



Rhode Island Turnpike and Bridge Authority

August 18, 2022

REQUEST FOR QUALIFICATIONS

**Mitel Phone System Support
Contract No. 22-07**

Introduction

The Rhode Island Turnpike and Bridge Authority (RITBA) is seeking proposals from experienced and qualified Mitel phone system support firms desiring to provide services to RITBA that include, but are not limited to, providing regular software upgrades, on-call repair services, assist with meeting the needs of the call center, and participate in a planning strategy to redesign the voice network. This agreement is for a five-year period through the issuance of an annual purchase order.

Background

RITBA is a quasi-public agency created by the Rhode Island General Assembly in 1954 as a corporate and body politic, with powers to construct, acquire, maintain, and operate bridge projects as defined by law. The Authority was responsible for the construction of the Claiborne Pell Bridge (formerly the Newport Bridge) which opened to traffic on June 28, 1969. The Authority has been responsible for the operation and maintenance of the Mount Hope Bridge between Bristol, Rhode Island and Portsmouth, Rhode Island and the Claiborne Pell Bridge between Newport, Rhode Island and Jamestown, Rhode Island since 1964 and 1969, respectively. On April 25, 2013, the State transferred custody, control and supervision of the land and improvements for the Jamestown Verrazzano and the Sakonnet River Bridges from the Rhode Island Department of Transportation (RIDOT) to the Authority. Ownership and title of the bridges remains with the State. In addition to the four (4) bridges noted above, RITBA also operates and maintains Route 138 through Jamestown and ten (10) smaller bridges associated with this highway and the approaches to the four (4) major bridges.

Request for Proposal Requirements

RITBA requires respondents keep the proposals to a maximum of fifteen (15) double sided 8 ½ x 11 pages (no less than 12 font), excluding:

- Cover Letter
- Table of Contents
- Dividers
- Executive Summary (which should not exceed two pages, double sided)
- Resumes
- Attachment A Cost Proposal.

RITBA will not accept videos, simulations, or other electronic presentations for this submittal. However, such electronic information may be presented during an interview process for the shortlisted proposers if so necessary.

Proposing firms shall submit one electronic (thumb/flash drive only) and three (3) printed copies of the proposal to:

Office of Procurement
Rhode Island Turnpike and Bridge Authority
1 East Shore Road
Jamestown, RI 02835

Attn: Mitel Phone System Support Services – Contract No. 22-07

The proposal must be received no later than **2:00pm EDT September 9, 2022**. Late submissions will **not** be accepted. RITBA accepts deliveries during normal business hours Monday through Friday 8:30am to 4:00pm EDT excluding national and local state holidays. It is the sole

responsibility of the responding firm to ensure delivery of its proposal on or before the due date/time, RITBA will not accept any proposals that are received after the due date/time. To control the dissemination of information regarding this RFP, firms interested in submitting proposals shall not make personal contact with any member of RITBA staff and/or Board of Directors. Questions concerning this RFP should be directed, via email to procurement@ritba.org no later than **2:00pm August 22, 2022, EDT**. RITBA will respond to all relevant questions no later than end of day **EDT August 26, 2022**. This addendum will be posted to RITBA's website (www.ritba.org) and the State of Rhode Island's Division of Purchasing website (www.purchasing.ri.gov).

RITBA accepts no financial responsibility for any costs incurred by a firm in responding to this RFP, participating in oral presentations, or meeting with RITBA prior to being awarded the contract. The proposals in response to this RFP become the property of RITBA and may be used by RITBA in any way it deems appropriate. All information submitted in response to this RFP is deemed public and subject to disclosure unless a separate redacted public copy is submitted, regardless of whether the information is marked confidential/proprietary. Firms may redact in the public copy any trade secrets or commercial or financial information which is of a privileged or confidential nature pursuant to the Access to Public Records Act (R.I. Gen. Laws § 38-2 et. seq.). If Firm does not submit a redacted public copy, RITBA assumes that firm is not seeking confidential treatment for any of its information and thus, all information is subject to public disclosure. By submitting a proposal, the firm certifies that it has fully read and understands the RFP, has full knowledge of the scope of work to be provided, and accepts the terms and conditions under which the services are to be performed. RITBA will be the sole judge in determining as equivalent products (if applicable).

RITBA reserves the right to, virtually, interview some, all or none of the firms responding to this RFP based solely on its judgment as to the firm(s) proposals and capabilities. RITBA reserves the right to select firms directly from the proposals received without the use of an interview process. RITBA reserves the right to request and consider additional information from submitters, and to reject any submittals on any basis without disclosing the reason. No firm may withdraw their submittal for at least one-hundred twenty (120) days after the time and date set for submission.

RITBA reserves the right to waive any irregularities and technical defects. RITBA reserves the right to modify, amend or waive any provision of this RFP, prior to the issuance of a contract for these services.

