

IT INFRASTRUCTURE PROJECT
Request For Qualifications (RFQ)

RFQ INFORMATION

RFQ Number: 80066Q
CSU Contact: Irene Patriotis-Green
Phone Number: (562) 951-4587
Fax Number: (562) 951-4969
Email: ipatriotis@calstate.edu

Issue Date: October 14, 2008

QUALIFICATION SUBMISSION

Due Date: November 19, 2008
Time: 11:00 A.M.
Location/Mail Address: CSU Office of the Chancellor
Contract Services and Procurement
Attn: Irene Patriotis-Green
401 Golden Shore, 5th Floor
Long Beach, CA 90802
(See map, Appendix B)

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Sealed written responses must be received by Contract Services and Procurement no later than the date, time and location indicated above for the Qualification Submission. Submittal of response by fax is not acceptable.

Current versions of all solicitation documents and announcements will be posted at the Contract Services & Procurement website:

<http://vendors.planetbids.com/CSUCO/bidsearchform.cfm?StateID=52>

SCHEDULE OF EVENTS

RFQ Process

October 13, 2008

RFQ Release

October 23, 2008

Mandatory Vendor's Conference

Location: CSU WestEd Facility-Classroom

4665 Lampson Avenue

Los Alamitos, CA 90720

Time: 11:00 AM to 1:00 PM

November 19, 2008

Responses to this RFQ Due at 11:00 A.M.

RFP Process

December 3, 2008

Notification of Qualified Vendors

December 5, 2008

Release of RFP

December 16, 17, & 18 2008

Individual Discussions with All Qualified Vendors

January 27, 2009

Responses to RFP Due

March 11, 2009

Notification of Finalist Vendor(s)

May 2009

Final Negotiations / Agreement

All dates following Responses to RFQ Due are provided for *planning purposes* only and are subject to change without notice, and are not to be construed as a commitment by the CSU.

1. PURPOSE AND SCOPE OF THE RFQ

The purpose of this Request for Qualifications (RFQ) is to solicit qualifying information from firms interested in becoming an IT Infrastructure Vendor/System Integrator in partnership with the California State University (CSU). IT Infrastructure includes but is not limited to:

- Network Infrastructure devices such as switches, routers, wireless
- Network Security devices such as Firewalls, Intrusion Detection/Protection
- Software Tools for managing IT infrastructure
- Infrastructure enabling software, middleware and devices such as DNS, DHCP, Identity Management, etc.
- Unified collaboration and communications tools for IP-Telephony, video, knowledge management, e-learning, etc.

Contracted firms may be asked to provide:

- Equipment and software provisioning
- Program Governance
- Administrative Support Services
- Professional services including but not limited to:
 - Technical Design
 - Installation
 - Integration
 - Maintenance
 - Support
 - Project Management
 - Training
 - Strategic Engineering Technical Advisory Services
 - Consulting Engineering Technical Tactical Services
 - Specialty Subject Matter/Product Specific Engineering to address deployed technologies
 - Recommend policies, standards, and best practices
 - Evaluation of infrastructure performance

The CSU Chancellor's Office embarked on a network infrastructure upgrade program (known as the Infrastructure Terminal Resource Program or ITRP) in 1999. This program included renewal of the CSU's IT infrastructure for inter-building media and intra-campus infrastructure Terminal Resources and associated equipment at the CSU's twenty-three campuses and Chancellor's Office. The program has been expanded over time to include campus off-site centers and new network infrastructure technologies as they proved to be viable for the CSU.

AT&T is the current ITRP system integrator and the contract will expire no later than December 2010.

Only firms qualified through this process will be eligible to receive the future solicitation document described below. Qualified firms may receive additional solicitations through this process and other proposals that support or complement this infrastructure project.

From this RFQ process, the CSU will select a pool of the best-qualified Vendors with proven IT infrastructure system integration capabilities that have the size, scope, state-wide presence, expertise, and proven experience to provide the goods and services required in this project.

This RFQ is the qualifying step in a multi-step selection process that may include the issuance of a Request for Proposal (RFP) or other solicitation(s). Through this and follow-up solicitation processes, Vendors will be offered the opportunity to compete to provide the goods and services anticipated herein. It is expected that provision of these services will start in mid 2009, allowing for a period of transition and overlap with the current system integrator.

The responding Vendor's qualifications will be evaluated against the criteria stated in this document. Those Vendors determined to be best-qualified will continue on to the next step as described below in 1.1 and 2.0.

The scope of work for this future project is more fully described in Section 4 of this RFQ. While the project will be managed by CSU system personnel, CSU campus staff will provide guidance and direction in all phases of the project both centrally and at their respective campuses.

1.1 INFORMATION BEING REQUESTED IN THIS RFQ

This RFQ requests two categories of information.

1.1.1 The first category relates to threshold requirements (see Section 5.1) that must be met by respondents in order to be further evaluated.

1.1.2 The second category of information provides the basis for evaluation on a variety of factors: e.g., organization and personnel; relevant experience; financial strength; network and infrastructure design; project management; service provision; project methodologies and flexibility. See Sections 5.2-5.4.

As stated above, it is the intent of the CSU to select a small pool of best-qualified Vendors based on information provided in response to the RFQ as well as any other available relevant information. Vendors responding to this RFQ are therefore encouraged to identify all relevant history, expertise, goods and services options, definition of the potential partnership and pricing methodologies requested in the RFQ.

1.2 DEFINITION OF TERMS

Sub-Vendor – A Vendor, other than the prime Vendor submitting the response, who provides services under the direction of the Vendor.

IT Infrastructure – All of the components that are needed to deliver IT Services to students, faculty, staff, guests and other members of the campus community. For purposes of this RFQ and subsequent procurement process, the CSU defines IT Infrastructure to include:

- Network Infrastructure devices such as switches, routers, wireless

- Network Security devices such as Firewalls, Intrusion Detection/Protection
- Data Center architectural components such as load balancers, virtualization tools and SAN/NAS enabling devices
- Tools for managing, evaluating, and monitoring all of the designated elements and systems
- Enabling software, middleware and devices such as DNS, DHCP, Identity Management, etc.
- Unified collaboration and communications tools such as IP-Telephony, video, knowledge management, e-learning, etc.

Vendor – The prime respondent to the RFQ who is ultimately responsible for the delivery of all goods and services offered in response to future solicitations.

Vendor/System Integrator – A Vendor or Vendors selected to partner with the CSU in the provision of IT Infrastructure goods and services over an extended period of time.

2. OVERALL PROJECT SELECTION PROCESS AND SELECTION PHASES

2.1 STEP 1 - RFQ

This RFQ is the pre-requisite compliance and qualification screening step in a multi-step process to select best-qualified Vendor(s) to provide goods and services to the CSU. Vendors participating in Step 1 will be asked to submit their qualifications to implement a project of this size, scope, and technical complexity. Vendors will be reviewed on their qualifications in the areas of resources, capabilities, experience, and response capabilities as defined in this RFQ.

