COMPETITIVE SOLICITATION
REQUEST FOR PROPOSALS
RFP #1723-652

Solicitation Title: Network and Telephony Managed Services

Estimated Contract Performance Period: April 2, 2018 through March 31, 2022

Proposal Due Date: All Proposals must be received in their entirety by 2:00 p.m. Pacific Time on February 5, 2018 unless an Amendment is issued modifying the Solicitation Schedule set forth in Section C.1. of this Solicitation Document.

Submit Proposal To: Proposals must be submitted to:
Linda J. Hodgson, RFP Coordinator
Department of Social and Health Services
Operations Support and Services Division
Central Contracts and Legal Services
Email: linda.hodgson@dshs.wa.gov

Solicitation and Amendments Will Be Posted on both:

DSHS Procurement Website: https://www.dshs.wa.gov/fsa/central-contract-services/procurements-and-contracting

and the

WEBS Website: https://fortress.wa.gov/ga/webs/
Applicable WEBS 838-33: Communications
Commodity Codes: 915-76: Telephone Services
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SECTION A.
DEFINITIONS

Additional definitions for Contract-specific terms are found in the Sample Contract set forth as Attachment A to this Solicitation and shall apply to those terms as they are used in this Solicitation. The following terms have the meanings set forth below:

Agency, Department or DSHS – The Washington State Department of Social and Health Services.

Amendment – A unilateral change to the Solicitation that is issued by DSHS at its sole discretion and posted on WEBS and the DSHS Procurement website.

Apparent Successful Bidder or ASB – A Bidder submitting a Proposal to this Solicitation that is evaluated and is identified and announced by DSHS as providing the best value to the Agency. Upon execution of a contract, the ASB is referred to as the Successful Bidder or the Contractor.

Authorized Representative – An individual designated by the Bidder to act on its behalf who has the authority to legally bind the Bidder concerning the terms and conditions set forth in this Solicitation and related documents.

Bidder – An individual, organization, public or private agency or other entity submitting a bid, quotation, response or proposal in response to this Solicitation.

CJIS – Criminal Justice Information Services, a division of the US Federal Bureau of Investigations (FBI).

Contract – A written agreement entered into between a successful Bidder and DSHS as a result of this Solicitation.

Complaint – A process that may be followed by a Bidder to alert DSHS of certain types of asserted deficiencies in the Solicitation. The deadline for complaint submissions is found in RFP Section C.1.

Coordinator, Solicitation Coordinator or RFP Coordinator – An individual or designee who is employed by DSHS within the Central Contracts and Legal Services Office and who is responsible for conducting this Solicitation.

CPI or Consumer Price Index – The annual increase in percentage points (or fraction thereof) of the official Consumer Price Index, All Urban Consumers, U.S. City Average, All Items, published by the Bureau of Labor Statistics, United States Department of Labor. The CPI data shall be determined by reference to the “Percent Dec-Dec” column of the Consumer Price Index History Table for the applicable year, published by the United States Department of Labor, Bureau of Labor Statistics.

Debriefing or Debriefing Conference – A short meeting which an unsuccessful Bidder may request with the Coordinator following the announcement of the Apparent
Successful Bidder for the purpose of receiving information regarding the review and evaluation of that Bidder’s Proposal.

**HIPAA** – Health Insurance Portability and Accountability Act.

**ISO/OSI Network Reference Model** – The International Standards Organization’s/Open System Interconnect (ISO/OSI) model is a standard model for networking protocols and distributed applications, defining seven network layers.

**ITIL** – The Information Technology Infrastructure Library’s methodology and framework of best practices.

**LAN** – Local Area Network.

**MAN** – Metropolitan Area Network.

**Monitoring or Network Monitoring** includes the constant checking of a network for slow or failing components and notifies the network administrator.

**MPLS** – Multiprotocol Label Switching.

**Network Availability and Performance** – The time during which the network is fully functioning and that normal business operations can be carried out with no data loss, downtime, or performance degradation.

**Network Layer** – The network layer, as defined in the ISO/OSI Network Reference Model, is concerned with the path through the network. The network layer is responsible for routing, switching, and controlling information flow between source and destination points.

**Network Performance** – The ability of the network components to deliver data timely and accurately.

**NOC** or **Network Operations Center** is a place from which Administrators supervise, monitor and maintain a telecommunications network. NOC is one or more locations from which network monitoring and control, or network management, is exercised over a computer, telecommunication or satellite network.

**OCIO** – The Office of the Chief Information Officer, within Washington Technology Solutions (WaTech).


**Performance Management** – Live device, metric graphs, weekly service reports, configurable threshold monitoring, notification, and event reporting.

**PRI** – Primary Rate Interface.

**PSTN** – Public Switched Telephone Network.

**Procurement** – The broad process of identifying goods and services for purchase or
acquisition, of effectuating the purchase or acquisition, and of managing the purchase or acquisition. This Solicitation is a part of an overall procurement process. Despite the broader meaning attributed to "procurement," for purposes of this Solicitation, the terms Solicitation, RFP and Procurement are interchangeable.

**Project** - The undertaking or work for which contracted services are being requested pursuant to this Solicitation.

**Proposal** – A proposal for goods and/or services and all related materials prepared and submitted by a Bidder in response to this Solicitation. The terms Bid, Quotation, Response and Proposal are all intended to mean the same thing.

**Provisioning** – In telecommunication, provisioning involves the process of preparing and equipping a network to allow it to provide (new or expanded) services to users.

**Protest** – A process that may be followed by a Bidder after the announcement of the Apparent Successful Bidder to alert DSHS to certain types of alleged errors in the evaluation of the Solicitation.

**RCW** – The Revised Code of Washington. All references to RCW chapters or sections shall include any successor, amended, or replacement statute.

**Regular Business Hours** – In terms of the resulting contract from this RFP, DSHS considers regular business hours as those between the hours of 7:00 am and 6:00 pm Pacific Time, Monday through Friday.

**Responsible Bidder** – An individual, organization, public or private agency, or other entity that has demonstrated the capability to meet all the requirements of the Solicitation and to meet the elements of responsibility. (See [RCW 39.26.160 (2)](https://apps.leg.wa.gov/rcw/default.aspx?cite=39.26.160))

**Responsive Bidder** – An individual, organization, public or private agency, or other entity who has submitted a Proposal that fully conforms in all material respects to the Solicitation and all its requirements, in both form and substance.

**RFP** – The Request For Proposals as set forth in this Solicitation document.

**Scope of Work** – The Project or work scope set forth in this Solicitation document and Sample Contract that identifies DSHS’ contractual needs and requirements.

**Services** – Labor, work, analysis, or similar activities provided by a contractor to accomplish a specific scope of work.

**SIEM** – Security Information and Event Management.

**SIP** – Session Initiation Protocol.

**Small Business** - An in-state business, including a sole proprietorship, corporation, partnership, or other legal entity, that: certifies, under penalty of perjury, that it is owned and operated independently from all other businesses and has either: fifty or fewer employees; or a gross revenue of less than seven million dollars annually as reported on its federal income tax return or its return filed with the department of
revenue over the previous three consecutive years; or is certified with the Office of Women and Minority Business Enterprises (OMWBE) under chapter 39.19 RCW.

Solicitation or Competitive Solicitation or Request For Proposals – A formal process providing and equal and open opportunity for Bidders culminating in a selection based upon predetermined criteria. A competitive Solicitation requests the submission of Proposals for the consideration of DSHS in contracting to meet its needs. This RFP is a Solicitation.

Solicitation Document – This RFP document, including all attachments and all amendments that are issued by the Coordinator.

Statement of Work – The detailed description of services to be performed by the Apparent Successful Bidder (ASB) and set forth in the Contract.

Subcontractor – An individual or other entity contracted by Bidder to perform part of the services or to provide goods under the Contract resulting from this Solicitation. Subcontractors, if allowed, are subject to the advance approval of DSHS.

UC – Unified Communications is a business term describing the integration of enterprise communication services such as instant messaging (chat), presence information, voice (including IP telephony), mobility features (including extension mobility and single number reach), audio, web and video conferencing, and fixed mobile.

UPS – Uninterruptible Power Supply.

WAN or Wide Area Network is a geographically dispersed telecommunications network. This term distinguishes a broader telecommunication structure from a LAN or a MAN.


24 x 7 Site – A DSHS site that is open for business 24 x 7, in other words, open twenty-four hours per day, seven days a week. These sites require network and telephone connectivity around the clock. It is DSHS’ expectation that any outage will be addressed by the Apparent Successful Bidder as soon as the problem is known and that remote fixes be implemented as soon as known, even if outside normal business hours. If an on-site dispatch is necessary to resolve an outage, the dispatch will be scheduled for normal business hours. These services will be covered under the Apparent Successful Bidder’s monthly maintenance fees.

24 x 7 and Critical Site – A DSHS site that is open for business 24 x 7 where the connectivity is critical to the mission of DSHS and must remain operational around the clock. It is DSHS’ expectation that any outage will be addressed by the Apparent Successful Bidder as soon as the problem is known and that remote fixes be implemented as soon as known, even if outside normal business hours. If DSHS determines the outage must be repaired before the next business day, the on-site dispatch may be necessary for these sites during the off hours. These services will be covered under the Apparent Successful Bidder’s monthly maintenance fees.
24 x 7 and Critical, Data Center Site – A DSHS site that supports all of DSHS and houses the core of the network and the server and storage compute for DSHS. There are two of these DSHS sites currently which are critical to the mission of DSHS and must remain operational around the clock. It is DSHS’ expectation that any outage will be addressed by the Apparent Successful Bidder as soon as the problem is known and that remote fixes be implemented as soon as known even if outside normal business hours. If DSHS determines the outage must be repaired before the next business day, the on-site dispatch may be necessary for these sites during the off hours. These services will be covered under the Apparent Successful Bidder’s monthly maintenance fees.
SECTION B.
OVERVIEW, BIDDER QUALIFICATIONS, CONTRACT TERM

1. Purpose

This competitive solicitation is issued to assist the Enterprise Technology Services Division (ET) of the Washington State Department of Social and Health Services (DSHS) in seeking a qualified service provider for a Multiprotocol Label Switching (MPLS) network infrastructure. This infrastructure will include managed services for networking, both data and voice, for mission critical enterprise IT services.

