



**Science Applications International Corporation (“SAIC”)  
Request for Information (RFI)**

**City of Memphis**

**CS1000 MG Telephone Systems Equipment Replacement**

**RFI # SAIC CoM 2014 – RG R105822**

**Issue Date: July 25, 2014**

**Response Date: September 10, 2014 (please see addendum)**

**City of Memphis  
RFI # SAIC CoM 2014 – RG R105822  
Responses Accepted At: ATTN: SAIC Procurement  
c/o City of Memphis, ITS  
5125 Elmore Road, Ste. 6  
Memphis, TN 38134  
E-Mail Inquiries Accepted At: [City\\_of\\_Memphis\\_Bids@saic.com](mailto:City_of_Memphis_Bids@saic.com)**



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## **INTRODUCTION**

SAIC invites vendors to submit quotes for the purchase of equipment, in accordance with the below Scope of Work.

Definitions used in this RFI:

“Bidder” or “Bidders” refers to an individual entity or person, or the group of organizations or persons, responding to this RFI.

“City” means the City of Memphis, TN

“Proposal” is Bidder’s response to this RFI.

“RFI” means Request for Information.

“SAIC” means Science Applications International Corporation.

### **1) PURPOSE**

SAIC, in conjunction with the City of Memphis, is seeking information on a Shoretel Communications system solution that will include Telephone, Voicemail/Auto attendant, Call recording, IVR, and Call Center/Contact Center systems to replace the existing Avaya Telecommunications platform.

This information will be used by City of Memphis personnel to develop an understanding of Shoretel Telecommunications Systems as a single source replacement for the existing Avaya Telephone System Platform.

### **2) OVERVIEW**

The Telecommunications systems deployed by the City of Memphis currently is a combination of Avaya (formerly Nortel) CS1000 MG PBX with remote shelves and systems attached to provide a centralized voice network and dial plan. This equipment includes (9) 9150/Reach line cards, Fiber remote shelves, branch offices, SRG 50’s and Avaya VOIP telephones registered to the City Hall PBX.

The following is a list of the types of equipment maintained by SAIC for the City of Memphis:

- Avaya Nortel CS1000 MG R5.5
- Avaya Nortel MPS 500 IVR
- Avaya Nortel Call Pilot Voicemail AA R5.0
- Avaya SRG 50
- Avaya Nortel Branch offices
- Telstrat call recorder both DIGITAL and VOIP capable
- Avaya Nortel Symposium Call Center server r5.0
- Avaya Nortel Meridian Integrated Conference Bridge 32 ports



### 3) INSTRUCTIONS TO VENDORS

Vendors are requested to provide the following information in their response to the RFI

Instructions for Vendors
<b>This documentation must be delivered with response.</b>
Send completed RFI documentation to SAIC Procurement, Attn: Renna' Green, 5125 Elmore Road, Suite 6, Memphis, TN 38134. Send five (5) copies of marketing brochures describing your organization and your product offerings in the areas of Telecommunications systems and infrastructure which meet the stated high level requirements.
All questions must be emailed to: <b>City_of_Memphis_Bids@saic.com.</b>

Requested Information	Response
General	
Company name	
Company address	
Parent company	
Describe ownership and/or strategic partnerships of your company	
Name and signature of the person responsible for the information contained in this RFI	
Phone number	
Fax number	
E-mail address	
Web site URL	
Company location (corporate office; other offices)	
What documentation is provided for the product?	
Was your software written and acquired from a third party, or was it written by your organization?	
Does any of your software use open source code?	
Are there earlier versions of your product that	



Requested Information	Response
are no longer supported?	
<b>Total Cost of Ownership (TCO)</b>	
Is your product priced by the number of users, or by the number of workstations?  If the cost is based on the number of users, what is the rate?	
What are the licensing costs of the product?  Do you offer discounts for volume purchasing?	
Is there additional software or hardware that should be purchased for optimal performance and what is the approximate cost of each component?	
Describe some customization work that you have completed.	
Do you charge for product or services during the evaluation period?  Are there any other costs that would contribute to the total cost of ownership of your product?	

#### 4) SYSTEM FEATURES

The City has identified the below list of features and license counts that are mandatory in the new Telecommunications Platform. Vendors must provide in detail their solution as indicated in the requirements. It is preferred that all detail is provided in the response column. If that is not possible, provide a separate attachment repeating the requirement number and description along with a detail of your solution.

