



Request for Proposal

Digital Telephone System

September 19, 2011

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1. Introduction

The Maine Public Employees Retirement System (MainePERS) is seeking proposals for the design, installation, configuration, and support of a fully redundant telephone communications system supporting Voice over Internet Protocol (VoIP). The telephone system will be in use in two offices in Augusta, Investment office in Portland, and a disaster recovery site; all locations are within the State of Maine.

The telephone system shall deliver the same features and functionality at all sites and provide automatic failover in the event of a service interruption. This system is to replace an existing NEC phone system.

2. Administrative Items

2.1 Point of Contact

From the issue date of this RFP until the selection of a contractor, contractors are not allowed to communicate, for any reason, with any MainePERS employee regarding this particular procurement, except through the Point of Contact named herein. For violation of this provision, MainePERS shall reserve the right to reject the proposal of the offending contractor.

The point of contact for questions and all other contractual matters relating to this RFP is:

Ryan McArthur
Administrative Services Coordinator
Maine Public Employees Retirement System
46 State House Station
Augusta, Maine 04333-0046

Telephone: (207) 512-3186
FAX: (207) 512-3101
Email: ryan.mcarthur@mainepers.org

2.2 Proposal Submission

All proposals are due no later than 2:00 P.M. on October 31, 2011. All proposals should be sent to the following address:

Telephone System Technical Proposal or Telephone System Cost Proposal
Maine Public Employees Retirement System
46 State House Station
Augusta, Maine 04333-0046

By submitting a proposal, the contractor acknowledges that it has read this RFP, understands it, and agrees to be bound by its requirements.

2.3 Bidder Questions

There are two methods for submitting questions:

- 2.3.1 Written contractor questions relating to this RFP may be submitted to the Point of Contact named in Section 1.1 in writing through October 4, 2011. Email is the preferred method of communications. All written questions must include the name of the firm and the person submitting the questions.
- 2.3.2 During the bidders' conference oral questions will be allowed and non-binding answers will be provided (where possible).

A compilation of all questions (including any raised orally at the bidders' conference) and answers will be provided to all bidders attending the bidders' conference no later than October 10, 2011.

Contractors are cautioned that changes or revisions to the RFP will be accomplished only through the issuance of a written addendum. No verbal response at the bidders' conference will, by itself, change the requirements of the RFP. Contractors are also advised that questions about the RFP over the telephone will not be accepted.

2.4 Mandatory Bidders Conference

A pre-proposal bidders' conference and tour of Data Center will be held at 1 P.M., on October 4, 2011, at the MainePERS' office, 96 Sewall Street, Augusta, Maine. Attendance, which is mandatory, is limited to two (2) individuals from each contractor's organization.

2.5 Right of Selection Selection/Rejection

MainePERS reserves the right to reject any or all proposals and to waive any minor informalities or irregularities contained in any proposal and to accept any proposal deemed to be in the best interest of MainePERS. Selection of a contractor's solution shall not be construed as an award of contract, but as commencement of contract negotiation, including but not limited to the contract price proposed.

2.6 Statement on Confidentiality

MainePERS, a Maine governmental entity, must adhere to Maine's Freedom of Access law. Documents (written or electronic) submitted in response to this RFP become public record upon submission. Documents in MainePERS' possession are subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law.

2.7 Contractor's Liability/Insurance

Upon execution of agreement, contractor and any sub-contractors shall comply with the insurance requirements outlined below:

The contractor and any sub-contractors shall procure and maintain for the duration of this Agreement insurance against claims for injuries to persons or damages to property which may arise in connection with the performance of the work described in this RFP. The contractor shall provide proof of insurance satisfactory to MainePERS prior to commencement of work and at all times thereafter as requested by MainePERS. Contractor agrees that permitting or causing coverage to lapse shall constitute a default of Contractor's obligations to MainePERS and a breach of Contractor's agreement with MainePERS. Contractor hereby agrees that, in the event it is selected to enter into a contractual relationship with MainePERS, it will agree to be liable for its breach of agreement, negligence, gross negligence, and intentional misconduct. The contractor shall pay the cost of such insurance; insurance shall meet or exceed the following:

- Comprehensive or Commercial General Liability - \$2,000,000
- Consultant's Errors or Omissions or Professional Liability - \$2,000,000
- Workers' compensation coverage as required by the insurance laws of the State of Maine

3. RFP Purpose

3.1 Objective of Procurement

MainePERS is soliciting proposals from solution providers to purchase and implement a digital telephone system providing voice systems and services. MainePERS will replace existing telephone systems, centralized voice messaging system, Private Branch Exchange (PBX), hand held telephones, and speakerphones at all locations. This acquisition will include IP or Voice of IP (VOIP) communication architecture.