2. Background

DSHS, Washington’s largest state agency, provides some type of shelter, care, protection and/or support to 2.6 million of our state’s 7.1 million citizens. DSHS is tied together by a single mission: To Transform Lives. DSHS is comprised of an Executive Administration and eight Administrations. Each Administration, through their Divisions, provides specialized services to Washington state citizens in need.

DSHS’ Enterprise Technologies Division (ET) and each Administration support a shared enterprise suite of services, including but not limited to networking, Wide Area Networking (WAN) and Local Area Networking (LAN), and voice/telephony services.

To be compatible with the Washington State installation base, the current DSHS wide area network is a Cisco based network supporting approximately 200 remote DSHS offices statewide. Currently the DSHS network is a “flat” network and must segment to meet security compliancy and federal regulatory requirements. In addition, approximately 150 of these offices are running on routers nearing end-of-support, and local networking switches which are beyond end-of-support. ET manages the voice/telephony systems for all DSHS offices with less than 100 staff (in approximately 150 offices) and the majority of these offices, or sites, have telephony systems at or beyond end-of-support. See Attachment A, Sample Contract, Exhibit C for the current (March 2017 baseline) DSHS site locations, and includes the city and zip, office size, data and voice ports, and the anticipated requested bandwidth.

DSHS does not have the staff resources to adequately manage all of these services in all locations. There is an increased demand for 24 x 7 (24 hours per day, 7 days a week) support and monitoring of these services. Due to budget requirements and equipment end-of-support life cycle, DSHS will most likely use a managed services concept with opportunities to use an operational expense model eliminating or minimizing large capital outlays for hardware/software refresh cycles.

Bidders should be aware that the Washington State Legislature recently created a new agency, the Department of Children, Youth, and Families (DCYF). Within the next few years the Department of Early Learning and DSHS’ Children’s Administration and Juvenile Rehabilitation will merge into DCYF. At the time of this Solicitation’s posting, it appears that approximately 3,500 staff will move from DSHS to this new agency. In addition, some IT equipment/services will be transferring to DCYF as well. The
migration of these resources shall be planned and is expected to occur in phases over the next few years. Therefore, the figures outlined in this Solicitation are approximate and are expected to be those proposed for the duration of the Contract. Actual equipment and services may vary and are dependent on the needs of DSHS and DCYF at the time. Should DCYF need to utilize similar terms and conditions within the scope of this Solicitation’s Sample Contract (Attachment A), DCYF may enter into a separate agreement with the Apparent Successful Bidder on or after July 1, 2018.

As Consolidated Technology Services, aka Washington Technology Solutions (WaTech), is Washington State’s central information technology agency, typically it is in the best interest of the State to resource services internally. Therefore, DSHS receives many IT services from WaTech. It is not DSHS’ intention to abandon WaTech’s services through this Solicitation, but rather to supplement and enhance them. During the term of this Solicitation’s resulting Contract, DSHS shall weigh the ability of WaTech’s offerings to meet DSHS’ requirements, including but not limited to the following considerations: security and compliance requirements, available service provider support options, timing to implement and provide services, as well as costs.

3. Project Scope

DSHS seeks a comprehensive package of enhanced professional services backed by a 24 x 7 enterprise centric, Network Operations Center (NOC) with the ability to manage, monitor, troubleshoot, and support any or all of the following services:

- Management of Local Area Networks (LAN)
- Wireless (LAN)
- Management of Wide Area Networks (WAN)
- Network Security (firewall, encryption, proxy services)
- Performance Testing
- Carrier capable Quality of Service (QoS)
- Carrier Class Troubleshooting
- Upgrades for network hardware and software
- Unified Communications (voice and video/telehealth services)
- Service strategy, service operation, and continual service improvement aligned with Information Technology Infrastructure Library (ITIL) methodology

The following are the key, high-level service objectives DSHS expects to achieve through this Solicitation and the resulting convenience Contract:

- Meet DSHS’ business needs for highly available, scalable, reliable, and secure voice communications services
- Acquire services with availability guarantees backed by Service Level of Performance
• Acquire voice services with features and functions that meet user needs and meet DSHS’ ability to provide user requirements

• Acquire services that can leverage operational scale and best practices to achieve optimum commercial price performance

• Engage with Contractor(s) for integrated services such as Unified Communications, voicemail to email, etc.

The Apparent Successful Bidder (ASB) will be responsible for infrastructure and support of data and voice services for remote sites in addition to the duties and responsibilities set forth in this Solicitation and the Sample Contract. Bidders should carefully review Attachment A: Sample Contract regarding site locations and other important details.

The ASB and their staff will work remotely (estimated up to 70%) and, depending on DSHS’ needs, required to be on-site (estimated up to 30%).

As the services outlined in this RFP require coverage to all DSHS sites across the State, DSHS is willing to accept Proposals from Bidders who may need to subcontract specific services. If so, those Bidders must identify their proposed subcontractor(s) and the subcontractor’s role should the Bidder be awarded the resulting Contract. Bidders considering subcontracting should carefully review Attachment A: Sample Contract for additional information regarding the use of subcontractors.

The Apparent Successful Bidder’s solution shall be required to comply with the Office of the Chief Information Officer (OCIO) IT Security Standard No. 141.10 prior to contract execution. The ASB, in conjunction with DSHS, will be required to complete a Security Design Review with the Office of Cyber Security (OCS) to ensure that security controls and processes are in compliance with this Standard prior to deployment. The ASB will be required to complete and submit IT Security Checklists provided by OCS, as well as systems architecture diagrams showing security controls and information flows. The ASB shall also be required to engage with OCS staff to provide clarification on their solution as necessary and address any identified compliance issues.

4. Bidder Mandatory Qualifications

All Bidders must meet the following qualifications:

a. Operated as a Cisco Gold Partner for five years or longer;

b. Has at least five years’ experience in providing managed voice services;

c. Has at least five years’ experience in providing managed WAN/LAN services;

d. Has experience with managing at least 25,000 end points;

e. Is authorized by Cisco for the following:

• Cisco Master Partner;
• Cisco Managed Services Master; and
• Authorized Technology Partner (ATP) - Cisco Telepresence Video Master

f. Is able to provide 24 x 7 monitoring capabilities;

g. Is able to provide responses to all support issues within 4 hours; and

h. Is able to provide statewide on-site response coverage to all DSHS sites (see Attachment A: Sample Contract, Exhibit C for site locations). Support issue response time will be dependent on the type of site.

Bidders failing to demonstrate in their Proposals that they meet these mandatory qualifications will be considered non-responsive and will therefore be disqualified from further consideration.

5. Bidder Desired Qualifications

In addition to the mandatory qualifications listed above, DSHS prefers that Bidders are also able to provide the following services without subcontracting:

a. Provide and provision Private Multiprotocol Label Switching (MPLS);
and/or

b. Provide PSTN (PRI and/or SIP Trunking).

6. Period of Contract Performance and Funding

DSHS intends to award one Contract for the services described in this competitive Solicitation. The period of performance under the Contract shall be for a period of four years, from April 2, 2018 through March 31, 2022. The term of the contract may be extended by amendment up to four more years at the sole discretion of DSHS. Additional services which are appropriate to the scope of this Solicitation, as determined by DSHS, may be added to the Contract through a mutually agreeable Amendment.

Although DSHS intends to award and commit to authorizing equipment and services outlined in this Solicitation and the Sample Contract, budgets to fund them might change. If that unlikely event was to occur, this Solicitation’s resulting Contract may be limited, suspended or cancelled. Bidders should review General Terms and Conditions, Section 15.c., within Attachment A: Sample Contract, for additional details.
1. Solicitation Schedule

The Solicitation Schedule set forth below outlines the tentative schedule for important events relating to this Solicitation. Except as modified in an Amendment issued by the Coordinator, the dates and times listed through the date of Proposal Submission are mandatory deadlines. The remaining dates are estimates and may change without the posting of an Amendment. Failure to meet the Bidders’ Proposal due date/time will result in Bidder disqualification.

