

SAN DIEGO
WORKFORCE
PARTNERSHIP®

Request for Proposal (RFP) for:

Telecommunications Infrastructure Services

RFP Issued	February 15, 2018
Respondents Orientation	February 26, 2018
Final Day to Submit Questions	February 28, 2018
Proposals Due	March 8, 2018
In Person Interviews	March 14, 2018
Evaluation Completion	March 16, 2018
Award Announced	March 19, 2018
Contract Start	April 1, 2018

**Proposal must be received no later than
3:00 p.m. Pacific Daylight Time (PDT)
March 8, 2018**

ABSOLUTELY NO EXCEPTIONS

SDWP is an equal opportunity employer and is committed to equal opportunity in its contracting process. Auxiliary aids and services are available upon request to individuals with disabilities.

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1. Introduction and Scope of Work

1.1 Purpose of RFP

The San Diego Workforce Partnership (SDWP) seeks to upgrade its current system for internet and voice as the existing infrastructure and service do not meet business needs for performance, flexibility, stability or redundancy, nor is it capable of supporting a VOIP phone system. Such challenges have led to degraded performance for clients and remote users accessing internally hosted business applications, lag times in routine task execution, limited ability to stream multi-media content, and have hindered the organization from maintaining an offsite data backup system.

SDWP requires a solution that is capable of providing high bandwidth and high performance (low latency, packet loss, and jitter) with exceptional uptime as well as redundant connections at key locations with Software Defined Wide Area Network (SDWAN) technology to provide load balancing and Quality of Service/performance optimization.

The solution must be able to support voice and multi-media content in addition to traditional internet data traffic. The same performance characteristics apply for low latency, packet loss and jitter. In addition, network security solutions will be needed for each of the remote locations.

Total cost of ownership and ease of remote management are key considerations.

SDWP's current telecommunications infrastructure consists of the following (see **Figure 1: Sites** for a list of location addresses, users, and connection speeds):

- **Wide Area Network (WAN) & Internet access:** SDWP has a hub and spoke wide area network delivered through an AT&T proprietary Layer 2, ASE (AT&T Switched Ethernet) service which consists of a headquarters location and 6 remote locations across San Diego County, referred to as Job Centers.

The Job Center locations connect to the SDWP headquarters Local Area Network (LAN) over an aggregated 100 Mbps ASE connection. Access to the Internet is a 150 Mbps AT&T Internet service provided at SDWP's headquarters. Internet security is handled by SDWP owned Cisco and Fortinet devices that are nearing end of life. Each of the Job Centers has an SDWP owned Cisco routers but no firewall as all Internet traffic and corresponding security is routed through SDWP's headquarters facility.

Currently, SDWP hosts a suite of FileMaker based applications and a file store at the headquarters location. Users at the headquarters, Job Centers, and clients outside the organization access these systems. SDWP employees at the headquarters and users at the Job Centers also access a web based application (CalJOBS) and Office 365.

SDWP has outlined an IT Roadmap to move its servers into a Co-Located IT facility in 2018. SDWP is also porting many of its business applications to cloud hosted platforms including 3rd party application providers, custom-built solutions on Launch Pad (a Sales Force hosted application), and file storage in Office 365. Once these migrations are completed, the majority of traffic from both the Job Centers and clients will no longer be directed at the

systems located in the HQ office/Co-Located facility and employee traffic from the headquarters to the Internet will increase.

- **Telephones:** SDWP has several phone systems today:

- A) The SDWP headquarters location has an NEC digital PBX phone system that services multiple businesses in the building. There are four NEC NEAX 2000 IPS Phone System computers, a computer running the NEC Phone System Management software, and a computer running the NEC NEAXMail AD-64 Voicemail system.
- B) The SMCC Job Center has a similar NEC digital PBX phone system which is connected to the system at SDWP headquarters.
- C) The downtown Library location has a ShoreTel IP Phone System provided by the library, the ECCC has a phone system which is provided by the school system where the center is housed, NCCC and NICC phone systems are provided by the buildings where they are housed and thus all four systems are independent from the NEC phone system and, as such, SDWP has no management or support responsibilities for these systems. These systems are out of scope for the purposes of this RFP.

The two NEC systems referenced in A and B above are owned by the building but managed by SDWP’s IT team. These systems offer basic telecom, call forwarding, three-way conferencing, and voicemail. No integration with other office systems or software exists. Ad-hoc support for the NEC systems is provided by Atel Communications for both locations. The servers and software are past end of life and system outages have occurred recently which have impacted the business.

