



Baltimore Metropolitan Council

REQUEST FOR PROPOSALS VOICE COMMUNICATIONS SYSTEM

9/23/2009

Due Date:

Friday, November 13, 2009

Submit Qualifications to:

Baltimore Metropolitan Council
ATTN: Spencer Simpson
2700 Lighthouse Point East, Suite 310
Baltimore, MD 21224

Contact for More Information:

Spencer Simpson
Telephone: 410-732-9569
E-mail: ssimpson@baltometro.org

REQUEST FOR PROPOSALS - VOICE COMMUNICATIONS SYSTEM

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EXECUTIVE SUMMARY

The Baltimore Metropolitan Council ("BMC") is seeking a qualified contractor to design, install, and provide service for a voice communications system at a new site to which it plans to move in mid to late 2010.

BMC has issued separate RFPs for, and will award separate contracts for, the following systems and services, whose operation will affect this system:

- Site cabling, including voice cabling
(see: RFP – Site Cabling)
- Voice, data, and electronic media content services
(see: RFP – Voice, data, and electronic media content services)

Prospective bidders are encouraged to read these other requests for proposals, not only because they may wish to bid on them, but also because they will be required to work with any organizations awarded contracts under them.

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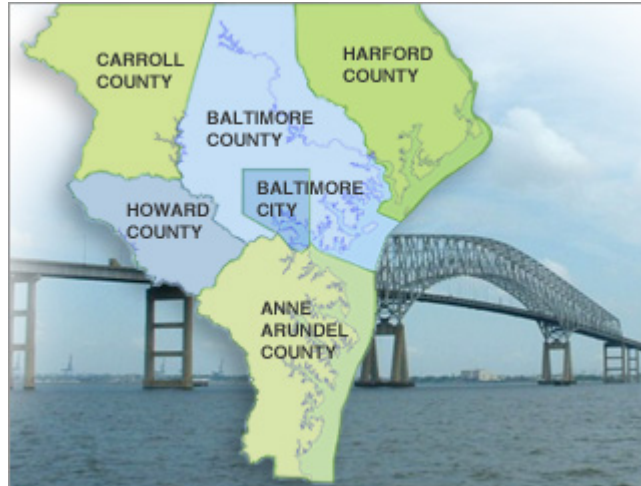
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I. INTRODUCTION

The Baltimore Metropolitan Council is a private nonprofit organization committed to identifying regional interests and developing collaborative strategies through plans and programs which will improve the quality of life and economic vitality throughout the region. Our Board of Directors includes the Mayor of Baltimore City, the County Executives of Anne Arundel, Baltimore, Harford and Howard counties, and a Carroll County Commissioner.



The work of BMC staff includes transportation forecasting and analysis, economic and demographic research, computer mapping applications, air and water quality programs, cooperative purchasing, and rideshare coordination. In addition, BMC staff provides technical support to the **Baltimore Regional Transportation Board (BRTB)**.

The BRTB is the designated Metropolitan Planning Organization (MPO) for the Baltimore region. It consists of designated representatives from Baltimore City, Anne Arundel County, Baltimore County, Carroll County, Harford County, and Howard County, plus the City of Annapolis, the Maryland Department of Transportation, the Maryland Department of the Environment, and the Maryland Department of Planning.

BMC is planning to move to a new site in mid to late 2010. The new site, McHenry Row, is on the former location of the Chesapeake Paperboard Company, on the east side of Key Highway between Fort Avenue and Interstate 95.

BMC will take up most of the third floor of the McHenry Row office building, currently under construction.

II. PURPOSE

In order for BMC to fulfill its mission, voice communication capabilities will need to be in place and operating by the time furniture and employees arrive.