This RFQ is designed to provide for an open, flexible, competitive process in which to select Vendors to move on to Step 2 as “Qualified Vendors.”

2.2 STEP 2 – RFP TO QUALIFIED VENDORS

This step will begin discussions with Qualified Vendors to further examine and evaluate the capabilities of the Vendor. Step 2 will likely include an RFP being issued to the Qualified Vendors. It is expected that this step will include site visits, detailed confidential discussions, professional services modeling, assessments, and a formal response to an RFP or other solicitation including cost information.

Vendor responding to the RFP may be asked to submit sample professional services statements of work for one or more scenarios. They will also be asked to describe their ability to conduct IT infrastructure assessments and their ability to enter into equipment, software and services resale agreements.

One or more “Finalist Vendor(s)” will be selected in this step based on the Vendor(s) that provides the best value to the CSU. Finalist Vendor(s) will move on to Step 3.

2.3 STEP 3 – FINALIST VENDORS AND AWARD

This step of the process will consist of confidential discussions with Finalist Vendor(s) selected in Step 2 and the submission of detailed plans and costs. Strong consideration will be given to those proposals that demonstrate the vendor’s track record of similar projects in terms of scale and scope within a large university system (or large federated public entity) and that provides for innovative, flexible and cost-effective solutions.

This step may culminate in an award or a Request for Best & Final Offer then the selection and award to one or more Vendors with which to contract for goods and services (“Contracted Vendor/System Integrator(s).”)

3. CSU NETWORK INFRASTRUCTURE PROJECT BACKGROUND

The California State University (CSU), the largest system of senior higher education in the nation, is comprised of twenty-three campuses ranging in size from a few hundred to 30,000+ students, their off-site centers and the headquarters of the Office of the Chancellor. The campuses are coordinated administratively by the Office of the Chancellor (Chancellor's Office) which oversees the financial and legislatively mandated operation of the system. Collectively, the campuses serve in excess of 450,000 students who interact with approximately 47,000 faculty and staff. The following diagram shows the state-wide range of locations of the campuses.



Each of the 23 campuses and the Chancellor's Office Headquarters maintains a telecommunications infrastructure to provide for the voice, data, video, applications and protocol needs of the site. Some of the universities have official 'off-site' campuses that vary in size from a few students to a few thousands students. The following table illustrates the size of each campus from a network infrastructure standpoint:

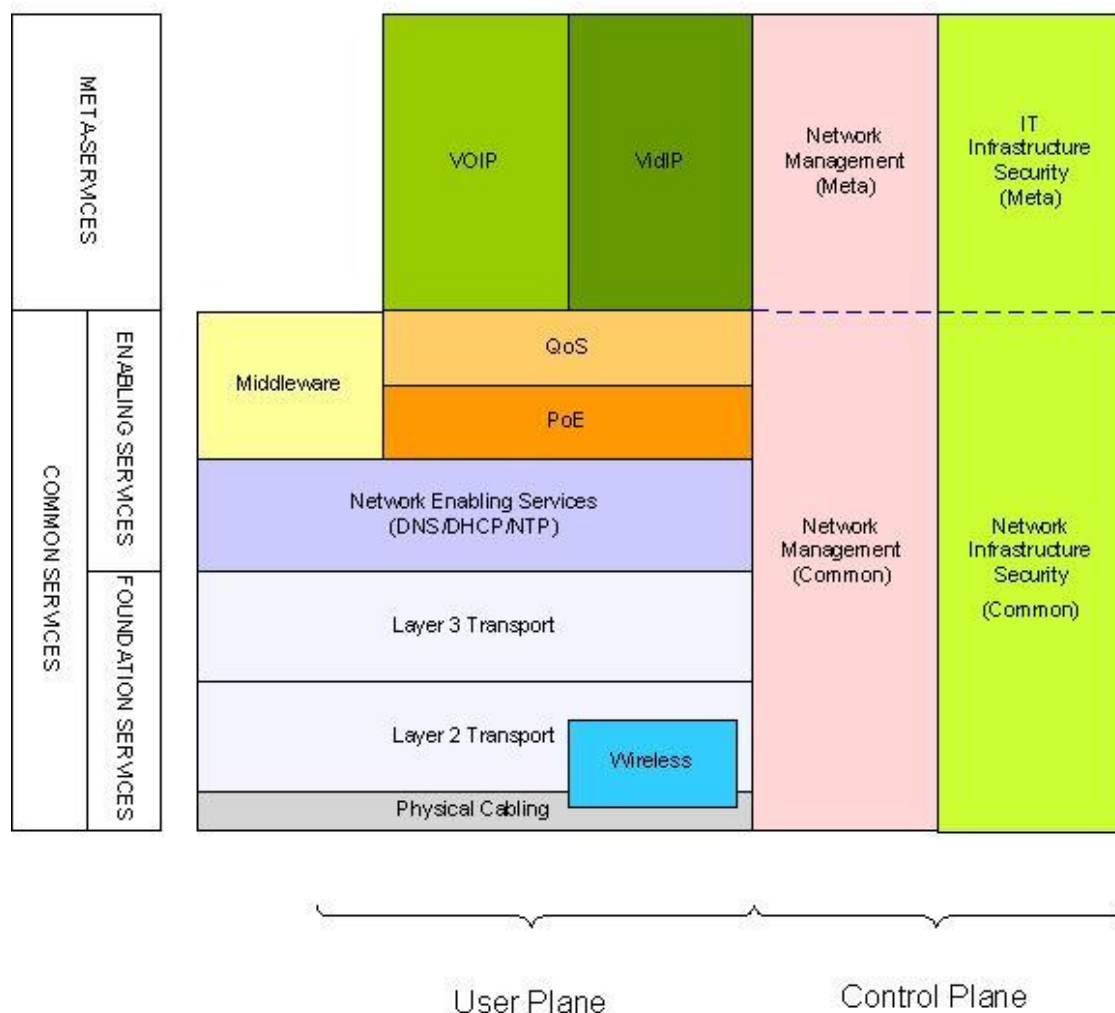
Campus	ITRP Buildings	ITRP Telecom Rooms	ITRP Ports
Bakersfield	36	45	3720
Chancellor's Office	2	11	2303
Channel Islands	17	27	1640
Chico	32	117	9260
Dominguez Hills	15	47	7044
East Bay	28	152	14356
Fresno	67	67	8712
Fullerton	38	186	12602
Long Beach	60	129	17297
Los Angeles	22	107	13511
Humboldt	39	108	5637
Maritime	13	19	1603
Monterey Bay	53	61	6289
Northridge	67	126	15337
Pomona	42	301	14026
Sacramento	17	107	13668
San Bernardino	25	108	13923
San Diego	50	137	22146
San Francisco			10,000
San Jose	35	158	20232
San Luis Obispo	67	225	17116
San Marcos	11	53	5574
Sonoma	17	58	5030
Stanislaus	24	37	5493

In addition to these 'official' locations, the CSU also supports a number of organizations affiliated with each campus. These include, but are not limited to Associated Students, Inc. (student Union) and various foundations that operate student residences and related facilities. In the aggregate, it is the CSU's experience that the affiliated organizations have accounted for approximately 50% additional network infrastructure and services above the amount detailed in the table above

The current network infrastructure design and scope has been standardized through the initial ITRP programs. This includes a system-wide Standard Operating Environment (SOE) for network switches, routers, wireless access points, firewalls and equipment, operating systems and configurations.