3.2 High Level Requirements

Phone system architecture should include the following:

- 3.2.1 Supported by highly qualified and reliable contractor with experience in complex VoIP implementations.
- 3.2.2 Product should be a commercial off-the-shelf (COTS) solution that is readily available with a history of proven installations with customers.
- 3.2.3 Adhere to open system industry standards.
- 3.2.4 Upgradable to new standards and features as they become accepted or available.
- 3.2.5 Easily maintained by administrators through standards based interface.
- 3.2.6 Telephones are easily used by the causal and routine consumer.

4. Agency Background

MainePERS, located in Augusta, Maine, is an independent public instrumentality of the State of Maine. MainePERS administers retirement programs that cover state employees, public school teachers, judges, legislators and employees of municipalities and other public entities. As of June 30, 2011, there were 37,006 monthly annuitant payments.

In addition to administering these public pension programs, the MainePERS is also responsible for administering other miscellaneous programs and services to active population of 50,530 people.

MainePERS manages its services and programs with approximately 100 employees working in four separate office buildings. MainePERS maintains offices at 96 and 127 Sewall Streets in Augusta and an Investment office at Four City Center in Portland, Maine and a disaster recovery “hot site” containing business continuity servers, at a site in Maine.

5. Facilities to be provided by MainePERS

MainePERS will provide working space for contractor staff members and network connections. Contractor staff must provide their own laptops and ensure that current anti-virus software meeting MainePERS requirements resides on every laptop connected to the MainePERS network.

6. Current Environment

MainePERS currently operates on an NEC 2000 IPS system operating on a TDM platform (internal) and utilizing VOIP for external and site to site communication. The system was installed in July of 2002. The NEC system consists of mixture of digital and analog services supporting approximately 100 users at locations in Augusta and Portland. Options include voice mail and call accounting. Support for analog faxing exists at all locations.

NEC 2000 IPS

- PBX Chassis located at 96 Sewall Street and 127 Sewall Street in Augusta and Two Monument Square (TMS) and Four City Center (FCC) in Portland.
- 127 Sewall connected to 96 Sewall by T1 channel over Western Multiplex Wireless Radio.
- MPLS Connection between TMS/FCC and 96 Sewall (Data/Voice)
- 24 Ports of NEC NEAX Voicemail
- Tapit Call Accounting System
- Caller ID via PRI at 96, 127 and FCC locations

Desksets consist of a mix of 8, 16 and 32 button NEC Dterm Series E model digital phones. Third party hands free and cordless headsets configured for multiple answering stations. Two primary reception console units with two secondary 32 button units configured with UCD routing. Basic conference bridge functionality linked via the voicemail system. Independent conference units by Polycom exist at all 4 locations.

7. Project Schedule

The current project schedule is described below. MainePERS reserves the right to modify the schedule at its sole discretion.

Date	Activity
September 19, 2011	RFP advertised
October 4, 2011	Questions to be read at the bidders' conference are due 2 weeks from when the RFP is released.
October 4, 2011	Bidders conference 2 weeks from when the RFP is released

Date	Activity
October 10, 2011	Responses to contractor questions (from bidders conference and those previously submitted)
October 31, 2011	Deadline for proposals – 6 weeks from when the RFP is released.
November 1-7, 2011	Initial review of proposals
November 10, 2011	Submission of questions based upon proposals from MainePERS to contractors
November 17, 2011	Contractors' response to MainePERS questions are due
November 28-December 7, 2011	Product demonstration invitations sent
December 14, 2011	Selection of finalist
December 15-28, 2011	Contract negotiations
July 11, 2012	Contract executed
July 1, 2012	Project starts
December 1, 2012	Go live (or preferably earlier)

8. Selection Process and Requirements

8.1. Requests for Clarification

Upon review of proposals submitted by contractors, MainePERS may, at its discretion, submit to contractors written questions and requests for clarification relating to their technical and/or cost proposals. Contractors will be provided a reasonable period of time in which to submit written responses to MainePERS' questions and requests for clarification. Such question-and-answer exchanges may be repeated until MainePERS is satisfied that all contractor information necessary to enable a complete evaluation of proposals has been obtained.

All such written exchanges between MainePERS and the successful contractor and the provisions of this RFP will be incorporated by reference into the contract to be executed by the two parties and will survive the execution of the contract unless inconsistent with the terms of the contract.

