

GOVERNMENT OF  
THE VIRGIN ISLANDS OF THE UNITED STATES

Request for Proposal - Negotiation  
PROFESSIONAL SERVICES

To: ..... Date: July 13, 2018  
..... RFP-032-C-2018 (Professional)

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Pursuant to 31 V. I. C. § 239 (a) (4) and the Rules and Regulations thereunder issued, the Government of the Virgin Islands, Property and Procurement, will receive proposals for the work described below. Proposals will be received until **Friday, August 10, 2018 at 4:00 P.M.**

**DESCRIPTION OF WORK**

The Government of the Virgin Islands, Department of Property and Procurement is requesting proposals from qualified contractors for the following services: **RFP-032-C-2018 (P) to provide Mitel Telephone System Upgrades for the U.S. Virgin Islands**

SCOPE OF SERVICES: SEE ATTACHED

### **NEGOTIATED PROCEDURES:**

The Commissioner of the Department of Property and Procurement will appoint a Selection Committee to assist in the evaluation and selection of the Contractor. Accordingly, current data on qualifications and performance should be submitted with proposals. After reviewing the qualifications and proposals, the Committee will select for discussions from the firm/s or person/s considered not less than three (3), in order of preference, **deemed to be the most highly qualified to provide the services herein required.** Discussions will be conducted successively and severally with the firms or persons so selected regarding the anticipated concepts and the relative utility of alternative methods of approach for furnishing the services hereunder.

### **FACTORS FOR DISCUSSIONS:**

Selection criteria will include (i.) Professional qualifications, registration and general reputation of the principals of the firm; (ii) the extent to which the firm or person specialized in or has designed project of a type and scope similar to that hereunder; (iii) familiarity with the area in which the project is to be located; (iv) capability of meeting schedules; and (v) quality of performances on other projects.

### **NEGOTIATION:**

The Selection Committee shall recommend to the Commissioner **the highest qualified firm or persons with whom a contract shall be negotiated.** The Commissioner, with the assistance of the Selection Committee shall negotiate a contract with such firm or person.

Should the Commissioner be unable to negotiate a satisfactory contract with the firm considered to be the most qualified, at a price he determines to be fair and reasonable to the Government, negotiations with that firm will be formally terminated? Negotiations will then be commenced with the second most qualified, the third most qualified or additional firms, in order of preference and their competence and qualification, and shall continue until an agreement is reached.

Lloyd T. Bough Jr.  
Commissioner  
Property and Procurement

## **INSTRUCTION TO PROPOSERS**

### **A. NOTICE**

This project is for, the following services: **RFP-032-C-2018 (P) to provide Mitel Telephone System Upgrades for the U.S. Virgin Islands.**

Information provided in the scope of work is to be used only for purposes of preparing a proposal. It is further expected that each bidder will read the scope of work with care, for failure to meet certain specified conditions may invalidate the proposal.

The Government of the Virgin Islands, hereinafter referred to as GVI, reserves the right to reject any or all proposals or any portion thereof and to accept the proposal deemed most advantageous to GVI. Price shall not be the sole criterion of awarding this project. Scope and quality of work proposed and the ability of the bidder to complete this type of project shall be considered.

Applicants are requested to submit proposals based on the scope of work. Alternative proposals recommending new features and technology other than that requested in the scope of work will receive consideration providing such new features and/or technology is clearly explained. Any exceptions to the requirements requested herein must be clearly noted in writing and be included as part of the proposal.

The information contained herein is believed to be accurate, but is not to be considered in any way as a warranty. Request for additional information clarifying the Scope of Work should be directed in writing to **Deputy Commissioner of Procurement, Dynell R. Williams** at [Dynell.williams@dpp.vi.gov](mailto:Dynell.williams@dpp.vi.gov).

