclosure details (continue on additional sheet if necessary):

SECTION 3 – OWNERSHIP DISCLOSURE

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

If the vendor is privately held, the vendor shall provide ownership information below.

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

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

SECTION 4 –CERTIFICATIONS

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

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

THE VENDOR CERTIFIES THAT: 23 4 5 6 I/we acknowledge that the provisions and procedures set forth in this form apply to any contract arising from this offer. 7 I/we acknowledge that I/we understand the State’s Purchasing Laws (§37-2 of the General Laws of Rhode Island) and the RI Division of Purchases Regulations apply as the governing conditions for any contract or purchase order I/we may receive from the University of Rhode Island, including the offer contained herein. 8 I/we certify that the bidder: (i) is not identified on the General Treasurer’s list, created pursuant to R.I. Gen. Laws § 37-2.5-3, as a person or entity engaging in investment activities in Iran described in § 37-2.5-2(b); and (ii) is not engaging in any such investment activities in Iran. 9 If the product is subject to Department of Commerce Export Administration Regulations (EAR) or International Traffic in Arms Regulations (ITAR), please provide the Export Control Classification Number (ECCN) or the US Munitions List (USML) Category: 10 I/we certify that the above information is correct and complete. IF YOU ARE UNABLE TO CERTIFY YES TO QUESTIONS #1 – 8 and 10 OF THE FOREGOING, PROVIDE DETAILS/EXPLANATION IN AN ATTACHED STATEMENT. INCOMPLETE CERTIFICATION FORMS SHALL BE GROUNDS FOR DISQUALIFICATION OF OFFER. Signature below commits vendor to the attached offer and certifies (1) that the offer has taken into account all solicitation amendments where applicable, (2) that the above statements and information are accurate and that vendor understands and has complied with the requirements set forth herein. Vendor/Company Name; Vendor’s Signature: Bid Number: Date: (Person Authorized to enter into contracts; signature must be in ink) (if applicable)

THE BIDDER CERTIFIES THAT:

____ 1. I/we certify that I/we will immediately disclose, in writing, to the College Purchasing Agent any potential conflict of interest which may occur during the course of the engagement authorized pursuant to this contract.

____ 2. I/we acknowledge that, in accordance with (1) Chapter §37-2-54(c) of the Rhode Island General Laws “no purchase or contract shall be binding on the state or any agency thereof unless approved by the Department [of Administration] or made under general regulations which the Chief Purchasing Officer may prescribe,” and (2) RIGL section §37-2-7(16) which identifies the RIC as a public agency and gives binding contractual authority to the Rhode Island College Purchasing Agent, including change orders and other types of contracts and under State Purchasing Regulation 8.2.B any alleged oral agreement or arrangements made by a bidder or contractor with any agency or an employee of Rhode Island College may be disregarded and shall not be binding on Rhode Island College.

____ 3. I/we certify that I or my/our firm possesses all licenses required by Federal and State laws and regulations as they pertain to the requirements of the solicitation and offer made herein and shall maintain such required license(s) during the entire course of the contract resulting from the offer contained herein and, should my/our license lapse or be suspended, I/we shall immediately inform the Rhode Island College Purchasing Agent in writing of such circumstance.

____ 4. I/we certify that I/we will maintain required insurance during the entire course of the contract resulting from the offer contained herein and, should my/our insurance lapse or be suspended, I/we shall immediately inform the Rhode Island College Purchasing Agent in writing of such circumstance.

____ 5. I/we certify that I/we understand that falsification of any information herein or failure to notify the Rhode Island College Purchasing Agent as certified herein may be grounds for suspension, debarment and/or prosecution for fraud.

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

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

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

Certification details (continue on additional sheet if necessary):

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

BIDDER

Date: _____

Name of Bidder

Signature in ink

Printed name and title of person signing on behalf of Bidder

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

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

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

Taxpayer Identification Number (T.I.N.)

