



Voice and Data Telecommunications Request for Proposal

October 31, 2017

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1. OVERVIEW

1.1. INTRODUCTION

The City of Socorro (Socorro) invites vendors to submit proposals for Voice & Data Telecom Communications (WAN) in accordance with the requirements, terms, and conditions of this Request for Quote (RFP). This RFP sets forth the requirements for the desired Voice & Data Telecom and data services and solicits a detailed response from vendors to include pricing, contractual terms, service offerings and functional performance specifications in the formats specified.

The objectives to be satisfied through this RFP procurement are as follows:

- To reduce the cost of WAN, Voice and data services from current levels.
- To ensure that City of Socorro obtains competitive pricing and related terms which will retain their competitive position throughout the contract term.
- To maintain and enhance levels of carrier service with respect to functionality, reliability, availability, account support, and billing flexibility.

While City of Socorro desires to minimize the number of service providers, it is recognized that it may be in City of Socorro's best interest to award selected services to different carriers. Ultimately, awards will be based on the strength of individual carriers' proposals and the core competencies of prospective vendors relative to the diverse product set and geographical locations for which solutions are sought.

1.2. BACKGROUND INFORMATION

Socorro has a total of six locations as listed in the RFP Workbook. All locations are required to communicate to each other over the WAN and connect to the applications at its main facility. The voice is setup in a centralized fashion with SIP to each location and each location requires analog lines for 911 purposes.

1.3. PROPOSAL INSTRUCTIONS

1.3.1. RFP CONTACT AND COMMUNICATIONS

All questions and general communications regarding this RFP should be submitted to:

Olivia Navarro City Clerk 124 S. Horizon Blvd. Socorro, TX Phone: (915) 858-2915 ext.5003 onavarro@ci.socorro.tx.us	AND	Sean Marcil Presidio Telecom Solutions smarcil@presidio.com
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1.3.2. PROPOSAL DELIVERY

Your proposal must be delivered to the aforementioned no later than 5:00 PM (EST) on Monday, November 27th, 2017. worksheets must be included in BID in Excel format.

Sealed Requests for Proposals will be received in person or by mail at the Administration Office, *c/o Olivia Navarro, City Clerk, 124 S. Horizon Blvd., Socorro, Texas 79927* **by no later than 5:00 p.m., Monday, November 27, 2017. No RFP'S will be accepted after 5:00 P.M. and will be returned November 27, 2017.**

Please see the attached RFP Workbook for submissions; referenced in section 1.3.4, Volume 2.

1.3.3.SCHEDULE OF EVENTS

RFP Distribution October 31st, 2017

Bidders' Questions Due – November 6th, 2017

Answers Provided – November 13th, 2017

Proposals Due – November 27th, 2017

Announcement of Vendor Finalists Provided the week of December 14th, 2017

Engineering Review Meeting with Vendor Finalists Week of December 21st, 2018

Presentations to City Socorro Selection Committee Week of January 4th, 2018

Contract Negotiation and Award Week of January 11th, 2018

Contract Signed On or Before Week of February 5th, 2018 depending on executive approval

Service Orders Placed with New Carrier(s) As Appropriate

1.3.4.PROPOSAL FORMAT

Please format your response into two (2) Volumes:

Volume 1:

A. Executive Summary - Provide an overview of your proposal and summarizing key benefits to City of Socorro. Your Executive Summary should be limited to no more than 2 pages in length.

B. Respond to the following Sections of the RFP. In some cases, responding is as simple as stating that the vendor accepts or rejects a statement or concept. Please include any necessary caveats to your acceptance or an explanation of your rejection of a particular statement or concept. In other cases, the RFP requests specific information relative to your proposal. It is important to provide a complete response, but please be as concise as possible.

Sections in this document requiring responses are as follows:

- Section 1.5 - Accept/Reject
- Section 2 - Provide Detail for all Sub-Sections
- Section 3 - Provide Detail for all Sub-Sections
- Section 4 - Explain for each Sub-Section how your proposal addresses the issues and topics discussed.

C. Contract – Provide a copy of any contracts, program documents, and terms and conditions verbiage that will be required to implement your proposal.

D. References - Provide three customers in City of Socorro's peer group e.g. Government Entity.

Volume 2:

A. Pricing – Please provide detailed pricing for all of the products being proposed.

In addition to your written response, please complete Appendix A provided with this RFP. Pricing for optional or alternative services and/or configurations not requested by Socorro should be submitted in a separate Excel worksheet. Pricing that is dependent on "bundled" services or volume commitments must be identified as such.

