

REQUEST FOR PROPOSALS

REGARDING:

UPGRADE OF CISCO CALL MANAGER CLUSTER
RFP # BSU-2013-01-GW

PROPOSALS DUE:

June 6, 2013 NO LATER THAN 4:30 P.M. PACIFIC TIME

1.0 BACKGROUND INFORMATION

1.1 Judicial Council of California

The Judicial Council of California, under the leadership of the Chief Justice, is the policymaking body of California's judicial branch. In accordance with the California Constitution, the council is responsible for ensuring the consistent, independent, impartial, and accessible administration of justice. The California Constitution directs the council to improve the administration of justice by surveying judicial business, recommending improvements to the courts, and making recommendations annually to the Governor and the Legislature. The Council also adopts rules for court administration, practice, and procedure, and performs other functions prescribed by law. The Council performs most of its work through advisory committees and task forces.

1.2 Administrative Office of the Courts (AOC)

The AOC is the staff agency to the Judicial Council and assists both the Council and its chair in performing their duties. The Business Services Unit of the Fiscal Services Office is responsible for maintaining the AOC's phone system.

1.3 Cisco VoIP Phone System

The AOC has a Cisco-based VoIP phone system which requires an upgrade. The VoIP environment includes 1 CUCM Publisher, 2 CUCM Subscribers, 1 CUCM TFTP/MOH, 1 CUC Publisher, 1 CUC Subscriber, 1 CER Publisher, 1 CER Subscriber, 1 UCCX Server, 1 CUPM Server, 1 Commview Server, 2 Informacast Servers.

2.0 DESCRIPTION OF GOODS AND/OR SERVICES

2.1 Purpose

The purpose of this Request for Proposal (RFP) is to contract with a qualified firm capable of upgrading the AOC's phone system.

2.2 Scope

Task 1: Call Manager Upgrade – Hardware

Contractor will upgrade from Cisco Unified Communications Manager 8.x to 9.x on AOC-provided physical hardware. If there are HDD or RAM upgrades needed for the physical hardware, the Contractor will install those as well.

All phones, extensions, gateways, applications will be configured to work with the new software version. Contractor will perform a complete test to ensure the Call Managers are working correctly.

Contractor will upgrade our current voice gateways to the supported versions that is documented in the CUCM release notes. The versions implemented on the gateways should be approved by ITSO network team and it is expected the contractor will work with them during the implementation. We currently have 20 voice gateways in our VoIP enterprise (11 voice routers and 9 vg analog gateways).

Upgrade will also include configuration of the Enterprise Licensing Manager (ELM) on the CUCM hardware.

Although the upgrades to the Cisco Unified voice applications contain many new features, a rollout of those features is not within this Scope of Work, unless specified in the RFP. Contractor will upgrade the applications to the newest versions only.

Task 2: Unity Connections Upgrade

Contractor will upgrade the existing Cisco Unity Connection Servers to version 9.x. If there are HDD or RAM upgrades needed for the physical hardware, the Contractor will install those as well.

ELM deployed on CUCM will be used for Unity Connection.

Although the upgrades to the Cisco Unified voice applications contain many new features, a rollout of those features is not within this Scope of Work, unless specified in the RFP. Contractor will upgrade the applications to the newest versions only.

Task 3: Cisco Emergency Responder Upgrade

Contractor will migrate the Cisco Emergency Responder appliances to version 9.x. If there are HDD or RAM upgrades needed for the physical hardware, the Contractor will install those as well.

Contractor will confirm that the IOS running on LAN switches is compatible with the new version of CER.

Scope will include testing functionality of the upgrade and testing CER at each site.

All of the existing configurations and settings will be migrated at time of upgrade. Additional features are not within this Scope of Work.

Task 4: Cisco Provisioning Manager Upgrade

Contractor will migrate the Cisco Unified Provisioning Manager to version 9.x

The scope will include moving CUPM to a VM. This will entail building the system from scratch. Contractor will provide vm server template. We will provide operating system and contractor will install application onto new system and do a restore. AOC will install the operating system. Contractor will work with AOC to make sure proper OS settings are set during the installation.

All of the existing configurations and settings will be migrated at time of upgrade. Additional features are not within this Scope of Work unless specified in the RFP.

Task 5: Cisco Unified Contact Center Express

Contractor will upgrade from the current version to 9.x

Contractor will make any required script changes that are required for the new platform.

Contractor will perform a complete test to insure the IPCC Express server are working correctly.

Although the upgrades to the Cisco Unified voice applications contain many new features, a roll out of those features is not within this Scope of Work, unless specified in the RFP. Contractor will upgrade the applications to the newest versions only.

Desktop agent upgrade is not included in this Scope of Work.

The AOC acknowledges that the upgrade will have the IPCC Express server out of service for a short period during the upgrade.