8.2. Site Visits

At MainePERS' discretion, contractors who receive high scores after the initial review of proposals may be required to provide site visits at office locations of one or more references contain a equipment similar to that being proposed for use by the proposal. If demonstrations

are required, they will occur between November 28-December 7, 2011 and will be at MainePERS expense.

MainePERS reserves the right not to conduct site visits.

8.3. Administrative Application Architecture

The solution must make effective use of screens in order to maintain user friendliness.

The solution must have the ability to perform the following:

- Ease of integration of applications and application services
- Be responsive to changing business need
- Be responsive to changing industry standards
- Robust reporting capabilities

8.4. Network Architecture

The solution must support the following network environment:

- Support data transfer rates of up to 1 Gbps (Giga bits per second)
- TCP/IP network protocol
- Wireless protocol support

8.5. Technical Architecture Requirements

8.5.1 Fax Messaging

Preferably the system will support unified messaging and communications solution including options for an integrated fax solution. The proposal should confirm compliance and describe the fax capabilities supported with the proposed solution.

8.5.2 Encryption

The VoIP solution being proposed must support encryption. The proposal should describe encryption features in compliance with industry standards and best practices.

8.6 Call Accounting

Describe call detail recording (CDR) features of the system including call accounting applications.

8.7 Accessibility Architecture

Describe Accessibility architecture and features of the system.

8.8 Operational Requirements

8.8.1 The proposed system is to be available 99.999 percent and should be operational 24 hours a day, 7 days a week, and 365 days a year.

8.8.1 Diagnostics

The system must provide integrated diagnostic capabilities and alarms inherent within the system for routine system monitoring, remote diagnostics, and remote repair capabilities. The proposal should describe standard and optional diagnostics.

8.9 Scalability Requirements

The solution must be able to meet telephone call growth demand and keep current with industry standards for a period of 10 years. The system must support multiple sites with centralized management.

8.10 Standards Requirements

8.10.1 Adherence to industry standards is a key ingredient to flexibility. As key system components are enhanced or replaced (e.g., middleware), it is important for the contractor solution to support interoperable components, without forcing custom, proprietary design complications.

8.10.2 The proposal should describe the adherence to industry standards within the proposed solution, across each of the main component areas (i.e. platform, database and middleware). Sample standards-based components would include H.323, 802.1p and 802.1q, TAPI, MGCP, LDAP, ANSI SQL, XML, NFPA 70, etc.

8.10.3 The responsibility to identify all codes, standards and/or agencies having jurisdiction over any implementation practice will be the sole responsibility of the primary contractor regardless of subcontractor involvement. At a minimum, the execution of this RFP and all acts of the contractor selected to perform work described herein, shall conform with and/or the following guidelines:

8.10.3.1 Federal Communications Commission (FCC)

8.10.3.2 Occupational Safety and Health Administration (OSHA)

8.10.3.3 Electronic Industries Association (EIA)

8.10.3.4 American National Standards Institute (ANSI)

8.10.3.5 National and Local Electric Codes, including NFPA 70

8.10.3.6 City ordinances as applicable

8.10.3.7 BICSI Telecommunications Distribution Standards

- 8.10.4 The contractor's proposal should identify all non-standard, proprietary components of the proposed solution that would necessitate contractor involvement in integration or prove an obstacle to integration with a standards-based environment (e.g., non-standard messaging, proprietary calls, non-standard database calls, etc.) and describe your methodology for addressing them.

8.11 Hardware Requirements

- 8.11.1 The contractor's proposal should clearly describe all telephony and computer hardware components comprising the contractor's solution. The proposal should clearly identify the components their features, options, and use in the overall solution. This section should clearly illustrate the design of the system from a hardware perspective.

8.12 Telephone System Requirements

- 8.12.1 Headsets – Traditional and wireless headsets for employees that frequently conduct business on the telephone and require hands free capability.
- 8.12.2 Mobile Handsets – Cordless telephone with a minimum of a 300-foot range.
- 8.12.3 Voicemail
- 8.12.3.1 Routine greeting and alternate greeting
- 8.12.3.2 Ability to change, record, or activate a new personal greeting remotely
- 8.12.3.3 Ability to change, record, or activate a new system greeting remotely
- 8.12.3.4 Message waiting light or display
- 8.12.3.5 Support for remote mailbox message retrieval
- 8.12.3.6 Support ability for users to transfer callers directly into voicemail, bypassing the associated telephone.
- 8.12.3.7 Ability to exit voice mail systems by pressing "0" and transferring to departmental assistant.
- 8.12.4 Unified Messaging
- 8.12.4.1 Ability of voice mail system to provide Unified Messaging integration with Microsoft Exchange 2010 or latest release version.
- 8.12.4.2 The system must have the capability to add options for more advanced voicemail productivity services such as fax on the desktop and XML message delivery.
- 8.12.4.3 Telephone system must support Outlook address book dialling and API's available for dialling from other software.