Figure 1: Current Sites

Site Name	Address	City	State	Zip	Users	Minimum Speed Down/Up in Mbs	Redundancy Needed?	Reason	# of Phones Needed
SDWP	3910 University Ave Suite 400	San Diego	CA	92105	95	250/250	Y	Backup & Quality of Service	100
ECCC	924 East Main	El Cajon	CA	92021	30	100/100	Y	Backup	NA
Downtown Library	330 Park Ave	San Diego	CA	92101	5	25/25	Y	Backup	NA
NCCC	1949 Avenida Del Oro Suite 106	Oceanside	CA	92056	25	100/100	Y	Backup	NA
NICC	613 W. Valley Parkway Suite 220	Escondido	CA	92025	10	50/50	Y	Backup	NA
SCCC	1111 Bay Blvd	Chula Vista	CA	91911	36	100/100	Y	Backup & Quality of Service	NA
SMCC	4389 Imperial Ave	San Diego	CA	92113	60	150/150	Y	Backup & Quality of Service	57

*Please note that as part of this procurement process, respondents may be asked to provide information on the type of connections (e.g. fiber) they offer at other facilities in San Diego county in order to facilitate potential future changes in Job Center or HQ locations and/or Co-Location sites.

To upgrade this telecommunications infrastructure and provide ongoing services, SDWP is issuing this Request for Proposal (RFP) for respondents with experience and technical skills implementing, configuring, and maintaining, business-ready internet and VOIP solutions that achieve the following goals:

- Facilitate a business shift from internally hosted to externally located applications. This includes both COTS and custom developed software
- Improve network performance by increasing up/down connection speeds and eliminating outages
- Strengthen network security, including monitoring capabilities, for all internet services
- Deliver flexibility for future growth and performance needs. This includes changes in facility locations, additions of new facility types or increase/decrease in system users
- Support disaster recovery needs
- Provide an option for Voice Over IP telephone services

1.2 Scope of Work

SDWP seeks to purchase services for a period of one base year with two option years for a total of three years of service. Proposals should outline what, if any, costs will require an initial capital investment (e.g. equipment purchase) versus monthly service fees.

PLEASE NOTE: With the exception of the gateway switch which is currently leased from AT+T, the procurement of new switches/routers should not be included as part of this RFP response.

The scope of work of this RFP is centered on a successful implementation, configuration, maintenance and ongoing support to ensure this technology investment leads to the impact and goals lists in section 1.1. Purpose of the RFP. Specific tasks under this RFP include:

Internet & WAN

- **Topology:** Design and implement a network topology to meet SDWP's internet and WAN requirements. This includes direct internet from each location, VPN (Virtual Private Network) to connect Job Centers to HQ and Co-Location facilities (once implemented), and backup connections at key locations. Specific focus will be placed on the following:
 - o Connection speeds for each location
 - o type of connection (fiber preferred)
 - o backup connection options such as Coax or LTE
 - o availability of SDWAN (Software Defined Wide Area Network) solution
 - o failover and continuity
 - o performance optimization/quality of service
- **Equipment:** Install necessary hardware to provide internet service. Respondent should outline hardware proposed for deployment such as on-site gateways, identify if any client provided hardware is required, and outline options to lease vs buy equipment.
- **Security:** Design and implement managed firewalls/security appliances for 7 locations and provide ongoing security support
- **Monitoring, Reporting, & Metrics:** Provide 24X7 network monitoring and alerts

Voice

- **Topology:** Design and implement a network topology to meet SDWP’s voice requirements. Specific focus will be placed on the following:
 - o Cloud hosted VOIP solution
 - o Considerations for a dedicated line
 - o Options for analog line support for fax, alarm, etc.
- **Equipment:** Install necessary hardware to provide voice service. Respondent should outline hardware proposed for deployment such as on-site gateways, identify if any client provided hardware is required such as Power over Ethernet (PoE) switches, and outline options to leave vs buy equipment. Handsets and speaker phones should be bundled as part of the service fee for warranty and upgrade support.
- **Installation:** Provide on-site installation and training for all locations. Respondent should describe how this will be carried out including type of staff used e.g. in-house staff, outsourced contractors, etc.
- **Monitoring, Reporting, & Metrics:** Provide 24X7 network monitoring and alerting.