The Baseline Architecture defines the “what” of the network that must be deployed at each CSU campus. The overall architecture for ITRP is defined and described in detail in the ‘ITRP2: Technical Architectural Reference Model.’ The architecture elements are used to describe the functional requirements and performance specifications that lead to the selection of a specific CSU campus implementation, selection and deployment of specific equipment and software. For reference, the model is reproduced below:

CSU ITRP SOE 2.0 Technical Architectural Reference Model



Introduction

The Network Baseline Architecture is built from many pieces and so represented in several sections as follows:

Section 3: Architectural Principles

These principles are not specific to a certain function or performance criteria, but are necessary to ensure that the overall solution meets the vision of the CSU for the ITRP Program 2.

Section 4: Campus Network Models

Each CSU campus is expected to have different user/application profiles as well as unique physical plant designs that drive performance and functional needs and thus a final implementation and deployment plan. These network models describe choices available based on those specific campus requirements. Four different network models, representing various levels of expected service availability, have been established that may be implemented on each campus. It is expected that each campus' implementation will be comprised of some combination of these models.

Section 5: Physical Layer Design

While the Telecommunications Infrastructure Planning Standards (TIP Standards) reflect the requirements for spaces, pathways and cabling for new and remodeled spaces, some additional physical plant requirements must be in place in order to support the overall Baseline Architecture. This section describes those requirements that are outside TIP or directly specify which TIP standards must be in place to support an implementation.

Section 6: Supported Protocols

The protocols needed to support the functional and performance specifications as part of the overall Baseline architecture.

Section 7: Network Performance Architecture

Network infrastructure performance criteria have been established to support combined user and application requirements such as low jitter, low latency, and/or low packet loss. These criteria are layered onto the network models.

Section 8: Network Security Architecture

Network security must be in place to ensure that the Baseline solution can meet the functional and performance specifications identified. Network security architecture specifications have been included to reflect those needs not covered by functional or performance specifications.

Section 9: Network Management Architecture

Network management tools must be in place to ensure that campuses can manage the Baseline solution. Network management architecture specifications have been included to reflect those needs.

Section 10: Enabling Services Some overlay services have been identified as essential in order to utilize the network. This section describes the functional and performance specifications for those services

CSU ITRP Culture

The CSU culture embraces collaboration. This model has been extremely successful throughout the ITRP project and relies on resources from a number of constituencies including technical and project management staff from campuses, the ITRP integrator, manufacturers, consultants and the Chancellor's office.

The CSU has a number of standing and ad-hoc committees associated with the ITRP project that includes participation from all of the groups mentioned above.

The CSU culture includes a combination of shared governance and direct responsibility depending on the contractual requirements. It is expected that the ITRP project will continue to operate in this fashion.

3.1

It is expected that the Vendor/System Integrator(s) will provide a continual state-of-the-art campus IT infrastructure through periodic upgrades. The intent is to provide for a periodic renewal cycle for the IT infrastructure. The frequency of the renewals will be dependant on many factors including the specific technologies involved and the fiscal state of the CSU.

It is also expected that this process will provide for the acquisition, installation, operation, maintenance, and renewal of IT Infrastructure beyond the scope of the initial project. This may include hardware, software and/or services not anticipated at the beginning of this contract. It is expected that campuses will continue to have a significant need for additional IT Infrastructure applications beyond the scope of this RFP that can best be met through purchase and installation of IT Infrastructure compatible with those installed through this process. It is expected that the Vendors/System Integrators selected in this process will provide this IT Infrastructure and related services.

4. IT INFRASTRUCTURE RENEWAL PROJECT - GENERAL SCOPE OF PROJECT

The primary scope of work for the Vendor/System Integrators includes the evaluation, design, systems integration, financing, provisioning, installation and testing of IT Infrastructure at all of the twenty-three campuses, off-site centers and the Chancellor's Office Headquarters. Secondary scope of this project may include the potential to provide other supporting or complementary services to this infrastructure project.

Vendors included in the Step 2 of the selection process will be required to submit, at a minimum, proposals for each of the project components listed below. This listing is provided as an outline of the project envisioned. Section 5 of this RFQ describes the requirements for Vendors to describe qualifications in each of these areas.

Primary Scope of Project

- Methodology for evaluating new technologies in a shared governance model
- IT Infrastructure Advisory Services
- Project Governance and Management Services
- Technical Liaison with CSU staff (standing groups, ad-hoc committees and CO)
- IT Infrastructure acquisition and provisioning
- System Integration
- Standards Development in a shared governance model
- IT Infrastructure Planning, Staging, Integration, Installation and Testing
- IT Infrastructure Support, Maintenance and Upgrades
- IT Infrastructure Financing and Renewal
- Transition Planning (transition from current systems integrator contract)
- Administrative Support Services
- Staffing Flexibility
- Network Management, Operations and Support best practices
- IT infrastructure monitoring and evaluation best practices
- Other Supporting or Complementary Goods, Services, or Activities

Each of these general components is described more fully below:

4.1 Methodology for evaluating new technologies in a shared governance model

The CSU has successfully employed a shared governance model for this project. This model includes volunteer IT staff from the campuses (levels include CIO to network engineer), Chancellors office staff, third party consultants (i.e., PlanNet) and the systems integrator that this RFQ will be helping to select. Under this model, there are specific statements of work (SOW) that the integrator will be asked to perform. At other times, there is a less specific collaboration with the other groups defined above.

As previously mentioned in this RFQ document, under the ITRP project, the CSU has been upgrading and refreshing its campus network infrastructure since 1999. In conjunction with the ITRP integrator, the CSU has embraced open evaluation of new technologies under this refresh umbrella. It is expected that this will expand to include additional elements of IT Infrastructure.

Activities have included participation in the development and publishing/evaluating Requests for Information (RFI) across a broad range of technologies, lab testing of said technologies (e.g. ‘bakeoffs’), conducting formal alpha/beta/GA programs. Vendors will be required to demonstrate their methodologies for technology/vendor evaluation in the CSU shared governance model.