<table>
<thead>
<tr>
<th>Action Item</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bidders may submit written <strong>Questions</strong> and Request for Change in Requirements until:</td>
<td>December 14, 2017 by 2:00 pm</td>
</tr>
<tr>
<td>DSHS issues Answers to Bidders’ Questions via an Amendment on or about:</td>
<td>December 19, 2017</td>
</tr>
<tr>
<td>Bidders may submit Complaints regarding RFP until:</td>
<td>January 29, 2018</td>
</tr>
<tr>
<td><strong>Bidders’ Proposals are Due via email:</strong></td>
<td>February 5, 2018 by 2:00 pm</td>
</tr>
<tr>
<td>DSHS Evaluates Proposals:</td>
<td>February 5, 2018 through February 16, 2018</td>
</tr>
<tr>
<td>DSHS to contact Top-Ranked Bidder’s Customer References:</td>
<td>February 20, 2018 through February 22, 2018</td>
</tr>
<tr>
<td><strong>Anticipated Notification of Award Date:</strong></td>
<td>February 26, 2018</td>
</tr>
<tr>
<td>- Notification of Award will be made through WEBS and via email to participating Bidders</td>
<td></td>
</tr>
<tr>
<td>Unsuccessful Bidders may request a Debriefing Conference (within 3 days after the Apparent Successful Bidder Announcement):</td>
<td>March 1, 2018</td>
</tr>
<tr>
<td>If requested, Debriefing Conference(s) with unsuccessful Bidders:</td>
<td>March 5, 2018</td>
</tr>
<tr>
<td>Finalize Contract with Apparent Successful Bidder:</td>
<td>February 27, 2018 through March 15, 2018</td>
</tr>
<tr>
<td>Anticipated Contract Execution (signatures obtained):</td>
<td>March 23, 2018</td>
</tr>
<tr>
<td>Awarded Contract’s Anticipated Start Date:</td>
<td>April 2, 2018</td>
</tr>
</tbody>
</table>
2. Posting of Solicitation Documents

DSHS shall post this Solicitation, and all Amendments and announcements relating to this Solicitation, on the Washington Enterprise Business Solutions (WEBS). WEBS can be accessed at: https://fortress.wa.gov/ga/webs/. In order to inform the largest number of potential Bidders about this opportunity, DSHS shall also post documents relating to this Solicitation on the Procurements page of the DSHS website, found at: https://www.dshs.wa.gov/fsa/central-contract-services/procurements-and-contracting

All Bidders must register as a vendor on WEBS, using an appropriate commodities code listed on the front page of this Solicitation, and must download this Solicitation from WEBS. This should be done as soon as possible in order for Bidder to receive notifications automatically generated on WEBS.

3. Amendment, Cancellation/Rejection of Proposals, Reissuance of Solicitation

DSHS may amend or add to, retract from or cancel this Solicitation at any time, in whole or in part, and without penalty. DSHS may reject all Proposals and cancel or rebid this Solicitation. All amendments and notifications of cancellation shall be posted on WEBS. In the event of a conflict between amendments or between an amendment and this Solicitation document, the document issued latest shall control.

4. Communications regarding Solicitation

Upon the posting of this Solicitation, all communications concerning this Solicitation must be directed to the Coordinator listed on the cover page of this Solicitation document. With the exception of the Proposal, which shall be submitted as provided in Section D, Proposal Content, Format and Submission, communications with the Coordinator should be sent via email. DSHS may disqualify any Bidder who communicates with anyone in DSHS other than the Coordinator regarding this Solicitation.

DSHS considers all oral communications unofficial and non-binding on DSHS. Bidders should rely only on written statements issued by the Coordinator.

5. Questions and Answers

Bidders may send written questions concerning this Solicitation to the Coordinator by the date and time set forth on the Solicitation Schedule in Section C.1. for submission of Questions. Questions should be sent via email and should include the number and title of this Solicitation in the subject line.

DSHS may consolidate Bidder questions and shall respond by posting one or more Amendments on WEBS and on the DSHS Procurement website on or around the date specified in the Solicitation Schedule. Only Bidders who have properly registered and downloaded the original Solicitation directly via the WEBS system: https://fortress.wa.gov/ga/webs/ will receive notification of Amendments and other correspondence pertaining to this Solicitation.
6. Request for Change in Mandatory Requirements

If Bidder believes that this Solicitation contains requirements which would unreasonably prohibit or restrict Bidder’s participation, or believes that different requirements would provide better value to the State, Bidder shall submit a written explanation of the issue together with proposed alternative requirements to the Coordinator no later than the deadline for Bidder Questions as stated in the Solicitation Schedule set forth in Section C.1. DSHS shall not be required to consider requests for changes after this date. If any changes are made to the Solicitation requirements, an Amendment setting forth those changes will be posted on WEBS.

7. Complaints

In the event a Bidder believes that this Solicitation either: (a) unnecessarily restricts competition; (b) contains an unfair or flawed evaluation or scoring process; or (c) contains inadequate or insufficient information to permit preparation of a Proposal, the Bidder may submit a written complaint to the Coordinator. The Coordinator will forward the complaint to the DSHS Chief of Central Contracts and Legal Services for review. The complaint must include a proposed remedy and shall be submitted no later than five business days prior to the date when Proposals are due. DSHS shall post its response to the complaint on WEBS and on the DSHS procurement webpage.

Should a Bidder’s complaint identify a change that would be in the best interest of DSHS to make, DSHS may issue an Amendment modifying this Solicitation. The DSHS decision regarding a complaint is final and no further administrative appeal is available. If no complaint is filed, a Bidder cannot later file a protest based on any of the above complaint criteria.

8. Minority and Women’s Business Enterprises (MWBE) and Veteran-Owned Business Enterprises

In accordance with the legislative findings and policies set forth in RCW 39.19, 43.60A.200, 39.26.240 and 39.26.245, the State of Washington encourages participation by veteran-owned business enterprises and Minority-Owned and Women-Owned Business Enterprises (MWBE), either self-identified or certified by, respectively, the Department of Veterans Affairs (DVA) or the Office of Minority and Women’s Business Enterprises (OMWBE). While the State does not give preferential treatment, it does seek equitable representation from the veterans, minority and women’s business communities.

Participation by veteran-owned and MWBE businesses may be either on a direct basis in response to this Solicitation or as a subcontractor to a contractor. However, no preference will be given in the evaluation of Proposals, no minimum level of MWBE or veteran-owned business participation shall be required, and Proposals will not be evaluated, rejected, or considered non-responsive on that basis.

Bidders may contact the Office of Minority and Women’s Business Enterprises (OMWBE) at [http://omwbe.wa.gov/](http://omwbe.wa.gov/) and/or the Department of Veterans Affairs at [http://www.dva.wa.gov/](http://www.dva.wa.gov/) to obtain information on certified firms for potential subcontracting arrangements or for information on how to become certified.
Nothing in this section is intended to prevent or discourage participation from non-MWBE firms or non-veteran-owned businesses.

9. **Auxiliary Aids and Services**

DSHS will provide access to this Solicitation document to individuals with disabilities. Please contact the Coordinator to request auxiliary aids and services.

If an individual believes that the Department has discriminated on the basis of a disability, please contact the DSHS Investigations Unit for the Nondiscrimination Policy Brochure and complaint process. The brochure can be found at [https://www.dshs.wa.gov/sites/default/files/SESA/publications/documents/Non-discrim%2022-171.pdf](https://www.dshs.wa.gov/sites/default/files/SESA/publications/documents/Non-discrim%2022-171.pdf).

10. **Non Discrimination**

No individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any program provided by the resulting contract because of race, color, creed, marital status, religion, sex, sexual orientation, national origin, Vietnam Era or disabled veterans status, age, the presence of any sensory, mental or physical disability, or political affiliation or belief. The prohibition against discrimination in employment shall not apply if the particular disability prevents the individual from performing the essential functions of his/her position, with reasonable accommodations.

11. **Cost to Prepare Proposal**

DSHS will not be liable for any costs incurred by the Bidder in preparing, conducting a site assessment, or submitting a Proposal to this Solicitation.

12. **Acceptance of Solicitation Terms**

In submitting a Proposal, Bidder must include their signed Bidder Certification and Assurances in the form set forth on Attachment B. Bidder must acknowledge that in submitting a Proposal, it accepts all terms of this Solicitation document, including all of its Attachments, and that Bidder's Proposal constitutes a binding offer.

In no event is a Bidder to submit its own standard agreement and/or terms and conditions as a substitution for those in the RFP **Sample Contract**, Attachment A. Also, submitted relined documents included with the Bidder’s Proposal will not be reviewed by DSHS. The Bidder, however, may submit exceptions and/or proposed modifications to the Sample Contract’s terms and conditions and these must be submitted under the “Statements to the RFP Coordinator” section in Bidders Administrative Requirements, Attachment C1. If so, the Bidder must identify the Sample Contract’s Section # or Title, the Bidder’s concern with that language (in business terms and not in proposed contract or legal language), and the suggested compromising terms the Bidder would be willing to accept. Should a Bidder simply state that a section is “not acceptable” or Bidder supplies their proposed terms without describing their reason or rationale, the Bidder’s Proposal will be considered non-responsive. Before submitting alternative language,
Bidders should also carefully review RFP Sections C.16., D.2.y., and G.1. regarding such negotiations and the award process.

13. Joint Proposals

If Bidders submit a joint Proposal with one or more other individuals or entities, these persons or entities must designate a prime Bidder. The prime Bidder will be DSHS sole point of contact through the Procurement process. If selected as the Apparent Successful Bidder, the prime Bidder shall sign the contract and any amendments and will be liable and responsible to DSHS for all performance under the contract.

14. Withdrawal of Proposals

After a Proposal has been submitted, Bidders may withdraw their Proposal at any time up to the Proposal due date and time as specified in Section C.1, Solicitation Schedule. A written request to withdraw the Proposal, signed by an authorized representative of the Bidder, must be submitted to the Coordinator. After withdrawing a Proposal, the Bidder may submit another Proposal at any time up to the Proposal submission date and time.

15. Ownership of Proposals

All materials submitted in response to this Solicitation become the property of DSHS, unless received after the deadline in which case the Proposal shall be returned to the sender. DSHS shall have the right to use any of the ideas presented as part of the process in any manner as it deems appropriate or beneficial, regardless of whether it is contained in a Proposal that results in selection for a Contract.