8.13 System Administration Requirements

- 8.13.1 The system must contain a secure, centralized point of administration for all sites. The desired system will allow the Information Technology department to manage the system with a minimal amount of telephone knowledge. System administration requirements include:
 - 8.13.1.1 Ability to securely administer system, for all sites, through the MainePERS LAN and WAN.
 - 8.13.1.2 Ability to run diagnostic checks, perform backups and restore data including telecom database, voicemail, voicemail/email messages, and end-user data.
 - 8.13.1.3 Ability to perform remote administration from anywhere on the network.
 - 8.13.1.4 Ability to build/modify call groups and add / change end-user telephone services from anywhere on the network.
 - 8.13.1.5 Ability to facilitate the identification of any misuse and to log appropriate information for evidentiary purposes with the ability to archive.
 - 8.13.1.6 Measure telephone traffic and determine call volume by department or phone.
 - 8.13.1.7 Insure that no audit data can be deleted.
 - 8.13.1.8 Allow for the extraction of audit log information for display and reporting purposes and permit the filtering of data to allow for the generation of useful security reports.

8.14 Call Accounting

The system must have the ability to perform call accounting functions and generate screen display and/or reports of usage. Mandatory call accounting features are listed below additional features are welcome and encouraged.

- 8.14.1 Number of answered incoming calls
- 8.14.2 Number of unanswered incoming calls
- 8.14.3 Number of incoming and outgoing calls by person, business unit, and for the organization.
- 8.14.4 Ability to flag call type when placing an outgoing call
- 8.14.5 Number of busy signal calls, never entering the system
- 8.14.6 Number of times voice mail takes a message during business hours
- 8.14.7 Number of abandoned calls (i.e. caller hangs-up while in queue or on hold)
- 8.14.8 Number of call rings unanswered during business hours
- 8.14.9 Number of seconds of wait time for the call to be answered after initial transfer
- 8.14.10 Number of callers transferred after first contact, excluding some employees (e.g. receptionists)
- 8.14.11 Number of seconds calls are placed on hold after reaching destination employee

8.14.12 Ability to classify calls into user-defined categories at conclusion of call.

8.15 User Sign-On Regulation for Administrator Application

8.15.1 The system must have the ability to adhere to user-driven standards of security with regard to user id's and passwords, including but not limited to:

- 8.15.1.1 Strong passwords, password expiration after an administratively defined period of time and prevention of password reuse
- 8.15.1.2 The masking of passwords during entry
- 8.15.1.3 Password reset capabilities

8.16 Transition Management

A controlled and well managed transition to the new solution is critical for success. While the actual management of the transition relates to the project management capabilities of the team, MainePERS is interested in working with a contractor that truly has a well defined, well documented, previously-successfully utilized strategy.

To address how transition management issues can be minimized within the new solution, the proposed solution must ensure that:

- The contractor performs the actual transition and physical changes from current telephone system to new telephone system.
- The contractor commits to being on site during transition periods and being available to assist in a timely manner with any issues that arise

The proposal should describe the contractor's approach in detail.

8.17 Concept of Operations Document

As the first deliverable product, the contractor will provide a Concept of Operations document describing the characteristics of the proposed system from the telephone user perspective. The document should be written in a user-friendly manner and free of nomenclature not commonly in use by non-technical people. The document should be fifty pages or less while fully describing the complete system.

8.18 Weekly Status Reports

During all phases of the project, from beginning to final system acceptance, the contractor will submit detail status reports on a weekly basis. The status report shall identify tasks undertaken since the last report, tasks completed, anticipated tasks for the following week, and slippage in

the project work plan or delivery due dates. The status report should include an updated copy of the progress made since the last report.

8.19 Training

The successful bidder will conduct end-user training, tailored specifically to the proposed components (e.g. telephone user, soft, attendant position, etc.). Please describe end-user training available and identify what is included in the proposed solution. Training should include system administrative, switch board, and general usage.

8.20 System Implementation Contingency Plan

The successful bidder will produce an implementation contingency plan that will provide details steps allowing fall back to the existing system.

8.21 Testing

The successful bidder will produce a comprehensive testing plan covering all aspects of the system usage and administration leading to user system acceptance.