### **B. STATEMENT OF PURPOSE**

This project has been addressed to assist the Government of the Virgin Islands in meeting The need for the following services: **RFP-032-C-2018 (P) to provide Mitel Telephone System Upgrades for the U.S. Virgin Islands.**

### **C. PROPOSED SCOPE OF WORK**

SEE ATTACHED

### **D. TIMETABLE.**

1. Proposals will be accepted at the Department of Property and Procurement, no later than **Friday, August 10, 2018 at 4:00 P.M.**
2. Last Day for request for written clarification question will be: **Friday, July 20, 2018 at 4:00 P.M.**

#### **E. SUBMISSION OF PROPOSAL**

**All interested parties shall submit five (5) sets of proposals (one (1) original and four (4) copies), which are to be delivered to the Department of Property and Procurement during normal business hours, no later than Friday, August 10, 2018 at 4:00 P.M.**

They shall be addressed to:

Lloyd T. Bough Jr.  
Commissioner  
Department of Property and Procurement  
#3274 Estate Richmond, Christiansted  
St. Croix, U.S. Virgin Islands 00820-4200

**The sealed envelope containing the proposal must have the following information written on the outside of the envelope:**

SEALED PROPOSALS - DO NOT OPEN

**RFP-032-C-2018(P)**

(Name of Offeror)

(Mailing Address of Offeror)

(Telephone Number of Offeror)

(Fax Number of Offeror)

Where proposals are sent by mail, the bidder shall be responsible for their delivery to the Department of Property and Procurement before the date and time set for the closing of acceptance of proposals.

#### **F. WITHDRAWALS OF PROPOSAL**

A proposal may be withdrawn at any time prior to the time specified as the closing time for acceptance of proposals. However, no proposal shall be withdrawn or canceled for a period of thirty (30) days after said closing time for acceptance of proposals nor shall the successful provider withdraw or cancel or modify his proposal, except at the request of GVI after having been notified that said proposal has been accepted by GVI.

## **G. INTERPRETATION OF SPECIFICATIONS**

If any person contemplating submitting a proposal requires clarification of any part of the scope of work, he/she may submit to the GVI a written request for an interpretation thereof to the **Deputy Commissioner of Procurement, Dynell R. Williams**. GVI will not respond to questions received after the above-established date. The person submitting the request will be responsible for its prompt delivery. Any interpretation of the scope of work will be made in writing to all prospective providers. Oral explanations will not be binding.

## **H. CONSIDERATION OF PROPOSAL**

The Commissioner of Property and Procurement shall represent and act for GVI in all matters pertaining to the scope of work and contract in conjunction therewith. **This RFP does not commit GVI to the award of a contract, nor pay any cost incurred in the preparation and submission of proposals in anticipation of a contract. GVI reserves the right to reject any or all proposals and to disregard any informality and/or irregularity in the proposal when, in its opinion, the best interest of GVI will be served by such action.** Proposals failing to provide some of the items in the scope of work shall not be rejected per se, but any deviations from the scope must be clearly noted.

## **I. ACCEPTANCE OF PROPOSALS**

GVI will notify in writing acceptance of one of the proposals. Failure to provide any supplementary documentation to comply with the vendor's proposal may be grounds for disqualification.

## **J. CONTENTS OF PROPOSAL**

The following is a list of information to be included in the written proposal. Failure to comply with all the requirements as outlined may disqualify the applicant.

1. Introductory letter about the applicant:
  - a. Firm Name, address, fax and telephone
  - b. Type of service for which Firm is qualified.
2. Organization:
  - a. Names of Principals of Firm
  - b. Names of key personnel with experience of each and length of time in organization.
  - c. Number of staff available for assignment. (Local & Off-Territory)

- d. Copy of Article of Incorporation
  - e. Copy of Certificate of Resolution
  - f. Copy of Valid Business License
  - g. Copy of Certificate of Good Standing
3. Outside consultants that will be retained for this project and percentage of work to be sub-contracted.
  4. Project experience:
    - a. List of completed projects of similar type and estimated cost of each.
    - b. Current projects underway; scope; percentage completed to date and estimated cost of each.
  5. Project References: (including a notarized written consent from the authorized representative which must include: name; telephone number; email address and facsimile number).
  6. Project Approach:
    - a. Describe how you will approach this project and availability to perform the services requested.
  7. **Cost: The Cost Proposal must be submitted in a separate sealed envelope.**

#### **K. CONFLICT OF INTEREST**

A bidder filing a proposal hereby certifies that no officer, agent or employee of GVI has a pecuniary interest in this proposal or has participated in contract negotiations on behalf of GVI; that the proposal is made in good faith without fraud, collusion, or connection of any kind with any other Bidder for the same request for proposals; the Bidder is competing solely in its own behalf without connection, with, or obligation to, any undisclosed person or firm.