16. DSHS Award Options; Improvement of Offers

After Proposals are received and written evaluations are completed, DSHS may (but shall not be required to) request best and final offers from one or more Responsive and Responsible Bidders. The Proposals of Bidders invited to provide a best and final offer may be re-evaluated and the point values may be adjusted based upon changes to pricing or proposed services, deliverables or methodologies that are included in a best and final offer, prior to DSHS’ determination of the Apparent Successful Bidder (ASB).

Alternatively, after reviewing all Proposals, DSHS may enter into negotiations with the highest ranked Responsive and Responsible Bidder in order to determine if the terms of the Proposal may be improved before identification of the ASB.

DSHS shall not be required to request best and final offers or to enter into negotiations and reserves the right to make a Contract award without further discussion of the Proposal. Therefore the Proposal should be submitted on the most favorable terms that Bidder intends to offer.

Although a Bidder’s proposed changes to DSHS’ terms and conditions are not scored, should the ASB and DSHS not come to an agreement on the Contract’s terms within 30 calendar days after award announcement, DSHS may choose to consider the next highest ranked Bidder’s Proposal and revise the announcement of this Solicitation’s
Apparent Successful Bidder.

17. Announcement of Successful Bidder

DSHS shall announce the Apparent Successful Bidder on WEBS on or around the date indicated in Section C.1., Solicitation Schedule. The announcement of the Apparent Successful Bidder is subject to the negotiation of a contract satisfactory to DSHS.

Bidders who are not announced as an Apparent Successful Bidder may request a debriefing conference with the Coordinator concerning the evaluation of their Proposal and may, under certain circumstances, file a formal protest requesting that DSHS provide an identified remedy if Bidder believes certain types of errors occurred. A more detailed description of these processes is set forth in Section F, Bidder Debriefing and Protest Procedure.

18. Ethics, Policies and Law

This Solicitation, the evaluation of Proposals, and any resulting contract will be made in conformance with applicable Washington State laws and Policies.

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 RCW. Bidders should familiarize themselves with the requirements prior to submitting a Proposal. Bidders must include in Attachment C1 information regarding any current or former state employees who are employed by, or subcontracted with, the Bidder.
SECTION D.
PROPOSAL CONTENTS, FORMAT AND SUBMISSION

Bidders are to submit complete, well-organized explanatory answers that address all of the specific questions asked in Attachments B, C1, C2, C3 and D to this competitive Solicitation. Bidders should submit each attachment separately when submitting their complete Proposal. Failure to complete and submit all required Attachments, and to sign them (if applicable), may result in Bidder disqualification.

Proposals must be in English, typed using a font size no less than 10 point, using proper grammar, spelling and punctuation, and submitted as described below, with each attachment of the Proposal clearly labeled. Bidders should not assume that evaluators will be familiar with their businesses before conducting the evaluation. Bidders should not submit product brochures, white papers, customer testimonials, cut sheets, or other pre-prepared materials in response to any of the questions.

DSHS may require that the Apparent Successful Bidder’s Proposal be incorporated, in whole or in part, into the awarded Contract.

1. Attachment B: Bidder Certification and Assurances Form (Required, Not Scored)

All Bidders must submit the Bidder Certifications and Assurances form set forth in Attachment B, signed by an individual authorized to bind the Bidder contractually.

2. Attachment C1: Administrative Requirements Template (Required, Pass/Fail)

Bidders must submit their answers to administrative questions set forth below using Attachment C1: Administrative Requirements, as part of their Proposal, as follows:

- a. Bidder’s Business Name, address, principal place of business, and telephone number.
- b. For this RFP, the Bidder’s Contact Person’s name, telephone number (if different), and their email.
- c. Bidder’s confirmation that the person who submits the emailed Proposal must be authorized to contractually bind the Bidder’s firm. If not, Bidder to identify who is with their contact information.
- d. Bidder’s Federal Tax Identifier Number.
- e. Bidder’s WA State Uniform Business Identifier (UBI), if available. Bidder must have a valid business license, or is committed to becoming licensed within 30 days of being determined the Apparently Successful Bidder, or is authorized to do business in Washington State.
- f. Bidder to identify any Prompt Payment Discounts (i.e. 5% Net 30) they are
g. If applicable, a list of all RFP Amendments downloaded by the Bidder from the WEBS and/or the DSHS Procurement websites, listed in order by Amendment date. If there are no RFP Amendments, the Bidder must include a statement to that effect.

h. Bidder to confirm they have operated as a Cisco Partner for five years or more.

i. Bidder to confirm they have at least five years’ experience in providing managed voice services.

j. Bidder to confirm they have at least five years’ experience in providing managed WAN/LAN services.

k. Bidder to confirm they have experience managing at least 25,000 end points.

l. Bidder to confirm they are authorized by Cisco for the following: Cisco Master Partner; Cisco Managed Services Master; and Authorized Technology Partner (ATP) – Cisco Telepresence Video Master.

m. Bidder to confirm they are able to provide 24 x 7 monitoring capabilities.

n. Bidder to confirm they are able to provide responses to all support issues within four hours.

o. Bidder to confirm they are able to provide is able to provide statewide on-site response coverage to all DSHS sites. See Sample Contract, Exhibits B and C for site locations and additional details. Support issue response times will be dependent on the type of site.

p. Bidder to confirm their personnel and their subcontractors’ personnel, if applicable, who will work under the awarded contract, will be able to successfully pass a background check showing no crimes or negative actions. See RFP Section G.4. and Attachment A: Sample Contract, Special Terms & Conditions, Section 7 for additional information.

q. While DSHS prefers the Bidder not subcontract these services, if applicable, Bidder to identify their subcontractor(s) and the subcontractor(s)’ role should the Bidder be awarded the Contract. See Attachment A: Sample Contract for additional information regarding the use of subcontractors.

r. Bidder to state how they meet the Bidders’ Mandatory Qualifications listed in RFP Section B.4. This answer should be brief and no more than 50 words.

s. A list of three customer references where the Bidder provided similar services, as described in the RFP and Attachment A: Sample Contract.
Bidder’s reference list must include:

- Agency/Business Name
- Address
- Contact’s Name
- Contact’s Telephone Number
- Contact’s Email Address
- Description of Equipment installed and/or Services performed by the Bidder and Dates

References provided by a Bidder must not be from a person, company, or organization with any interest, financial or otherwise, in the Bidder organization. References that do not originate from a customer in an arms-length relationship with the Bidder will be rejected.

DSHS may contact the top-ranked Bidders’ references to investigate past performance.

t. A detailed history of contracts for similar services performed where the combined number of years is five or more years. Bidder to identify the Firm(s) or Agency(s) involved, services performed and dates.

If the Bidder’s performance on any contract was unsatisfactory and resulted in a contract termination (“Termination for Default”) within the past five years, Bidder to identify those contracts terminated. “Termination for Default” is defined as notice to Bidder to stop performance due to the Bidder’s non-performance or poor performance and the issue was either: a) not litigated; or b) litigated and such litigation determined the Bidder to be in default. Bidders must describe the deficiencies in performance, and describe whether and how the deficiencies were remedied. Bidders must present any such information in its completion of the Bidders’ Proposal Template. DSHS will evaluate the information and may, at its sole discretion, reject the Bidder’s Proposal if the information indicates that completion of a Contract resulting from this RFP may be jeopardized by selection of the Bidder. Pursuant to RCW 39.26.160, DSHS is allowed to reject Proposals of any Bidder who has failed to perform satisfactorily under any previous contract with the state. DSHS shall notify a Bidder of such a rejection. If no agreement has been terminated for default in the past five years, the Bidder must state so.

u. Bidder to confirm their ability to provide copies of required insurance coverage as outlined in RFP Sample Contract, Attachment A, should Bidder be selected as an Apparently Successful Bidder.

v. Statement if any officer and/or employee of the Bidder or their subcontractor is or was an employee of any agency of the State of Washington during the 24 months preceding the Proposal Due Date of this RFP. Bidder must provide the individual’s name, employing agency, job title while with the agency, and separation date. If the Bidder does not have any employees fitting these criteria, the Bidder must state so. Bidders should also review RFP Section C.18. for additional information.
w. If applicable, identification of the Sections or attachments within the Bidder’s Proposal that are marked as “Proprietary” or “Confidential” Information.

x. Any statements the Bidder would like to convey to the RFP Coordinator, including any variations between their Proposal and the RFP.

y. Bidder to state any and all exceptions and/or suggested revisions to the Sample Contract, Attachment A. Bidders should also review RFP Sections C.12, C.16, and G.1. for additional details regarding this answer.

NOTE: Simply replacing the entirety of DSHS’ Sample Contract language with the Bidder’s contract language will not suffice and will deem the Bidder’s Proposal non-responsive. DSHS will not consider changes to contract language or negotiate any new language that is submitted after the Proposal Due Date deadline.

z. (Optional) If applicable, Bidder to advise if their business and/or their subcontractor(s) are certified with OMWBE, and their certification number. See Section C.8. for details.

aa. Bidder to submit the following completed and/or scanned documents as attachments to Bidder’s emailed Proposal:

1) Attachment B: Bidder Certification and Assurances Form (signed)
2) Attachment C: Bidders Proposal Template, includes 3 separate documents entitled:
   • C1: Administrative Requirements
   • C2: Written Proposal
   • C3: Quotation Proposal
   Each of the Bidders Proposal Templates, Attachments C1, C2 and C3, should be submitted as separate documents, and C3 must be submitted separately from the others.
3) If not included within the C2 document, the Bidder’s Network Diagrams, clearly identified as part of Written Question #1
4) Attachment D: Contractor Intake Form
5) Any signed RFP Amendments where the Bidder is required to sign and return the Amendment

See Section E.1.: Proposal Responsiveness for details on this part of the evaluation.