8.22 Reporting

- 8.22.1 Ad-hoc reporting. The proposed system should have the ability to produce real-time and historical reports from across the network. The system should provide the ability to adjust the amount of detail and sort information to be presented.
- 8.22.2 Real-time reporting. The telephone system desktop application must provide ability to view real-time performance in summary and detail levels from across the network. Information displays must provide current call, group, and queue status, as well as active call status. Supervisors would be able to monitor specific calls or groups and view information.
- 8.22.3 Historical reporting. The proposed system must have the ability to generate reports recording call “events” (i.e. routing, transfers, connections, etc.) and all connection “events” (i.e. calls in, calls out, transfers, reason codes, dialled numbers, etc.) and their durations from the time a call enters connection to disconnection. Reporting should be available from across the network.

8.23 Disaster Recovery Planning

For Business Continuity purposes, MainePERS desires the ability to operate the telephone system at 127 Sewall Street Augusta and the disaster recovery site. The contractor must confirm its agreement that MainePERS will be permitted to utilize all features in the proposed solution at its EOC and disaster recovery sites should the Augusta 96 Sewall Street facility not

be available. As part of user acceptance testing, the successful bidder must demonstrate fall-over to the DR site.

9. Contractor Proposal Format

This section sets forth the format that all contractors must follow in developing their proposals in response to this RFP. Proposals that vary from this prescribed format may subject to being judged non-compliant and withdrawn from consideration. The contractor must understand that MainePERS' request in this vein is not arbitrary; rather it is designed to enable the evaluation team to compare, in as straightforward and consistent manner as possible, the contents of all proposals. Thus, it is in the contractor's best interest to organize its proposal as described below.

Contractors are to submit separately bound and packaged Technical and Cost Proposals. **No cost information is to be included in the Technical Proposal.**

The proposals are to be prepared on standard 8½" x 11" white paper. All proposals are to be page-numbered from first page to last, with the permitted exception of attachments to the proposal. A Table of Contents must be included. Foldouts containing charts, spreadsheets, and other necessary supporting documentation are permissible, but must be held to a minimum.

An individual authorized to bind the respondents to its provisions must sign proposals. The proposal must remain valid for at least one hundred eighty (180) calendar days from the proposal receipt deadline.

Four (4) "hardcopy" originals copies each of the Technical and Cost Proposal are required. In addition, the contractor must provide one (1) CD, each containing only the Technical Proposal in electronic ("soft copy") form, readable and searchable by Microsoft Word, Excel, or Adobe Acrobat Reader. Three (3) other CDs, each containing only the Cost Proposal in electronic ("soft copy") form, readable and searchable by Microsoft Word, Excel, or Adobe Acrobat Reader. The CD must be clearly labelled so as to be easily identifiable with the contractor's submission.

9.1 Technical Proposal Specifications

The organization and content of the contractor's Technical Proposal must conform to the outline set forth below. Section numbering of the contractor's proposal must agree with the outline. Following the outline below is a description of the information that must be included in each section and subsection of the proposal.

9.1.1.1 Mandatory Proposal Table of Contents

Proposal Letter

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- 5.0 Warranty, Maintenance and Support

Attachments

- | | |
|--------------|-------------------------------------|
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| Attachment 4 | System License Agreement |
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| Attachment 6 | List of Standard Reports |
| Attachment 7 | Sample Reports |

Specific contents to be included in each section of the contractor's proposal are discussed in detail below.

9.1.1.1 Proposal Letter

A Proposal Letter must be included and be signed by a person authorized to legally bind the company. Failure to include this signed proposal letter may result in the rejection of your response.

9.1.1.2 Table of Contents

Each page of the proposal must be numbered and each of the section headings listed is to appear in the proposal Table of Contents.

9.1.1.3 Section 1.0 General Information

General information may be provided in this section that may not be covered in the following subsections.

9.1.1.4 Section 1.1 Contractor Certifications and Affirmations

In this section, the contractor must include the following information, certifications, and statements of affirmation:

- The name, phone number, e-mail address, and fax number of a contact person who has authority to answer questions regarding the contractor's proposal.
- A list of all subcontractors, if any, that the contractor will use on the project if the contractor is selected to do the work.
- Certification that the contractor is covered by a business liability insurance policy and the amount of coverage provided by that policy.
- Identify any legal actions, lawsuits, arbitration or formal protests related to other projects in which the contractor is involved as a party during the past three (3) years.
- Affirmation that the contractor's organization is the prime contractor and the primary point of contact with regard to contractual matters. The contractor must confirm that should any third party provider go out of business or otherwise become unable to fulfill its contractual obligations to MainePERS with respect to this procurement, then the contractor (prime contractor) will guarantee delivery of the same or equivalent products and services at the contractually agreed upon price.
- Affirmation that all requirements expressed in this RFP must be met by the solution implemented by the contractor unless a written agreement to delete one or more of the RFP's provisions are signed by both MainePERS and the contractor.

