

Request for Proposal

Due Date: July 10, 2015

Questions: voiprfp@cenic.org

Address: Email proposals to: voiprfp@cenic.org

Hard copies are not required but may be sent to:
2015 VoIP RFP, CENIC, 16700 Valley View, Suite 400, La Mirada, CA 90638

Introduction

The current role of the Corporation for Education Network Initiatives in California (CENIC) is to provide wide area and metro area network data communications by designing, implementing, and operating CalREN, the California Research and Education Network for the education community in California.

By aggregating volume, CENIC provides lower costs, streamlined procurement, and more favorable business terms for its associates.

CENIC, using these same principles, intends to aggregate Voice over IP Services (VoIP) by leveraging CENIC's large user base; its in-place, robust network; and its current procurement agreements with its associates. By doing so CENIC expects to facilitate delivery of better service levels, improve procurement responsiveness, and provide a more cost effective solution.

This Request for Proposal (RFP) solicits bids for Hosted VoIP Services ("Services") that will allow CENIC associates and affiliates to procure the Services directly from the chosen service Provider(s).

This RFP is NOT seeking quotes for a CENIC owned system, but rather a hosted service. CENIC does not seek to purchase, own or maintain the system. This RFP for a service that provides the most up to date VoIP features and functionality as a hosted service with equipment ownership, maintenance and support remaining with the service Provider.

CENIC is issuing this RFP on behalf of the CENIC member institutions so that they may acquire services directly from the selected service Provider(s) based on this open, competitive process.

CENIC reserves the right to award all, some, or none of the Services associated with this RFP.



CENIC Description

CENIC is a not for profit, 501(c)(3) corporation formed as a consortium that includes:

- University of California
- California State University
- Private universities, including Caltech, Stanford, and USC
- California Community Colleges
- California K-12 public schools
- California public libraries

There are currently over 200 associates, many of which aggregate data communications for other sites. For instance county offices of education aggregate for individual K-12 schools; several UC sites aggregate for their associated health centers; many campus “parent” sites aggregate for remotely located extension programs.

1.0 General Information

- A. Due date. Responses must be received in electronic format via email at voiprpf@cenic.org by **11:59 P.M. Pacific Time on July 10, 2015**.

Any questions or points of clarification received by CENIC will be answered and posted online at <http://www.cenic.org/RFP>.

- B. Basis for Award. The award of contract will be made to the Service Provider or Service Providers whose proposal(s) is/are considered the most advantageous to CENIC and its members, considering program objectives, mitigation of risk, technical/cost relationships and other evaluation factors deemed by CENIC to be relevant.
- C. Awards. CENIC may make more than one award or may make no award as a result of this solicitation. The decision to make no award, to make one award, or to make more than one award is final. There is no protest.
- D. Service Provider costs. CENIC shall assume no responsibility for Service Provider costs incurred in developing a proposal.
- E. Questions on the RFP. Any questions on the RFP must be conveyed in writing and will be responded to in writing and added to the Question & Answer exhibit posted online on the CENIC website. Any oral statements made by CENIC employees, consultants or others will not be binding.



- F. Errors and Omissions Regarding the RFP. If, prior to the date fixed for submission of proposal, a Service Provider discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP or any of its exhibits or appendices, the Service Provider shall immediately notify CENIC of such error in writing and request modification or clarification
- G. Rejection of proposals. CENIC may reject proposals if, based on CENIC's sole judgment, the proposals are deemed to be non-responsive or incomplete.
- H. Cancellation of Solicitation. This solicitation does not obligate CENIC to enter into an Agreement. CENIC retains the right to cancel this RFP at any time.
- I. Negotiation. CENIC reserves the right to negotiate any aspect of any proposal deemed responsive to this RFP.
- J. Ownership of Proposals. All proposals become the property of CENIC. CENIC reserves the right to make use of any information or ideas contained in the proposals.
- K. Confidential material. Bidder must notify CENIC of any specific portions of proposals considered confidential or proprietary. CENIC will take reasonable efforts to protect the confidentiality of such material, but makes no guarantees that such material may be protected. Entire proposals designated as confidential may be rejected.
- L. Services and Pricing. Bidders must include a pricing schedule that includes the monthly recurring costs per line for each type of service with details describing functionality of each level of service and the monthly recurring cost of any add on service, e.g., call centers, receptionist lines, etc. In addition, all one time costs must be specified with detailed description as well as the costs for local, domestic long distance and international long distance calls. If Professional Services are offered not included in the installation fees please specify rates and descriptions of the various services offered. For any equipment that must be purchased by the sites, provided a price list of the equipment and costs per quantity one. Bidder must confirm in their response that the prices offered apply to CENIC and all CENIC associates and affiliates.
- M. Subsequent to the notice of "Selection of Successful Service Provider(s)", CENIC and the Service Provider(s) will engage in good faith negotiations of an Agreement that will govern the terms and conditions specific to the provision of the Services.

