

ENOCH PRATT FREE LIBRARY
Request for Quotes
for
Avaya VoIP System Maintenance

Issue Date: June 8, 2022

Pre-Bid Question Deadline: June 23, 2022 at 5:00 p.m. local time

Bid Deadline: July 8, 2022 at 2:00 p.m. local time
Send bids to: voip-rfq@prattlibrary.org

Procurement Contact: Michael Brown
Manager, Network and Server Operations
Email: voip-rfq@prattlibrary.org
Phone: (410) 545-6340

Summary

The Enoch Pratt Free Library is seeking an authorized Avaya Channel Partner for necessary upgrades, support and maintenance of Pratt's Avaya Voice over IP (VoIP) phone system.

The system is in the process of being migrated from a legacy CS1000 system to Avaya Aura (Avaya Aura Communications Manager – AACM, Avaya Aura Messaging-AAM, Avaya Call Management System-CMS , etc.) The migration project is currently under contract with an Avaya Partner and not part of this RFQ. A contract may be negotiated with the successful bidder if the current vendor fails to complete the migration. The system currently supports approximately 500 VoIP phones at 23 sites in Baltimore City over 3 PRIs. It is Pratt's intention to migrate from the PRIs to SIP trunks in the next fiscal year. Support for that project will be negotiated with the successful bidder of this RFQ.

For full details of the scope of work, see Section 3 – Scope of Work.

Written questions regarding the substance of the RFP must be submitted via e-mail to the procurement contact listed above no later than the Pre-Bid Question Deadline indicated above. Emailed Bids are due prior to the Bid Deadline indicated above and must be delivered to voip-rfq@prattlibrary.org Late bids will not be accepted – NO EXCEPTIONS.

Minimum Qualifications

Vendor shall have been regularly and continuously engaged in business for at least five (5) years and shall possess all permits, licenses, and credentials necessary to supply equipment and

warranty repair as specified under this RFP. Vendor shall specifically be an authorized Avaya Channel Partner regularly doing business and supporting customers with the proposed equipment and services within the Baltimore, MD/Washington, DC metropolitan area.

Length of Agreement

The anticipated duration of the agreement will be for three (3) years, with the initial maintenance term of 12 months to begin August 1, 2022.

Procurement Requirements

Section 1 – Proposal Process Timeline

Section 2 – Instructions & General Conditions

Section 3 – Scope of Work

Section 4 – Bid Form

Section 1 – Proposal Process Timeline

Event	Location	Date(s)	Time
Bid Issue	https://www.prattlibrary.org/about-us/request-for-proposal	June 8, 2022	5:00 p.m.
Deadline for Questions	Email: voip-rfq@prattlibrary.org	June 23, 2022	5:00 p.m.
Bid Deadline	Email Proposals to: voip-rfq@prattlibrary.org	July 8, 2022	2:00 p.m.
Bid Evaluation & Shortlist Determination	Vendors will be notified by email	July 15, 2022	5:00 p.m.
Shortlist Interviews	Will take place via web conference	July 20-21, 2022	TBD
Final Evaluation	Will take place via web conference	July 22, 2022	TBD
Notice of Intent to Award	Consultant will be notified by email	July 25, 2022	TBD