9.1.1.5 Section 1.2 Assumptions

In this section, the contractor must identify and discuss all assumptions made in preparing its technical and cost proposals. Further, the contractor must state that there are no further assumptions related to meeting requirements of the RFP other than those enumerated in this section of the proposal.

Any assumptions mentioned elsewhere in the contractor's proposal will not be valid unless they are also listed in this section.

9.1.1.6 Section 1.3 Exceptions

The contractor must state in this section of the proposal any and all exceptions it takes with the technical / functional requirements set forth in the RFP.

Only those exceptions identified in this single section of the proposal will be considered by MainePERS; any others "distributed" across the proposal will be superseded by the provisions of this RFP and will not be considered or honored by MainePERS.

9.1.1.7 Section 2.0 Contractor's Qualifications

This section shall include details on the experience of the contractor, explicit details of the contractor's experience relevant to this project, and a list of the contractor's recent clients having requirements similar to those of MainePERS.

9.1.1.8 Section 2.1 Corporate Background

This is an introduction to the contractor's company: its history, scope of operations, organization, size, and any other relevant information about the company that the contractor desires to include.

In this section, the contractor must provide basic information about its organization, including the following:

- A statement regarding the contractor's legal structure (e.g., a Maine corporation) and principal place of business and the location of the office which will perform work on behalf of MainePERS during the course of the project, during the warranty period, and during the post warranty period
- Number of years in business

- Brief history of company, products, and services

The same information must be provided for all subcontractors or other third party providers of products or services.

In addition, for each subcontractor or other third party, the contractor's proposal must include:

- A description of all work to be subcontracted to and/or products to be provided by third parties
- Descriptive information relating to the nature and duration of the previous relationship of all subcontractors and/or third parties with the prime contractor.

Failure to identify subcontractors may be grounds for rejection of the proposal or, after award, cancellation of the contract.

9.1.1.9 Section 2.2 Client References

Contractors must submit a list of at least three (3) current or former clients will to accommodate a MainePERS site visit (within the east coast region) and describe the work performed for each, together with an analysis of the degree of similarity in the scope of the project to MainePERS', the equipment configuration used, and the systems used. For all references, include the site name, the name / phone / address / e-mail address of a client representative who is familiar with that work and may be contacted regarding the firm's qualifications and past performance

9.1.1.10 Section 3.0 Response to Technical Requirements

This section of the proposal must contain the contractor's response to the technical requirements.

9.1.1.11 Section 3.1 Technical Architecture

Please include a comprehensive description of architectural components of the proposed solution.

9.1.1.12 Section 3.2 Network Architecture

Please include a comprehensive description of Network Architecture of the proposed solution.

9.1.1.13 Section 3.3 Integration Architecture

Please include a comprehensive of proposed systems integration capabilities with software applications.

9.1.1.14 Section 3.4 Operational Requirements

Please include a comprehensive description of operation of the proposed solution.

9.1.1.15 Section 3.5 Scalability, Sizing, and Performance

This section of the proposal must contain the contractor's response to scalability, sizing, and performance requirements.

9.1.1.16 Section 3.6 Availability

This section of the proposal must contain the contractor's response to availability requirements.

9.1.1.17 Section 3.7 Recoverability

This section of the proposal must contain the contractor's response to system recoverability as a result of storage media failure.

9.1.1.18 Section 3.8 Standards

This section of the proposal must contain the contractor's response to the acceptance of industry Standards.

9.1.1.19 Section 3.9 Telephone Equipment and Hardware

This section of the proposal must contain the contractor's detailed specification and configuration information for the telephone components and computer hardware is required to support the proposed solution.

9.1.1.20 Section 4.0 Other Required Services and Deliverables

This section of the proposal must contain the contractor's response other required services and deliverables.

9.1.1.21 Section 4.1 Project Management

This section of the proposal must contain the contractor's response to Project management requirements.

9.1.1.22 Section 4.2 Transition Management

This section of the proposal must contain the contractor's response to the transition from the existing phone system to the new phone system being proposed.