4.2 IT Infrastructure Strategic Advisory Services

The successful vendor will become part of the CSU’s technology leadership team. As such, the vendor will be asked to provide opinions and advice on the appropriate IT infrastructure to deploy, the timing of deployments, refresh cycles, operational support models.

In this role, the vendor is responsible for ensuring the technological integrity and consistency of the design and delivery of all ITRP solutions. Additionally, Strategic Advisory Services will provide resources in the capacity of single point-of-contact authority on technology issues, evaluations and strategic and tactical planning. This encompasses providing direction, product and service recommendations, and issues identification/resolution related to technology at both campus-based and CSU system-wide levels. The strategic advisory services are expected to include assessing, developing and reporting on short- and long-term technological strategies providing a continuing level of technological growth and tactical improvement throughout the life of the ITRP.

4.3 Project Governance and Management Services

It is anticipated that many simultaneous activities will be occurring, such as:

- Deployment on many of the campuses
- Continual development of some elements of the Standard Operating Environment (SOE)
- Evaluation/Bakeoff of new IT Infrastructure (i.e. potential replacement for route/switch vendor and equipment, Identity Management Middleware)
- Transition Planning from current systems integrator
- Contributions to CSU committees and subcommittees
- Reporting of financial and other metrics
- Order Processing
- Vendor Management

These projects span the entire geography of California, from Arcata to San Diego. Vendors will be required to provide governance of the overall program as well as each individual project. The vendor must be able to describe its project management philosophy and methodology as it would apply to the CSU.

The vendor will also be required to provide a quality control methodology as part of the Scope of Work including recommending policies, standards, benchmarks, and best practices.

4.4 Technology Liaison with CSU staff (standing groups, ad-hoc committees and CO)

The CSU has a number of standing and ad-hoc committees associated with this IT infrastructure project. Some of these committees are based on the ITIL model and are oriented to the support of the current network infrastructure. Some of the committees are geared toward development of new IT infrastructure. Still others are involved with setting the overall strategic direction for IT infrastructure system-wide.

It is expected that the successful vendor will be able to provide appropriate strategic and tactical technical expertise to the CSU for each of these areas.

4.5 IT Infrastructure Acquisition and Provisioning

As the CSU decides on specific equipment and software manufacturers to partner with, the successful vendor will be expected to enter into/or extend existing reseller agreements to the CSU. The CSU expects to have direct relationships with the manufacturers for procurement/provisioning, professional services and support as needed. At the current time, the CSU's manufacturer partners are:

Cisco (Routers, switches, Network Management Software)

Juniper (Firewalls, management software)

Aruba (Wireless, management software)

EMC/Smarts (management software)

It is expected that additional vendors will be required through the life of the project as renewal occurs and new technologies are added to the project scope.

4.6 System Integration and Management (Holistic Approach)

The IT Infrastructure project is expected to produce a standard, integrated, system-wide infrastructure that must operate seamlessly within a given campus and between campuses. The actual inter-campus network (CENIC) that provides connectivity between and among the campuses of the California State University is not a part of this procurement process. However, this integration requirement includes, but is not limited to, items such as integration of design and installation of new IT infrastructure with production legacy systems (primarily LAN and WAN infrastructure at this point in time), acceptance testing of new systems as stand-alone entities and testing of interoperability with legacy systems.

This component will also include processes for optimizing the benefit to campuses of legacy systems and equipment including, but not limited to, integration of legacy equipment where it is beneficial to the proposed IT infrastructure; parallel, continued use of legacy equipment where required; and trade-in or salvage value of legacy equipment upon decommissioning.

Additional examples of integration going forward might include components such as Identity Management, where network and server based authentication, access and authorization systems operate in a holistic manner. The need for end-to-end performance management of the IT infrastructure might also be included in this category where the root cause of sub-optimal application response must be identified (e.g. LAN, WAN, server, etc

4.7 Standards Development in a shared governance model

The CSU has spent significant effort in standardizing portions of its IT infrastructure, primarily network infrastructure over the course of this project. This standardization effort includes manufacturer (down to acceptable equipment models), configuration (down to OS commands), reliability (convergence protocols and inks), etc. A summary of the Technical Architecture Reference Model is described in the background of section 3.

The integrator will be expected to provide both technical and project management resources to lead certain areas and participate in other areas of this effort.

4.8 IT Infrastructure Planning, Staging, Integration, Installation and Testing

The installation of the new IT Infrastructure must be done with the realization that each campus has deployed very large/complex production networks that support the primary educational and administrative missions of the institution. These production networks are typically utilized 7x24. The vendor will need to identify how they would minimize downtime/outages in developing and executing their plans for staging, integration, installation and testing. This should include but is not limited to the development of specific installation plans and schedules, coordination of installation plans and schedules with other Vendors, development and implementation of installation standards, creation of installation specifications, creation of performance metrics, description of testing and acceptance procedures, materials lists, diagrams, configurations as well as as-built drawings, and estimates of related installation costs. The vendor will need to demonstrate its flexibility in each of these areas.

4.9 IT Infrastructure Support, Maintenance and Upgrades

Upon completion and acceptance of the upgraded and refreshed IT Infrastructure, the Vendor/System Integrator will need to provide periodic support, maintenance and upgrades of its component pieces. This component includes resources and experience at managing service level agreements (SLA's), subscription services and providing warranty and non-warranty maintenance and repair services for an IT infrastructure that spans the entire length and breadth of California.

Included in this is the ability of the vendor to offer additional services as to those offered directly by the manufacturers. This may include creative maintenance options (i.e. depot sparing), automatic equipment refresh cycles, etc.

4.10 IT Infrastructure Financing

The CSU may finance the acquisition of the IT infrastructure through a combination of new revenues and a redirection of existing financial resources. This component includes initial financing of the IT infrastructure as well a standard renewal plan – assuming a 3-5 year renewal cycle with appropriate inventory control. Although the CSU has agreements in place with financing vendors, the CSU would be interested in the financing capabilities of the vendor.

4.11 Transition Planning and Execution (transition from AT&T)

As stated previously, the predecessor project (ITRP) has been underway for several years. Due to the large size and complexity of the project, the CSU expects a significant effort will be required to transition the responsibilities from AT&T to the new vendor. The CSU has allocated approximately 12 months for this transition activity. The vendor will be expected to develop a formal transition plan within 60 days of the execution of the contract with CSU.

In addition to the vendor demonstrating that knowledge transfer has occurred regarding the program governance, project management, administration and business processes and regular ongoing activities, and technical processes and ongoing activities, it is likely that the vendor will be asked to play a significant role in assisting the CSU in evaluating new LAN switch and router products within the first few months of establishing a formal relationship with CSU. This evaluation will utilize the project's existing methodology (e.g. formal Request for Information, product demonstrations, lab evaluation, campus testing)

4.12 Administrative Support Services

In addition to supporting the financing activities described in section 4.10, the CSU will require the vendor to provide administrative support services for order processing, invoicing, contract management, contract renewals (i.e. maintenance), etc. The vendor will be expected to provide accurate, timely business management information (financial reporting information, invoices, equipment acceptance certificates, etc.) and other administrative support services required to effectively run a large endeavor such as the ITRP.