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

Social Security No. (SSN)

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Employer ID No. (EIN)

--	--

NAME

ADDRESS

(REMITTANCE ADDRESS, IF DIFFERENT) _____

CITY, STATE AND ZIP CODE _____

CERTIFICATION: Under penalties of perjury, I certify that:

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

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

PLEASE SIGN HERE

SIGNATURE _____ TITLE _____ DATE _____ TEL NO. _____

BUSINESS DESIGNATION:

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

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

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

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

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

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

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



RFP 44649 - SOLICITATION SPECIFICATIONS

HEADER: RFP# 44649 - RESNET & CTV SERVICES – RESIDENCE HALLS - RIC

TITLE: RESNET & CTV SERVICES – RESIDENCE HALLS - RIC

DESCRIPTION: RESNET & CTV SERVICES FOR FIVE (5) RESIDENCE HALLS AT RHODE ISLAND COLLEGE

PRE-BID/ PROPOSAL CONFERENCE: YES

MANDATORY: NO

BONDING REQUIREMENTS

BID SURETY BOND REQUIRED: NO

PAYMENT AND PERFORMANCE BOND REQUIRED: NO

CONTRACT TERMS

The initial contract period will begin approximately September 2024 for five years, August 2029. Contracts may be renewed for up to one additional 12-month periods based on vendor performance and the availability of funds.

Insurance Requirements

In accordance with this solicitation, or as outlined in Section 13.19 of the General Conditions of Purchase, found at <https://rules.sos.ri.gov/regulations/part/220-30-00-13> and General Conditions - Addendum A found at <https://ridop.ri.gov/about-us/procurement-statutes-and-regulations>, the following insurance coverage shall be required of the awarded vendor(s):

General Requirements:

- 13a) Liability - combined single limit of \$1,000,000 per occurrence, \$1,000,000 general aggregate and \$1,000,000 products/completed operations aggregate.
- 13b) Workers compensation - \$100,000 each accident, \$100,000 disease or policy limit and \$100,000 each employee.
- 13c) Automobile liability - \$1,000,000 each occurrence combined single limit.
- 13d) Crime - \$500,000 per occurrence or 50% of contract amount, whichever is greater.

Professional Services:

- 13e) Professional liability (“errors and omissions”) - \$2,000,000 per occurrence, \$2,000,000 annual aggregate.

- 13f) Environmental/Pollution Liability when past, present or future hazard is possible - \$1,000,000 per occurrence and \$2,000,000 aggregate.
- 13g) Working with Children, Elderly or Disabled Persons – Physical Abuse and Molestation Liability Insurance - \$1 Million per occurrence.

Information Technology and/or Cyber/Privacy:

- 13h) Technology Errors and Omissions - Combined single limit per occurrence shall not be less than \$5,000,000. Annual aggregate limit shall not be less than \$5,000,000.
- 13i) Information Technology Cyber/Privacy – minimum limits of \$5,000,000 per occurrence and \$5,000,000 annual aggregate. If Contract Party provides:
- a) key back office services Contract Party shall have a minimum limit of \$10,000,000 per occurrence and \$10,000,000 annual aggregate;
 - b) if Contract Party has access to Protected Health Information as defined in HIPAA and its implementing regulations, Personal Information as defined in in R.I. Gen. Laws § 11-49.3-1, et seq., or as otherwise defined in the Contract (together Confidential Information”), Contract Party shall have as a minimum the per occurrence, per annual aggregate, the total rounded product of projected number of persons data multiplied by \$25 per person breach response expense per occurrence; but no less than \$5,000,000 per occurrence, per annual aggregate; or,
 - c) if the Contract Party provides or has access to mission critical services, network architecture and/or the totality of confidential data \$20,000,000 per occurrence and in the annual aggregate.

Other:

Specify insurance type and minimum coverage required, e.g. builder’s risk insurance, vessel operation (marine or aircraft):

- 13j) Other - [Specify insurance type and minimum coverage required]

SECTION A. BACKGROUND

Rhode Island College, a public higher education institution, is seeking proposals for ResNet and CTV services for the five (5) residence halls on the college campus.

The term covered by this agreement is the period of three years from September 1, 2024 through August 31, 2029 with a 12-month one-year option to renew.

SECTION B: SCOPE OF WORK AND REQUIREMENTS

1.1. General

Rhode Island College is located on a 180-acre campus in the Mount Pleasant section of Providence. Academic offerings are provided in six schools: The Faculty of Arts and Sciences, the Feinstein School of Education and Human Development, the School of Social Work, the School of Nursing, the School of Business 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 Rhode Island of the Postsecondary Commissioner, 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.