Task 6: Jabber for Everyone Configuration

Contractor will configure Cisco Unified Presence to support Jabber for Everyone Deployment allowing the AOC to have Unified IM and Presence Environment in the Customer Provided VMware virtual environment.

Two systems will be installed to support HA (two appliances) and internal SRV records will be created to support simple deployment. Contractor will configure XMPP Federation and deploy the system in the DMZ. Contractor will install and enable application. This Scope of Work will include any configuration of the ESX host or cluster to allow routing to voice VLAN. Contractor will provide the appropriate virtual appliances to be deployed. Although AOC will build the virtual servers, the Contractor will provide any assistance or guidance required. We intend to configure two virtual CUPS servers.

Contractor will configure XMPP Federation. We intend to test CUPS internally. Contractor will provide training on up to 5 users for installation of the client on desktops, smartphones and tablets.

Training in excess of the 5 desktop/users will be the responsibility of the AOC.

Task 7: Upgrade Training

Contractor will provide all relevant training in regards to changes affected by the upgrade.

This training will not include basic operations of the systems.

Task 8: Post Upgrade Support Onsite/Remote

Contractor will provide one CCNP Voice level engineer onsite at the AOC HQ in San Francisco on the next business day following the upgrade. All other work required at other sites will be done remotely. CCNP Voice level engineer is required to have had a minimum of 5 years experience in a lead role installing and upgrading VOIP systems in an enterprise environment.

Contractor will provide for 30 days a CCNP Voice level engineer remotely starting on Day 2 after the upgrade. They will be available to support and resolve any issues that may come up in regards to the upgrade.

Task 9: Third-Party Application Configuration

Contractor will upgrade, reconfigure and/or test the following applications to support Cisco Unified Communications Suite 9.x:

- Singlewire Informacast

Contractor will work with AOC to ensure the following applications work seamlessly with Cisco Unified Communications Suite 9.x

- ATComm Commview Server

3.0 TIMELINE FOR THIS RFP

3.1 Proposed Procurement Schedule

Proposals are due by June 6, 2013. Below are key events and dates for this RFP. Changes to the schedule prior to the submission deadline will be posted on the AOC RFP site (<http://www.courts.ca.gov/rfps.htm>). Changes to the schedule after the submission deadline will be communicated by email directly to the proposers.

No.	Key Events	Key Dates
1	AOC issues RFP	5/10/2013
2	Deadline for proposers to submit questions, requests for clarifications or modifications to Solicitations@jud.ca.gov (3:00 PM, PDT)	5/17/2013
3	Post Vendor Questions and AOC Answers	5/24/2013
4	Vendor Solicitation Specifications Protest Deadline	5/31/2013
5	Proposal due date and time (4:30 PM, PDT)	6/6/2013
6	Posting of Non-Price Scoring	6/12/2013*
7	Public Bid Opening of Price Scoring	6/19/2013*
8	Intent to Award Posted	6/21/2013*
9	Execution of contract between vendor and AOC	6/28/2013*

* Denotes estimated dates. Changes to these dates may not be posted.

4.0 RFP ATTACHMENTS

The following attachments are included as part of this RFP.

ATTACHMENT	DESCRIPTION
Attachment 1: Administrative Rules Governing RFPs (IT Goods and Services)	These rules govern this solicitation
Attachment 2: Agreement Terms and Conditions	Agreement Terms and Conditions

Attachment 3: Proposer’s Acceptance of AOC’s Agreement Terms and Conditions	On this form, the Proposer indicates that they either accept the Agreement Terms and Conditions without exception or submits a redline of the Agreement Terms and Conditions with explanations for the changes.
Attachment 4: Vendor Payee Data	This form contains information the AOC requires in order to process payments and must be submitted with the proposal
Attachment 5: Conflict of Interest Certification	On this form, the Proposer indicates that there is no interest that would constitute a conflict of interest under California Law
Attachment 6: RFP Price Response Template	Proposers price response to the RFP

5.0 SUBMISSIONS OF PROPOSALS

5.1 Vendor Responses

Vendors should respond to each and every section of this RFP and all attachments and sub-exhibits. An RFP response template has been included (*Attachment 4*) for standardization of responses. Proposals should provide straightforward, concise information that satisfies the requirements of the Section 6.0 Proposal Content below. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the RFP’s instructions and requirements, and completeness and clarity of content.

5.2 Required Copies and Form of Submissions

The Proposer must submit:

- A. **One (1) original and 5 copies** (*Attachments 2 (if taking exception to the Agreement Terms and Conditions), 3, 4, and 5*) along with the non-price proposal. The original must be signed by an authorized representative of the Proposer. The Proposer must write the RFP title and number on the outside of the sealed envelope.
- B. **One (1) original and 5 copies** (*Attachment 6*) of the price proposal. The original must be signed by an authorized representative of the Proposer. The Proposer must write the RFP title and number on the outside of the sealed envelope.
- C. The Proposer must submit an electronic version of the entire proposal on CD-ROM, DVD or flash drives. The electronic files must be in PDF, Word, or Excel formats.