The vendor will be required to utilize the CSU's business processes for this project.

4.13 Staffing Flexibility

As the requirements of the CSU changes (perhaps due to financial considerations, new technology initiatives or schedule modifications), the vendor will be required to add or subtract technical and/or project management staff quickly. It is of great interest to the CSU that the vendor be able to articulate its methodology for providing this staffing flexibility and provide previous examples of this practice.

5. RFQ EVALUATION AND SELECTION CRITERIA

Responses to this RFQ shall be evaluated on the information being submitted to identify a small pool of best-qualified Vendor(s) to participate in future solicitations to provide the CSU with the goods and services described in Section 4. All responding Vendors will have their proposals evaluated as described in 5.1, below "Threshold Criteria."

Responding Vendors whose "Threshold Criteria" qualifications are considered acceptable will have their responses evaluated further against the criteria stated in 5.2 to 5.4, below. Sections 5.2 through 5.4 shall be evaluated based on the adequacy and scope of the content provided in the response.

5.1 THRESHOLD CRITERIA

This section describes the minimum (threshold) requirements that all Vendors must demonstrate compliance with prior to further evaluation of responses. Proposals that do not demonstrate compliance with these requirements will be rejected and no further evaluation will be made.

5.1.1 Administrative Requirements

5.1.1.1 Cover Letter as required in Section 7.4.1

5.1.1.2 Performance Bond

Provide evidence of the capacity to acquire a bonding arrangement or provide a letter from a bank indicating the ability to provide surety or an irrevocable letter of credit in the amount of \$5,000,000.

5.1.1.3 Financial Statements

Submit audited financial statements for the two most recent year ends, a Form 10K for the most recent year end (if available), and the most recent annual reports. This information should be provided for each corporation or other independent business entity that is a Vendor or Sub-Vendor on any Vendor team. The CSU maintains the confidentiality of financial statements for non-publicly held businesses.

5.1.1.4 Banking references

Provide the name, address and phone number of an individual at a financial institution who will serve as a banking reference.

5.1.1.5 Bankruptcy or Insolvency

Provide a statement certifying that no member of the Vendor team has declared bankruptcy or filed for protection under any of the bankruptcy or insolvency statutes within the past five (5) years.

5.1.1.6 Insurance (*see also Appendix A-General Provision #41*)

The Vendor must provide evidence of capacity to comply with the following minimum insurance requirements when responding to future solicitations and during the course of any contract awarded. Evidence of such capacity in the form of a Certificate of Insurance

or other proof of policy from the Vendor's insurance broker shall be sufficient documentation.

- General Liability coverage
- Vehicle Coverage
- Workers' Compensation insurance as required by the State of California.
- Policy limits shall be set at no less than:
 - General Liability: \$1,000,000 per occurrence for bodily injury, personal injury and property damage. If Commercial General Liability insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.
 - Automobile Liability: \$1,000,000 per accident for bodily injury and property damage.
 - Worker's Compensation as required by state statute.

Additional specific CSU insurance requirements will be supplied in any future solicitations.

5.2 ORGANIZATION AND MANAGEMENT CAPACITY

Vendors will be evaluated on the overall organizational and financial capacity, including management and organization of the Vendor team, in particular key personnel and personnel which will be dedicated to this CSU Infrastructure Terminal Resources Project.

5.2.1 Vendor Engagement Management Team

Vendors must demonstrate their firm has the technical, management and staff capacity to provide appropriate levels of service to the CSU for the work anticipated in Section 4 "General Scope of the Project." Demonstration of this capacity shall take the form of information identifying the management team, their qualifications, and their placement in the organization as follows:

5.2.1.1 Provide the Vendor engagement management team in the form of an organization chart. Include any partnerships formed to respond to this RFQ.

5.2.1.2 Indicate and provide evidence that the Vendor engagement management team meets the following requirements:

- Experience - Each member of the Vendor engagement management team must have at least five years experience providing IT infrastructure services. Response shall detail specific experience held by the engagement management team members in the network services sector. Each member must have been an employee of the proposing firm for a minimum of 2 years

5.3 ORGANIZATION RESOURCES

Vendors shall be judged on their capacity to bring to bear the optimal organizational resources necessary to successfully complete the Project or their portion thereof. This evaluation criteria requires that the Vendor supply information on the resources that will be made available to service the CSU in this IT Infrastructure Project. Vendors must show a demonstrated ability and capacity to:

5.3.1 Provide the services outlined in Section 4, General Scope of Anticipated Work, in the numbers and geographic range required (23 campus locations in California from San Diego to Arcata, the Chancellor's locations and official off-site centers).

5.3.2 Build-out campuses as individual simultaneous projects.

5.3.3 Meet SLA's for a variety of planning, development, integration and implementation activities.

5.4 QUALIFICATIONS AND EXPERIENCE

Vendors shall be judged on their demonstrated ability and capacity to manage and implement the overall Project. Vendors must also demonstrate their experience in providing enterprise-wide solutions in the areas of IT Infrastructure design, installation, operations and support, maintenance, and renewal. Responses to this Section 5.4 must provide a clear and complete description of the Vendor's qualifications to address the needs outlined in Section 4. Experience with multi-site higher education or a similar public institution is considered highly desirable.

5.4.1 Methodology for working in a shared governance model

The vendor must demonstrate its capabilities for working in a shared governance model to support the functions described in Sections 4.1, 4.4 and 4.7. To substantiate this capacity, responses must include a description of the Vendor's experience and methodology of achieving this. Vendor's experiences must be documented by including a list of at least three (3) similar/relevant projects completed or underway.

5.4.2 IT Infrastructure Advisory Services

The Vendor must demonstrate its qualification and experience in IT Infrastructure Advisory Services to support Vendor's ability and capacity to perform the functions described in Section 4.2. To substantiate this capacity, responses must include a description of the Vendor's resources including their qualifications and experience. Vendor's experiences must be documented by including a list of similar/relevant projects completed or underway. Such resource descriptions must be included whether service providers are internal or external to the Vendor organization. To substantiate this requirement, vendors must submit resumes of project team members expected to provide this service.

5.4.3 Project Governance and Management Services

Vendor's will be judged on their qualifications and experience in project governance and management to support Vendor's ability and capacity to perform the project management

functions, including quality control, described in Section 4.3. To substantiate this requirement, vendors must submit resumes of project team members expected to provide Project Governance Management Services and an explanation of the size and scope of the project. Vendors must also provide detailed customer references of at least three organizations (see section 5.4.12) of similar size and scope to this project where these services were recently performed.