To facilitate vendors' responses, this RFP is being issued electronically in PDF format. Pricing Spreadsheets are being issued in Microsoft Office Excel by Presidio Telecom Solutions.

1.4. GENERAL CONDITIONS

This RFP is not an offer to contract. Acceptance of a proposal neither commits City of Socorro to award a contract to any vendor, even if all requirements stated in this RFP are met, nor limits City of Socorro's right to negotiate in its best interest. City of Socorro reserves the right to contract with any vendor for any reason. Timelines provided herein are subject to change at the sole Discretion City of Socorro.

1.4.1.OFFER PERIOD

The pricing, terms, and conditions stated in the vendor's response must remain valid for 90 days from the date of delivery of the proposal to Socorro.

1.4.2.CONFIDENTIALITY

The information contained in this RFP, and subsequently communicated, is confidential. It is for proposal purposes only and is not to be disclosed or used for any other purpose. Information received in response to this RFP will be held in strict confidence and not disclosed to any party, other than City of Socorro or its authorized agents, without the express written consent of the vendor.

1.4.3.RIGHT OF REJECTION

City of Socorro reserves the right to accept or reject any or all responses to this RFP, in part or in total, and to enter into discussions and/or negotiations with one or more qualified vendors at the same time, if such action is in the best interest City of Socorro.

1.4.4.COST OF PROPOSALS

Expenses incurred in the preparation of proposals in response to this RFP are the sole responsibility of the vendor.

1.4.5.COMMUNICATION WITH CITY OF SOCORRO

City of Socorro has requested that all communications regarding this RFP should be consulted through:

Presidio Telecom Solutions

AND

Sean Marcil

Olivia Navarro

smarcil@presidio.com

City Clerk

124 S. Horizon Blvd.

Socorro, Tx 79927

Phone (915) 858-2915 ex 5003

onavarro@ci.socorro.tx.us

1.4.6.EVALUATION CRITERIA

City of Socorro will review and evaluate all responses based on the factors below:

1.4.7.PROPOSAL PRICING

- Aggressive leading edge rates sustainable over the contract term
- Pricing that is not subject to increases over the term
- Waivers and discounts on fixed monthly recurring charges
- Waivers on all non-recurring and/or install charges
- Discounts/waivers of feature charges and surcharges
- Concise simple rate structures

1.4.8.SERVICE & SPECIFICATIONS

- Ability to provide required services and specified functionality
- Service levels and performance guarantees
- Billing and invoicing flexibility
- Ease of transition

1.4.9.SUPPORT ORGANIZATION

- Experience and responsiveness of vendor's account team
- Ability to effectively and pro-actively address network transition and implementation issues
- Ability to address network, billing, and support issues in an effective and timely manner

1.5. PRESIDIO'S ROLE

Presidio has been engaged by City of Socorro to act as their agent for the purpose of evaluating pricing and features of voice, data, and telecommunications solutions. Presidio, with approval from City of Socorro, is authorized to review telecommunications agreements including the negotiation of service agreements with new and incumbent carriers. Additionally, City of Socorro expects all involved providers will have an agent agreement in place with City of Socorro. Presidio is NOT authorized to execute agreements or contracts in City of Socorro's name or on City of Socorro's behalf. City of Socorro reserves the right to end Presidio's assistance at any time if it feels there is a conflict that can cause issues to the contract and parties involved.

2. SERVICE REQUIREMENTS

2.1. MPLS

City of Socorro is deciding is seeking a proposal for a 6 to 7 Node MPLS network that has QoS SIP using G711. Pricing worksheet and format is attached, RFP Workbook, tab MPLS. Please also indicate if there are any interoperability issues of your solution with 3rd Party SD WAN devices.

All customer edge routers will be owned, managed and maintained by City of Socorro. These are Cisco devices.

2.2. ACCESS

City of Socorro's is seeking the ACCESS to be diverse and redundant to the Internet Connectivity. Please identify as in the addendum who the ACCESS provider or "Last Mile" is in your solution.

2.3. QoS

Include in your description an explanation of your congestion management practices and guidelines for prioritization of customer tagged packets. For the MPLS solution the voice QoS requirement is indicated by the number of concurrent calls to be supported, assume G711 protocol in the MPLS tab of the workbook.

2.4. CPE

Routers will be customer owned and managed by City of Socorro.