3. **Attachment C2: Written Proposal Template** (Required, Scored)

Using Attachment C2, Bidders must provide responses to the questions which demonstrate their knowledge, skills, abilities, and experience in providing the services (as described in this RFP and in Attachment A: RFP Sample Contract), which are consistent with the goals and objectives of this procurement. Bidders are not allowed to mention their Quotation Proposal in their Written Proposal.

DSHS shall score Bidders’ Written Proposals using an evaluation team. Each evaluator shall assign a score up to the maximum points available. DSHS shall determine the
average total score as an average of all evaluators’ scores.

Proposals will only be evaluated on the basis of the information provided by the Bidder. Bidders are not to assume that the evaluators know anything about the Bidder. Therefore, it is important that each Proposal be clear, explanatory, and complete so that the evaluation team can adequately understand all aspects of the Bidder’s answers. Failure of a Bidder to provide such may result in fewer points awarded.

Bidders must answer each question in the order as they appear below using the Bidder’s Written Proposal Template, Attachment C2. If Bidders provide attachments as part of their answers, Bidders must label each attachment with the corresponding written question number, and include them as part of their Proposal submission.

If Bidders designate Key Personnel who will provide services, the Apparently Successful Bidder is bound to utilize those Key Personnel in providing services. An awarded contract may include provisions specific to Key Personnel and additional requirements.

Bidders may earn up to a maximum of 800 total points for their Written Proposal. Bidders must use the Bidder’s Written Proposal Template: Attachment C2 to answer all of the following questions:

Written Question #1
Describe in detail your proposed dedicated Multiprotocol Label Switching (MPLS) service for Wide Area Network (WAN) connected facilities.

Include the following in your response: how any-to-any connectivity will be accomplished, how network resiliency to DSHS’ sites will be accomplished, and provide network diagrams.

Note: Network diagrams must be included with your Proposal. If included as a separate document in your Proposal email, it must be clearly identified as part of Written Question #1.

Written Question #2
Describe your firm’s management approach for WAN equipment and circuits.

Written Question #3
Describe your firm’s proposed Local Area Networks (LAN) design, and refresh cycle for large, medium, and small sites.

Sites descriptions are included in Attachment A: Sample Contract, Exhibit C.

Written Question #4
Describe your firm’s management approach for LAN equipment.

Written Question #5
Describe your firm’s proposed approach to deploy, manage, operate and administer both Public Wireless LAN and DSHS Private Wireless LAN access points (APs).
Written Question #6
Describe your firm’s capability of a DSHS Wireless LAN access point to act as a replacement to a wired LAN switch.

Written Question #7
Describe the proposed method to coordinate, collaborate, and participate with the DSHS Information Security and Privacy Office for threat prevention, discovery, handling, and mitigation to include attack identification, alert notification, triage, event correlation, malware analysis, forensics and after actions reporting.

Written Question #8
Describe the proposed method to monitor real time or near-real time log data, event notification data, with analytics that include management reports for devices and security events that impact DSHS’ network confidentiality, integrity and/or availability.

Written Question #9
Describe the proposed method to provide network security protection, monitoring, alerting and analysis service that will monitor the DSHS Networks.

Written Question #10
Describe the proposed approach to providing information flows to the DSHS Security Information and Event Management (SIEM) using a Splunk platform.

Written Question #11
Describe in detail your proposed Unified Communications (UC) solution for DSHS.
Your answer should address the following:
- How the UC solution complies with federal compliancy requirements such as HIPAA, CJIS, etc.
- How the UC solution supports enhanced 9-1-1 requirements.
- What options or recommendations your firm would make to install UC systems in small, medium, or large DSHS office. Please note network cabling installed throughout DSHS offices includes a mixture of Cat 3 - Cat 6 cabling.
- How the UC solution supports high availability and survivability for small, medium and large DSHS offices.
- How the UC solution integrates with other collaboration products such as but not limited to: radios, pagers, announcement systems, Skype, Office 365, mobile devices and instant messaging.

Written Question #12
Describe your firm’s experience integrating Session Initiation Protocol (SIP) providers into the UC solutions.
Written Question #13
Describe the advantages and disadvantages of SIP vs. Primary Rate Interface (PRI) interfaces for the Public Switched Telephone Network (PSTN).

Written Question #14
Provide an example of an UC infrastructure deployment your firm has managed, indicating the service model (hosted, UC as a service, hybrid or on premise) and the size and type of customer.

Written Question #15
Describe how your proposed management practices, procedures, and tools conform to relevant ISO standards and integrate with the ITIL/ITSM process framework, or other common IT industry frameworks, and describe the benefits of your approach to DSHS.

Written Question #16
Describe your firm’s proposed methodologies that will be used to carry projects from requirements through finished deliverables, including, but not limited to, project management, checkpoints and periodic status reporting back to DSHS.

Describe policies and procedures employed to ensure the timely completion of tasks in a quality fashion.

Written Question #17
Provide your proposed solution and approach to providing ongoing optimization of the environment including working with DSHS to proactively reduce costs over the term of the Contract.

Written Question #18
Is your firm able to provide and provision Private Multiprotocol Label Switching (MPLS) without subcontracting?

If no, provide details of your approach to such services.

Written Question #19
Is your firm able to provide PSTN (PRI and/or SIP Trunking) without subcontracting?

If no, provide details of your approach to such services.

4. **Attachment C3: Quotation Proposal Template** (All Required; Quotation Questions #1 through #5 Scored)

Bidders are encouraged to submit costs that are consistent with state government’s efforts to conserve state resources. Bidders should propose their most favorable terms.

Bidders must use Attachment C3 to identify their all-inclusive costs, including expenses, for providing goods and services as outlined in the RFP and in Attachment A: *Sample Contract*’s Statement of Work.

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Network and Telephony Managed Services
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Quotations should not include tax. The Apparently Successful Bidder (ASB) shall be required to collect from DSHS and remit to the Washington State Department of Revenue (DOR) any Washington State sales and use tax applicable to the Contract. Bidders are strongly encouraged to review Attachment A: Sample Contract, General Terms and Conditions’ section on Taxes, as well as DOR’s Tax Rate Lookup Tool for additional details.

As detailed in the Sample Contract, Bidders should also note the following when calculating their Quotation Proposal rates:

- Delivery of new equipment will be on a Prepaid Freight, FOB Destination basis (aka pricing for equipment includes delivery)
- New equipment requested and installed will also be managed by the Apparent Successful Bidder (ASB)
- Managed Services pricing includes all travel expenses and, if applicable, after regular business hours’ time incurred by the ASB
- Special on-site requests, within the scope of the contract, are expected to be infrequent. Should an opportunity arise, the ASB shall provide requested services to any DSHS site between the regular business hours of 7:00 am to 6:00 pm. Special on-site request’s hourly pricing should include any and all travel expenses incurred by the ASB. DSHS will not reimburse ASB for time to and from a DSHS site for special requests.

DSHS will not accept Proposals which include alternate products, multiple pricing dependent on delivery location, or any other alternate terms.

Bidders may earn up to a maximum of 200 total points for their Quotation Proposal (Quotation Questions #1 through #5). Bidders must provide only one rate each to answer each part of the Quotation Questions #1 through #5, and must use the Bidder’s Quotation Proposal Template: Attachment C3, and answer all of the following questions:

**Quotation Question #1: New Equipment/Inventory (Scored)**

What is your firm’s minimum discount off of List Price for new Cisco manufactured or owned products, or Cisco subsidiary products, for each of these categories?

a) Unified Communications: ______% off of List Price

b) Routers: ______% off of List Price

c) Switches: ______% off of List Price

d) Wireless Access Points: ______% off of List Price

**Quotation Question #2: Managed Services for Bidder Installed New Equipment (Scored)**

What is your firm’s monthly fee to manage services for new Cisco manufactured or
owned products, or subsidiary products of Cisco Equipment in the following categories?
   a) Unified Communications: $________/month
   b) Routers: $________/month
   c) Switches: $________/month
   d) Wireless Access Points: $________/month

Quotation Question #3: Managed Services for DSHS owned Equipment (Scored)

What is your firm’s monthly fee to manage services for DSHS owned Cisco manufactured or owned products, or Cisco subsidiary products, for each of these categories?
   a) Unified Communications: $________/month
   b) Routers: $________/month
   c) Switches: $________/month
   d) Wireless Access Points: $________/month

Quotation Question #4: Uninterruptible Power Supply (UPS) devices; APC brand with network card (Scored)

   a) What is your firm’s minimum discount off of List Price for new UPS devices?
      _______% off of List Price
   b) What is your firm’s monthly fee to manage services for Bidder installed new UPS devices?
      $________/month
   c) What is your firm’s monthly fee to manage services for DSHS owned UPS devices?
      $________/month

Quotation Question #5: Special On-Site Project Requests (Scored)

What is your firm’s hourly rate for the following personnel for special projects?
   a) Project Manager: $________/hour
   b) Technical Staff: $________/hour

Quotation Question #6: Quotation Assumptions (Not Scored)

If there are any assumptions your firm has made that are not explicitly addressed in Attachment A: Sample Contract which affect your proposed pricing, fully
describe these assumptions now.

Quotation Question #7: Additional Pricing Structure (Not Scored)

Describe any additional pricing structures your firm is aware of that may be more cost effective to DSHS.