5.4.4 System Integration

Vendors shall be judged on their qualifications and experience in system integration to support Vendor's ability and capacity to perform the system integration functions described in Section 4.6. To substantiate this experience, vendors must submit resumes of project team members expected to provide Systems Integration services and an explanation of the size and scope of the project. Vendors must also provide detailed customer references of at least three organizations (see section 5.4.12) of similar size and scope to this project where these services were recently performed.

5.4.5 IT Infrastructure Acquisition and Provisioning

Vendors shall be judged on their qualifications and experience to address acquisition of the IT Infrastructure described in Section 4.5. The Vendor must demonstrate the capacity to provide a wide range of solutions (i.e., switches, routers, security appliances, wireless, management tools, collaboration software, middleware, etc.).

5.4.6 IT Infrastructure Planning, Staging, Integration, Installation and Testing

Vendors shall be judged on their qualifications and experience in IT Infrastructure planning, staging, integration, and installation to support Vendor's ability and capacity to perform the functions described in Section 4.8. To substantiate this capacity, responses must document the Vendor's background in coordinating such tasks. Additionally, Vendors must document Vendor's IT Infrastructure resources including service provider(s), their qualifications and experience. The description of experience must include a list of relevant projects completed. Such IT Infrastructure planning, staging, integration, and installation resources description must be included whether service providers are internal or external to the Vendor organization.

5.4.7 IT Infrastructure Support, Maintenance and Upgrades

Vendors shall be judged on their qualifications and experience in providing IT Infrastructure support, maintenance and upgrades to support Vendor's ability and capacity to perform the functions described in Section 4.9.

5.4.8 IT Infrastructure Financing and Renewal

Vendors shall be judged on their qualifications and experience in IT Infrastructure, financing and renewal to support Vendor's ability and capacity to perform the network financing and renewal functions described in Sections 4.10.

5.4.9 IT Infrastructure Administrative Support Tasks

Vendors shall be judged on their qualifications and experience in IT Infrastructure administrative support to support Vendor's ability and capacity to perform the network financing and renewal functions described in Sections 4.12.

5.4.10 Transition Planning and Execution (transition from AT&T)

As stated previously, the predecessor project (ITRP) has been underway for several years. Due to the large size and complexity of the project, the CSU expects a significant effort will be required to transition the responsibilities from AT&T to the new vendor. The CSU has allocated approximately 12 months for this transition activity. Vendors shall be judged on their qualifications and experience in demonstrating their ability to successfully transition activities, processes and task execution as described in Section 4.11. The CSU is specifically interested in the proposed project leadership team's experience in this area. To substantiate this requirement, vendors must submit resumes of project team members expected to provide this service.

5.4.11 Staffing Flexibility

As the requirements of the CSU changes (perhaps due to financial considerations, new technology initiatives or schedule modifications), the vendor will be required to add or subtract technical and/or project management staff quickly. Vendors shall be judged on their recruitment methodology and track record for providing this staffing flexibility as described in section 4.13.

5.4.12 References

Vendor shall be judged on their experience in at least three (3) other institutions where similar assignments as are required under this RFQ were completed in the past 24 months. For each assignment, the Vendor shall identify the scope of efforts, actual services and deliverables provided by Vendor's organization, the duration of the engagement, whether the work performed was for a single or multi location environment, and contact names and phone numbers of customers. The vendor is specifically interested in references that demonstrate their experience and qualifications for all aspects described in section 5.4 and throughout this RFQ.

For each reference, provide the following information:

- (1) Organization Name:
- (2) Brief Description of the Organization:
- (3) Description of the project and services provided by the vendor:
- (4) Technical Contact:
 - (a) Name:
 - (b) Title:
 - (c) Address:
 - (d) Telephone Number:
 - (e) E-mail address
- (5) Administrative Contact:
 - (a) Name:
 - (b) Title:
 - (c) Address:
 - (d) Telephone Number:
 - (e) E-mail address

5.5 OVERALL QUALITY OF QUALIFICATIONS SUBMISSION

In the evaluation of the submission to this RFQ, it is presumed that the quality assurance standards employed in the preparation and delivery of the proposal is reflective of the respondent's overall quality assurance standards to be used in performance of the contract. Vendors shall be judged on the overall quality of the response, completeness and clarity of content.

6. RFQ SELECTION AND EVALUATION METHODOLOGY

6.1 SELECTION METHODOLOGY

Responses to this RFQ will be reviewed and evaluated by an evaluation committee comprised of CSU professional personnel. The CSU, at its sole discretion, may also enlist the services of paid consultants to aid in the evaluation process of this and any follow-on solicitations. All submittals shall be reviewed to verify that the Vendor has met the threshold requirements set forth in Section 5.1. Submittals which, in the CSU's opinion, do not meet threshold requirements, will be rejected and removed from further evaluation.

Submittals that meet threshold requirements (Section 6.2.1) will be further reviewed by the evaluation committee with points assigned in accordance with the evaluation criteria below. At the conclusion of this evaluation, the best-qualified Vendor teams will be qualified for further participation in the procurement process and will be considered eligible to submit responses to any future solicitation (RFP, formal bid, etc.)

6.2 EVALUATION CRITERIA AND SCORING

Evaluation Criteria	Scoring Points
6.2.1 Threshold Criteria (responses to Evaluation Criteria 5.1)	Pass/Fail
6.2.2 Organization and Management Capacity (responses to Evaluation Criteria 5.2)	150
6.2.3 Organization Resources (responses to Evaluation Criteria 5.3)	200
6.2.4 Qualifications and Experience (responses to Evaluation Criteria 5.4)	450
6.2.5 Overall Response to the RFQ (see Evaluation Criteria 5.5)	<u>200</u>
Total Points Available	1,000

7. CONTENT AND FORM OF RESPONSE TO RFQ

7.1 INTRODUCTION

To be considered responsive to this RFQ, the Vendor shall submit a response in the format identified in this section. All requirements and questions in the RFQ shall be addressed and all requested data shall be supplied. The CSU reserves the right to request additional information which in the CSU's opinion is necessary to assure that the Vendor's competence, number of qualified employees, business organization and financial resources are adequate to perform according to contract.