Overall

- **Program Management and Support:** Describe and provide samples of user portals for billing and system reporting, outline support process, contact points, onsite support options, escalation paths, Service Level Agreements and remedies. Respondent must disclose any third party out-sourced partnerships for installation, support, or other services which will be used as part of this project, if selected.
- **Training and Sustainability:** Provide training, documentation, and technical assistance to equip SDWP’s team for success. Respondent should describe how this will be carried out including type of staff used e.g. in-house staff, outsourced contractors, etc.

Please note, these are high level tasks to help inform bidders’ proposal narratives and budget. Final contract Scope of Work will be based on SDWP needs, the selected bidders proposed timeline and approach (see section 2.0), and final negotiations with the selected bidder prior to contract award.

1.3 Contract Period

SDWP intends to award one contract with a base year that will begin on April 1, 2018 and two option years starting April 1, 2019 and April 1, 2020 respectively.

1.4 Organizational Overview & Governance

SDWP is a 501(c)(3) tax-exempt organization chartered by the County and the City of San Diego to fund job training programs in the San Diego region. The organization’s primary funding is allocated by the U.S. Department of Labor (DOL) under the provisions of WIOA and is overseen under the leadership of the Workforce Development Board (WDB) and the Policy Board. For additional information on SDWP, visit workforce.org.

1.5 Eligible Applicants

For-profit and nonprofit organizations, public agencies, consortiums, and/or a collaboration of these organizations are all encouraged to apply. Consortiums, joint ventures, or collaboration of organizations with complementary skills and experience are encouraged to apply, but proposals need to clearly identify one legal entity as the prime respondent that will hold contracting responsibilities and liabilities.

1.6 Addenda to this RFP

SDWP may revise any part of this RFP and will release an addendum that will be posted on SDWP's website, workforce.org/procurement. Respondents are responsible for checking the website to remain informed about the process and any changes that may affect the RFP. If respondents have difficulty or problems accessing the website or downloading information, contact SDWP at (619) 228-2954 or procurement@workforce.org.

1.7 Right to Cancel

SDWP reserves the right to delay, amend, reissue or cancel, all or any part of this RFP at any time without prior notice. SDWP also reserves the right to modify the RFP process and timeline as necessary. This RFP does not commit SDWP to accept any proposal or execute an agreement with any bidders, nor is SDWP responsible for any costs incurred by the respondents in the preparation of responses to this RFP. SDWP reserves the right to reject any or all proposals, to accept or reject any or all items in the proposal and to award the contracts in whole or in part as is deemed to be in the best interest of SDWP. SDWP reserves the right to negotiate with any respondent after proposals are reviewed, if such action is deemed to be in the best interest of SDWP.

1.8 Submittal of Proposals

SDWP must receive proposals no later than 3:00 p.m. PST, Thursday March 8, 2018.

PDF versions of written and signed proposals should be sent to procurement@workforce.org with the title of "Telecommunications Infrastructure RFP – [name of bidder] response".

Late proposals will not be accepted.

1.9 Questions and Answers about the RFP

All questions about this RFP must be submitted in writing to procurement@workforce.org with the name of the RFP in the subject line. The final day to submit questions will be on February 28th, 2018 at 3pm PDT. Questions received after that time will not be answered.

All questions and answers will be posted online at <http://workforce.org/procurement>. SDWP will respond to all questions no later than March 2, 2018 at 6pm PDT.

1.10 Respondents Orientation

A virtual webinar session will be held on February 26, 2018 with SDWP's system staff and IT consultant from 12 noon to 1pm PDT. This is an opportunity for potential respondents to request additional clarity on both the current state system as well as future state needs. No inquiries will be answered outside of the respondents' orientation or Q+A process outlined in section 1.9.

Go To Meeting information:

<https://register.gotowebinar.com/register/8592267044913460482>

2. Proposal Submission

Section	Section Title	Page Limit(s)
2.1	Cover Page	1 Page
2.2	Proposal Narrative	10 pages
2.3	Project Budget	1 Page

2.1 Cover Page

Include company name, address, phone number, website and federal tax identification number, as well as the name, phone number, email, and electronic signature for the person authorized to negotiate the contract and make decisions for the organization.

2.2 Proposal Narrative

The written narrative portion of the RFP cannot exceed 10 double-spaced pages. Content beyond the 10-page limit will be removed before proposals are evaluated. Proposals that do not include a proposal narrative will be disqualified and will not be considered for funding.