9.1.1.23 Section 4.3 Concept of Operations Document

This section of the proposal must contain the contractor's response to the Concept of Operations document requirements.

9.1.1.24 Section 4.4 Weekly Status Reports

This section of the proposal must contain the contractor's response to weekly status reports.

9.1.1.25 Section 4.5 Project Workplan

This section of the proposal must contain the contractor's proposed project work plan.

9.1.1.26 Section 4.6 Training

This section of the proposal must contain the contractor's response to training requirements.

9.1.1.27 Section 4.7 Testing

This section should describe how testing will be conducted.

9.1.1.28 Section 4.8 Reporting

This section of the proposal must contain the contractor's response to requirements.

9.1.1.29 Section 4.9 Call Accounting

This section of the proposal must contain the contractor's response to Call Accounting requirements.

9.1.1.30 Section 4.10 Disaster Recovery Planning

This section of the proposal must contain the contractor's response to the capabilities of the system in a disaster.

9.1.1.31 Section 5.0 Warranty, Maintenance and Support

In this section of the proposal, the contractor must provide warranty information of the proposed system.

9.1.1.32 Attachments

Attachments are described herein.

9.1.1.33 Attachment 1 Project Contract

Attach a copy of the contract that MainePERS would be expected to execute with the contractor in the event of award.

9.1.1.34 Attachment 2 Subcontractor Letters of Commitment

For each proposed subcontractor, the contractor must provide a letter from the subcontractor, signed by someone authorized to legally bind the subcontractor, with the following information included in the letter:

- The subcontractor's legal status and principal place of business address
- The name and phone number of someone who is authorized to legally bind the subcontractor to contractual obligations
- A description of the work the subcontractor will do
- A commitment to do the work if the contractor is selected
- A statement that the subcontractor has read and understood the RFP and will comply with the requirements of the RFP.

9.1.1.35 Attachment 3 System License Agreement

Attach a copy of the System License Agreement, if any, and any additional agreements that MainePERS will be expected to sign in the event of award to the contractor. If there are no additional agreements, include a statement to that effect in Attachment 13.

9.1.1.36 Attachment 4 Menu and Screen Snapshots

Attach samples / "snapshots" of menus and screens from contractor's implementation most similar to MainePERS'.

9.1.1.37 Attachment 5 List of Standard Reports

List all standard reports included in the proposed solution.

9.1.1.38 Attachment 6 Report Samples

Provide actual samples of reports included in the proposed solution.

9.2 Cost Proposal Specifications

All payments under the contract to be awarded must be tied to meaningful deliverables that have been completed and formally accepted by MainePERS. Under no circumstances will invoices be rendered nor payments made on the basis of time elapsed or hours expended. Although weekly status reports are required project deliverables, contractors are advised that no payments are to be associated with these activities. The cost of these activities should be spread appropriately across **tangible, product-oriented** project deliverables.

All payment points, and the specific deliverables to which they pertain, must be identified by the contractor in its cost proposal. In preparing its cost proposal the contractor is to decompose the project as defined in this RFP into meaningful deliverables. Each deliverable will have a cost associated with it.

Contractors are to note that there is a significant difference between MainePERS' receipt of a deliverable and MainePERS' acceptance of that deliverable. It must be understood that in most cases, MainePERS will require up to ten (10) business days to provide formal written acceptance of a project deliverable. Only upon receipt by the contractor of written acceptance from MainePERS' Project Manager, may the deliverable be invoiced to MainePERS. The contractor will prepare and submit appropriate certification of acceptance forms at the time of delivery of each project deliverable.

Payments of invoices by MainePERS will be made within 30 calendar days of receipt of the invoice for an accepted deliverable.

Each invoice submitted to MainePERS by the contractor must reflect a 20% holdback amount.

Upon acceptance of the final implementation the contractor will submit an invoice which includes all holdback amounts (20% of the total project cost), for payment by MainePERS. Contractors are cautioned that when MainePERS' acceptance of the system will occur cannot be pre-defined. Acceptance will not be forthcoming until the solution is delivered in final form in MainePERS' perception – that is to say, not until all requirements have been accepted AND all authorized change orders have been completed to MainePERS' satisfaction AND all "punch lists" have been resolved to MainePERS' satisfaction.

The contractor should bear in mind the following terms when preparing its cost schedules:

- The "firm fixed price" will be defined in the contract resulting from this procurement based on the requirements of the RFP and contractor proposal.
- In the event of contract award, all agreements between the prime contractor and any subcontractors must be signed prior to the execution of the contract with the prime contractor by MainePERS.