Submittals must be received in the Contract Services and Procurement Office no later than the time indicated on the Cover Page of this document. The Vendor is responsible for the means of delivering the proposal to the appropriate office on time. Delays due to the instrumentalities used to transmit the proposal including delay occasioned by the internal mailing system in the Office of the Chancellor will be the responsibility of the Vendor. Likewise, delays due to inaccurate directions given, even if by Chancellor's Office staff shall be the responsibility of the Vendor. The submittal must be completed and delivered in sufficient time to avoid disqualification for lateness due to difficulties in delivery. **LATE SUBMITTALS WILL NOT BE ACCEPTED.**

7.2 DELIVERY OF SUBMITTALS

Submittals shall be sealed and addressed or delivered to:

**RESPONSE TO RFQ 80066Q
Contract Services and Procurement
Attn: Irene Patriotis-Green
California State University,
Office of the Chancellor
401 Golden Shore, 5th Floor
Long Beach, CA 90802**

Copies required: One original (clearly marked) and 10 copies

7.3 PREPARATION

Submittals should be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this RFQ. Responses should emphasize the Vendor's demonstrated capability to perform work of this type. Expensive bindings, colored displays, promotional materials, etc., are not necessary or desired. However, technical literature describing the Vendor's ability and capacity to provide the required services should be forwarded as part of the submittal. Emphasis should be concentrated on completeness and clarity of content.

7.4 SUBMITTAL FORMAT

Submittals shall adhere to the following format for organization and content. The submittal must be minimally divided into the individual sections listed below, indexed and tabbed. Responses may contain additional sections or subsections as necessary to present response content in a concise and logical manner. Additional documentation or collateral material to substantiate the

submittal claims may be appended to the proposal; however, **only content presented in the following sections will be evaluated.**

7.4.1 Submittal Section One - Cover Letter (from Section 5.1.1.1)

The cover letter shall include a brief statement of intent to perform the services and the signature of an authorized officer of the firm who has legal authority in such transactions. Unsigned submittals shall be rejected. Include firm name, address, email, telephone and fax numbers and the name(s) of authorized representative(s).

In addition, Vendor's cover letter shall expressly state that, should the Vendor's submittal be accepted, and should the Vendor be selected in a follow-on activity that results in an agreement for goods or services, the Vendor agrees to enter into an Agreement under the terms and conditions as prescribed by the CSU. Such terms and conditions are supplied as Appendix A, "General Provisions for Information Technology Acquisitions".

7.4.2 Proposal Section Two - Exceptions

Any and all exceptions to the RFQ must be listed on an item-by-item basis and cross-referenced with the RFQ document. If there are no exceptions, bidder must expressly state that no exceptions are taken.

7.4.3 Proposal Section Three – Threshold Criteria

This section shall include a response to the requirements listed in Section 5.1 of this RFQ. The responses in this section shall use the outline order and titles listed below:

Vendor Submittal Section	Submittal Section Title	RFQ Reference Section
3.1	Performance Bond	5.1.1.2
3.2	Financial Statements	5.1.1.3
3.3	Banking References	5.1.1.4
3.4	Bankruptcy or Insolvency	5.1.1.5
3.5	Insurance	5.1.1.6

7.4.4 Proposal Section Four – Organization and Management Capacity

This section shall include a response to the organization and management structure requirements listed in Section 5.2 of this RFQ.

Vendor Submittal Section	Submittal Section Title	RFQ Reference Section
4.1	Vendor Management Team	5.2.1
4.2	Organization Chart(s)	5.2.1.1
4.3	Statement of Team Experience	5.2.1.2

7.4.5 Proposal Section Five – Organizational Resources

This section shall include a response to the resources requirements listed in Section 5.3 of this RFQ. The responses in this section shall use the outline order and titles listed below:

Vendor Submittal Section	Submittal Section Title	RFQ Reference Section
5.1	Geographic Capacity	5.3.1
5.2	Simultaneous Campus Projects	5.3.2
5.3	On-Site Maintenance	5.3.3

7.4.6 Proposal Section Six - Qualifications and Experience

This section shall include a response to Section 5.3 of this RFQ. The responses in this section shall use the outline order and titles listed below:

Vendor Submittal Section	Submittal Section Title	RFQ Reference Section
6.1	Methodology for working in shared governance model	4.1, 4.4, 4.7, 5.4.1
6.2	IT Infrastructure Advisory Services	4.2, 5.4.2
6.3	Program Governance and Management	4.3, 5.4.3
6.4	Systems Integration	4.6, 5.4.4
6.5	IT Infrastructure Acquisition and Provisioning	4.5, 5.4.5
6.6	IT Infrastructure Planning, Staging , Integration, Installation and Testing	4.8, 5.4.6
6.7	IT Infrastructure Support, Maintenance and Upgrades	4.9, 5.4.7
6.8	IT Infrastructure Financing and Renewal	4.10, 5.4.8
6.9	IT Infrastructure Administrative Support Tasks	4.12, 5.4.9
6.10	Transition Planning and Execution (transition from AT&T)	4.11, 5.4.10
6.11	Staffing Flexibility	4.13, 5.4.11
6.12	Customer References	5.4.12

8. RFQ GENERAL PROVISIONS

8.1 QUESTIONS REGARDING THE RFQ

Any questions or requests for interpretations or clarifications, either administrative or technical, about this RFQ must be in writing. All written questions will be answered in writing and conveyed to all Vendors. Oral statements concerning the meaning or intent of the contents of this RFQ by any person are unauthorized and invalid. All questions shall be directed to:

Irene Patriotis-Green
Contract Services and Procurement Office
CSU, Office of the Chancellor
401 Golden Shore
Long Beach, CA 90802
(562) 951-4587 (tel)
(562) 951-4969 (fax)
ipatriotis@calstate.edu (email)

8.2 CANCELLATION

This solicitation does not obligate the CSU to enter into an agreement. The CSU retains the right to cancel this RFQ at any time for any reason. The CSU also retains the right to obtain the services specified in this RFQ in any other way. No obligation, either expressed or implied, exists on the part of the CSU to make an award or to pay any cost incurred in the preparation or submission of responses to either the RFQ or the RFP.

8.3 ERRORS AND OMISSIONS IN THE RFQ

If, prior to the date fixed for submission of response, a respondent discovers any ambiguity, conflict, discrepancy, omission or other error in the RFQ or any of its exhibits/appendices; he/she shall immediately notify the CSU of such error in writing and request modification or clarification of the document. Modifications will be made by addenda. Without divulging the source of the request, clarifications will be given by written notice to all parties who have been furnished or who have requested a RFQ for response purposes.

If a respondent fails to notify the CSU prior to the date fixed for submission of responses of an error in the RFQ known to him/her, or if an error that reasonably should have been known to him/her, he/she shall submit a response at his/her own risk, and if he/she is awarded the Agreement, he/she shall not be entitled to additional compensation or time by reason of the error or its later correction.

8.4 ADDENDA

The CSU may modify this RFQ, any of its key action dates, or any of its attachments, prior to the date fixed for submission of responses by issuance of an addendum to all parties who have been furnished the RFQ for response purposes. Addenda will be numbered consecutively as a suffix to the RFQ Reference Number.

8.5 RESPONDENT'S COSTS

Costs for developing responses are entirely the responsibility of the respondent and shall not be chargeable to the CSU.