Section 2 – Instructions & General Conditions

1. **COMMUNICATIONS:** All communications, any modifications, clarifications, amendments, questions, responses or any other matters related to the Request for Proposal (RFP) must be made only through the Procurement Contact noted on the cover of this RFP, or their designee. A violation of this provision is cause for the Library to reject a company's bid.
2. **PRE-BID INFORMATION AND QUESTIONS:** Each bid that is timely received will be evaluated on its merit and for completeness of all requested information. In preparing bids, Bidders are advised to rely only upon the contents of this RFP and accompanying documents and any written clarifications or addenda issued by the Library. If a Bidder finds a discrepancy, error, or omission in the RFP package, or requires any written addendum thereto, the Bidder is requested to notify the Procurement Contact noted on the cover of this RFP, so that written clarification may be sent to all prospective Bidders. All questions must be submitted in writing to the Procurement Contact before the Pre-Bid Question Deadline indicated on the front of this document. All answers will be issued in the form of a written addendum.
3. **RFP MODIFICATIONS:** Clarifications, modifications, or amendments may be made to the RFP at any time prior to the Bid Deadline at the discretion of the Library. It is the Bidder's responsibility to periodically check the Library's website at <https://www.prattlibrary.org/about-us/request-for-proposal> until the posted Bid Deadline to obtain any issued addenda.
4. **BID SUBMISSION:** Submit offer on the Bid Form provided. Bidders are required to complete the entire Bid Form and supplements (if applicable).
 - a. Bids must be submitted to the Library by **email to voip-rfq@prattlibrary.org** before the date and time indicated as the deadline. It is each Bidder's sole responsibility to ensure the Library receives the bid prior to the Bid Deadline. Each of the proposals should be no longer than 30 pages in length, including drawings, diagrams, examples of previous work and appendices.
 - b. Submission of a bid establishes a conclusive presumption that the Bidder is thoroughly familiar with the Request for Proposal (RFP) and that the Bidder understands and agrees to abide by each and all of the stipulations and requirements contained therein.
 - c. All costs incurred in the preparation and presentation of the bid is the Bidder's sole responsibility; no pre-bid costs will be reimbursed to any Bidder. All documentation submitted with the bid will become the property of the Library.
 - d. Bids must be held firm for a minimum of 60 days.

5. **EXCEPTIONS:** Bidder shall clearly identify any proposed deviations from the Scope of Work in the Request for Proposal. Each exception must be clearly defined and referenced to the proper paragraph in this RFP. The exception shall include, at a minimum, the Bidder's proposed substitute language and opinion as to why the suggested substitution will provide equivalent or better service and performance. If no exceptions are noted in the Bidder's bid, the Library will assume complete conformance with this specification and the successful Bidder will be required to perform accordingly. Bids not meeting all requirements may be rejected.
6. **DUPLICATE BIDS:** No more than one (1) bid from any Bidder, including its subsidiaries, affiliated companies, and franchises will be considered by the Library. In the event multiple bids are submitted in violation of this provision, the Library will have the right to determine which bid will be considered, or at its sole option, reject all such multiple bids.
7. **REJECTION:** The Library reserves the right to reject any or all bids, or to accept or reject any bid in part, and to waive any minor informality or irregularity in bids received if it is determined by the Executive Operations Coordinator that the best interest of the Library will be served by doing so. A Bidder's failure to provide any additional information requested by the Library prior to a consultant selection may result in rejection of the bid. The Library may reject any bid from any person, firm, or corporation in arrears or in default to the Library on any contract, debt, or other obligation, or if the Bidder is debarred by the Library from consideration for a contract award.
8. The Library reserves the right to reject all nonconforming, nonresponsive, unbalanced, or conditional Bids. Discrepancies in the multiplication of unit prices and unit prices themselves will be resolved in favor of unit price. Discrepancies between the indicated sum of any column of figures and the correct sum thereof will be resolved in favor of the correct sum.
9. **PROCUREMENT POLICY:** Procurement for the Library will be handled in a manner providing fair opportunity to all businesses. This will be accomplished without abrogation or sacrifice of quality and as determined to be in the best interest of the Library.
10. **NON-DISCRIMINATION:** Library will not contract with any person or firm that discriminates against employees or applicants for employment because of any factor not related to job performance. The Bidder must comply with all federal, state, and local laws and policies that prohibit discrimination in employment contracts. The Bidder must include in its subcontracts provisions that prohibit subcontractors from discriminating in their employment practices.

- 11. CONTRACT AWARD:** The Library reserves the right to award by item, group of items, or total bid. The Bidder to whom the award is made will be notified at the earliest possible date. After a final award of the Contract by the Library, the Consultant must execute and perform said Contract. If, for any reason, a contract is not executed with the selected Bidder within fourteen (14) days after receipt of Contract, then the Library may recommend the award to the next qualified Bidder.
- 12. DISQUALIFICATION OF BIDDERS:** Any one or more of the following causes may be considered for the disqualification of a Bidder as non-responsible and the rejection of the Bid:

 - a. Evidence of collusion among Bidders;
 - b. Lack of competency as revealed by either financial, experience, or safety statements;
 - c. Lack of responsibility as shown by past work;
 - d. Uncompleted work under other contracts which in the judgment of the Library, might hinder or prevent the prompt completion of additional work if needed.
- 13. DISCUSSIONS:** Discussions may be conducted with responsible Bidders, in order to clarify and assure full understanding of, and conformance to, the solicitation requirements. Discussions may be conducted with Bidders who submit bids determined to be reasonably susceptible of being elected for award, but bids may be accepted without such discussions.
- 14.** Bidders shall be accorded fair and equal treatment with respect to any opportunity for discussions and revisions of bids. Such revisions may be permitted after submission and prior to award for the purpose of obtaining best and final offers. If during discussions there is a need for any substantial clarification of or change in the RFP, the RFP shall be amended to incorporate such clarification or change. The Bidder shall reduce any substantial oral clarification of a bid in writing.
- 15. SUBCONTRACTORS:** The successful Bidder must identify all subcontractor(s) regardless of the dollar amount or percentage and the services they will provide. The successful Bidder is responsible for all payments and liabilities of all subcontractor(s). The Library reserves the right to approve or reject any proposed subcontractor. If the Library rejects any proposed subcontractor, the successful Bidder shall be responsible to assume the proposed subcontractor's responsibilities. The successful Bidder may propose another subcontractor if it does not jeopardize the effectiveness or efficiency of the contract.
- 16.** Nothing contained in the RFP or in the contract shall create or be construed as creating any contractual relationship between subcontractor and the Library. The Contract will not be assignable to any other business entity without the Library's approval.

17. INSURANCE REQUIREMENTS: At all times during the term of the contract, the Consultant shall maintain, at their sole expense, insurance coverage for the Consultant, its employees, officers and independent contractors, as follows:

TYPE OF INSURANCE	MINIMUM ACCEPTABLE LIMITS OF LIABILITY
1. Workers Compensation	Statutory
2. Employers Liability	
A. Each Accident	\$2,000,000.00
B. Each Employee-disease	\$2,000,000.00
C. Policy Aggregate-disease	\$2,000,000.00
3. Commercial General Liability	
A. Per Occurrence	\$2,000,000.00
4. Business Auto Liability	\$2,000,000.00

Enoch Pratt Free Library and the Mayor and City Council of Baltimore, and the members, officers, directors, agents and employees of each of these three entities shall be named as additional insured.

18. DISCLOSURE OF CONTENTS: All information provided in the bid shall be held in confidence and shall not be revealed or discussed with competitors or the general public, until after award of the contract except as provided by law or court decision.

19. Bidders must make no other distribution of the bids other than authorized by this RFP. A Bidder who shares cost information contained in its bid with other Library personnel or competing Bidder’s personnel shall be subject to disqualification.

20. PUBLIC DISCLOSURE: Bids are subject to public disclosure after the deadline for submission in accordance with applicable law.

21. CONTRACT COMMENCEMENT: Commencement of a contract shall not begin prior to all necessary Library approvals, including the Library’s Board of Directors and Trustees approval where required, and subsequent execution of the Library’s Contract. Commencement of a contract without these approvals is solely at the Bidder’s own risk and is likely to result in no payment for services performed or goods received.

22. CHANGE ORDERS: In the event the Library determines to change the Statement of Work to either delete or add work to be performed by the Consultant or the materials to be provided for the SOW, the Consultant shall prepare a Change Order setting forth in detail the changes to the SOW, the cost associated with the changes, and the amount by which the cost will decrease or increase. The Library shall have the right to approve or disapprove the change order.

Scope of Work

- **Provide support for Avaya Aura VoIP system listed in Table 1**
- **Provide support on a T&M and best effort basis for the CS1000 hardware listed in Table 2**
- **Install software patches/upgrades**
- **Provide emergency 24x7 support**
 - Provide support services for the listed Avaya equipment
 - Includes 24x7 remote technical engineering support on Avaya AACM system. Includes dispatch of a tech to site if required.
 - Includes Tier 1, 2, & 3 support and basic Moves, Adds, and Changes (MAC) remote support included.
 - Max of fifty (**50**) individual MAC requests per year.
 - Includes dispatch 2 times per year/per site for preventive maintenance work.
 - Coverage on hardware/systems listed as “Manufacture Retired” or “End of Life” (EOL) by the manufacturer will be provided as Best Effort.
- **Respond to all support calls placed 24x7 as defined below.**
 - Remote into the system to perform remote diagnostics prior to dispatch of a technician.
 - Non-emergencies will be next working day coverage.
 - A Critical Failure exists when the telecommunications services experiences any of the following
 - No calls in or out. All or a major portion (>50%) of system not working.
 - Response time – 30-minute acknowledgement. Trouble shooting remotely begin following acknowledgement. Technician on site within 4 hours of dispatch
 - A Major Failure exists when the telecommunications services experiences any of the following:
 - A significant portion (10% - 49%) of the system is not functioning properly and causing an impact to the end customer’s operation.
 - Response time - 2-hour acknowledgement. Trouble shooting remotely begins following acknowledgement. Technician on site within 8 hours if required.
 - A Minor Failure exists when the telecommunications services experiences any of the following
 - No overall impact to the site of system operation, or only several individual users impacted.