III. OBJECTIVES

The BMC is seeking the services of a qualified contractor to design, install, and provide service for a voice communications system at its new site. The system should include the following components:

- A switching system to route calls from the voice service provider chosen by BMC to 50 client voice lines. Some clients will use extensions from a main phone number; others will have direct lines in addition to extensions.
- A voice mail system for at least 42 users.
- Voice handsets or other client equipment for use at 50 client locations. The client equipment shall provide call, hold, transfer, forwarding, speaker, and Do-not-disturb functionality, as well as access to the voice-mail system.
- BMC will choose and provide a rack cabinet into which computer equipment for the System shall be installed. All computer equipment shall be mountable in the rack BMC provides and controllable using existing BMC KVM equipment.
- It should be possible for BMC employees to easily assign client voice lines to client locations without hard rewiring. For example, this might be accomplished:
 - by connecting modular cables between switching-system-facing interfaces and client-location-facing interfaces in the voice switching center, or
 - by using remote management in the switching system to change routes.
- A main switchboard for a receptionist to route calls.
- An ongoing service and support agreement.
- Contractor shall work with contractors doing work on other BMC infrastructure components at the site to ensure interoperability, especially those listed in the Executive Summary of this document

The value of additional features such as

- Caller ID Display
- client access and administration via BMC computer workstations
- public address via intercom

will be considered; however, in addition to a full-feature price proposal, bidders must also provide pricing for a minimal feature set for cost-comparison purposes.

Contractor should be able to demonstrate the benefits of various technologies versus their cost of procurement and ultimate total cost of ownership. Traditional land-line technologies will be considered as well as Voice-over-IP technologies.

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All computers used in the switching center for controlling the phone switching and/or voice mail system shall be rack-mountable. Due to space considerations, the rack used must be interoperable with racks containing existing BMC server equipment.

IV. Scope of Work

As of this RFP's writing, the building housing the new site is under construction. BMC has finalized a floor plan for the new site, based upon construction drawings provided by the building owner. This floor plan includes an electrical service room, where service provider lines will enter the site (and perhaps terminate), as well as a switching center room that will house all service switching equipment, as well as servers (computers) providing other aspects of BMC's IT infrastructure.

Tenant customization of the site by the building owner's contractors is scheduled to begin on February 8, 2010. At some point during the tenant customization phase, the electrical service room and the switching center room will become accessible by BMC and its contractors.

TASK 1: Install equipment

The contractor under this RFP will install the voice switching system and voice mail equipment in the switching center room.

Contractor shall be responsible for connecting the voice switching system to the voice service termination point for each external voice line.

Contractor will also be responsible for implementing the interface between the voice lines leaving the voice switching and voice mail system, and the physical lines (run by the site cabling contractor) to the voice client locations. Contractor will work with the site cabling contractor to provide appropriate interoperability, as described in the system requirements.

If this interface is not implemented electronically, using remote management of the voice switching and voice mail systems, contractor shall connect each client voice line from the voice communications system to a modular interface (aka "jack") in the voice switching center. The site cabling contractor will connect each physical line to a client location to a separate modular interface, also in the voice switching center. This should enable BMC employees to assign client lines to client locations by connecting modular cables between the interfaces in the switching center.

Finally, Contractor shall connect and initialize client equipment at the specified client locations. BMC expects that client equipment shall connect using industry-standard **8P8C** modular sockets, commonly referred to as "RJ45 jacks", and operate through **CAT6a** cabling media installed by the site cabling contractor. If the client equipment requires another type of interface or cabling media, this should be specified in the proposal, so that BMC can notify the site cabling contractor of this requirement.

Since many of the workplaces at the new site are modular cubicles that will not be set

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up until BMC's physical move to the new site, Contractor must make personnel available at the time of the move to install client equipment in the cubicles.

TASK 2: Train BMC Personnel

- Contractor shall train all BMC staff members in the operation of client equipment and voice features.
- Contractor shall train BMC staff members selected as switchboard operators in the operation of the switchboard.
- Contractor shall train BMC staff members selected as telephone system administrators on routine administration tasks and procedures for contacting support personnel.