Should negotiations be unsuccessful or if it is determined in CENIC's sole opinion that the selected Service Provider is unable to perform or is unwilling to honor their offer, CENIC reserves the right to terminate negotiations and select another Service Provider.
- N. CENIC reserves the right to request additional information which, in CENIC's opinion, is necessary to assure that all proposals are as complete as possible in addressing the breadth and scope of requirements of this RFP, including clarifications of information submitted. Such



additional information may be used as supplemental information to the Service Provider's response to this RFP.

2.0 Administrative Response Requirements

A. Cover Letter

Responding Service Providers shall provide a cover letter that includes a brief statement of intent to provide the Services, qualifications for selection and signature by an authorized officer of the firm who has legal authority in such transactions. Unsigned proposals shall be rejected. Include Service Provider's name, address, telephone and fax numbers and the name(s) of authorized representative(s).

In addition, Service Provider's cover letter shall expressly state that, should the Service Provider's proposal be accepted, the Service Provider agrees to enter into an Agreement under the terms and conditions as prescribed in this RFP.

B. Financial Statements

Service Provider shall submit audited financial statements for the two most recent year ends, a Form 10K for the most recent year-end (if available), and the most recent annual reports. The financial statement shall demonstrate that the Service Provider currently has the necessary financial strength and capacity to perform the services required in this RFP and being proposed. This information should be provided for each corporation or other independent business entity that is a contractor or Sub-contractor on any Service Provider team. CENIC shall maintain the confidentiality of financial statements for non-publicly held businesses, if requested to do so at the time of submission.

C. Bankruptcy and Insolvency

Service Provider must provide a statement certifying that no member of the Service Provider team (Service Provider, Service Provider subsidiaries or sub-service Provider) has declared bankruptcy or filed for protection under any of the bankruptcy or insolvency statutes within the past two (2) years.

D. Qualifications and Experience

Prior to award of the contract, CENIC must be assured that the Service Provider selected has all of the resources required to perform successfully under the contract. This includes, but is not limited to: personnel in the numbers and with the skills required; financial resources sufficient to complete performance under the Agreement; and, experience in similar endeavors. If, during the evaluation process, CENIC is unable to assure itself of the Service Provider's ability to perform under the Agreement, if awarded, CENIC has the option of requesting any information



that CENIC deems necessary to validate the Service Provider's competency in meeting contractual responsibilities.

E. Lawsuits

The Service Provider shall provide a statement informing CENIC of any current or pending lawsuits that may impact this project.

3.0 Technical Specifications and Requirements

A. Introduction

CENIC is soliciting bids for Hosted VoIP Services ("Services") that will allow CENIC and all CENIC associates and affiliates to procure the Services directly from the chosen service Provider(s).

Throughout this section and the accompanying appendices, the capitalized words MUST and SHALL are used to indicate requirements that are mandatory and must be addressed for a response to be considered complete. The capitalized words MAY and SHOULD are used to indicate desires on CENIC's part that are not requirements. However, Service Providers are expected to respond to each of these, either by meeting the desire or by providing an alternative approach to meeting the desire.

Service Providers are asked to bear the following guidelines in mind when proposing Services:

1. CalREN-DC is a production network. Services located on CalREN-DC must be extremely reliable and stable.
2. CENIC does not manage the local networks at user sites; management and support of these is handled locally.
3. CENIC does not manage telephones, wiring, or other end-points at user sites; management and support of these is handled locally.

B. Overview

CENIC provides high-bandwidth, high reliability IP service to over 200 associates and affiliates throughout the State of California. A number of these are interested in refreshing their voice services over the coming years. CENIC is seeking a Service Provider for a Voice-over-IP (VoIP) "Centrex-style" service over the CalREN-DC network. The expectation is that the cost to each Site will be significantly lower than if each one were to install its own replacement PBX.

In this model, the Service Provider is responsible for the configuration, operation, and management of the "Centrex-style" VoIP PBX equipment and also configuration of any session border controllers (SBC's) and call setup equipment needed to provide the service. Each customer will retain responsibility for managing the "Tier 1" support for the voice service end



users. CENIC will be responsible for configuring Quality of Service (QoS) within the CalREN-DC network, and customers will retain responsibility for the QoS infrastructure on their local networks beyond the Calren-DC handoff.