5. **Attachment D: Contractor Intake Form** (Required, Not Scored)

All Bidders must complete and sign the Contractor Intake Form (Form 27-043) attached to this competitive Solicitation as Attachment D. This form can be downloaded in Microsoft Word format for ease of completion at [https://www.dshs.wa.gov/fsa/forms](https://www.dshs.wa.gov/fsa/forms). Any copy of any business license is acceptable. However, unless Bidder is not required to have a business license, the successful Bidder will need to have a Washington Business License before the contract begins. Prior to performing any work, Bidder will need to obtain a business license, if one is required, through the Washington Department of Licensing. Their web address is: [http://www.dol.wa.gov/](http://www.dol.wa.gov/) Bidder can provide its Washington business license, if required, after award.

6. **Proprietary Information/Public Disclosure**

Materials submitted in response to this Solicitation shall be deemed public records as defined by chapter 42.56 RCW. All Proposals and accompanying documentation shall become the property of DSHS upon receipt, and will not be returned.

The Bidder’s Proposal must include, on Attachment C1, a statement identifying the Sections and pages of its Proposal, if any, which contain information the Bidder considers proprietary. Each Section/page claimed to be proprietary must be clearly marked by stating the word “Proprietary” on the lower right hand corner. Bidders must be reasonable in designating information as proprietary or confidential. **Bidders may not mark their entire Proposal proprietary. Doing so will not be honored and will disqualify your Proposal from further consideration.**

If DSHS receives a request to view or copy a Bidder’s Proposal, DSHS will respond according to applicable law and DSHS’s policy governing public disclosure. DSHS will not disclose any information marked “Proprietary” in a Proposal without giving the Bidder 10 days’ notice to seek relief in superior court per RCW 42.56.540.

**Bidders may not include any DSHS client information in their Proposals. Doing so will result in disqualification of the Proposal from further consideration.** If you wish to include examples of any forms or processes, use a blank form or ensure that all client information is completely redacted.

7. **Submission of Proposals**

Proposals must be stored in an acceptable electronic format and, if applicable, hard copy format, as set forth in Section 8, below. Proposals must be emailed directly to the Coordinator at the email address provided on the cover sheet of this Solicitation document. Proposals must be received by the Coordinator in their entirety on or before the due date and time set forth in Section C.1., Solicitation Schedule, unless a posted Amendment to this Competitive Solicitation changes this due date and time. Bidder’s
completed version of each of the Attachments B, C1, C2, C3 and D to this Competitive Solicitation shall be included as a separate attachment to the Bidder’s email(s).

Bidders assume all risks for the timely submission of the Proposal. Bidders are responsible for allowing sufficient time to ensure timely electronic receipt of their Proposal by the Coordinator and, in Solicitations that also require that hard copies of the Proposal be submitted, to ensure timely receipt via other delivery methods. DSHS does not assume responsibility for problems with the Bidder’s email, network or problems with the mail, parking, traffic or the services of any third party courier. However, if DSHS email is not working properly, appropriate allowances will be made.

DSHS will not accept late Proposals, nor grant time extensions for individual Bidders. DSHS will disqualify any Proposal and withdraw it from consideration if it is received after the Proposal submission due date and time.

8. Acceptable Electronic Formats for Submission of Proposals

Attachment C, Bidders Proposal Templates, should be submitted in Microsoft Word or Adobe Acrobat PDF. Other Proposal documents must be formatted in Portable Document Format (Adobe Acrobat PDF) or Microsoft Word, Excel, or PowerPoint. Spreadsheet documents must be submitted in Microsoft Excel and in a live, unprotected file that includes all formulas, macros, and computations that are relied on or used to calculate any rates or values presented therein. When scanning documents to be submitted in PDF format, scanner resolution should be set to at least 200 dots per inch.

NOTE: DSHS cannot receive emails that are larger than 30MB. To keep file sizes to a minimum, Bidders are cautioned not to use unnecessary graphics in their Proposals. If your Proposal approaches or exceeds 30MB, you must break it up and send it by more than one email so that no single email exceeds 30MB.

9. Alternative Submission Methods

Bidders wishing to request an alternative method for submitting their Proposal must contact the Coordinator at least ten days before the Proposal Submission Date. No alternative submission method will be accepted unless agreed to by the Coordinator in writing prior to the Proposal deadline.
SECTION E.
EVALUATION OF PROPOSALS

1. Proposal Responsiveness; Administrative Review

All Proposals will be reviewed by the Coordinator to determine compliance with administrative and minimum qualification requirements and instructions specified in this Solicitation. DSHS may reject a Proposal as non-responsive at any time for any of the following reasons:

- Incomplete Proposal
- Submission of a Proposal that proposes services that deviate from the scope and technical requirements set forth in this document and Attachment A, Sample Contract, except as permitted in an Amendment to this Solicitation
- Failure to meet the minimum Bidder qualifications or to comply with any requirement set forth in this Solicitation Document, including Attachments
- Submission of incorrect, misleading, or false information
- History of prior unsatisfactory contractual performance

If a Proposal is deemed non-responsive, it shall be disqualified and removed from further consideration. DSHS shall notify non-responsive Bidder(s) of this determination and the supporting reasons.

Proposals meeting all administrative and qualification requirements and submittal instructions, shall continue with the Written Evaluation.

2. Errors in Bidder Proposal

Bidders are responsible for all errors or omissions contained in their Proposals. Bidders will not be allowed to alter Proposal documents after the deadline for Proposal submissions.

DSHS reserves the right to contact any Bidder for clarification of Proposal contents. In those cases where it is unclear to what extent a requirement has been addressed, the evaluation panel may, in their discretion and acting through the Coordinator, contact a Bidder to clarify specific matters in the submitted Proposal.

DSHS reserves the right to waive minor administrative irregularities contained in any Bidder Proposal.
3. **Evaluation Criteria and Scoring of Proposals**

Following the administrative review, Proposals shall be evaluated and points shall be awarded for the Written and Quotation Proposal components based upon Bidder’s responses to the questions and costs set forth in Attachments C2: Bidders Written Proposal and C3: Bidders Quotation Proposal Templates.

The maximum number of points available for each Bidder Proposal is 1,000. The maximum number of points that may be assigned with respect to specific questions is set forth on Attachment C, Bidders Proposal Template. The overall breakdown for assignment of points in evaluating Proposals to this Solicitation is as follows:

<table>
<thead>
<tr>
<th>Written Proposal Possible Points</th>
<th>800 maximum points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quotation Proposal Possible Points</td>
<td>200 maximum points</td>
</tr>
<tr>
<td><strong>Total Possible Points</strong></td>
<td><strong>1,000 maximum points</strong></td>
</tr>
</tbody>
</table>

4. **Quotation Proposal Evaluation Process**

The Coordinator, or designee, shall perform and record the numerical calculations to be considered in the evaluation of Quotations. The Quotation evaluation shall be based upon a calculation that rates each quotation in relation to the lowest cost proposal.

The maximum point value (100% of possible points) shall be granted to the lowest cost proposal for any given category of pricing that is solicited. The remaining proposals in that category shall receive a percentage of the maximum number of points based upon a comparison of their value to that of the lowest cost. In other words, the Bidder who offers the lowest cost for each category shall receive the maximum number of points, with each successive Bidder receiving fewer points in proportion to the best quotation. In this example, Bidder A submitted the lowest rate therefore they received the most points.

<table>
<thead>
<tr>
<th>Bidder</th>
<th>Low-Cost Calculation EXAMPLE</th>
<th>Calculated Quotation Score</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Quotation</td>
<td>Low Cost %</td>
</tr>
<tr>
<td>Bidder A</td>
<td>$40.00</td>
<td>1.00</td>
</tr>
<tr>
<td>Bidder B</td>
<td>$50.00</td>
<td>0.80</td>
</tr>
<tr>
<td>Bidder C</td>
<td>$80.00</td>
<td>0.50</td>
</tr>
</tbody>
</table>

With regards to Quotation Questions #1 and #4.a., the largest/highest discount offered off of that specific category’s list price will be considered the lowest cost in the above calculation.
While Quotation Questions #6 and #7 are not scored, Bidders must answer these questions as well.

5. Written Proposal Evaluation Process

DSHS shall designate an evaluation team of at least three evaluators based on their qualifications, experience, and background relevant to this RFP. The evaluators will review the Bidders’ responses to the written questions and award points consistent with their values and best professional judgement. Evaluators shall assign scores based on the effectiveness of the Bidders’ responses in each question, up to the maximum points available. Scoring may be performed in isolation or together as a group, or a combination of both. Individual evaluator points will be totaled and the average points for each Bidder will be calculated, as illustrated in the below example.

\[
\text{Bidder's Score (points earned) for Written Question #1} = \frac{\text{Sum of Evaluators' Scores for Written Question #1}}{\text{Number of Evaluators}}
\]

The Bidder’s average points earned for each question will be added together to determine the Bidder’s total points earned.

In addition to presiding over the evaluation team, the RFP Coordinator may review submittals, provide input, assemble evaluation aids, or perform other functions helpful to the team. Evaluators may engage in a free flow discussion among themselves and the RFP Coordinator prior to, during, and after the evaluation.

6. Bidder’s References

Once the written evaluations are completed, DSHS may contact the references provided by the top-ranked Bidder(s) in order to investigate past performance and validate information in Bidder Proposals. In submitting a Proposal, Bidder agrees that it shall hold harmless DSHS and any individuals identified as references from and against liability resulting from the provision of information or the receipt and use of that information in evaluating Bidder’s Proposal.

Should DSHS choose to check the top-ranked Bidders’ customer references, references shall be evaluated on a pass/fail basis. DSHS may reject a Proposal if a reference provides negative information about a Bidder’s past performance.

