



Request for Proposal (RFP):

Catholic Charities of the Archdiocese of Miami, Inc. (CCADM) is accepting bids until August 15th, 2018 for Telecommunications, Data and Voice services.

CCADM is a non-profit social service agency serving the poor, the marginalized and those most in need in South Florida. We help serve our community through services provided by our Child Development Centers, Adult Day Care Centers, Counseling Services and many more. Our objective is to replace existing services and equipment, and to provide cost effective telecommunication, data and voice services for future growth. CCADM requests detailed responses from all prospective Vendors, including pricing and service descriptions in a specified format, which is provided later in this RFP.

CCADM currently uses a combination of VOIP, PBX and POTS phone systems to deliver services to the main administrative office and 14 remote sites. Appendix A provides the list of addresses for each site and provides a breakdown of our current network and phone structure.

Vendor will deliver one Bid to the following address:

Catholic Charities of the Archdiocese of Miami Inc.
1505 NE 26 St (2nd floor)
Wilton Manors, FL 33305

Due Date: All bids must be delivered in a sealed envelope by 4:00 pm on Wednesday August 15th, 2018.

Preliminary questions can be submitted via email to mis@ccadm.org with a deadline of July 20th.

Locations are available for walk-through on the following days by appointment only:

Monday, July 23rd – Friday, July 27th

Bids received after the due date and time stated above will not receive consideration. For the bid package listed above, only original bids will be considered. Faxed bids will not be accepted. All bids received after that time shall be returned, unopened. The responsibility for submitting Bids before the stated time and date is solely the responsibility of the Bidder. Any disputes regarding timely receipt of bids shall be decided in favor of CCADM. Bidders are to submit Bids at their own risk and cost.

Catholic Charities Contact:

Javier Garcia, Director of Information Technology

jgarcia@ccadm.org 954-270-6312



Scope of work:

Overview

- CCADM is seeking proposals for telecommunication, VOIP, and data services. Our goal is to meet local and long-distance services, and data communication services in the most cost-effective manner.

VOIP Services and Equipment Requested

- The following specific long-distance services are requested by category:
 - Local Toll
 - In-State
 - State-to-State
 - International
- Voice services redundancy
- VOIP services

Data Communication Services and Equipment Requested

- Data communication from remote sites to the Central Office
- External data communication redundancy
- Managed Firewall Services
- Managed Wi-Fi Services
- Switches
- Cabling
- Maintenance of any necessary equipment, services and software
- Please refer to Appendix A for existing infrastructure

Billing

Billing shall be provided on a Detailed Bill, included but not limited to: displaying line, circuit or calling information. CCADM wants vendors to itemize, price and invoice separately by site location. CCADM shall not be subject to charges not detailed or quoted herein. Billing documents should be available in paper or electronic format. Please identify any extra charges for paperless options.



Proposal Format

The proposal shall be used to determine the Vendor's capability of rendering the services to be provided. The proposal is to include contact information, including principle contacts and officers, main and local business addresses, tax identification number, voice number(s) and email addresses. CCADM is a 501c3 agency and is exempt from federal excise taxes. All pricing offered is to be inclusive of all cutover charges, installation, and account setup charges. All pricing as proposed must conform to E-Rate rules and regulations.