2.5. DEDICATED INTERNET ACCESS (DIA)

As shown in the RFP Workbook, tab DIA, please include a price for each location for dedicated internet (same upload and download speed) as listed. City of Socorro will use their own edge devices, which may be Cisco Routers, Meraki and/or 3rd Party SD WAN.

This is an optional service and will be considered independent of the MPLS solution.

2.6. BROADBAND INTERNET

As shown in RFP Workbook please include a price for each location for a dedicated broadband solution; ideally 60 Mbps Upload and 5 Mbps Download. If you do not offer this particular speed please propose you closest capability. City of Socorro will need Static IP Addresses and the provider needs to supply the modem.

This is an optional service and will be considered independent of the MPLS solution.

2.7. SD WAN

City of Socorro is interested in an SD WAN solution, and is considering this opposed to Cisco or Meraki Routers. Please provide an SD WAN proposal for the bandwidths as listed in the Workbook for MPLS and Broadband Internet.

This is an optional service and will be considered independent of the MPLS solution.

2.8. SIP/ Voice

City of Socorro would prefer to have converged voice services over the MPLS. The trunks will need to be decentralized and ideally pooled together. Each locations number of concurrent SIP sessions are identified in

the SIP tab of the RFP Workbook. Please describe your ability to provide local VoIP services as part of your proposal. Include documentation depicting the maturity and history of your voice solution as appropriate.

Please describe your ability to port City of Socorro's phone numbers to your service platform and the redundancy your platform provides. Outline in detail your procedure for porting existing phone numbers, including both your responsibilities and any customer requirements. Are there any limitations to your ability to port Socorro's phone numbers seamlessly to your service, and if so, which Socorro locations will be affected by those limitations? Please pre-qualify all the site BTNs, in the RFP Workbook tab "PORTABILITY" indicate Yes or No for each site. Please be sure to communicate if there are any charges associated with number portability?

Describe the 911 and E911 service capabilities encompassed by your local VoIP service solution. What requirements or restrictions apply to these services?

Please describe the call features that are included in your Local VoIP service offering as well as any optional feature packages.

Please also include any intelligent or toll-avoidance routing mechanisms you can provide with your Local VoIP service offering.

Socorro will require a minimum of 73 SIP CCPs to support their enterprise. These CCPs will terminate into the local voice gateways at each location.

Total number of DID numbers: 200

Total number of Toll Free Numbers: 1

Pricing for VOIP service should include the following:

- Access circuits if not already included in the MPLS proposal
- SIP CCPs
- DIDs
- TFNs
- Unlimited local calling
- InterState and IntraState Long Distance rates
 - billing increments, eg., 6s/6s
- Optional features

This service will be considered independent of the MPLS solution. City of Socorro reserves the right to purchase the SIP solution from a vendor other than the selected MPLS vendor. Please provide SIP pricing separately if you have the capability to deliver over Public Internet. Include all applicable recurring, nonrecurring and usage charges.

2.9. POTS LINES

Each location requires a minimum of one analog line Please price a flat rate POTS lines and include all applicable recurring, nonrecurring and usage charges. Be sure to itemize any additional features and expected fees per line.

This is an optional service and will be considered independent of the VOIP solution.

3. FUNCTIONAL REQUIREMENTS

3.1. ACCOUNT TEAM SUPPORT

Please provide an overview of the proposed account team and management structure for City of Socorro, including a description of the level of support offered, the frequency of account team interaction, and current/anticipated account team members' qualifications and responsibilities.

3.2. BILLING

3.2.1. BILLING STRUCTURE

City of Socorro requires that carriers provide all voice and data invoices and summary information (including call detail records) in an electronic medium suitable for City of Socorro's reporting and analysis. Socorro requires the ability to receive a consolidated master invoice via mail and/or email with a hierarchical breakdown so that City of Socorro can allocate charges by location.

3.2.2. BILLING REVIEW AND TIMELINESS

City of Socorro requires accurate and timely billing of charges in order to be able to allocate and charge back costs within the company. City of Socorro requires the right to withhold payment for disputed charges, and the carrier must waive charges billed in excess of 120 days past their correct invoice period. Please identify what steps will be taken to ensure that City of Socorro will receive accurate invoicing in a timely fashion. Describe your service level guarantee for the accurate and timely billing of charges. Clearly identify your dispute resolution process for incorrect or delayed charges. Please outline what steps need to be taken to accommodate City of Socorro's desired payment terms.

