

SECTION II - SUMMARY OF THE REQUEST FOR PROPOSALS

A. Purpose of RFP

The New York City Department of Correction (DOC) is seeking an appropriately qualified vendor to provide all the labor and material (inclusive of supplies and parts) to effect as-needed maintenance, repair, software upgrades, phone system administration services and MAC's (Moves, Adds, Changes) to its Teltronics PBX and Cisco IP Telephone Systems and user end points/phones located at various Department of Correction facilities on Rikers Island and throughout the five boroughs of the City of New York.

DOC is in the process of transitioning its remaining Teltronics PBX's systems to its Cisco IP telephony platform. The winning vendor of this RFP will be responsible for maintaining and supporting both of these systems and adjusting the monthly maintenance and support costs as the older Teltronics PBX's are retired and users are migrated to the new Cisco IP telephony platform.

B. Anticipated Contract Term

It is anticipated that the term of the contract awarded from this RFP will be for a period of up to three (3) years. The contract may include a single three-year option to renew. The Department reserves the right, prior to contract award, to determine the length of the initial contract term and each option to renew, if any.

C. Anticipated Available Funding

It is anticipated that the available funding for the contract awarded from this RFP will be \$5,000,000. Greater consideration will be given to proposers that propose more competitive prices (in combination with a high quality program).

D. Anticipated Payment Structure

It is anticipated that the payment structure of the contract awarded from this RFP will be based on a time and material basis with hourly job titles/rates and discount or mark-up on parts/materials which will support 1) maintenance of the Teltronics legacy system, 2) maintenance of Cisco IP telephony systems, 3) project management and 4) the provision of necessary parts and materials. However, proposers are encouraged to submit any payment structure that they feel best suits the nature of the objectives of this RFP. Proposers may offer more than one price structure for consideration. The Department will consider proposals to structure payments in a different manner and reserves the right to select any payment structure that is in the City's best interest.

E. Minimum Qualification Requirements

Not Applicable for this RFP.

6. Modification Services

Move, Change, and Disconnection Services the Contractor shall perform such moves within, changes to and disconnections of any or all components of the Telephone System(s) as the City shall in writing direct. The Contractor is advised that the City reserves the right to perform moves, changes, and disconnections with its own personnel.

C. Department Assumptions Regarding Contractor Approach

1. Experience

- The Contractor must have experience with maintaining Teltronics 20/ 20 PBX Telephone Systems and Cisco IP Telephony Systems.
- The Contractor would have successful experience providing the services requested for at least three (3) organizations, including government entities and/or provided similar services within the last three (3) years for customer service centers or other large entities.
- Ensure that the initiative is managed by qualified technical and administrative staff capable of delivering a successful solution.

2. Organizational Capability

The Department's assumptions regarding organizational capability are:

- The Contractor should have adequate technical, managerial and financial capability to perform the services described within this RFP.
- The Contractor should have sufficient full time staff with relevant skill sets and at least three (3) years experience to support an initiative of similar size and complexity.
- The Contractor should have sufficient local staffing resources.
- The Contractor's focus should be the performance of the type of services outlined in this RFP.
- The Contractor should be financially stable and have the financial resources required to support an initiative of this size as can be validated through a review of the firm's financial statements.

3. Approach

- DOC is open to multiple approaches toward maintaining its systems. Likely a combination of 24/7 on-site resources at Rikers Island, with the ability to augment its on-site resources rapidly, should a major system issue occur, will be best suited. The ability to access replacement parts, should any major system components fail, will lend itself to a more successful approach, particularly for harder to source Teltronics system components.
- Contractor's approach would provide staffing required in order to ensure near 100% uptime of DOC telephone systems.
- Contractor's approach would meet DOC's as-needed services such as ad-hoc goods and services.
- Contractor's approach would maintain call logging software and performing a bi-annual phone bill audit.

SECTION IV: FORMAT AND CONTENT OF THE PROPOSAL

Instructions: Proposers should provide all information required in the format below. The proposal should be typed on both sides of 8 ½" X 11" paper. The City requests that all proposals be submitted on paper with no less than 30% postconsumer material content, i.e., the minimum recovered fiber content level for reprographic papers recommended by the United States Environmental Protection Department (for any changes to that standard please consult: <http://www.epa.gov/cpg/products/printing.htm>). Pages should be paginated. The proposal will be evaluated on the basis of its content, not length. In addition, proposers should submit a CD-ROM containing an electronic copy of all hardcopy documents submitted in response to this RFP. Failure to comply with any of these instructions will not make the proposal non-responsive.

A. **Proposal Format**

1. **Proposal Cover Letter**

The Proposal Cover Letter form (Attachment A) transmits the proposer's Proposal Package to the Department. It should be completed, signed and dated by an authorized representative of the proposer.

2. **Technical Proposal**

The Technical Proposal is a clear, concise narrative which addresses the following:

a. **Experience**

Describe the successful relevant experience of the proposer, each proposed sub-contractor if any, and the proposed key staff in providing the work described in Section III of this RFP. (Specifically address the following:

- Experience maintaining a Teltronics 20/ 20 EPBX Telephone Systems – See Attachment C
- Experience maintaining Cisco IP Telephony Systems – See Attachment C

In addition:

- Attachment C - at least three relevant references, including the name of the reference entity, a brief statement describing the relationship between the proposer or proposed sub-contractor, as applicable, and the reference entity, and the name, title and telephone number of a contact person at the reference entity, for the proposer and each proposed sub-contractor if any.
- Attach for each key staff position a resume and/or description of the qualifications that will be required. (In addition, provide a statement certifying that the proposed key staff will be available for the duration of the project.)

b. **Organizational Capability**

Demonstrate the proposer's organizational i.e., technical, managerial and financial) capability to provide the work described in Section III. Specifically address the following:

- Staffing plans and resources
- Financial resources