TASK 3: Ongoing support

- Contractor shall provide for ongoing support of the voice switching and voice mail systems, including hardware replacement and software troubleshooting.

V. PROPOSAL CONTENT

The proposal should consist of two separate parts: (1) a Technical proposal; and, (2) a Cost Proposal (in a sealed envelope). They shall meet, at a minimum, the following requirements. Proposals not meeting these requirements will be rejected.

Technical Proposal

The Technical Qualifications should contain the following:

- *Cover Letter* – signed by an executive with authority to commit the proposing firm and stating the period for which the proposal is valid.
- *Experience and Qualification* – Please list your qualifications with regard to the selection criteria identified in this RFP. Your summary should contain: (a) the information on projects of similar nature that you or your firm has completed, including brief descriptions, dates, and names of contact persons. Please include links to relevant work if possible, and (b) the resumes of proposed project manager and key team personnel.
- *Project Management* – Designation of a project manager and the responsibilities of the manager. Note that the resulting contract will require commitment of the specified staff. An outline showing estimated hours by each staff member by task shall be provided.
- *DBE Participation* – The program for assuring the maximum opportunity for participation by Disadvantaged Business Enterprises (DBEs) in accord with BMC's goals shall be presented. See the section of MANDATORY STATEMENTS for statement of DBE participation goals.
- *Other Information*
 - Technical specifications of proposed equipment
 - Technical specifications for cabling media and interfaces required by the client equipment
 - Any other material that the proposer wishes to provide.

Cost Proposal

The Cost Proposal should be composed of two parts: Project Budget and Affidavits and Certifications.

When submitting your cost proposal, please address the items listed below.

- *Project Budget* - Provide your price quote as a fixed price in United States dollars. The price quote shall specify the number of labor hours and cost by staff member and total hours and cost estimated for each task. Direct costs shall be itemized by category (*e.g.*, travel, per diem, materials, etc.) for the entire project. The contract type is anticipated as fixed price with partial payments paid based on task completion.
- *Affidavits and Certifications* – An original signed copy of Proposal Affidavit attached at the end of this RFP shall be included in the Cost Proposal.
- *Bundling* – Bidders may choose to offer combined cost proposals in response to other RFP's BMC has issued, as listed in the Executive Summary. Any combined cost proposal must be accompanied by a cost proposal for only the work under this RFP.

If submitting combined cost proposals in response to multiple RFP's, only one Proposal Affidavit is required; **however, any cost proposal in response to the Site Cabling RFP must include the Affidavit from the Site Cabling RFP.** The Affidavit from the Site Cabling RFP will be considered sufficient and binding for responses to this RFP and any other RFP's listed the Executive Summary.

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VI. SUBMISSION OF QUALIFICATIONS

All respondents shall submit **3 copies** of their proposal to:

Baltimore Metropolitan Council
ATTN: Spencer Simpson, Information Technology Coordinator
2700 Lighthouse Point, Suite 310
Baltimore, MD 21224-4774

The proposal must be received by BMC no later than 2:00 p.m. Eastern Standard Time on **Friday, November 13, 2009**. Allow adequate time for mail or other carrier delivery. Proposals arriving after the deadline will not be accepted. Please direct any questions to Spencer Simpson by telephone 410-732-9569 , fax (410) 732-8248, or e-mail:ssimpson@baltometro.org.

The BMC will not pay for the development and submission of proposals in response to this RFP. The BMC reserves the right to reject any proposals without cost or detriment to the BMC.

The Consultant shall not make changes in the specifics put forth in a proposal, including staff participation, without the prior written consent of the BMC.

TENTATIVE SCHEDULE

RFQ Issued:	9/23/2009
Pre-Bid Meeting:	Tuesday, October 13, 2009 at 1:30 PM
Proposals Due:	Friday, November 13, 2009
Contractor Selection:	Tuesday, December 1, 2009
Requirements Finalized by:	January 8, 2010
Start of Installation:	TBD
Completion of Installation:	TBD
Training:	After physical move

Because the site is in a building currently under construction, this schedule may change due to construction delays or other circumstances. If any phase of installation requires access to the site before systems become operational, bidders must specify any amount of lead time required.