1.2. Current ResNet Services Overview

At present residential students are provided the following services:

- Wired internet access next to the bed
- Wireless internet access throughout all residence halls (“wall-to-wall”)
- On-request wired voice service
- Guaranteed bandwidth:
 - Standard: 50Mbps download and 20Mbps upload
 - Option: 75Mbps download and 40Mbps upload
- Access to Internet-1 and Internet-2
- Local Television Programming
- 24x7x365 helpdesk support

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

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

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

1.3. Scope of Services Requested

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

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

1.4. Who should respond?

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

2. VENDOR QUALIFICATIONS

Please respond to the following questions and information requests.

2.1. Experience with providing ResNet Services

2.1.1. Understanding of higher education environment

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

2.1.2. Extended experience

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

2.1.3. References

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

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

2.2. Provisioning ResNet Services

2.2.1. Promotion and Communication ResNet Services

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

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

Vendor agrees that without the prior written consent of Customer, it will not use the name, service marks, or trademarks of Customer or of any of its affiliated organizations in any electronic media or in any advertising, publicity release or sales presentation. Such consent shall not be unreasonably withheld, delayed, or conditioned.

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

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

2.2.2. Management and Maintenance Procedures ResNet Services

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

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

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

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

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

2.2.3. Additional and Optional ResNet Services

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

2.2.4. Handling DCMA complaints

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

2.3. Maintenance ResNet equipment and infrastructure

2.3.1. Replacements, Upgrades and/or Service Calls

Vendor is responsible for the complete maintenance of the equipment making up the ResNet infrastructure and is responsible for the replacement and/or upgrades of any equipment in order to ensure the proper functioning of the ResNet infrastructure. Physical layer upgrades include copper and fiber media, structured cable, and outside plant.

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

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

2.3.2. Maintenance ResNet wiring plant

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

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

Vendor Licensing and Certification

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

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

2.3.3. On-site Coordinator

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

The On-site Coordinator:

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

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

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

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

2.3.4. 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.

2.3.5. Project Manager

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

2.4. Other Vendor Requirements

2.4.1. HECVAT

Complete a separate Higher Education Cloud Vendor Assessment Tool.: The Higher Education Cloud Vendor Assessment Tool (HECVAT) may be accessed electronically at <https://library.educause.edu/resources/2020/4/higher-education-community-vendor-assessment-toolkit> and will need to be completed by each vendor. The "HECVAT" is intended to simplify and speed up the process of gathering the information to assess the controls used by your organization to protect the College's data, comply with the terms of the Agreement and to provide an operationally stable, protected and recoverable service. Your printed completed copy of the HECVAT, provided with your RFP response, will be reviewed and approved for compliance by the Chief Information Officer. HECVATs not approved by the CIO will not proceed.

2.4.2. Contact list

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

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

2.4.3. Professional Manner

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

2.4.4. Site familiarity

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

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

2.4.5. 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.

2.4.6. Location Access and Security

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

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

3. STANDARD AND OPTIONAL RESNET SERVICES AND SUPPORT

Please respond to the following questions and information requests.

3.1. Definition of ResNet Services and Infrastructure

3.1.1. ResNet Services

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

ResNet Services must at a minimum include:

- Unrestricted local Data network services.
- Ubiquitous Internet access (Internet-1 access is required and Internet-2 access is preferred) through wired and wireless access. (see note 1)
- Direct 24x7x365 Helpdesk Support and On-site Coordinator support.
- SLA for customers must be provided with number of devices supported, support for IOT devices Resolution times for services calls and monthly reporting of services issues along with monthly bandwidth test reports.
- Guaranteed standard upload/download data speed (see Note 2) and optional higher data speeds for Internet access.
- Vendor maintained Customer-specific website with full information on the ResNet Services, accessible to Customer’s resident students, staff and guests. This website includes at least basic ResNet information, policies, procedures, status updates, methodologies for securing computer and subscription/enrollment functions.
- Applications and tools provided by Vendor to subscribed/enrolled resident students, staff and guests.
- Local Television Network programming via existing over the air hardware.
 - Fox -WNAC CW-WNAC CBS-WPRI NBC -WJAR
 - ABC-WLNE ABC-WCVB MNT-WSBK PBS-WSBE
 - UNI-WUNI AZA-WFXZ Plus all subchannels as available
- Provide preventative and emergency maintenance for over the air equipment.
- Over the air distribution system maintenance will be based on time and materials basis.

