

Request for Proposal

Sealed Proposals, subject to the conditions contained herein, will be received by ONEIDA COUNTY INFORMATION SERVICES until 3:00 P.M., local time on Tuesday May 21, 2019

Oneida County Information Technology “Voice and Data Services”

RFP- # 2019-269

Specifications MUST be RECEIVED by Oneida County Information Technology, AnneMarie Ambrose, Director of Information Technology in person or by mail to Oneida County Information Technology, 800 Park Avenue, Utica, NY 13501

Copies of the described RFP may be examined at no expense at the department of Oneida County Information Technology or download from the Oneida County website at <http://www.ocgov.net> (Public Notice Section.)

The return envelope must be clearly marked with the RFP # and addressed to the department of Oneida County Information Technology/ AnneMarie Ambrose, Director of Information Technology.

The owner reserves the right to reject any or all proposals received.

The County of Oneida, in order to promote its established Affirmative Action Plan, invites sealed bids from minority groups. This policy regarding sealed bids and contracts applies to all persons without regard to race, creed, color, national origin, age, sex or handicap.

AnneMarie Ambrose
Director of
InformationTechnology

Dated: May 7, 2019

Oneida County “Voice and Data Services” RFP - #2019-269

PROJECT OVERVIEW

Oneida County is seeking multi-vendor service contracts for voice and data communications. Oneida County is comprised of 39 departments that span over 20 physical locations. Oneida County Information Services is interested in re-architecting the existing infrastructure and are in search of service providers to support this initiative.

Those tending an offer are required to demonstrate past successful experiences in supporting customers of similar size and nature as Oneida County. The successful vendor(s) will be required to comply with all applicable Oneida County policies; state, federal and local laws and provide evidence of general liability insurance.

PROPOSAL SUBMITTAL

Original Proposal The complete proposal must be submitted in a sealed package with one (1) original, 4 copies and one (1) electronic copy, prior to the date and time specified on the Invitation to RFP page of this document. All proposals shall be marked “Voice and Data Services - RFP - #2019-269.” Vendor(s) shall include all documents necessary to support their proposal in the sealed package. Vendor(s) shall be responsible for the delivery of proposals during business hours to the address indicated in the Invitation to RFP. It shall not be sufficient to show that the proposal was mailed in time to be received before scheduled closing time. Proposals received after the time specified will not be considered and will be returned unopened.

Vendor(s) should summarize all resources assumed or expected to be provided either by Oneida County or any other party essential to the success of this contract. This summary should clearly identify what the Vendor(s) expects or anticipates by way of County or third party personnel or resources.

No proposal will be considered which is not signed by an authorized official of the firm.

PROPOSAL SPECIFICATIONS

If there are any questions regarding this RFP, please contact Chuck Klein by email at cklein@ocgov.net.

SCOPE OF SERVICES

The County Scope of Services for this proposal includes support for:

Voice services to include but not limited to:

POTS lines
PRI/T1

Direct Inward Dialing (DID) service
SIP trunking
2 way Inbound/outbound dialing
Long Distance
Toll Free services
Caller ID
PSAP for voice
SMS text and data
High availability data circuits

Data services to include but not limited to:

MPLS
SD-WAN
Dark Fiber
Broadband
PtP circuits
Ethernet
SMS text and data
High availability data circuits
Network Operations Center

- Monitoring/Alerting
- Reporting
- Capacity planning
- Problem resolution
- 24x7x365 availability

Both Voice and Data categories will include multiple County agencies including but not limited to Emergency Services and Law Enforcement facilities.

NOTE: Vendors/Proposers should include in their proposals detailed service level plans they can offer for each and every service they have available.

QUALIFICATION REQUIREMENTS OF THE SELECTED VENDOR(S)

To be considered qualified, bidders must meet the following minimum requirements:

A. Minimum of three (3) years of experience with voice and data projects of like size and complexity.

Reference of at least one voice and data support project for a local government similar in size to the County of Oneida, New York.

COST

Vendor(s) are asked to list all service offerings and their associated costs. These costs should directly relate to the scope of services listed above but are not limited to only these services. Rates may not increase over the duration of the contract.

REPORTING

The successful vendor(s) will be expected to provide the ability for Oneida County Information Technology staff to monitor real time and historic performance information including but not limited to data for utilization, troubleshooting up/downtime, latency etc.

CONTRACT CONSIDERATIONS

1. Oneida County intends to award a multi-vendor contract for these services.
2. The contract is anticipated to be for 3 years with 2 – 1 year renewal options.
3. Interested vendor(s) are encouraged to contact Chuck Klein, Manager of Network Infrastructure at 315-798-6471, or by email at cklein@ocgov.net to clarify the requirements of this RFP prior to proposal submission.
4. This RFP and the successful proposal will become attachments to the resulting contract or agreement. Oneida County takes the issue of privacy and confidentiality very seriously and values the trust you place in us. Please be advised that, all information contained within County contracts is a public record once you provide it, and may be subject to public inspection and copying if not otherwise protected by federal or state law.
5. All expenses involved with the preparation and submission of proposals, and any work performed in connection therewith, shall be borne by the Proposer. No payment will be made to any responses received nor for any other effort required of or made by the Proposer prior to a contract award.
6. All proposers are hereby advised that Oneida County intends to contact references provided as a part of any proposal and may solicit and secure background information based on the information, including references, provided in response to this RFP. By submission of a proposal, all Proposers agree to such activity and release Oneida County from all claims arising from such activity. Proposals will be evaluated based on the County's analysis and ranking of each firm's responses relative to the activities described in this RFP.
7. Scoring Criteria and Weights are as follows:

CRITERIA	MAXIMUM POINTS
a. Strength of Proposal Experience of personnel	30
b. Demonstrated understanding of Oneida County	30
c. Strength of references	10
d. Cost	<u>30</u>
TOTAL	100

ELEMENTS OF PROPOSAL

Organizations interested in providing Oneida County Information Technology with Voice and Data Services must provide the following:

1. A narrative describing your firm's approach to meeting the requirements summarized in this RFP;
2. A Project Plan describing all actions, activities, costs and timelines required by the bidder and Oneida County;
3. A description of practice proving five (5) years of experience doing similar onsite scanning projects;
4. Resumes for Key Personnel;
5. A sample copy of your proposed monthly status report, if any;
6. A sample copy of your standard contract;
7. A sample copy of your current purchase order form;
8. A sample invoice;
9. A sample Statement of Work;
10. A brief outline of your organization including:
 - a. Full legal name and address of the company,
 - b. Management overview,
 - c. Year company was established, and
 - d. Current number of employees;
11. Three references for organizations that have utilized your services - similar in size and scope to those described in this RFP. Please include enterprise name, contact name, telephone number and email address for each.
12. A brief outline of all services currently offered by your organization