8.6 ALTERNATIVE RESPONSES/WITHDRAWAL OF RESPONSES

Only one response is to be submitted by each respondent. Multiple responses shall result in rejection of all responses submitted by the respondent. A response may be withdrawn after submission by written or facsimile request signed by the respondent or authorized representative, prior to the time and date specified for response submission. Responses may be withdrawn and resubmitted if done so before the response submission deadline. Withdrawal or modification offered in any other manner will not be considered.

8.7 RESPONSES BECOME THE PROPERTY OF CSU

Responses become the property of CSU and information contained therein shall become public documents subject to disclosure laws after Notice of Intent to Award. The CSU reserves the right to make use of any information or ideas contained in the response. Responses may be returned only at the CSU's option and at the Vendor's expense. One copy shall be retained for official files. Responses to this RFQ and any other information that is currently or may become available as an outcome of the RFQ process may be used by the CSU to structure an RFP or other solicitation.

8.8 CONFIDENTIAL MATERIAL

Respondent must notify CSU in advance of any proprietary or confidential material contained in the response and provide justification for not making such material public. CSU shall have sole discretion to disclose or not disclose such material subject to any protective order that Contractor may obtain.

8.9 DISPUTES/PROTESTS

CSU encourages potential respondents to resolve issues regarding the requirements or the procurement process through written correspondence and discussions. The CSU wishes to foster a cooperative relationships and to reach a fair conclusion to this RFQ in a timely manner.

Because this procurement process will result in a multi-year agreement it is especially important that potential respondents raise issues or lodge protests:

- a. Protest of RFQ Content -- This type of protest would be based upon the respondent's assertion that the requirements contained in the RFQ preclude fair and impartial consideration of firms which may be able to adequately satisfy the business needs of the CSU campuses.
- b. Protest of Selection of Qualified Vendors -- This type of protest would be based upon the respondent's assertion that the CSU failed to properly follow the evaluation procedures specified in the RFQ or that the intended selections are in any way flawed.

The protesting Vendor shall submit a full and complete written statement detailing the facts in support of the protest. Protest must be sent by certified, registered or receipt mail, or delivered in person to the CSU c/o Contract Services and Procurement at the address noted on the cover page of the RFQ. Protests must be lodged within 5 days after the notice of selection of Qualified Vendors. Within a reasonable time after receipt of the written statement of protest, the CSU will provide a decision on the matter. The decision will be in writing and sent by facsimile, certified or registered mail or delivered in person to the protesting respondent. The decision of the CSU is final.

8.10 NON-ENDORSEMENT

If selected as a Qualified vendor, the Contractor shall not issue any news releases or other statements pertaining to selection which state or imply CSU endorsement of Contractor's services.

8.11 SMALL BUSINESSES PREFERENCE

This section shall apply to any follow-on solicitation from this RFQ process. Section 14835 et seq. of the California Government Code requires that a five percent of cost preference be given to bidders who qualify as a small business. The rules and regulations of this law including the definition of a small business for the delivery of services are contained in Title 2, California Administrative Code, Section 1896, et seq. A copy of the regulations is available upon request. To claim the small business preference, which may not exceed \$50,000 for any proposal, your firm must have its principal place of business located in California and be verified by the State of California, Office of Small Business Certification and Resources (OSBCR). Questions regarding the preference approval should be directed to that office at (916) 322-5060.

8.12 DISABLED VETERAN BUSINESS ENTERPRISE (DVBE) PARTICIPATION.

This section shall apply to any follow-on solicitation from this RFQ process. In accordance with state law and consistent with the Trustees of the CSU policy to utilize Disabled Veteran Business Enterprises (DVBE) in contracting to the maximum extent possible, a participation goal of 3%, for disabled veteran business enterprise participation (3% of the contract bid price), has been set.

8.13 COMPLETION OF SUBMISSIONS

Submissions to the RFQ shall be complete in all respects as required by this solicitation. A submission may be rejected if conditional or incomplete, or if it contains any alterations or other irregularities of any kind, and will be rejected if any such defect or irregularity could have materially affected the quality of the submission. Documents which contain false or misleading statements, or which provide references that do not support an attribute or condition claimed by the Vendor, may be rejected. Statements made by a Vendor shall also be without ambiguity, and with adequate elaboration, where necessary, for clear understanding.

8.14 WITHDRAWAL OF SUBMISSIONS

A submission may be withdrawn after it is received by the CSU by written or facsimile request signed by the Vendor or authorized representative, prior to the time and date specified for response submission. Submissions may be withdrawn and resubmitted in the same manner if

done so prior to the appropriate deadline. If the Vendor notices any ambiguity, conflict, discrepancy, omission or other error in the RFQ, or any of its exhibits, the Vendor shall immediately notify the CSU of such error in writing and request modification or clarification of the document. Modifications may be made by addenda prior to the submission deadline. Clarifications will be given by written notice to all active Vendors who have been furnished an RFQ for responding purposes, without divulging the source of the request for same.

8.15 REJECTION OF SUBMISSIONS

The CSU may reject any or all responses and may waive any immaterial deviation in a response. The CSU's waiver of an immaterial defect shall in no way modify the RFQ documents or excuse the Vendor from full compliance with the specifications if he/she is awarded the contract. Responses which include terms and conditions other than the CSU's terms and conditions may be rejected as being non-responsive.

The CSU may make such investigations as deemed necessary to determine the ability of a Vendor to perform the work, and the Vendor shall furnish to the CSU all such information and data for this purpose as requested by the CSU. The CSU reserves the right to reject any response if the evidence submitted by, or investigation of, such Vendor fails to satisfy the CSU that such Vendor is properly qualified to carry out the obligations of the contract and provide the services specified.

8.16 MULTIPLE VENDORS / SUBSETS OF SERVICES

The CSU reserves the right to qualify more than one Vendor and ultimately award a contract(s) to multiple Vendors for all or part of the Project scope as defined in Section 4 in order best suite the needs of the Project.

8.17 JOINT SUBMITTALS

A joint submittal (two or more Vendors jointly submitting qualifications) may be submitted, and each participating Vendor must sign the joint submittal. If the qualifications of the joint submittal are such that the Vendor team is considered a Qualified Vendor, any future response to a solicitation shall be from the Vendor Team and signed as above. If such a Vendor team responds to a solicitation, and is awarded a contract, it shall be one indivisible contract. Each joint proposer will be jointly and severally responsible for the performance of the entire contract, and the joint proposer must designate, in writing, one individual having authority to represent them in all matters relating to the contract. The CSU assumes no responsibility or obligation for the division of orders or purchases among the joint proposers.

8.18 Mandatory Vendor's Conference

A Vendor's Conference will be held to provide a briefing on the Project and clarify and answer any questions relative to this RFQ. ***Attendance at this Vendor's Conference is mandatory.*** Proposers not attending the Vendor's Conference would be disqualified from any further consideration and would not be eligible to participate in this RFQ and subsequent RFP's or solicitations.