#### **L. LICENSE REQUIREMENT**

An award will not be made to any firm or individual doing business in the Virgin Islands to perform work with the Government of the Virgin Islands until evidence is submitted that the said firm or individual has a valid V. I. Business License to do similar business in the Virgin Islands. Bidders must submit hard copy of a valid V. I. Business license within ten (10) working days after award.

All Bidders bidding as Joint Ventures that do business in the Virgin Islands must be licensed as a Joint Venture in the Virgin Islands.

## **M. REQUIRED DOCUMENTS**

1. **PUBLIC LIABILITY:** The successful bidder will be required to obtain and have in place public liability insurance and other insurance necessary as requested in this proposal package. Insurance policy(ies) shall name the Government of the Virgin Islands as “**Additional insured.**” The public liability insurance shall have a minimum limit of not less than **one hundred thousand (\$100,000.00) dollars** for any one occurrence for death or personal injury and **one hundred thousand (\$100,000.00) dollars** for any one occurrence for property damage. Offeror must provide public liability insurance with ten (10) working days after award.
2. **WORKERS’ COMPENSATION:** Within ten (10) working days after award of project the successful offeror must submit a copy of their certificate providing that his firm and his agents are covered by Workers Compensation Employee’s Liability.

**FAILURE TO PROVIDE THE CERTIFICATES WITHIN THE STATED TIME PERIOD MAY RESULT IN THE PROPOSAL DEEMED AS NON-RESPONSIVE AND MAY BE IMMEDIATELY DISQUALIFIED WITH NO FURTHER CONSIDERATION GIVEN FOR POTENTIAL AWARDING OF THE CONTRACT.**

## **N. REQUIREMENTS FOR CORPORATIONS:**

1. ARTICLES OF INCORPORATION
2. CERTIFICATE OF CORPORATE RESOLUTION
3. CERTIFICATE OF GOOD STANDING

THESE WILL BE REQUIRED PRIOR TO AWARD OF CONTRACT.



THE VIRGIN ISLANDS DEPARTMENT OF  
**EDUCATION**

1834 Kongens Gade  
St. Thomas, U.S. Virgin Islands

**REQUEST FOR PROPOSALS (RFP)  
FOR  
UPGRADE FOR MITEL TELEPHONE SYSTEM**



**I. GENERAL INFORMATION**

**A. PURPOSE / OVERVIEW**

- 1. Purpose/Overview:** The purpose of this Request for Proposals (RFP) is to seek qualified vendor with the knowledge, experience, and expertise to provide all things necessary to upgrade the Mitel Phone System for the Virgin Islands Department of Education (VIDE).

**B. BACKGROUND**

**Virgin Islands Department of Education**

The Commissioner of Education heads the Virgin Islands Department of Education, including the Virgin Islands Public School System. The Territory of the United States Virgin Islands is divided into two (2) school districts – the St. Thomas-St. John school district and the St. Croix school district. The two (2) school districts are managed and directed by Insular Superintendents with the day-to-day operations of each school district being managed with district offices on St. Thomas and St. Croix. The following contains additional information concerning the two (2) school districts:

<b>ST. THOMAS/ST. JOHN SCHOOL DISTRICT</b>	<b>Number</b>
<b>Schools</b>	<b>14</b>
Elementary Schools	9
Middle Schools	2
Junior High School	1
High Schools	2
<b>Programs</b>	<b>3</b>
Day Adult Program	1
Skill Center	1
Alternative Ed Program	1
Total Schools and Programs	17
<b>Number of Students</b>	<b>5,054</b>
<b>ST. CROIX SCHOOL DISTRICT</b>	
<b>Schools</b>	<b>13</b>
Elementary Schools	8
High Schools	2
Junior High	3
<b>Programs</b>	<b>3</b>
Adult Ed	1
Alternative Ed	1
Career and Technical Ed	1
Total Schools and Programs	16
<b>Number of Students</b>	<b>5,293</b>
<b><u>BOTH DISTRICTS</u></b>	
<b>TOTAL NUMBER OF VIDE REGULAR K-12</b>	<b>27</b>