3.3. IMPLEMENTATION PLAN

For City of Socorro to consider a carrier change, a thorough, well-planned, and well-executed implementation plan will be required. A dedicated account team member to oversee the transition project is expected to ensure a seamless transition (if required) from the incumbent carrier's network. Concessions, including migration credits (free months), to offset City of Socorro's costs of conversion should be considered in formulating your response.

Please provide a high-level discussion of your approach in developing and managing City of Socorro's implementation plan in converting services to your network. Be sure to include time frames for dedicated access cutovers, and any contingency plans to avoid customer down time. What resources will you dedicate to project manage this process? What resources will you need from City of Socorro? What assurances/guarantees are you prepared to make to protect City of Socorro against excess costs caused by implementation delays? Please include any migration credits proposed, timing of the credits and a full breakdown of how these credits would be implemented.

3.4. SERVICE LEVEL AGREEMENTS

City of Socorro needs to have confidence that the vendor will perform over the contract term. If circuits are to be proactively monitored please indicate such. If not please indicate how the customer must respond to outages. Socorro will require service level agreements (with penalties) covering the following minimum key service metrics:

MINIMUM MPLS SERVICE LEVEL AGREEMENTS				
Availability %	RT Latency (ms)	Packet Delivery %	Jitter (ms)	QoS/Cos
99.99%	60	99.99%	5	4 Levels
Allowed Outage per Month	Restore Time (DS-1)	Days to request Credit	Service Delivery DS-1 (days)	Service Delivery Ethernet (days)
< 4 minutes / Site	4 Hours	end of current month+30 days	45	60

SLA Credits Remedies for SLA violations will need to follow a tiered approach with increasing compensation for recurring outages. This will apply to a given site over a period of 6 months.

Chronic Outages Port and Access - Any outage over 8 hours within 60 consecutive days. Please provide information on any service level guarantees that you will provide for the services being offered in your proposal, as well as recent statistical information on your network’s performance relative to those guarantees. Specific attention should be given to the metrics listed above as they apply to the different products and classes of service. SLA compliance and outage reporting should be on a weekly basis with a monthly roll-up. Please provide a description of the methodology employed to capture these metrics including which require or allow customer provided data. Please fully explain the SLA credit process.

Escalation Process Describe in detail your issue escalation process for outages.

Monitoring City of Socorro requires the carrier to provide proactive monitoring for circuits. Describe your ability to provide this and include any additional costs.

4. PRICING AND CONTRACT REQUIREMENTS

4.1. PRICING STRUCTURE

4.1.1. RATE STRUCTURE

For simplicity and budgeting considerations, City of Socorro requires fixed, stabilized rates for WAN and data telecommunication services, where applicable. Burstable circuits should be billed at the 95th percentile.

4.1.2. NON-RECURRING CHARGES

City of Socorro expects all non-recurring charges for all services to be waived for the term. Contract language regarding pro rata paybacks of waived installation charges in the event of early termination of a circuit or service is acceptable, as long as the continuous use requirement is 12 months or less. Assuming that no new access loop is being installed, port changes should not affect the 12 month minimum.

4.2. TERMS AND CONDITIONS

City of Socorro will require a contract draft that explicitly provides language covering, at a minimum, the following items:

4.2.1. TERM

City of Socorro envisions a contract term of three years however please provide pricing for a two-year term as well. At the end of the contract term, City of Socorro's contracted rates should continue on a month-to-month basis at the same rate. Once a decision is made (by either party) to terminate the contract, City of Socorro will require a transition period of no less than nine months during which a transition to another carrier can be implemented. During such transition period, the rates in place as of the termination date should remain in effect regardless of usage volumes and without any commitment.

Please describe your ability to meet these needs.

4.2.2. COMMITMENT

City of Socorro expects that the contract will be based upon a minimum contract volume commitment. Please include in your proposal a description of the commitment requested from City of Socorro, and how that commitment was calculated relative to anticipated spending.

Please also describe how you would account for the following items relative to the commitment:

- Business downturn.
- A technology change resulting in reduced telecommunications expenditures.
- Mid-term market rate adjustment.

Please provide a complete description of the contract mechanism you are prepared to offer City of Socorro to ensure that their rates will remain market competitive throughout the term. Please provide a description of what charges are applied to the contract commitment versus the charges that are not applicable.

4.2.3. EXCLUSIVITY

City of Socorro will not accept any form of exclusivity. Please confirm your understanding and compliance with City of Socorro's position regarding exclusivity.

END OF RFP