- Response time – 8-hour acknowledgement within business hours.
Technician on site within mutually agreed to timeframe.

Submission Requirements

All Proposals shall include the following information, organized as separate sections of the Proposal. Proposals should be concise and to the point.

- Contractor Identification
 - Provide the name of the firm, the firm's principal place of business, the name and telephone number of the contact person and company tax identification number.
- Client References
 - Provide a minimum of three (3) client references. References should be Maryland, DC, Virginia large public sector or large corporate entities. Provide the designated person's name, title, organization, address, telephone number, and the project(s) that were completed under that client's direction.
- Price Proposal
 - The proposal shall include pricing for all services. Pricing shall be all inclusive unless indicated otherwise on a separate pricing sheet. The Proposal shall itemize all hardware, software, licenses and services, all other charges related to completion of the work shall be itemized.
 - The price proposal shall contain the following at a minimum:
 - Maintenance and support services as defined in the scope of work
 - Cost for tech dispatch to site (fixed fee cost per technician)
 - Note the number of hours included in that dispatch cost
 - Include overtime and double rates and effective times of each
 - T&M rates for work above and beyond the scope
 - Include overtime and double rates and effective times of each
 - Hourly rate for remote move/add/change work once the max of 50 individual requests per year, has been exceeded
- Contract Terminations
 - If your organization has had a contract terminated in the last five (5) years, describe such incident. Termination for default is defined as notice to stop performance due to the vendor's non-performance or poor performance and the issue of performance was either (a) not litigated due to inaction on the part of the vendor, or (b) litigated and such litigation determined that the vendor was in default.
 - Submit full details of the terms for default including the other party's name, address, and phone number. Present the vendor's position on the matter. Pratt will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of the past experience.

- If the firm has not experienced any such termination for default or early termination in the past five (5) years, so indicate.

Due Date

Quotes are due on July 8, 2022 at 2:00 p.m. local time

Notice of Intent to Bid

Please email Mike Brown at voip-rfq@prattlibrary.org stating your intention to respond this RFQ.

Questions

Email any questions to Mike Brown at voip-rfq@prattlibrary.org with a subject line of **Avaya FY 2023 Maintenance RFQ**. Responses to questions will be emailed to all vendors that have stated their intent to respond to this RFQ.

Selection Criteria

The following criteria will be considered, although not exclusively, in determining which vendor is selected:

1. References
2. Costs
3. Responsiveness

A selection panel will be convened to consider:

Vendor qualifications and experience, including capability and experience of key personnel and experience with other public or private agencies to provide these services, cost, both initial and ongoing, to Pratt for the services described by this RFP, and a complete and concise response to the RFP that complies with the RFP requirements.

Table 1

Device Type	Manufacturer	Model	Serial Number	QTY
Avaya Support Advantage for the Avaya – Red products listed below				
AACM	Avaya – Red	Communication Manager	0005192889	2
IP Ports	Avaya – Red	CM	0005192889	711
SIP Station	Avaya – Red	One-X Mobile Client	0005192889	50
AAM	Avaya – Red	Voice Messaging	0005192889	1
VM Boxes	Avaya – Red	Messaging Boxes	0005192889	440
AACC	Avaya – Red	Report Creation Wizard	0005152889	1
AACC	Avaya – Red	Supervisor	0005192889	4
AACC	Avaya – Red	Voice Agents	0005192889	60
AASM	Avaya – Red	Session Manager	0005192889	2
AASMgr	Avaya – Red	System Manager	0005192889	1
G450	Avaya – Red	Media Gateway	0005192889	3