<b>SCHOOLS</b>	
<b>TOTAL NUMBER OF PROGRAMS</b>	6
<b>TOTAL NUMBER OF STUDENTS</b>	<b>10,347</b>
<b>TOTAL NUMBER OF TEACHERS/ADMINISTRATORS</b>	1,203

On the island of St. John, two (2) schools serve the elementary and middle school student population. The senior high school students from the island of St. John are served by schools on the island of St. Thomas.

The Office of Instructional Technology has been designated and will serve as the VIDE liaison on this project.

**C. ADMINISTRATIVE STRUCTURE**

Honorable Sharon A. McCollum, Ph.D. heads the Virgin Islands Department of Education. The Department has two (2) school districts, the St. Thomas-St. John School District, and the St. Croix School District that are managed and directed by Insular Superintendents. The official physical and mailing to be used for any correspondence or delivery of paper reports address for the VIDE is as follows:

Virgin Islands Department of Education  
 1834 Kongens Gade  
 St. Thomas, US Virgin Islands 00802-6742

**D. CONTRACT TYPE**

The contract awarded under this RFP will be for professional services. No payments in advance or in anticipation of services or supplies to be provided under the contract shall be made by the Government.

Proposers are put on notice that if awarded a contract for professional services, proposer is expected to enter into a written Contract for Professional Services with the Government of the Virgin Islands, Department of Property and Procurement on behalf of the Department Education. The Contract will identify the Scope of Services contained herein, and any other negotiated for and accepted provisions.

**E. CONTRACT TERMS**

Unless otherwise agreed pursuant to negotiations, the term of each contract awarded under this RFP shall be for a one-year (1) period, with the Government having a mutual agreement. The VIDE will notify selected contractor(s) of the VIDE's intention to exercise any options contracted prior to the expiration of the term. Cost proposals must include costs for the entire project including equipment and services.

**F. CONTRACT TERM MODIFICATION**

The Government reserves the right to extend or abbreviate the contract period if such extension or abbreviation is necessary.

## G. **CONTRACT CANCELLATION**

The Government reserves the right to cancel and terminate for that reason any contract with vendor(s) entered into pursuant to this RFP. In no event will the Government be held liable for any express or implied guarantees. The Government may also terminate the contract with or without cause upon the requisite days' notice to the selected contractor(s).

## H. **SELECTION OF CONTRACTOR**

A contract shall be negotiated with a proposer(s) deemed to be the most qualified and responsive to this solicitation. Such a proposer(s) is one, which has financial, technical, and other resources that indicate an ability to perform the services required by this solicitation. A number of factors may influence the Government's decision in selecting the provider. These factors include, but are not limited to, proposer's knowledge, participation in conjunction with proposer's ability to deliver requested services in a timely manner; reputation, qualifications, experience, familiarity, and specialty in providing similar services; quality of supporting resources; and responsibility status.

### **Contract Document Requirements**

All bid proposals and subsequent contract and supporting documents (if selected) must reflect the legal name of proposer(s) awarded. Supporting documents that must be submitted prior to contract execution and within the time established by the Government shall include, but not be limited to, the following:

1. **Certificate of Resolution**, as to the authorized negotiator and signer of a contract.
2. Current **Virgin Islands Business License** issued to the legal name of record of the entity by the Government of the Virgin Islands, Department of Licensing and Consumer Affairs; and if applicable, copy of current business license issued by state, city or county in which the foreign corporation is operating.
3. **Three (3)** current original **Certificate(s) of Good Standing/Existence**, in legal name of the Contractor by the Virgin Islands Office of the Lt. Governor, Division of Corporations and Trademarks; and if company is not locally formed, an original Certificate of Good Standing, Certificate of Existence, or Certificate of Status from the state of registration.
4. **Certificate of Issuance or Renewal of Trade Name** issued by the Virgin Islands Office of the Lt. Governor, Division of Corporations and Trademarks, if applicable.
5. **Articles of Incorporation or Organization**, as applicable; or documents governing operation.
6. **Liability Insurance** indicating proof of coverage of:
  - a. **Commercial General Liability Insurance** of no less than One Million Dollars and Zero Cents (\$1,000,000.00) per occurrence.
  - b. The Contractor must provide Certificate(s) of Liability Insurance and **Declaration/Endorsement** pages indicating that the Government of the Virgin Islands, Department of Education, is an "additional insured" on the Commercial General Liability Policy.
  - c. **Professional Liability Insurance** no less than One Hundred Thousand Dollars and Zero Cents (\$100,000.00) for any one occurrence.
  - d. The Professional Liability Insurance must cover the services to be provided under the contract and the Government must be indicated as a Certificate Holder.
  - e. Please note insurance requirements may be modified.
7. Certificate of Government Insurance/Copy of Certificate providing firm/agents are covered by

Workers' Compensation Employee's Liability.

Please note the above-referenced documents are subject to modification at the Government's discretion.

Any silence, absence, or omission from the contract specifications concerning any point shall be regarded as meaning that only the best commercial practices are to prevail.

All contractual documents including insurance certificates/policies must be kept updated and maintained throughout the term of the contract.

**I. INCURRED COSTS**

The Department is not liable for any cost incurred by the proposer prior to the signing of a contract by all Parties.

**J. LATE PROPOSALS**

Any Proposal received after the exact time specified for receipt will not be considered.

**K. GIFTS FROM CONTRACTOR**

The Government's officers, employees, or agents shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or potential contractors. To the extent permissible under local laws, rules, or regulations, such standards shall provide for appropriate penalties, sanctions, or other disciplinary actions to be applied for violations of such standards.

**L. LICENSES, FEES & TAXES**

The selected contractor shall be responsible for paying all applicable taxes and fees, including but not limited to, excise tax, local income tax, and payroll and withholding taxes for its employees. The contractor shall hold the Department harmless for all claims arising from payment of such taxes and fees.

The selected contractor shall obtain and post as required, all licenses, insurances, permits, and certificates as required by federal and local laws, rules and regulations, and policies.

**M. PROPOSAL FORMAT**

Each proposal must also meet the following minimum requirements:

***Part I: Narrative***

1) Table of Contents

This section must contain a table of contents. All major parts of the proposal must be identified by page numbers.

2) Executive Summary/Proposal Overview

This section must describe the salient features of the proposal. It must contain an overview of the proposer's company background and qualifications, and must condense and highlight the contents of the proposal to provide a broad understanding of the entire proposal. The Executive Summary should include conclusions and generalized recommendations. Pricing information must not be included in the Executive Summary.

3) Required Parts and Documents

The proposal must include components of Section I. 1-7

4) Technical Response

Demonstrate ability and capacity to provide services described in Section II. In this section, proposers should present their vision of how they propose meeting the Government's needs and identify the overall approach to the project, define the scope of their offered services, and how they propose to meet the *Scope of Services* as defined in this RFP.

**Part II: Cost Proposal**

The proposal shall provide the proposed compensation for the services to be provided as described in Section II.

**II. SCOPE OF SERVICES**

**MITEL TELEPHONE SYSTEM UPGRADE**

The selected vendor must be able to consolidate the Department's current 38 systems into a combination of two to three systems with new licensing for all users that will provide a redundant and resilient series of systems providing the highest level of communications availability based on a multiple-layered solution including failovers.

The solution must be able to deliver the same powerful core call control features and services regardless of the hardware platform and offers the best-fit, lowest-cost hardware that will establish a solid foundation for future growth, and expansion of service and features. The Department prefers to have the current phone system (Mitel) enhanced rather than replaced.

