

ARKANSAS STATE HIGHWAY AND TRANSPORTATION DEPARTMENT
Computer Services Division

REQUEST FOR PROPOSALS (NO.: RFP-07-003H)

To

Provide Regular Maintenance Service

To A Nortel Phone System

Proposals must be submitted no later than **11:00 a.m. CST**
September 12, 2006

Arkansas State Highway & Transportation Department

Computer Services Division

Request For Proposal To Provide Regular Maintenance Service To A Nortel Phone System

Section 1.0 Preliminary Information

1.1 **Purpose/Objective:** The Arkansas State Highway and Transportation Department, hereinafter called “AHTD”, is seeking bids for a vendor, hereinafter called “Proposer”, to provide regular maintenance service to a Nortel phone system.

1.2 **Communications:**

Questions about the submission of a proposal in response to this RFP should be addressed to:

Danny Keene, Division Head
Equipment and Procurement Division
Arkansas State Highway and Transportation Department
P.O. Box 2261
Little Rock, AR 72203
Phone: (501) 569-2670
Fax: (501) 569-2679

Questions about the technical content and requirements of this RFP should be addressed to:

Tammy Caple
Computer Services Division
Arkansas State Highway and Transportation Department
P.O. Box 2261
Little Rock, AR 72203
Phone: (501) 569-2053
Fax: (501) 569-2370

Inquiries may be referred to other AHTD employees for detailed answers or clarifications. Written inquiries are encouraged and will be responded to in writing. Oral communications shall not be binding on the AHTD and can in no way modify the terms, conditions, or specifications of this RFP or relieve the vendor of any obligations under any contract resulting from this RFP. Vendors are expected to raise any questions they have concerning the RFP document at this point in the RFP process. In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions, amendments and/or supplements will be provided to all recipients of this initial RFP and all who have requested information in writing.

1.3 **Maintenance Proposer Qualifications:** Proposals should contain pertinent data relating to the Proposer’s organization, personnel and experience that would substantiate its qualifications and capabilities to provide the service and support requested in this RFP. All information must be provided for the prime and any sub-contracting vendors. Proposers that do not provide the following information will be considered non-responsive and their proposals will be disqualified. Proposer must provide documentation of certification to service Nortel equipment.

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1.3.1 **Details of Proposer's Background**

- 1.3.1.1 Full name, address, and telephone number of the organization.
- 1.3.1.2 Date established.
- 1.3.1.3 Ownership (public company, partnership, subsidiary, etc.)
- 1.3.1.4 Description of the company position in the industry
- 1.3.1.5 Provide a profile/history of your company's experience. Include the number of years you have done business in central Arkansas.
- 1.3.1.6 Provide proof of financial stability, including data from the most recent fiscal year and revenue figures.
- 1.3.1.7 If part of the network that will be used to provide service is leased from another company or companies, provide the name(s) of the company or companies and provide proof of financial stability from them.
- 1.3.1.8 Description of past and current litigation, if any, related to services requested in this proposal.
- 1.3.1.9 Provide the experience levels and areas of expertise of technical support service personnel.

1.3.2 **Maintenance Proposer Client Information:**

- 1.3.2.1 Provide the number of clients in the USA, Arkansas, Pulaski County and Little Rock that are using your local access services.
- 1.3.2.2 Provide three references: one from a government agency, one from a non-profit organization, and one from a commercial enterprise using the proposed services within the boundaries of the State of Arkansas. The Proposer shall provide the following descriptive items for at least three customers.
 - 1.3.2.2.1 Company name, address and telephone number
 - 1.3.2.2.2 A description of the services provided
 - 1.3.2.2.3 A length of time the service has been provided to the customer.
 - 1.3.2.2.4 A contact reference including the names, current addresses and telephone numbers of at least two technical contacts. The Offeror will ensure that this information (names, current address, and telephone numbers) has been verified within fourteen (14) days prior to the Proposal Closing Date.

Section 2.0 Preparing and Submitting a Proposal

- 2.1 **General Instructions:** The evaluation and selection of the successful Proposer will be based on the information submitted in the proposal plus references and any required on-site visits or oral presentations. Failure to respond to each of the requirements in the RFP may result in the proposal being rejected. In every case the AHTD will be the sole judge as to whether a proposal has or has not met requirements set forth herein. Further, the AHTD will not entertain questions as to how it determined the particular need expressed in this document. Elaborate proposals (e.g. expensive artwork) beyond that sufficient to present a complete effective proposal are not necessary or desired.
- 2.2 **Requirements:** This RFP included requirements that each Proposer must address to make sure our evaluation team has a clear understanding of your proposal. You may include any additional information not covered by these requirements, designated as "Additional Information", which you feel demonstrates your company's superiority over your competitors. This RFP does not commit the department to enter a contract for services. Please address all requirements. Explain your "yes" and "no" answers. Additional 8 ½ x 11 sheets may be used if needed. All responses must be numbered to correspond to the numbered paragraphs in this RFP.