AES	Avaya – Red	APPL ENBLMENT SERVER	0005192889	2
Breeze	Avaya – Red	Presence	0005192889	2
SAL GW	Avaya – Red	System Monitoring	0005192889	1
WebLM	Avaya – Red	License Manager	0005192889	1
ASBC	Avaya – Red	Session Border Controller	0005152889	1
ASBC	Avaya – Red	Standard License	0005152889	100
ASBC	Avaya – Red	Advanced License	0005152889	100

Table 2

Device Type	Manufacturer	Model	Serial Number	QTY
PBX	Avaya - Blue	CS1KE	318814722	1
IP Ports	Avaya - Blue	CS1KE	318814722	564
H.323 Ports	Avaya - Blue	CS1KE	318814722	32
PRI/T1	Avaya - Blue	CS1KE	318814722	3
Voice Mail	Avaya - Blue	CallPilot 202i	318814722	1
SRG50	Avaya – Blue	Survivable Gateways	318814722	18
Avaya Mid-Size	Avaya – Red	Mid-Size Server		1

PROMPT PAYMENT DISCOUNT:

The price(s) proposed herein can be discounted by_____% , if payment is made within____days.

Note: Unless Prompt Payment Discount is specified above, a Net 30 will be considered.

COMPANY RESUME:

Submit a company resume highlighting the company's relevant experience, qualifications, and key personnel.

(Attach as separate file)

PROJECT SCHEDULE:

Submit a project schedule with key milestones. (Attach as separate file)

COMPARABLE PROJECTS. Provide three (3) Comparable Projects:
(use additional sheets of paper as needed)

Project Name: _____

Project Address: _____

Name of Company: _____

Client Contact Information: _____

Contract Award Value: \$

Contract Completion Value: \$

If Contract Award / Completion Are Different Values, Please Explain Why: _____

Contract Completion Date:

Actual Completion Date:

Brief Description of Agreement/Contract or Services Provided: _____

Project Name: _____

Project Address: _____

Name of Company: _____

Client Contact Information: _____

Contract Award Value: \$

Contract Completion Value: \$

If Contract Award / Completion Values Are Different, Please Explain Why: _____

Contract Completion Date:

Actual Completion Date:

Brief Description of Agreement/Contract or Services Provided: _____

Project Name: _____

Project Address: _____

Name of Company: _____

Client Contact Information: _____

Contract Award Value: \$

Contract Completion Value: \$

If Contract Award / Completion Values Are Different, Please Explain Why: _____

Contract Completion Date:

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Brief Description of Agreement/Contract or Services Provided: _____

Project Name: _____

Project Address: _____

Name of Company: _____

Client Contact Information: _____

Contract Award Value: \$

Contract Completion Value: \$

If Contract Award / Completion Values Are Different, Please Explain Why: _____

Contract Completion Date:

Actual Completion Date:

Brief Description of Agreement/Contract or Services Provided: _____

TO: LIBRARY

The Undersigned hereby offers and agrees to furnish the goods and/or services in compliance with all terms, scope of work, conditions, specifications, and addenda in the Request for Proposal.

BIDDER QUALIFICATION STATEMENT:

The following statements of experience, personnel, and general qualifications of the Bidder are submitted with the assurance that the Library can rely on its accuracy and truthfulness.

ADDENDA:

The undersigned has read, understands and is fully cognizant of the Instruction, Scope of Work, Bid Form, all Exhibits thereto, and all contents of this document, together with any written addenda issued in connection with any of the above. In addition, the undersigned has completely and appropriately filled out all required forms.

COMPLIANCE:

The undersigned hereby accepts all administrative requirements of the RFP and will be in compliance with such requirements. By submitting this Bid Form, the Bidder represents that: 1) the Bidder is in compliance with any applicable ethics provisions of the Library's RFP, and 2) if awarded a contract to provide the goods or services required in the RFP, the Bidder will comply with the Library's standards outlined in this RFP.

NON-COLLUSION:

The undersigned, by submission of this Bid Form, hereby declares that this Bid is made without collusion with any other person, firm, or corporation.

INSURANCES:

The undersigned further agrees that if awarded the Contract, it will submit to the Library any required evidence of required insurance coverage within 14 business days after acceptance of this bid.

FROM:

Respondent's Name:

Title: _____

Signature: _____