The proposer shall ensure the solution adapts easily to the VIDE's multi-vendor environment and supports a host of protocols including SIP, QSIG, and DPNSS. The proposer must all ensure the solution offered is able to be deployed in either a virtual or non-virtual environment, or equally in a centralized, distributed, public or private cloud. With such a solution it will allow the Department to have a smooth transition without the need to purchase a new solution. Any solution offered must/and should be able to evolve over time in conjunction with the Department's network environment, without additional expense.

The selected vendor shall provide a telephone system with interoperability that over its own unique features to the VIDE telephone system to include leading-edge mobility capabilities and unified messaging. Built-in auto attendant, automatic call distribution, Wi-Fi, and IP-DECT wireless gateway functionality combine with other telephony features such as hot desking and audio/video conferencing.

The VIDE is also looking for a solution that establishes a single identity for users communicating internally or externally. It should work with any Department's device (desk phone, cellular, remote office, home phone) and extends the corporate system to any location on any network. Having these features will improve the accessibility of VIDE's users, reduces

costs, and ensures first-call resolution.

Overall, the proposers' solution should offer simplified efficiency. Its interoperable, flexible nature should make it easier for VIDE's users to communicate, work, manage, grow, and run a government agency. Simply, the solution should be a true communications platform: reliable, resilient, feature-rich and fully able to support your current and future needs. All licenses supported under this agreement should be listed and made available to VIDE for assurance of licensure.

### **School and Administrative Site Connectivity**

The following are VIDE schools and offices that require service.

	<i>School/Site Name</i>		<i>School/Site Name</i>
1	Alfredo Andrews Elementary School	27	Pearl B. Larsen Elementary School
2	Arthur Richards Junior High School	28	St. Croix Special Education
3	St. Croix Alternative Ed	29	St. Croix Procurement Warehouse
4	Bertha C. Boschulte Middle School	30	Claude O. Markoe Elementary School
5	Addelita Cancryn Junior High School	31	Lew Muckle Elementary School
6	Charlotte Amalie High School	32	Ulla F. Muller Elementary School
7	St. Thomas Curriculum Center	33	Ricardo Richards Elementary School
8	St. Croix Curriculum Center	34	Eulalie R. Rivera Elementary School
9	Leonard E. Dober Elementary School	35	Julius Sprauve School(STJ)
10	Elena Christian Junior High School	36	Lockhart Elementary School
11	Edith L. Williams Alternative Academy	37	St. Thomas Department of Education
12	E. Benjamin Oliver Elementary School	38	ST Croix Adult Ed (Day Adult)
13	Charles H. Emanuel Elementary School	39	St. Croix Department of Ed Office
14	Guy Benjamin Elementary School(STJ)	40	Jane E. Tuitt Elementary School
15	Alexander Henderson Elementary School	41	Vocational Complex & High School
16	J. Antonio Jarvis Annex Building	42	Evelyn Williams Elementary School
18	Juanita Gardine Elementary School	43	John H. Woodson Junior High School
19	Ivanna Eudora Kean High School	44	Youth Rehabilitation Center - STX
20	Gladys Abraham Elementary	45	Joseph Gomez Elementary School
21	Joseph Sibilly Elementary School	46	Central High School
22	VIDE Gallows Bay Headquarters		
23	Yvonne E. Milliner-Bowsky Elementary School	47	St. Croix School (Cottage)
24	St. Thomas Adult Ed	48	St. Croix District Offices (Cottage)
25	St. Thomas Special Ed	49	Warehouse (Temp) Cancryn
26	St. Thomas School Lunch		

**\*\* Please know that some sites may be temporarily closed for repair due to hurricane damage.**

### **N. System Reliability and Resiliency**

The solution should offer several options to ensure the Department's continuity in the event of a network outage or hardware failure. This should include native resiliency, failover, virtualization and remote connectivity.

**O. Redundancy**

The solution should support hard drive redundancy, communication redundancy, disk mirroring, and power supply redundancy.

**P. Recovery from Power Outage**

In the event of a power failure, the solution offered should be able to recover automatically upon power restoration to the affected area. MiVoice Business can provide network users with dial tone on their phones in as few as six minutes after full power restoration to the area.