CENIC does not plan to support any traditional (TDM) telephone service directly, but expects some sites may need equipment and software to provide a TDM-to-SIP service during transition to the Hosted VoIP service.

C. Technical Requirements

The proposed solution must be compatible with the hosted VoIP solution currently provided by CENIC in order to provide legacy users seamless transition, therefore preference will be given to solutions utilizing Broadsoft's Broadworks platform. Proposal MUST include, at bidder's expense, peering directly with CENIC at CENIC's colo space in both Sunnyvale, and Los Angeles, CA via discreet peering sessions not over commodity Internet links. Proposals that do not utilize Broadsoft's Broadworks platform MUST provide a table view, side-by-side comparison of the features of the proposed solution as compared to the functionality available in Broadsoft's Broadworks platform, highlighting similarities and differences.

The CENIC VoIP infrastructure needs to provide enough standard voice functionality to support the customers transitioning from multiple different PBXes using the SIP transport. In addition, support for other technologies (e.g., H.239, integration with Instant Messaging and telepresence and High Definition videoconferencing) is desirable.

All features and functionalities are expected to be standards-based where an applicable industry standard exists.

In order to allow CENIC to assess the carbon footprint of the solution, proposals MUST list power and HVAC requirements for all equipment proposed, including options for AC and DC power.

CENIC will only entertain proposals where there is a SINGLE Service Provider offering an integrated solution.

The solution proposed:

- a. MUST provide standard SIP devices and handsets, SIP trunking, and SIP-to-SIP gateway functions, SHOULD support SIP soft phones.
- b. Service Providers MUST provide an example list of supported SIP phone devices that would cover a broad range of user requirements—e.g. single faculty desktop phone, department administrative assistant multi-button set, call center distribution and seats, etc. Multiple

manufacturers' equipment SHOULD be included. Preference will be given for responses that include multiple manufacturers equipment.

- End-user devices MUST support auto-configuration (for example, via TFTP) to facilitate large-scale deployment and management
- c. MUST support Multi-Tenant (multi-Site) configurations in one consolidated network and MUST be able to be partitioned into individual tenant domains for call routing, users, dial-plan configuration & network administration. Individual tenant domains may span multiple locations.
- d. MUST scale to support up to at least 100,000 end devices per tenant domain and up to at least 200 tenant domains.
- e. MUST provide Active/Active High Availability service with geographic redundancy in at least two locations.
- f. All system components MUST be replaceable and upgradeable with zero downtime for the users of the system.
- g. MUST provide all the features and functions available on Broadsoft's Broadworks platform.
- h. MUST disclose:
 - service level agreement (SLA) percentage guarantees
 - for which service components
 - availability
 - performance, for which service components
 - method of calculation (time period considered, whether by month, annual, or some other period)
 - whether all outages are counted or only outages greater than a certain threshold
 - whether scheduled and unscheduled outages are counted
 - what SLA related information, including real time information, is available and how is it reported, such as dashboard, monthly summary, trend information, and so on.
 - whether other key performance indicators other than SLAs used and, if so, their significance
 - US state and region within state or city of sites that would serve CENIC associates
 - length of time that the Service Provider been providing these services
 - description of power and mechanical redundancy at the sites that would serve CENIC
- i. MUST provide
 - 7x24x365 support for problems. If customer to Service Provider contact method is not by phone, describe the details of the method.
 - description of support procedure workflow, including escalation procedures



- j. MUST specify
 - response time to support calls
 - support sorting criteria to distinguish problems requiring immediate action from more routine issues
- k. SHOULD have available references from the educational community with hosted VoIP implementation of at least 700 seats completed within the last two years.
- l. MUST support all Class 5 Feature Server (PBX) functions available in Broadsoft's Broadworks platform.
- m. MUST support all Class 4 Features for call routing available in Broadsoft's Broadworks platform.

FAX gateways

- a. MUST provide a dial plan management component, and centralized administration, that allows 4, 5, 7 or 10 digit dial plans that may be different in individual tenant domains.