Respondents must address the following sections in the proposal narrative:

2.2.1 Organizational Qualifications and Project Management (10 points)

- Please provide an overview of your organization and your organizations experience and qualifications for similar sized projects.
- Please describe the experience and qualifications of the project lead/project manager and other key members of the project team.
- Please provide a concise timeline with key milestones and roles of responsibilities of contractor and SDWP to achieve each milestone.
- Please provide specific risks you see related to this project and how your organization with manage/mitigate these risks through your project management approach.

2.2.2 Solution Profile (40 points)

- Please describe the recommended internet and voice topology for the SDWP network including specific hardware and software requirements, redundancy and quality of service approaches as well as recommended feature sets.
- Please describe the scalability of the solution; specifically, how solution will scale bandwidth up and down to adjust for changing use as the business grows or shrinks at different locations
- Please describe the flexibility of the solution; specifically, solution ability to support change in locations should SDWP relocate an office, including moving to a Co-Located facility this year. Respondents must include a list of Co-Located facilities in San Diego

County for which they already provide connectivity as SDWP plans to move to a Co-Lo within the next 6-12 months.

- Please describe the security features, monitoring and reporting mechanisms which are available as part of the solution. This includes dashboards, alerts, remote access, etc.
- Please describe any disaster recovery support which the solution provides.
- Please include a timeline with key deliverables and dates of project implementation. Timeline must include details and proposed Go-Live for each of the sites outlined in Figure 1 as well as a timeline for implementation at one of the Co-Location site in San Diego at which the respondent already provides connectivity. Note that the ability to complete the implementation at all sites and a Co-Location site by end of June is strongly preferred.

2.2.3 Training and Support (15 points)

- Please describe how you will conduct training of SDWP systems staff once the system is configured.
- Please describe how you will provide ongoing maintenance and support to include approach to software and hardware upgrades, outages and change requests.

2.3 Project Budget (30 Points)

Please provide a clear and concise budget that outlines all hardware, software, start-up/activation as well as maintenance costs on a monthly/annual basis. Both start up and annual costs will be a key consideration in vendor selection. Pricing must be inclusive of cost of supply and provision of services during the service period and include any applicable taxes. The prices quoted should be valid for a period of 3 years.

Budget should include pricing with bundled and non-bundled options to include, but not limited to a) internet with and without managed security and B) VOIP as a separate option C) pricing for addition of co-location facility in 2018 (start up and ongoing maintenance).

Please clearly outline any/all provisions and defined termination clauses and penalties for closing or moving a location, if any.

2.4 In Person Interview (5 Points)

Respondents who receive the highest score and within 10 points of the highest rated proposal will move on to the oral interviews. Respondents will be allowed 30 minutes for oral interviews to walk through their proposed solution. The Panel will ask a series of questions to allow respondents to clarify or highlight aspects of their proposal. The respondent's authorized negotiator or delegate and at least one key technical resource must be in attendance for the oral interview. The respondent is limited to a presentation team of five individuals.

3. Evaluation Criteria and Contract Award

3.1 Evaluation Criteria and Access to Evaluation Information

An RFP Scoring Panel will score and rank proposals and make a recommendation for funding. The selection will be based upon proposal information supplied by the respondent in response to this RFP.

The following details the points assigned per section:

Proposal Section	Point Value
2.2.1 Organizational Qualifications and Project Management	10
2.2.2 Solution Profile	40
2.2.3 Training and Support	15
2.3 Project Budget	30
2.4 In Person Interview	5
Total Points	100

3.2 Contract Award

The RFP Scoring Panel's recommendations will be finalized, and all bidders will be notified of the results by March 19, 2018.

3.2.1 Negotiation/Contract

The respondent's designated authorized negotiator must be empowered to make binding commitments for the successful respondent and its subcontractors, if any. SDWP reserves the right to negotiate the final terms of the contract agreements with the successful respondent(s). Items that may be negotiated include, but are not limited to, the scope of work, the implementation schedule, and the final award amount. If any respondent recommended for funding fails to provide services outlined in the agreement and proposal, SDWP may use an alternate respondent to perform services upon board approval.

3.2.2 This project is investment in SDWP's infrastructure and operations (i.e. – is not a programmatic funding contract to a subrecipient). Per SDWP's approved signature authority guidelines approved by the Board on [February 18, 2016](#), such investments, if included in a budget previously approved by the WDB and Policy Board, does not require separate board approval.

3.3 Conflict of Interest

A completed [Conflict of Interest Disclosure Form – Attachment E](#) must be submitted even if there are no actual or potential conflicts of interest.