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

Note 2: Although the minimum Internet data speed for standard ResNet Services is currently set at 50Mbps download and 20Mbps upload, historically there has been a data

speed increase over time at the same cost to Customer. Please respond as to if and how the Vendor would handle increases of standard Internet data speed over time.

3.1.2. ResNet Infrastructure

The ResNet Infrastructure includes:

- All station wiring, inter-equipment wiring and wiring between the ResNet equipment and third-party (carrier) demarcation point.
- All equipment, including but not limited to switches, routers, firewalls, traffic shapers, and Vendor-issued devices.
- All copper plant materials to be manufactured by Panduit and shall be installed only by Panduit Certified Installers. Panduit warranty documentation will be provided to the Customer upon completion of installation.
- All fiber plant materials to be manufactured by Corning and shall be installed only by Corning Preferred Installers. Corning warranty documentation will be provided to the Customer upon completion of installation.

3.2. Requirements ResNet Services

3.2.1. Support

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

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

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

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

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

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

3.2.2. Technical

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

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

Vendor must upgrade the WiFi infrastructure to the IEEE 802.11ax (WiFi 6 or newer) within 12 months of the start of the contract period.

Vendor guarantees an Internet data speed for Standard ResNet Services per pillow of 50 Mbps download and 20Mbps upload.

Vendor provides at least one option for a higher Internet data speed per pillow that is at least 75Mbps download and 40Mbps upload.

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

Local Television Network is provided to each room at least one location per room.

The wireless network must support roaming within a residence hall.

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

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

3.2.3. Services

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

3.3. Optional ResNet Services

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

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

3.4. Additional Terms and Conditions

3.4.1. 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.

3.4.2. 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.

3.4.3. 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.

3.4.4. 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.

3.4.5. Professional Manner

Work performed under this RFP may be performed while students are in residence. 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.

3.4.6. 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.

3.4.7. Vendor Activities

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

3.4.8. 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.

3.4.9. Permits

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

3.4.10. Cutover Date

Vendors will note that equipment or software upgrades, if those options are chosen and approved by the Customer, shall be installed / completed no later than September 1, 2024 or upon issuance of an award. Vendors will take this date into consideration when completing their bids.

3.4.11. Schedules

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

3.4.12. 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.

SECTION C: PROPOSAL

Technical Proposal

Narrative and format: Vendors must submit a technical proposal which addresses each of the following elements and is limited to six (6) pages (this excludes any appendices and as appropriate, resumes of key staff that will provide services covered by this request):

- A. **Vendor Qualifications** – Provide at least five (5) references of ongoing contracts in higher education. These references should include Institution Name, contact information including name, phone number, email address and mailing address, also include dates associated with Institution. Describe names and qualifications and experience of key staff who will be involved in this project, including their experience in the higher education environment.
- B. **Standard ResNet Services and Support** - Resnet services include - Wired internet access next to the bed, wireless internet access throughout all residence halls (“wall-to-wall”), On-request wired voice service, Guaranteed bandwidth, access to Internet-1 and Internet-2, local television programming and 24x7x365 helpdesk support.
- C. **Optional ResNet Services** - Please describe which requested Resnet services will be available and include optional services, above the standard ResNet Services available directly to resident students, staff members and guests in the residence halls
- D. **Completeness of Response** Vendor responses should include all requested services and list connections speeds offered, television channels offered any additional equipment students would need for connectivity, if requested services are not list for any reason please state reason for not included. |

Cost Proposal

Detailed Budget and Budget Narrative:

Provide a cost proposal for the required services which includes the following information:

4. PRICING

4.1. Standard ResNet & CTV Services

Vendor must provide a cost breakdown for:

- Students; on a per pillow per 1-semester and 2-semester basis (see note 1):
 - Wired and wireless connection with standard Internet data speed
 - Wired and wireless connection for each optional Internet data speed level
 - Local Television programming

- Staff members (for example Hall directors); on a per pillow per month basis:
 - Wired and wireless connection with standard Internet data speed
 - Wired and wireless connection for each optional Internet data speed level
 - Local Television programming

- Guests; on a per pillow per day, week and month basis (see note 2):
 - Wired and wireless connection with standard Internet data speed
 - Wired and wireless connection for each optional Internet data speed level
 - Local Television programming

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

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

4.2. Optional ResNet Services

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

4.1. Supplemental Bidder Attestation Form

See Appendix A on the “Overview” tab in Ocean State Procures™ for information. Vendors are required to complete, sign and submit this form with their overall proposal.