5.3 Delivery Address

Proposals must be delivered by the date and time listed on the coversheet of this RFP to:

Administrative Office of the Courts
Attn: Nadine McFadden, RFP # BSU-2013-01
455 Golden Gate Avenue
San Francisco, CA 94102-3688

5.4 Late Proposals

Will not be accepted.

5.5 Delivery of Proposals

Only written proposals will be accepted. Proposals must be sent by registered or certified mail, courier service (e.g., FedEx), or delivered by hand. Proposals may not be transmitted by fax or email.

6.0 PROPOSAL CONTENT

6.1 Information Required

The following information must be included in the proposal (*Attachments 2, 3 and 4*)

- A. Proposer's name, address, telephone and fax numbers, and federal tax identification number.
- B. List and description of similar projects performed by Proposer. Proposer must identify whether it was the primer or subcontractor to the project.
- C. Names, addresses, and telephone numbers of a minimum of 3 clients for whom the Proposer has provided similar services. The AOC may check references listed by Proposer.
- D. For each project manager and Cisco engineer (s): a resume describing the individual's background and experience, as well as the individual's ability and experience in conducting the proposed activities.
- E. Proposed approach and methodology employed to complete the work.
- F. Certifications, Attachments, and other requirements
 - i. Proposer must include the following certification in its proposal (*Attachment 3*). Proposer has no interest that would constitute a conflict of interest under California Public Contract Code sections 10365.5, 10410 or 10411; Government Code sections 1090 et seq. or 87100 et seq., or rule 10.103 or rule 10.104 of the California Rules of Court, which restrict employees and former employees from contracting with judicial branch entities.

- ii. Proposer must submit with its proposal, for itself and each of its affiliates that make sales for delivery into California, a copy of either (i) a California seller's permit issued under Revenue and Taxation Code section 6066 et seq. or (ii) a certificate of registration issued under Revenue and Taxation Code section 6226.
- iii. If Proposer is a corporation, proof that Proposer is in good standing and qualified to conduct business in California.
- iv. Copies of current business licenses, professional certifications, or other credentials.
- vi. Submission of vendor's exceptions to contract language (subject to negotiation).

NOTE: It is unlawful for any person engaged in business within this state to sell or use any article or product as a "loss leader" as defined in Section 17030 of the Business and Professions Code.

7.0 OFFER PERIOD

A Proposer's proposal is an irrevocable offer for forty five (45) days following the proposal due date. In the event a final contract has not been awarded within this period, the AOC reserves the right to negotiate extensions to this period.

8.0 EVALUATION OF PROPOSALS

At the time proposals are opened, each proposal will be checked for the presence or absence of the required proposal contents.

- Proposals that contain false or misleading statements may be rejected if, in the opinion of the AOC, the information was intended to mislead the state regarding a requirement of the solicitation document.
- If a proposal fails to meet a material solicitation document requirement, the proposal may be rejected. A deviation is material to the extent that a response is not in substantial accord with solicitation document requirements. Material deviations cannot be waived. Immaterial deviations may also cause a proposal to be rejected.
- During the evaluation process, the AOC may require an phone interview with a Key Personnel and/or may require vendor's representative to answer questions with regard to the vendor's proposal. Failure of a vendor to respond and demonstrate in a timely manner that the claims made in its proposal are, in fact, true may be sufficient cause for deeming a proposal nonresponsive.
- Proposals will be evaluated by the AOC per the following selection criteria and weighting:

Category	Factors		Total Possible Points
Organization	Experience of Organization in performing similar upgrades	Total Score	15
Key Personnel	Experience of key personnel assigned to the project.	Total Score	30
Contract Terms	Reasonableness of proposed contract terms	Total Score	5
Price	Reasonableness of proposed cost	Total Score	50
Grand Total Points			100

9.0 CONFIDENTIAL OR PROPRIETARY INFORMATION

One copy of each proposal will be retained by the AOC for official files and will become a public record. California Judicial Branch entities are subject to rule 10.500 of the California Rule of Court, which governs public access to judicial administrative records (see www.courtinfo.ca.gov/cms/rules/index.cfm?title=ten&linkid=rule10_500).

If information submitted in a proposal contains material noted or marked as confidential and/or proprietary that, in the AOC’s sole opinion, meets the disclosure exemption requirements of Rule 10.500, then that information will not be disclosed upon a request for access to such records. If the AOC finds or reasonably believes that the material so marked is **not** exempt from disclosure, the AOC will disclose the information regardless of the marking or notation seeking confidential treatment.

The Proposer may be required to sign an AOC Non-Disclosure Agreement before the AOC discloses any confidential information.

10.0 DISABLED VETERAN BUSINESS ENTERPRISE PARTICIPATION GOALS

The AOC has waived the inclusion of DVBE participation in this solicitation.