- 1. Cover Letter**
- 2. Executive Summary**
- 3. Project Management** (Provide a brief description of how the Vendor proposes to successfully manage this project and meet the objectives of this RFP. CCADM would need to receive its new contracted services on or before October 1st, 2018. Describe your implementation plan and schedule, including a detailed timeline and milestones.)
- 4. Services Proposal** (Provide installation time frames, response to issues, escalation procedures and restoration time periods for all services proposed)
 - Please provide qualifications of representative assigned for implementation coordination, account maintenance and review of problems.
 - Is 24-hour customer support included? If so, please provide the methods to access support.
 - Provide an explanation of the problem reporting and resolution process that describes your support plan, including tiers, service levels and call escalation.
 - What types of managerial reports are offered? (ie., site/service calls, avg uptime, bandwidth reports)
 - Will additional sites and services coincide with the current contract term or will a new agreement be created for each additional site and service?
 - Provide a detailed Disaster Restoration Plan.
 - Provide three current corporate references for which you perform similar work. At least one of these references should be comparable to CCADM in size and requirements.
 - Provide an overview of your network capabilities, especially regarding reliability, redundancy and fault tolerance.
- 5. Cost Proposal**
 - Clearly define all costs associated with the services defined in your proposal. Provide detailed pricing for the proposed solution; included separate costs for hardware components, support costs and professional services. The cost proposal must set forth all costs associated with the proposed scope of work for the RFP.
 - The Vendor must acknowledge that all costs, including travel required to meet the RFP requirements are included. Include an estimated cost for all applicable fees, taxes, and surcharges and if any of the charges are ineligible for E-Rate. Vendor must provide policy regarding the issuing of E-Rate credits



General Terms and Conditions

Receipt of a proposal neither commits CCADM to award a contract to any Vendor, and CCADM reserves the right to contract with a Vendor for reasons other than price. CCADM reserves the right to request additional information that is necessary and pertinent to the project. Products and services which are not specifically requested in the RFP, but which are necessary to provide the functional capabilities proposed by the Vendor shall be included in the proposal.

1. **Right of Rejection:** CCADM will review the proposals for compliance with the procedural requirements set forth in the RFP and will reject any proposal that fails to meet the specified scope of work. Any deviation from the performance requirements or other terms of the RFP, if in substantial compliance with the terms and intent of the RFP, maybe accepted by CCADM at its discretion. In addition, CCADM reserves the right to fund (and proceed with project), not to fund the project, or to partially fund the project.
2. **Certification Regarding Debarment, Suspension, Ineligibility, Voluntary Exclusion and Cyber and General Liability Insurance:** By signing and submitting this proposal, Vendor certifies that neither him nor his principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation, by any Federal department or agency, from transactions involving the user of Federal funds. Respondents need to carry Cyber Liability Insurance in the minimum of \$1,000,000 each occurrence with an amount of \$2,000,000 in general aggregate and must be able to provide proof of insurance if awarded the contract. Contractor shall maintain Commercial General Liability coverage in the minimum amount of One Million (\$1,000,000) each occurrence combined single limit bodily injury and property damage with an amount of \$2,000,000 in general aggregate. The policy shall include premises, operations and independent contractors. CCADM shall be included as an additional insured. Contractor shall be in compliance with Florida's Workers' Compensation Law.
3. **Notification of Successful Vendor:** The successful Vendor will be advised of selection by the purchasing agent through the issuance of a notification of award letter via email. Any notification shall have no legal effect unless and until the parties negotiate a mutually acceptable agreement.
4. **Proposed Terms of Contract:** CCADM is requesting that the selected Vendor enter into a three-year contract for E-Rate Eligible Equipment and Services with the option to extend the contract on an annual basis. The contract shall begin on a mutually agreed upon date between CCADM and the successful Vendor, which should be after the application gets approved by USAC (Universal Service Administrative Company). Contract must include a Trusted Business Partner agreement or Funding Clause to allow for early termination due to loss of funding.
Vendor shall indemnify and hold CCADM harmless from all claims or demands relating to personal injury or damage to property resulting from a claim of negligence of Vendor. The awarded contract may be funded in whole or in part through third party funders (grants, gifts, subsidies, etc.). In the event that the awarded contract is at all funded by third parties and such funding is terminated, interrupted, reduced or suspended, CC-ADM shall be entitled to immediately terminate this Agreement and be solely responsible for payment of services which were provided through the date on which Contractor was notified of the termination.