CONTRACTOR SELECTION CRITERIA

All proposals will be evaluated on the basis of technical merit and proposed cost. This is not an absolute low-bid procurement. BMC staff will conduct the evaluation of proposals. Technical merit includes work program and approach, as well as staff experience and qualifications. Teaming is permissible but the contract will be with a

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single prime contractor.

The BMC reserves the right to negotiate with one or more respondents selected on the basis of the initial technical merit and proposed cost. Respondents may be asked to make personal appearances to provide additional information on proposals.

MANDATORY STATEMENTS

Public Information Act Notice

Respondents should give specific attention to the identification of those portions of their proposals they deem to be confidential, proprietary information or trade secrets and provide any justification why such materials, upon request, should not be disclosed.

Disadvantaged Business Enterprise Notice

Disadvantaged business enterprises (DBEs) are encouraged to respond to this solicitation. It is the intent of the BMC that certified minority business enterprises and sub-contractors be given the opportunity to submit proposals to this RFP and will not be subject to discrimination on the basis of race, color, sex, or national origin in consideration for an award.

Disadvantaged Business Enterprise Subcontract Participation Goal

The Baltimore Metropolitan Council hereby notifies all respondents that in regard to any contracts entered into pursuant to this advertisement; MBEs and WBEs will be afforded full opportunity to submit expressions of interest in response to this notice and will not be subject to discrimination on the basis of race, color, sex or national origin, in consideration for an award.

It is the goal of the BMC that certified businesses participate in all federal-aid contracts. BMC has established a DBE participation goal of fifteen percent (15%) of the total contract amount has been established for this procurement. Proposers must make a good faith effort to meet this goal. All offers submitted in response to this RFP must include a statement specifying the State of Maryland has certified the DBE or DBEs utilized to meet this requirement. If the DBE has not been certified by State authorities, but has been certified by others receiving federal funding, the name of the organization should be included in the proposal. The BMC reserves the option to accept this certification in lieu of Maryland state certification.

Required Terms and Conditions

The following terms and conditions are required in contracts executed by the BMC.

- Parties to the Contract
- Scope of the Contract
- Compensation and Method of Payment
- Non-Hiring of Employees
- Disputes
- Maryland Law Prevails
- Non-Discrimination in Employment

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- Contingent Fee Prohibition
- Multi-Year Contracts Contingent Upon Appropriations
- Termination for Default
- Termination for Convenience
- Delays and Extensions of Time
- Liquidated Damages
- Suspension of Work
- Retention of Records
- Compliance with Laws
- Truth in Negotiation Certification
- Contract Affidavit
- Insurance Coverage

PROPOSAL AFFIDAVIT

A. (ANTI-BRIBERY AFFIRMATION). I HEREBY CERTIFY THAT

(1) I am the (title) _____ and the duly authorized representative of (vendor) _____ and that I possess the legal authority to make this Affidavit on behalf of myself and the vendor for which I am acting.

(2) Except as described in paragraph 3 below, neither I, nor to the best of my knowledge, information, and belief, the above vendor, nor any of its officers, directors, or partners, nor any of its employees directly involved in obtaining contracts with the State or any county, bi-county, multicounty agency or subdivision of the State has been convicted of, or has pleaded *nolo contendere* to a charge of, or has during the course of an official investigation or other proceeding, admitted in writing or under oath acts or omissions committed after July 1, 1977, which constitute bribery, attempted bribery, or conspiracy to bribe under the provisions of Article 27 of the Annotated Code of Maryland or under the laws of any state or federal government.