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- 2.3 **Incurring Cost:** The AHTD is not liable for any cost incurred by Proposer in replying to this RFP.
- 2.4 **Time and Place for Submission of Proposals:** Proposer must ensure the original and two (2) copies of all materials contained in their proposal is physically received by the date and time specified on the cover of this proposal. The AHTD reserves the right to copy the proposal for internal use only during the evaluation process. RFP Number should be clearly marked on all packaging containing the proposal.
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| Mail to:
Arkansas State Highway and Transportation Dept.
Equipment and Procurement Division
P.O. Box 2261
Little Rock, Arkansas 72203 | Deliver To:
Arkansas State Highway and Transportation Dept.
Equipment and Procurement Division
11302 West Baseline Road
Little Rock, Arkansas 72209 |
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- 2.5 **Late Proposals:** Proposals received after the date and time specified are considered late and will be disqualified. Late proposals will be returned unopened.
- 2.6 **Unsigned Proposals:** Page 6 of this RFP must be signed and included with the proposal to constitute a valid proposal. Signature must be original (not stamped or photocopied) and in ink. Unsigned and improperly signed proposals will be disqualified.
- 2.7 **Withdrawing or Modifying Proposals:** Proposals may be withdrawn or modified at any time prior to the Proposal Closing date and time.
- 2.8 **Assignment:** No contract resulting from this bid may be assigned, sold or transferred without the express written consent of the AHTD.
- 2.9 **Advertisement:** The Proposer is prohibited from using any contract award or contract award information in any advertisement, including press releases, without the prior written consent of the AHTD.
- 2.10 **Cancellation of Contract:** The AHTD reserves the right to cancel any award without recourse upon 60 days written notice to the Proposer.
- 2.11 **Default and Remedies:** Non-performance of contractual requirements or a material breach of any term or condition of this contract shall constitute cause for the AHTD to declare the Proposer in default of the contract. The AHTD shall issue a written notice of default providing a period in which the Proposer shall have an opportunity to respond. The AHTD may terminate this contract and any related contracts or portions thereof and/or exercise any remedy provided by law.
- 2.12 **Multiple Proposals:** Multiple proposals from a Proposer will be permissible; however, each individual proposal must conform to the requirements for proposal submission and be submitted separately.
- 2.13 **Oral Presentations and Site Visits:** Selected Proposers may be required to make oral presentations and/or arrange visits at client sites to supplement their proposals, if requested by the AHTD. The AHTD will make every reasonable attempt to schedule each presentation at a time and location that is agreeable to the Proposer. Failure of a Proposer to conduct a presentation on the date scheduled may result in rejection of the proposal.
- 2.14 **Required Bonding:** Bid Bond in the amount of \$500.00 required of all bidders at time of bid opening or proposal will be rejected. **Personal and company checks are not acceptable as Bid Bonds.** **Performance Bond** in the amount of \$5,000.00 will be required of successful bidder prior to providing goods/services.

Section 3.0 Bid Price

3.1.1 Instructions for Bid Price Sheet: All prices, costs and conditions outlined in the proposal shall remain fixed and valid for acceptance for 60 days starting on the due date for proposals. The pricing shall be 60 month contract rates with option to renew upon mutual agreement of the parties for an additional 24 months in 12 month increments. The AHTD has made every effort to ensure the completeness and accuracy of the Bid Price Sheet.

Bid Price Sheet

All pricing is to be based on a monthly rate.

- 1. 1108 Total System Ports
(776 analog, 194 digital) _____
- 2. Four (4) Miran _____
- 3. Five (5) T 1's _____
- 4. Eight (8) Meridian Mail Ports _____
- 5. One (1) Symposium _____

This is an Option 81 System, software release 3.0 with one modem.

Section 4.0 Service Requirements

Customer's Primary Period of Maintenance ("PPM") is 8 a.m. – 5 p.m. Monday through Friday (except for holidays). Up to one additional hour will be allowed at the end of the PPM at no additional charge for maintenance, which began during the first seven (7) hours of the PPM. If such maintenance is not completed during this additional one (1) hour period, Proposer will, upon appropriate AHTD authorization, continue to work to complete routine maintenance service at time and material rates. If the maintenance is being performed so as to correct a major or emergency outage, the Proposer will continue to work until the repair has been completed, at no additional charge to AHTD. Response times are as stated below. Proposer will respond to emergency outages outside the PPM at no additional charge to AHTD.

When considering your support offering, AHTD requests that you quote pricing against the following requirements.

1.	Two (2) hour response time on major outages and twenty-four (24) hour response time on routine services, Monday – Friday, 8-5. The guaranteed above response time will be billed on a time basis only.
2.	All PBX components (excluding telephone sets) will be covered under an advanced parts replacement program. Parts will be drop shipped to AHTD within 24 hours of notification of needed part.
3.	24 hour system alarm monitoring and notification system. AHTD contacts will be notified within 30 minutes of any PBX failure.
4.	AHTD will have direct access to either the suppliers technical assistance engineering group (TAC) or to Nortel's Engineering Group (ETAS)
5.	A one hour minimum charge will apply to all MAC (Move, Add, and Changes) tickets. Maximum of 3 to 5 days to respond to a MAC.

Section 5.0 Offer and Acceptance

5.1 Offer:

I, the undersigned, affirm that this proposal is made on behalf of the below-named company/individual, for whom I have legal authority to commit to the terms and conditions set forth in the RFP and this response, to which we agree to be bound in this proposal if it is found acceptable by the AHTD, and that this proposal is made without any collusion or coercion on the part of any person, firm, corporation, or other entity.

Company _____	Address _____
Representative _____	City _____
Title _____	Phone _____
Federal ID Number _____	Fax _____
Signature _____	Date _____

5.2 Acceptance: (FOR AHTD USE ONLY)

Accepted _____

By _____

Date _____