DSHS may, at any time, require additional or substitute references to determine the Bidder’s experience and level of responsibility. If the reference check process reveals information that should properly be considered in evaluating Bidder’s responses, DSHS may, in its sole discretion, reconvene the evaluation panel to reconsider the evaluation scoring in light of the information obtained.
7. Selection of Apparent Successful Bidder

The Bidder that receives the highest total number of possible points will be considered the Apparent Successful Bidder (ASB) and presented to DSHS management for consideration.

The selection process shall determine which Bidder provides the best value in meeting the needs of DSHS. Selection of the Apparent Successful Bidder(s) depends upon DSHS’ assessment of multiple factors, including Bidders’ qualifications, capabilities, efficiency, experience, reliability, responsibility, integrity, quality of proposed services and deliverables, timeliness, cost and potential impact on DSHS’ needs. DSHS may consider whether the Proposal encourages diverse contractor participation; whether the Proposal provides competitive pricing, economies and efficiencies; whether the Bidder considers human health and environmental impacts; whether the Proposal appropriately weighs cost and non-cost considerations; and life cycle cost, as applicable. DSHS may also consider a Bidder’s performance on prior State or other contracts and may reject Proposals of any Bidder who has failed to perform satisfactorily under any previous contract with the state or another party. DSHS reserves the right to select a Bidder whose Proposal is deemed to offer the best overall value and that is in the best interests of DSHS and the State of Washington.

DSHS management shall make the final determination as to which Bidder, initially designated as finalist, shall be officially selected and announced on WEBS as the Apparent Successful Bidder on or about the date and time set forth in Section C.1., Solicitation Schedule. DSHS may also notify the Apparent Successful Bidder and the unsuccessful Bidder of its determination via email on or about the date and time specified in Section C.1., Solicitation Schedule.

DSHS’ decision will be subject to the execution of a contract satisfactory to DSHS within 30 calendar days following the announcement of the Apparent Successful Bidder on WEBS. In the event the parties are unable to reach agreement on the final details of the Contract, consistent with Attachment A, Sample Contract, DSHS shall have the option of negotiating with the next highest ranked Bidder and to revise the announcement of the Apparent Successful Bidder.
1. **Debriefing Conferences**

No later than 5:00 p.m. on the third business day following the posted announcement of the Apparent Successful Bidder on WEBS, Bidders not selected as the Successful Bidder may send an email to the Coordinator requesting a Debriefing Conference. Unless a different date is agreed upon by the Coordinator, the Debriefing Conference will be held on a date designated in Section C.1., Solicitation Schedule. Discussion at the debriefing conference will be limited to the following:

- Evaluation and scoring of the Bidder's Proposal
- Critique of the Proposal based on the evaluation
- Review of Bidder’s final score in comparison with the other final scores

No comparisons between Proposals will be allowed during the Debriefing Conference, which shall be conducted by telephone, unless the Coordinator agrees to an in-person meeting, and shall last for a maximum period of thirty minutes. Since Debriefing Conferences pertain to the formal evaluation process, Bidders who were disqualified as non-responsive and therefore did not go through the formal evaluation process shall only be entitled to request a conversation regarding the issue of their disqualification for non-responsiveness.

2. **Grounds and Filing of Protests**

A Bidder who has participated in a Debriefing Conference may file a formal protest if the Bidder asserts that there are facts that indicate error in the evaluation of Proposals on one or more of the following grounds:

- Bias, discrimination or conflict of interest on the part of the evaluator or in the process
- Mathematical errors in computing the score
- Non-compliance with procedures described in the Solicitation document or in DES policy

Protests must be emailed to the Solicitation Coordinator and must be received no later than 5:00 p.m. (Pacific Time) on the fifth business day following the day of the unsuccessful Bidder’s Debriefing Conference. The Protest must adhere to the requirements set forth in this Section or it will not be considered. This Protest procedure constitutes the sole administrative remedy available to Bidders from DSHS under this Solicitation.

Protests must include the protestor’s mailing address and phone number and the name
of the individual responsible for filing the protest. The protest must state the Solicitation number and title, the grounds for the protest, specific facts to support these grounds, and a description of the relief or corrective action being requested. Bidders who file a protest must also follow the other requirements outlined below in Section F.3. Protest Bond Requirement.

Protests not based on one of the grounds set forth in this Section will be rejected. It is not grounds for a protest to question an evaluator’s professional judgment on the quality of a Proposal or DSHS’ assessment of its own needs or requirements.

3. Protest Bond Requirement

As allowed under RCW 39.26.190, an unsuccessful Bidder submitting a protest must post a Bond with a good and solvent surety authorized to do business in the state of Washington, or submit a Cashier’s Check, in the amount of US$1,000,000 at the time they submit the protest. The Bond will be used to cover the costs associated with a protest and any cost associated with the delay to the project that would result from a protest. Any remaining funds will be returned to the protester. If the protest is successful, the entire amount of the Bond will be returned.

Washington small businesses may request a waiver for the protest bond requirement. The protester must show evidence that their business fits within the small business category, such as WEBS registration as a small, mini or micro business, OMWBE or DVA certification, or a declaration from the protester that the business meets the definition for a Washington small business.

4. DSHS Protest Review Process

The Coordinator will immediately forward any Protest to the Chief of Central Contracts and Legal Services to assign to a Protest Coordinator for review. The Protest Coordinator, an individual who was not involved in the Solicitation, will consider the record and all available facts and will endeavor to issue a decision within ten business days following receipt of the protest. If additional time is required, the protesting party will be notified of the delay.

In the event a protest may involve the conduct of or information submitted by another Bidder that also submitted a Proposal, such Bidder will be given an opportunity to submit its views and any relevant information on the issue(s) raised by the protest to the Solicitation Coordinator.

5. Determination of Protests

The Protest Coordinator shall issue a written determination regarding the protest. This written determination shall include one or more of the following determinations:

- Upholding DSHS determination of the Apparent Successful Bidder(s) on the basis that there are insufficient facts to establish the alleged error; or
- Upholding DSHS’ determination of the Apparent Successful Bidder(s) on the basis that there are only technical or harmless errors in DSHS’ evaluation process; or
• Finding errors and identifying actions which may be taken by DSHS, such as:
  o Correction of errors and reevaluation of all Proposals,
  o Cancellation and reissuance of the Solicitation (in which case all the Bidders will be notified), or
  o Other corrective actions as may be appropriate

There is no further administrative process or remedy available within DSHS to appeal the determination that resulted in a protest. If the protesting party does not accept DSHS’ determination, the protesting party can seek relief from Superior Court in Thurston County, WA.
1. **Contract Execution**

The Apparent Successful Bidder (ASB) is expected to sign a contract with DSHS that is substantially the same as Attachment A, *Sample Contract*, included with this Solicitation, and to enter into any subsequent contract amendments that may be required to address specific work or services.

DSHS reserves the right to require that some or all of ASB’s Proposal be incorporated into the Contract, and to negotiate the specific wording of the Statement of Work, based on the requirements of this Solicitation and the terms of the Proposal submitted by the ASB. If changes are requested as part of the Proposal, DSHS may consider, but shall be under no obligation to agree to modifications to the General Terms and Conditions of Attachment A, *Sample Contract*.

If the Apparent Successful Bidder fails or refuses to sign a Contract within ten business days of delivery by DSHS, DSHS may elect to designate the next highest-ranked finalist as the Apparent Successful Bidder.

2. **Insurance**

The Apparent Successful Bidder shall provide evidence of its compliance with the insurance requirements included in Attachment A, *Sample Contract*.

3. **Non-Endorsement**

The award of a Contract is not an endorsement by the State or DSHS of the Bidder or Bidder’s services and shall not be represented as such by Bidder in any advertising or other publicity materials.

By submitting a Proposal to this Solicitation, the Bidder agrees to make no reference to DSHS in any literature, promotional materials, brochures, sales presentations or the like without the prior written consent of DSHS.

4. **Background Checks**

Individuals who will be performing the Contract on behalf of the Apparent Successful Bidder may be required to undergo background checks. Individuals who have disqualifying results (showing crimes and/or negative actions) may not be permitted to provide services under the Contract.

5. **Electronic Payment**

The State prefers to utilize electronic payment in its transactions. The successful Bidder will be required to register in the Statewide Vendor Payment system, [http://www.des.wa.gov/services/ContractingPurchasing/Business/VendorPay/Pages/default.aspx](http://www.des.wa.gov/services/ContractingPurchasing/Business/VendorPay/Pages/default.aspx), prior to submitting a request for payment under their Contract. No payment shall be made until the registration is completed.
Attachment A:
Sample Contract

Bidders are required to review Attachment A: Sample Contract in order to understand DSHS’ expectations for these services as well as the Terms and Conditions they are to follow should they be considered the Apparent Successful Bidder.
Attachment B:
Bidder Certifications and Assurances

DSHS Request for Proposals (RFP) #1723-652
Network and Telephony Managed Services

Bidder Certifications and Assurances

Bidders must print, complete, sign and return both pages of Attachment B (RFP Pages 38 and 39) with their Proposal.

Under the penalties of perjury of the State of Washington, Bidder makes the following certifications and assurances as a required element of its Proposal to this Competitive Solicitation. Bidder affirms the truthfulness of these facts and acknowledges its current and continued compliance with these certifications and assurances as part of its Proposal and any resulting Contract that may be awarded by DSHS.

1. Bidder declares that all answers and statements made in Bidder’s Proposal are true and correct.

2. Bidder certifies that its Proposal is a firm offer for a period of 180 days following receipt by DSHS, and it may be accepted by DSHS without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 180-day period. In the case of a protest, the Bidder’s Proposal will remain valid for 210 days or until the protest is resolved, whichever is later.