**Q. NON-PERFORMANCE BY SELECTED CONTRACTOR**

In the event of the selected contractor's non-performance under the subsequent contract and/or the violation or breach of the contract terms, the Government shall have the right to pursue all administrative, contractual, and legal remedies against the contractor and shall have the right to seek all sanctions and penalties as may be appropriate. Further, either party shall have the right to terminate the contract with or without cause upon the agreed upon written notice to the other party specifying the date of termination.

**R. CONTRACTUAL REQUIREMENTS**

All bid proposals and subsequent contract and supporting documents (if selected) must reflect the legal name of entity. Supporting documents that must be submitted prior to contract execution and within the time established by the Government shall include, but not be limited to, the following:

**S. SUBMITTAL REQUIREMENTS**

**Part I: Narrative**

**Table of Contents**

This section must contain a table of contents. All major parts of the proposal must be identified by page numbers.

**Cover Letter/Executive Summary/Proposal Overview**

This section shall include a cover letter signed by an authorized representative of the company. The cover letter must contain a commitment to provide the services described therein and a written acknowledgement to enter into a written contract for professional services if awarded a contract. The cover letter must also specify which services the Proposer is submitting proposals for. The Executive Summary/Proposal Overview must describe the salient features of the proposal. It must contain an overview of the proposer's company background and qualifications, and must condense and highlight the contents of the proposal to provide a broad understanding of the entire proposal. The Executive Summary/Proposal Overview should include conclusions and generalized recommendations. Pricing information must not be included in this section.

## **Service Level Agreement**

The Proposer shall present a Service Level Agreement (SLA) for review and acceptance by the VIDE. The SLA must warrant that Support Services will be provided as requested in the Scope of Services. The VIDE will negotiate and establish service level agreements for the services delivered under this RFP. The SLA will define the levels of service expected for the various areas of service delivered, divided into priorities according to importance to the supported systems or functions. The SLA will also provide a warranty for services, including a means for compensation of breach to the SLA.

In addition to specific performance objectives, the SLA will also include commitments to:

- **Response Time.** The Proposer will agree to respond and resolve all order and maintenance requests within a reasonable time given the priority of the request. Requests in which the response time falls outside the basic coverage will carry-over to the next VIDE business day. The VIDE will work with the Proposer to determine how priority levels will be assigned to service requests. The VIDE also reserves the right to adjust priorities and response and resolution times, as needed:
- **Priority Impact Response Resolution**
  - Critical component down 15 minutes as required
  - Critical component degraded 45 minutes 4 hours
  - Non-critical component 4 hours - 8 hours
  - MAC Work less than 5 stations 1 day
  - MAC Work more than 5 stations 2 days
  - Other requests, question 8 hours 12 hours

**References.** A minimum of three (3) references from programs of similar scope and magnitude, for which the Proposer has provided services similar to the Services required herein within the past two (2) years, including the telephone number of the contact person, must be provided. The Government may contact these references. **At least one reference must be from a school district where the Proposer is currently providing E-Rate eligible services.**

**Financial Statements.** Copies of audited financial statements or tax returns signed by the preparer for the three (3) previous fiscal years and the most recent quarterly report must be provided. Financial Statements must include auditor's letter of opinion, auditor's notes, balance sheet, and statement of income/loss. Each prime or joint venture partner must submit this information. The VIDE reserves the right to accept alternative information and/or documentation submitted by Proposer(s)

**Insurance Requirements.** Evidence of current insurance coverage must be submitted. If Proposer's current coverage does not meet the requirements stated in this RFP, the Proposer will be required to submit adequate insurance(s) should it be awarded a contract for these services.



## **Part II: Cost Proposal**

The proposal shall provide the proposed compensation for the services to be provided as described in Section II (Scope of Services).

The Proposer must include all assumptions made in association with the cost proposal and provide additional cost estimates for improvements or enhancements that may improve the quality of the proposed solution. **Pricing Sheet and General Pricing Instructions.** Pricing shall be as follows:

- a. Quoted in U.S. dollars (\$)
- b. Must include labor and transportation costs
- c. Shall include all standard freight charges prepaid, unless otherwise stated