(3) State "none" or, as appropriate, list any conviction, plea or admission described in paragraph 2 above, with the date; court official, or administrative body; and the sentence or disposition, if any:

_____.

(4) I ACKNOWLEDGE THAT this Affidavit is to be furnished to the Procurement Officer, and may be furnished to the Attorney General pursuant to Sections 16-201, et seq., of the State Finance and Procurement Article of the Annotated Code of Maryland. I acknowledge that if the representations set forth in this Affidavit are not true and correct, the Council may terminate any contract awarded and take any other appropriate action.

B. (NON-COLLUSION AFFIRMATION). I HEREBY FURTHER AFFIRM THAT neither I nor, to the best of my knowledge, information and belief, the above firm nor any of its other representatives I here represent have:

(1) Agreed, conspired, connived or colluded to produce a deceptive show of competition in the compilation of the bid or offer being submitted herewith;

(2) In any manner, directly, or indirectly, entered into any agreement, participated in any collusion to fix the bid price or price proposal of the bidder or respondent herein or any competitor, or otherwise taken any action in restraint of free competitive bidding in connection with the contract for which the within bid or offer is submitted.

C. (PROCUREMENT AFFIRMATION). I HEREBY FURTHER AFFIRM THAT

(1) Neither the above business nor, to the best of my knowledge, information, and belief, any officer, controlling stockholders, partner, principal, or other person substantially involved in the contracting activities of the business has in the past five (5) years: (a) been convicted under state or federal statute of a criminal offense incident to obtaining or attempting to obtain or performing a public or private contract, fraud, embezzlement, theft, forgery, falsification or destruction of records, or receiving stolen property; (b) been found civilly liable under state or federal antitrust statutes for acts or omissions in connection with the submission of bids or proposals for a public or private contract; (c) been convicted of any violation of a state or federal antitrust statute; (d) been convicted under the provisions of Title 18 of the United States Code for violation of the Racketeer Influenced and Corrupt Organizations Act, 18 USC Section 1961 et seq.; or (e) the Mail Fraud Act, 18 USC Section 1341 et seq., for acts arising out of the submissions that would constitute grounds for conviction or liability under any statute described above. Also, the undersigned vendor was not founded or established or is not operated in a manner designed to evade the application or defeat the purpose of the Debarment Regulations, COMAR 21.08; is not currently suspended or debarred pursuant to COMAR 21.08 or by the action of any other public entity; and is not a successor, assignee, subsidiary, or affiliate of a suspended or debarred business.

(2)(a) If the affirmation described in subsection (1) cannot be given and debarment proceedings have not been instituted against the business pursuant to COMAR 21.08, indicate the reasons why the affirmation cannot be given, including any conviction or admission described in subsection (1), above, with the date, court and sentence or disposition, if any; the name(s) of the person(s) involved, and their current positions and responsibilities with the business; the activity specified in COMAR 21.08 in which each person was involved; and the details of the person's participation in the activity, including the name(s) of an entity involved and the person's positions and responsibilities with the entity. (Attach additional sheets as necessary.)

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(b) If the affirmation described in subsection (1) cannot be given, and debarment proceedings have been instituted against the business pursuant to COMAR 21.08, indicate the status of such proceedings.

I ACKNOWLEDGE THAT this Affidavit is to be furnished to the Procurement Officer and may be distributed to units of: (1) the State of Maryland; (2) counties or other subdivisions of the State of Maryland; (3) other states; and (4) the federal government. I further acknowledge that this Affidavit is subject to applicable laws of the United States and the State of Maryland, both criminal and civil, and that nothing in this Affidavit or any contract resulting from the submission of this bid or proposal shall be construed to supersede, amend, modify or waive, on behalf of the State of Maryland or any unit of the State of Maryland having jurisdiction, the exercise of any statutory right or remedy conferred by the Constitution and the laws of Maryland in respect to any misrepresentation made or any violation of the obligations, terms and covenants undertaken by the above firm in respect to (1) this Affidavit, (2) the contract, and (3) other Affidavits comprising part of the contract.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

(Date)

(Affidavit)