Scope of Services

The successful Firm must provide, at a minimum, the following services:

- a) 24x7x365 remote and onsite support for all issues.
- b) Two-hour response time upon receipt of a report of major failures, including but not limited to system/service outages, outages affecting the dispatch and communications centers, or other problems affecting services that the town deems critical to public safety. For major failures that cannot be remedied by a remote technician, onsite response within four hours upon receipt of a report of major failures is required.
- c) Response within eight hours (Monday-Friday, 8am-5pm ET, excluding federal holidays as defined by the US Office of Personnel Management), upon receipt of a report of minor failures.

- d) Additionally, onsite response by the next business day (Monday-Friday, 8am-5pm ET, excluding federal holidays as defined by the US Office of Personnel Management), upon receipt of a report of minor failures that cannot be resolved by a remote engineer.
- e) Expedited replacement of defective parts and materials during the coverage hours detailed above.
- f) Installation of one major software upgrade per year for each supported platform, to be performed outside of the town's normal business hours.
- g) Installation of unlimited maintenance fixes as needed to resolve major or minor application failures.

RESPONDENT REQUIREMENTS

- a) Respondents must be current authorized Mitel partners at the **Gold** level or above as defined and endorsed by Mitel, and maintain this level throughout the duration of the agreement
- b) It shall be the responsibility of the Respondent(s) to document and verify Respondent's Mitel certification(s)
- c) All hardware, software, and licenses must be procured through authorized Mitel channels

Contents of Proposal

Please ensure the following areas are addressed in your submission and in the order shown. The information you provide should relate to the office within your firm which will have primary responsibility for the servicing of RITBA's account. If you intend to have more than one office directly involved in providing the services included in your proposal, please specify the location of each office, and segregate your responses by office. Please be sure to organize your response consistent with the format as described below.

Organizational Description

- Identify your principal address.
- Identify the number of offices you have.
- Identify the primary office that will service this account.
- Identify the total number of professionals who will service RITBA.

Account Executive and Team Members:

Identify the Account Executive who will be responsible for your firm's activities on behalf of RITBA and include the resume of the Account Executive and any additional team members that will work on the account. Detail the experience that each team member, including the Account Executive, has with clients of comparable size. Provide an organizational chart of your office(s) detailing how each team member fits within the organization.

Experience of Firm

Summarize relevant experience and involvement of your firm and the team members with other public sector accounts including tolling agencies for the anticipated insurance coverages noted in section II. Please indicate the accounts with comparable exposures that are serviced by your office. Your answer should be specific as to the lines of coverage placed for such clients.

Explain the size and nature of each of these organizations and the length of time each has been a client of your firm. Include the name of a contact person for at least three references who may be contacted including name, company, address, telephone number and e-mail address.

Services Provided/Offered

In addition to the minimum services described earlier, please elaborate the extent to which any additional services may be provided.

Fee Proposal

Please provide hourly rates on the attached Exhibit A. Please note, RITBA may request a “bank” of hours on an annual basis that is pre-paid. As those hours are used, the bank of hours would be reduced. Selected firm should provide monthly reporting on the balance of the “bank”. Any hour not utilized in any year, will roll over as additional hours for the preceding year. If RITBA does not use the bank of hours in any year, RITBA may request the \$\$ value of the banked hours be returned to RITBA.

SELECTION CRITERIA

A selection committee will evaluate the competing proposals and will present to RITBA the results of its evaluation with a recommendation for contract award. The standard by which the selection committee will make its evaluation is the proposal which best serves the overall interests of RITBA based upon the following criteria:

1. 30% - The quality and extent of the firm's experience and expertise in Mitel Phone System Support for operations like those of RITBA. - *Firm Experience*
2. 30% - The qualifications of the individuals who would be primarily responsible for providing services to RITBA. - *Account Executive and Team Members*
3. 30% - The scope and quality of services being offered. – *Services Provided/Offered*
4. 10%-Other criteria shown to be relevant to the circumstances by the context of the applicants' proposals.

ADDITIONAL REQUIREMENTS

Campaign Finance Compliance

Every person or business entity providing goods or services at a cost of \$5,000 cumulated value is required to file an affidavit regarding political campaign contributions with the RI State Board of Elections even if no reportable contributions have been made (RI General Law 17-27). Forms may be obtained at Board of Elections, Campaign Finance Division, 50 Branch Avenue, Providence, RI 02904, (401-222-2056).

Exhibit A

Hourly Rates in Dollars	Pricing				
	Year 1	Year 2	Year 3	Year 4	Year 5
Remote Support Regular Time					
On-Site Support Regular Time					
Remote Support Overtime					
On-Site Support Overtime					
Phone System Support					
MICC/IVR Support					
Additional Services (please identify)					

- END OF RFP -