5. **E-Rate Terms and Conditions:** CCADM intends to apply for discounts on the services/equipment listed in this RFP through the federal E-Rate program. Vendors submitting bids under this RFP must agree to meet the following conditions relating to the E-Rate program:
The Vendor must have a valid E-Rate Service Provider Identification Number (SPIN) and must provide that SPIN in the proposal. The Vendor must agree to ship and/or deliver any services and/or equipment requested in this RFP on or after August 1st. The Vendor must separately itemize the cost of E-Rate eligible and ineligible services and/or equipment.

Universal Service Administrative Company (E-Rate) Requirements

To warrant consideration for an award of contract resulting from this RFP, Vendors must agree to participation in E-Rate. CCADM expects bidders to make themselves thoroughly familiar with any rules or regulations regarding the E-Rate program. Bidders are responsible for providing a valid SPIN (Service Provider Identification Number). Bidders are responsible for providing a valid FCC Registration Number (FRN) at the time the bid is submitted. Bidders are responsible for providing evidence of FCC Green Light Status at the time the bid is submitted. Any potential bidder found to be in Red Light Status will be disqualified from participation in the bidding process.

Invoicing Procedures: Vendor shall itemize, price, and invoice separately any equipment or services that are ineligible for E-Rate funding. Vendor must include the following information on all invoices to CCADM:

- Date of Invoice
- Date of Service
- Funding Request Number(FRN)
- Clear and concise breakdown of the amounts billed to USAC (discounted portion of eligible charges) and amounts to be billed to CCADM (non-discounted amount of eligible charges)
- Proper E-Rate discount percentage as set forth by the applicable FRN and USAC funding commitment decision letter

E-Rate Invoicing and Reimbursement Process: Vendor shall, at CCADM's request, either: Invoice CCADM only for the non-discounted amounts due on E-Rate approved transactions and simultaneously invoice USAC for the balance or Remit to CCADM within twenty days of receipt the reimbursement payments it receives from USAC for the discounted portions of E-Rate approved transactions involving CCADM.



Appendix A: Network and Phone Line information

Location	Address	Network Speed	Number of Lines	DIDs	POTS
Central Office	1505 NE 26 th st. Wilton Manors, FL 33305	10Mbs Ethernet	8	20	4
Wilton Manors Adult Day Care	1503 NE 26 th St. Wilton Manors, Fl 33305	Shared with Central Office	4	2	0
Central West	6915 Stirling Road, Davie, FL 33314	1.5Mbs	5	0	2
Congregate Meals	2800 NW 18 th St. Miami, FL 33142	1.5Mbs	5	0	0
Monroe Services	2409 N. Roosevelt Blvd, Key West, FL 33040	1.5Mbs	4	0	0
New Life	3620 NW 1 st Avenue, Miami, FL 33127	1.5Mbs	5	0	2
St. Lukes Center	7707 NW 2 nd Ave, Miami, FL 33150	10Mbs Ethernet	16	0	2
UMP	PO Box 971580 Miami, FL 33157 PLEASE CONTACT Javier Garcia at 954.270.6312 for information regarding a site visit.	10Mbs Ethernet	12	0	3
URMP	7300 N. Kendall Drive Suite #660 Miami, FL 33156	1.5Mbs	7	0	0
Good Shepherd	18601 SW 97 th Ave, Perrine, FL 33157	10Mbs Ethernet	6	4	2
South Dade	28520 SW 148 th Ave., Leisure City, FL 33033	10Mbs Ethernet	6	4	3
Centro Hispano	125 NW 25 th St., Miami, FL 33127	10Mbs Ethernet	6	4	3
Holy Redeemer	1325 NW 71 st Street, Miami, FL 33147	10Mbs Ethernet	5	2	3
Notre Dame	130 NE 62 nd St., Miami, FL 33138	4.5Mbs Ethernet	5	4	2
Sagrada Familia	970 SW 1 st Street, Miami, FL 33130	4.5Mbs Ethernet	5	3	0