- Any proposal that does not meet the requirements outlined above or for which a fixed-dollar proposal amount cannot be precisely determined may be considered a non-responsive proposal and may be rejected by MainePERS.
- MainePERS reserves the right to reject any and all proposals.
- All prices quoted must be good for a period of one hundred eighty (180) calendar days after the proposal submission due date to MainePERS.
- All costs related in any way to the preparation of proposals in response to this request for proposal shall be the responsibility of contractors.
- Although the lowest overall price is not necessarily be the primary determining factor for award, MainePERS shall make every effort to substantiate prices for products and services to ensure that those prices are considered fair and reasonable.

Schedules for presenting the contractor's cost bid are provided on the following pages.

Contractors should add line items to the cost schedules 1 and 2 as necessary to include all project costs and suitable breakdowns. The Excel spreadsheets are provided on the CD accompanying the RFP for the contractors' convenience. All subtotals and totals will be computed automatically.

Following is a list of the cost schedules that must be completed and a description of the information to be provided in each:

Schedule 1 – Commodity Products

MainePERS assumes that most proposed solutions will include one or more commodity products. The contractor will be responsible for providing, installing, and configuring all such commodity products. Schedule 1 is provided for quoting the acquisition cost of commodity products.

In Schedule 1, enter all commodity products that are required for the proposed solution and that are not already available in the MainePERS processing environment. Include operating systems, network and network management software, PBX tools, software tools, telephone handsets, speaker phones, etc. as necessary.

MainePERS Project Bid Summary

In line 1, enter the total cost for all required commodity products (e.g. servers, cabling, etc.)

In line 2, enter the total cost for all PBX hardware.

In line 3, enter the total cost for all telephone equipment.

In line 4, enter the cost for all other products not fitting in a previous category.

The total costs for lines 1, 2, 3, and 4 should match the total at the bottom of Schedule 1.

In line 5, enter the total cost for professional services for the installation of all components.

In line 6 enter the annual cost for support and maintenance for the first and second years of support.

The Grand total represents all costs for the installation of the telephone system and is a fixed price amount that cannot be exceeded.

Schedule 1	
Commodity Software for Project	

(The Contractor should replicate this table as necessary to account for all components.)

[illegible]

Total	\$0.00
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#	DESCRIPTION
1	Sequential item number
2	# of copies / licenses required
3	Who the manufacturer is
4	Specific model number
5	Item description
6	Cost of 1 item

Schedule 2
Payment Schedule by project deliverable

#	Projectd Work Plan Completion Date	Milestone / Deliverable	Billable Amount	Holdback Amount	Payment
1				\$0	\$0
2				\$0	\$0
3				\$0	\$0
4				\$0	\$0
5				\$0	\$0
6				\$0	\$0
7				\$0	\$0
8				\$0	\$0
9				\$0	\$0
10				\$0	\$0
11				\$0	\$0
12				\$0	\$0
13				\$0	\$0
14				\$0	\$0
15		Holdback Payment		\$0	\$0
Total					\$0

MainePERS Telephone System - Project Bid Summary

Contractor's Fixed Price Cost Proposal

Contractor: _____

Project Element		Product Installation	1st Year Support	2nd Year Support	Total
1	Software				\$0
2	PBX Hardware				\$0
3	Telephone equipment				\$0
4	All other products				\$0
5	Professional Services				\$0
Subtotal - Product Installation		\$0			\$0
6	Annual cost of support and maintenance				\$0
GRAND TOTAL		\$0	\$0	\$0	\$0

10. Evaluation Criteria

The evaluation and contractor selection process will be based on “best value”. This procurement method will be used to result in the best buy for MainePERS in terms of the functions to be performed. Competitive Best Value Procurement allows the use of alternate competitive purchasing techniques in addition to low price analysis in the selection of supply sources determined to represent best value. The evaluation committee may request written clarifications of any offer received. However, MainePERS in its sole discretion may refuse to accept in full or partially the response to a clarification request given by any contractor.

Contractors are cautioned that the evaluators are not evaluating proposals but all aspects of the selection process. Final ranking of responses includes product demonstration and reference checks. An award will be made to the contractor with the highest rated proposal.

For this project, proposals will be evaluated based on the following criteria (each weighted as shown):

Evaluation Criterion	Percent
Solution Features - Functionality	20%
Solution Features - Technology	10%
Adhere to Industry Standards / Best Practices	20%
Project Management Methodology	5%
Company business model / qualifications	10%
Site Visits	5%
Previous Experience with MainePERS	5%
Cost	25%
TOTAL	100%