3. Bidder has not been assisted by any current or former DSHS employee whose duties relate (or did relate) to this Solicitation and who assisted in other than his or her official, public capacity. If there are any exceptions to these assurances or if Bidder has been assisted, Bidder will identify on a separate page attached to this document each individual by: (a) name, (b) current address and telephone number, (c) current or former position with DSHS, (d) dates of employment with DSHS, and (e) detailed description of the assistance provided by that individual.

4. Bidder certifies that Bidder is not currently bankrupt or a party to bankruptcy proceedings and has not made an assignment for benefit of creditors and authorizes DSHS to conduct a financial assessment of Bidder in DSHS’ sole discretion.

5. Bidder acknowledges that DSHS will not reimburse Bidder for any costs incurred in the preparation of Bidder’s Proposal. All Proposals shall be the property of DSHS. Bidder claims no proprietary right to the ideas, writings, items or samples submitted as part of its Proposal.

6. Bidder acknowledges that any Contract award will incorporate terms set forth in the Sample Contract, including its attachments and exhibits, as set forth as Attachment A to the Solicitation Document, or may, at DSHS’ option, be negotiated further. DSHS may elect to incorporate all or any part of Bidder’s Proposal into the Contract.

7. Bidder certifies that it has made no attempt, nor will make any attempt, to induce any other person or firm to submit, or not submit, a Proposal for the purpose of restricting competition and that the prices and/or cost data contained in Bidder’s Proposal: (a) have been determined independently, without consultation, communication or agreement with others for the purpose of restricting competition or influencing bid selection, and (b) have not been and will not be knowingly disclosed by the Bidder, directly or indirectly, to any other Bidder or competitor before contract award, except to the extent that Bidder has joined with other individuals or organizations for the purpose of preparing and submitting a joint Proposal or unless otherwise required by law.
8. Bidder acknowledges that if it is awarded a Contract containing Business Associate requirements under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), or any other Data Security requirements, that Bidder will incorporate the terms of such Business Associate or Data Security requirements into all related subcontracts.

9. Bidder acknowledges that if awarded a Contract with DSHS, Bidder is required to comply with all applicable state and federal civil rights and other laws. Failure to comply may result in Contract termination. Bidder agrees to submit additional information about its nondiscrimination policies, at any time, if requested by DSHS.

10. Bidder certifies that Bidder has not, within the three-year period immediately preceding the date of release of this Competitive Solicitation, been determined by a final and binding citation and notice of assessment issued by the Department of Labor and Industries or through a civil judgment to have willfully violated state minimum wage laws (RCW 49.38.082; chapters 49.46, 49.48, or 49.52 RCW).

11. Bidder certifies within the last three years that Bidder has not willfully violated Washington state’s wage payment laws.

12. Bidder certifies that it has a current Business License and agrees that it will promptly secure and provide a copy of its Washington State Business License, unless Bidder is exempted from being required to have one, if Bidder is awarded a Contract.

13. Bidder authorizes DSHS to conduct a background check of Bidder and/or Bidder’s proposed staff if DSHS considers such action necessary.

14. Bidder has not been convicted nor entered a plea of nolo contendre with respect to a criminal offense, nor has Bidder been debarred or otherwise restricted from participating in any public contracts.

15. Bidder hereby grants permission to references indicated to share information about the Bidder’s firm, whether positive, neutral or negative, and grant permission for DSHS to contact each of the references provided. Bidder further agrees to release and hold the references harmless from any liability resulting from the information provided.

15. Bidder acknowledges its obligation to notify DSHS of any changes in the certifications and assurances above.

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am authorized to make these certifications on behalf of the firm listed herein.

_______________________________
Printed Name

_______________________________
Signature

_______________________________
Title

_______________________________
Organization Name

_______________________________
Date

Again, Bidders must print, complete, sign and return both pages of Attachment B (RFP Pages 38 and 39) with their Proposal.
Attachment C:  
Bidders Proposal Template

The Bidders Proposal Template is attached separately and identified as Attachment C (in three separate documents - Attachment C1: Administrative Requirements, Attachment C2: Written Proposal, and Attachment C3: Quotation Proposal).

Bidders should carefully review all details in this Request for Proposals and the Sample Contract, Attachment A, prior to submitting their Proposal.
Attachment D:
Contractor Intake Form

All Bidders must complete and sign the Contractor Intake Form (Form Number 27-043). This form can be downloaded in Microsoft Word format for ease of completion at https://www.dshs.wa.gov/fsa/forms. Bidders should review RFP Section D.5. for additional information regarding this requirement.
## Attachment E:
### Existing Equipment and Life Expectancy

The following equipment is currently installed at DSHS sites and owned by DSHS’ Enterprise Technology Division:

<table>
<thead>
<tr>
<th>Machine Type</th>
<th>End of Life Announcement Date</th>
<th>End of Vulnerability /Security Support</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catalyst 3560X 24</td>
<td>January 31, 2012</td>
<td>January 30, 2016</td>
<td>2</td>
</tr>
<tr>
<td>Catalyst 37xx Stack</td>
<td>January 31, 2012</td>
<td>January 30, 2016</td>
<td>11</td>
</tr>
<tr>
<td>Catalyst 38xx stack</td>
<td>November 1, 2010</td>
<td>October 31, 2016</td>
<td>4</td>
</tr>
<tr>
<td>Catalyst 6509</td>
<td>depends on modules installed</td>
<td>depends on modules installed</td>
<td>2</td>
</tr>
<tr>
<td>Catalyst 65xx Virtual Switch</td>
<td>depends on modules installed</td>
<td>depends on modules installed</td>
<td>1</td>
</tr>
<tr>
<td>Cisco 2921K9</td>
<td>September 9, 2016</td>
<td>December 8, 2020</td>
<td>132</td>
</tr>
<tr>
<td>Cisco 3945K9</td>
<td>September 9, 2016</td>
<td>December 9, 2020</td>
<td>1</td>
</tr>
<tr>
<td>Cisco 4351 ISR</td>
<td>None Announced</td>
<td>None Announced</td>
<td>24</td>
</tr>
<tr>
<td>Cisco ASA 5505</td>
<td>February 24, 2017</td>
<td>August 25, 2020</td>
<td>1</td>
</tr>
<tr>
<td>Cisco ASA 5515</td>
<td>February 24, 2017</td>
<td>August 25, 2020</td>
<td>1</td>
</tr>
<tr>
<td>Cisco ISR4451</td>
<td>None Announced</td>
<td>None Announced</td>
<td>32</td>
</tr>
<tr>
<td>Cisco Nexus 5596 UP</td>
<td>October 30, 2016</td>
<td>April 30, 2022</td>
<td>4</td>
</tr>
<tr>
<td>Cisco 29xx Stack</td>
<td>November 6, 2014</td>
<td>November 5, 2018</td>
<td>64</td>
</tr>
<tr>
<td>Cisco 2950-24G</td>
<td>October 22, 2007</td>
<td>October 21, 2009</td>
<td>1</td>
</tr>
<tr>
<td>Cisco 2960-8TC-S</td>
<td>November 6, 2014</td>
<td>November 5, 2018</td>
<td>12</td>
</tr>
</tbody>
</table>
### Unified Communications

<table>
<thead>
<tr>
<th>Equipment Type</th>
<th>Potential Purchases up to quantity:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Wide Redundant Cisco UC system</td>
<td>15,000 users</td>
</tr>
<tr>
<td>Cisco Video Conferencing Infrastructure and Management</td>
<td>20 Concurrent Conferences</td>
</tr>
<tr>
<td>Conference Room Phone System Phones</td>
<td>200 systems</td>
</tr>
<tr>
<td>Cisco UCS Phones</td>
<td>15,000 phones</td>
</tr>
<tr>
<td>Cisco Video End Points - SX10 Option</td>
<td>25 Endpoints</td>
</tr>
<tr>
<td>Cisco Video End Points - SX20 Option</td>
<td>25 Endpoints</td>
</tr>
<tr>
<td>Cisco Video End Points - Room Kit</td>
<td>50 Kits</td>
</tr>
<tr>
<td>PRI Circuits</td>
<td>100 sites</td>
</tr>
</tbody>
</table>

### WAN

<table>
<thead>
<tr>
<th>Equipment Type</th>
<th>Potential Purchases up to quantity:</th>
</tr>
</thead>
<tbody>
<tr>
<td>WAN Circuits with redundancy</td>
<td>200 Sites</td>
</tr>
<tr>
<td>Cisco Routers (with Firewall) for Small/Medium offices</td>
<td>100 Sites</td>
</tr>
<tr>
<td>Cisco Routers (with Firewall) for large offices</td>
<td>50 Sites</td>
</tr>
<tr>
<td>Cisco Add Ons for (UC) functionality</td>
<td>200 Sites</td>
</tr>
<tr>
<td>Cisco Analog Gateways</td>
<td>100 Sites</td>
</tr>
</tbody>
</table>

### LAN

<table>
<thead>
<tr>
<th>Equipment Type</th>
<th>Potential Purchases up to quantity:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco or Meraki LAN Switching</td>
<td>750 switches</td>
</tr>
<tr>
<td>Cisco Access Points</td>
<td>1,000 APs</td>
</tr>
</tbody>
</table>

### Miscellaneous

<table>
<thead>
<tr>
<th>Equipment Type</th>
<th>Potential Purchases up to quantity:</th>
</tr>
</thead>
<tbody>
<tr>
<td>UPS – APC brand with network card (size will vary depending on site configuration)</td>
<td>200 Units</td>
</tr>
</tbody>
</table>