Provisioning and Billing

- a. MUST provide a customer portal where the customer's site administrators can configure their own users. Portal shall have capability for Site administrator(s) to accomplish moves, adds, and changes; update voice mail and unified message databases; and make all other modifications as required to the system.
- b. MUST provide raw Call Detail Record (CDR) data electronically, in a way that can be easily distributed to each customer.
- c. MUST provide integration with Customers' Telemanagement/Accounting Systems for Moves, Adds, Changes and Message Detail Recording.
- d. MUST incorporate a means for a variety of codes to be utilized to identify user/customer including: department code, account code, telephone extension, etc.
- e. MUST have ability for customer's managers to assign users to groups and assign different permissions to different groups
- f. SHOULD support integration with Site LDAP directories, Shibboleth and/or Active Directory (AD) directories
- g. MUST provide the ability for Site staff to generate usage and auditing reports



OA&M

- a. MUST support remote management and monitoring via SNMPv3 or similarly secure protocol
- b. MUST provide management platform, or references to open source methods of the same

SIP Trunking (PSTN Handoff)

- a. MUST be able to provide flat rate service for local and domestic long distance
- b. SHOULD support international calling capability via the SIP trunking.
- c. MUST be able to bill international calls separately per tenant domain
 - MUST be able to bill directly to each customer
 - MUST provide specific call record identifying the initiating line extension
 - MUST allow provisioning on a per-DID basis
- d. MUST be able to accommodate LNP requests in a timely fashion
- e. MUST be able to accommodate new and existing DID's throughout California
- f. MUST allow Least Cost Routing
- g. MUST assist in E911 troubleshooting and setup if necessary
- h. MUST have a multiple SIP peering points within California, and provide a carrier class network.
- i. MUST peer directly with CENIC via a discreet peering session, not over commodity Internet links

Installation/Transition services

Responses MUST include sample implementation/transition plans and pricing for professional services to support transition of services from Customer's legacy telephone infrastructure to the new infrastructure. The sample implementation plan MUST define scope of work to be handled by the Service Provider. The plan MUST also include time estimates for completion of milestones (stated in # of work days from start of work to completion). Plan SHOULD include provision for an optional phased implementation for associates and affiliate who may choose to transition services over an extended period of time, accommodating a mix of campus PBX based services and bidder's services simultaneously.



Legacy customers of the current CENIC solution utilizing the Broadsoft Broadworks platform may have additional concerns related to transitioning to a new infrastructure. Solutions that do not utilize the Broadsoft Broadworks platform MUST provide a detailed proposal regarding how they will make the transition as seamless as possible for legacy customers.

Maintenance, Support, and Documentation

Responses MUST include pricing for hardware and software maintenance and support on all equipment bid for at least the initial year. Options for hardware replacement must include at least next-business-day (NBD), 8x5xNBD, and 24x7xNBD. Service Providers SHOULD provide pricing for hardware and software maintenance and support on all equipment bid for subsequent years of the agreement.

Service Providers who are reselling equipment manufactured/branded by another Service Provider MUST indicate whether the support specified includes access to support technicians from the original manufacturer, the reseller, or both.

CENIC wishes to ensure that Service Providers are capable of meeting the response time specified in its support agreements. To this end, Service Providers MUST provide information on its practices with regard to stocking and shipping spare parts. Service Providers SHOULD be prepared to agree to contractual terms calling for financial penalties in the event that a Service Provider fails to meet its specified response time for equipment replacement or repair.

Service Providers MUST be prepared to agree to contractual terms calling for replacement, at no cost to Customer, of any equipment bid that becomes unsupported during the term of this contract.

Service Providers MUST identify any and all requirements that it expects to place on Customer for support, such as mandatory training or certification.

Service Providers MUST describe the escalation path or process available to Customer in the event of any support or maintenance issues.

Service Providers MUST establish direct support for designated individual points of contact.

Service Providers MUST include in their proposals a copy (or a pointer to a web-accessible copy) of applicable operations/configuration documentation for all equipment bid.

Optional Services



Bidders are encouraged to propose optional services or capabilities (such as integration with unified messaging) not specifically requested by CENIC as part of this RFP, however CENIC shall be under no obligation to consider any such services.

Bidders are encouraged to propose methods for integrating mobile phones, smart phones, and mobile devices (such as tablets) with their system.

4.0 Evaluation and Selection Criteria

CENIC will evaluate proposals based on the following criteria (in no particular order):

- Cost
- Technical merit
- Service Provider qualifications
- Completeness of proposal
- Additional service or product offerings
- Quality of documentation
- Additional factors, such as the costs of staff retraining, costs of migration, etc.

5.0 Response Format and Requirements

Service Providers may choose to respond to some or all sub-sections within Section 3. However, for a response to be considered complete, Service Providers must separately and clearly respond to each technical requirement (designated by MUST or SHALL) and desire (designated by MAY or SHOULD) within Section 3. In addition, Service Providers must separately and clearly respond to each administrative requirement outlined in Section 2.