3.3.1 Cooling Off Period

SDWP, the WDB and the Policy Board shall not approve or contract with, and will reject any bid or proposal submitted by an individual or entity who within the preceding twelve (12) months was themselves or employs anyone who is a current, dismissed, separated, or formerly employed person of SDWP, and:

- a) Was employed in any position(s) of substantial responsibility in the area of service to be performed by the contract; or
- b) Participated in any way in the negotiations, transactions, planning, arrangements, or any part of the decision-making process relevant to the proposed contract/service agreement, or was or is employed in a role of substantial responsibility in the same general subject area as the proposed contract; or
- c) Is an owner, officer, principal, partner, or major shareholder of the proposed subrecipient.

This prohibition will apply to any qualified person(s) leaving the employ of SDWP, and will apply at all times during the twelve-month period beginning on the date the person left the employment of SDWP, and will apply to any procurement issued or contract executed within that twelve-month period. Potential respondents must detail any Cooling Off Period disclosures on the [Conflict of Interest Disclosure Form - Attachment E](#). The Policy Board may, upon a showing of special circumstances that would justify the approval of such a contract, waive this cooling off provision.

3.4 General Provisions

3.4.1 Contract Terms, Insurance and Litigation Warranty

The RFP, any addenda, and the respondent's response shall also become part of the contract agreement between SDWP and the respondent. The respondent shall indicate in its proposal any exceptions that the respondent takes to the terms and conditions in the [Contract General Provisions – Attachment](#) or to any of the contents of this RFP. Contract terms required by the respondent must be included or attached to the respondent's proposal.

Respondents, by submitting a proposal, warrant that they are not currently involved in litigation or arbitration concerning their performance as it relates to the same or similar services to be supplied pursuant to the referenced contract and that no judgments or awards have been made against the respondents on the basis of their performance in supplying the same or similar services, unless such fact is disclosed to SDWP in the proposal(s).

Disclosure of litigation will not automatically disqualify the respondents; however, SDWP reserves the right to evaluate proposals) based on facts surrounding such litigation or arbitration.

3.5 Appeal Process

Only respondents to this RFP may appeal the results if the procurement process was violated in some manner, and/or Federal, State, and/or SDWP procurement guidelines have been violated. An appeal will not be allowed to contest individual scores, the rating system, disqualification, or dissatisfaction with the evaluation results.

The appeal process is:

- A written letter of appeal will be sent to procurement@workforce.org including:
 - evidence for appeal and the specific relief sought.
- The written appeal must be received by SDWP within five business days from the date the RFP recommendation is posted on SDWP's website.
- An appeal review panel appointed by the WDB Chair will review the appeal.
- The panel will review the appeal and collect information. At their discretion, the panel may request a meeting with the respondent and SDWP staff, and/or use other methods to gather relevant information.
- Once all the information is gathered and reviewed, the panel will issue a written decision to the appellant and the WDB.
- The decision of the appeal review panel will be final.

3.6 Restriction on Disclosure

Confidential information: Any information deemed confidential or proprietary by respondent must be clearly marked and identified by respondent as such and include an explanation of why such information is exempt from disclosure under applicable law.

Such identified confidential or proprietary information will be protected and treated with confidentiality to the extent permitted by law. Information not protected from disclosure by law will be considered a public record.

If respondent does not mark information as confidential or proprietary, SDWP will treat the information as public. All sections of the proposal including attachments are subject to release.

Proposals will be received, maintained and disclosed to the public consistent with the California Public Records Act and the Freedom of Information Act. Proposals will be exempt from disclosure until the evaluation and selection process has been completed. Respondents should be aware that SDWP is required by law to make its records available for public inspection and copying, with certain exceptions (see California Public Records Act, California Government code §§6250 et.seq. and the Freedom of Information Act, 5 U.S.C. §552).

SDWP will not notify respondent of requests for release of information or that SDWP released data unless SDWP receives a request for information previously marked and identified by respondent as confidential or proprietary. If SDWP receives a request for release of such previously marked and identified confidential or proprietary information, SDWP will notify respondent of such request to allow respondent to challenge such request consistent with applicable law.

Respondent, by submission of materials marked confidential or proprietary, expressly acknowledges and agrees that neither SDWP nor the City or County of San Diego will have any obligation or liability to the respondent in the event a court of competent jurisdiction compels the disclosure of these materials.

Any data to be returned should be so marked by respondent and will be returned if not essential to the proposal or contract record.