4.2. 4. ISBE Proposal

See Appendix B on the “Overview” tab in Ocean State Procures™ for information and the MBE, WBE and/or Disability Business Enterprise Participation Plan form(s). Vendors are required to complete, sign and submit these forms with their overall proposal. Please complete separate forms for each MBE, WBE, and/or Disability Business Enterprise subcontractor to be utilized on the solicitation.

SECTION D: EVALUATION AND SELECTION - SOLICITATION SPECIFIC

Technical proposals must receive a minimum of 60 (85.7%) out of a maximum of 70 points to advance to the cost evaluation phase. Technical proposals scoring less than 55 points shall not have the accompanying cost or ISBE participation proposals opened or evaluated; such proposals shall not receive further consideration.

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

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

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

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

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

5. PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to Rhode Island College at jcimorelli@ric.edu no later than the date and time indicated on page one of this solicitation. Please reference **RFP # 44649** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

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

Submitting a Bid:

Responses (**see submittal requirements below**) should be mailed or hand-delivered in a sealed envelope marked **“RFP# 44649** to:

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

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

RESPONSE CONTENTS

Responses shall include the following:

1. One completed and signed RIC Bidder Certification Cover Form (include in the Technical Proposal Original copy only). Do not include in the Technical Proposal copies or Cost proposals.
2. 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 should be limited to Fifteen (15) 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 or USB, marked “Technical Proposal - Original”.
 - b. One (1) printed paper copy, marked “Technical Proposal -Original” and signed.

3. Cost Proposal - A separate, signed and sealed cost proposal reflecting Annual Subscription Fee, by year, proposed to complete all of the requirements of this project.

- a. One (1) Electronic copy on a CD-R or USB, marked "Cost Proposal Original".
- b. One (1) printed paper copy, marked "Cost Proposal -Original" and



Division of Purchases
One Capitol Hill | Providence, RI 02908 | (401) 574-8100
Nancy R. McIntyre, State Purchasing Agent

SUPPLEMENTAL BIDDER ATTESTATION
R.I. GEN. LAWS § 37-2-13.1(b)

In accordance with R.I. Gen. Laws § 37-2-13.1(b), I hereby certify that _____ and its parent corporation, subsidiary, affiliates and/or subcontractors do not have and has not had any contractual, financial, business or beneficial interest with the State of Rhode Island or with any official, officer or agency in charge of the below-noted Request for Proposal which represents a conflict of interest, nor participated or was consulted with respect to the requirements, technical aspects or any other part of the formation and promulgation of the below-noted Request for Proposal.¹ Further and if applicable, the below-noted Request for Proposal does not relate to any audit, examination, independent verification, review, or evaluation of _____'s work, financials, or operations performed on behalf of the State of Rhode Island or any official, officer, or agency.

By signature below, I attest that the information provided above is true and correct to the best of my knowledge. Further, I attest that I am authorized to make such attestation on behalf of and in the interest of _____.

So attested on this _____ day of _____ in the year 20____.

AUTHORIZED SIGNATORY NAME (PRINTED): _____

AUTHORIZED SIGNATURE: _____

SOLICITATION NUMBER/TITLE: _____

¹ A "conflict of interest" occurs when private interests or relationships interfere in any way with the interests of the State. Simply being a current vendor or a past vendor of the State does not in itself cause a conflict requiring preclusion. Additionally, formal responses to a Request for Information (RFI) issued by the Division of Purchases does not constitute "participation" or "consultation" with respect to a future RFP and, as intended by the General Assembly in R.I. Gen. Laws § 37-2-13.1, does not disqualify a vendor from future participation from a subsequent RFP.



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

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

Vendor's Name:

Vendor'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