<b>Telecommunications System RFI Requirements</b>			
	<b>System Features</b>	<b>Mandatory</b>	<b>Response</b>
R1	Contact Center / Call center technologies to include the ability to provide a unified solution for Voice, Chat, and Email types of contact. Real time monitoring and historical/statistical reporting capabilities.	X	



Telecommunications System RFI Requirements			
R2	Call recording/ Voice logging for Contact Center and or Standard users.	X	
R3	Integrated Voice Response technologies with the ability to provide multiple types of Data connectivity such as Oracle. End user ability to modify applications, recordings, menu structures and the ability to pull usable historical data directly from the application.	X	
R4	Voice mail with Auto Attendant functionality, and fully functional desktop messaging capabilities. Ability to provide both Historical and analytical reports.	X	
R5	The platform must be capable of providing a Highly Available solution. Meaning: Multiple redundancies or failover points within the architecture.	X	
R6	Solution provides multi-tenant capability.	X	
R7	TDD capability.	X	
R8	Alarm capabilities with multiple event types.	X	
R9	Bandwidth utilization and prioritization services must be provided.	X	
R10	Solution should integrate seamlessly into City's VoIP network.	X	
R11	Approximately 4000 IP Ports required: See attached Handset file list.   Handset Inventory List 070214 - Nortel-Avaya	X	
R12	Approximately 440 Analog sets.	X	
R13	Approximately 16 PRI/T1 DCH's.	X	
R14	Approximately 200 ACD licenses.	X	
R15	Approximately 100 DIGITAL Recorder licenses.	X	
<b>Infrastructure System Components</b>		<b>Mandatory</b>	<b>Response</b>



Telecommunications System RFI Requirements			
R16	Interoperability with legacy Telecommunications systems.	X	
R17	System will support Remote diagnostic capabilities to troubleshoot telecommunications issues.	X	
R18	System is able to fully support VoIP and Analog type telephones, trunks, circuits and fully support both SIP and H323 protocols for station and Trunking. In addition Primary Rate and Traditional trunk type circuits must be supported.	X	
R19	Able to integrate into disparate agency telephone systems using Session Initiation Protocol (SIP) or other acceptable means.	X	
R20	Network must be capable of multiple VLANs.	X	
R21	Network must be IP based.	X	
R22	Integrated Conference Bridge up to 32 parties	X	

**5) SCOPE OF WORK REQUIREMENTS**

The Bidder shall supply information on the replacement Telecommunications systems to replace the existing infrastructure.

**6) SCHEDULE OF ACTIVITIES**

**RFI Timeline**

The estimated timeline for this RFI is set forth below. SAIC reserves the right to modify or update this schedule at any point in time.

In no event shall the deadline for submission of the proposal be changed except by written modification by SAIC, which will be published in the same manner as this RFI. Late submissions will not be considered.

Activity	
Distribution of RFI	July 25, 2014
Deadline for Questions no later than 4:00 p.m. CT	August 1, 2014
Answered Questions Posted no later than 5:00 p.m. CT	August 15, 2014
Submittal Due (Mandatory) by 2:00 CT	August 22, 2014

RESPONSES TO THIS RFI MUST BE RECEIVED BY SAIC NO LATER THAN 2:00 PM CENTRAL TIME ON THE DATE IDENTIFIED AS “SUBMITTAL DUE (MANDATORY)” IDENTIFIED ABOVE. Bidders are encouraged to plan on early submittal, to ensure compliance. Bidders who do not meet the deadline will be disqualified. Proposals submitted after the deadline or which state that



information will be provided 'at a later date', or which are otherwise incomplete or fail to comply with the requirements set forth in this RFI will be disqualified from participation. Proposals may not be amended after the submission deadline.

**Question Submission**

Bidder may submit questions based on its review of this RFI, by sending them via email no later than 4:00 p.m. Central Time on the date identified as "Deadline for Questions" identified above. Questions received after that time and date will not be answered. The email should be sent to the individual(s) described below as "Principal Contact," with the subject heading: "[Your company's name] – RFI # SAIC CoM 2014 – RG R105822 – RFI Questions." SAIC will post the responses to the questions on the City's web site no later than 5:00 p.m. Central Time on the date identified as "Answered Questions Posted" identified above, **in the same manner as this RFI was posted.** To ensure the fair and consistent distribution of information, no individual answers will be given. The only official answer or position of SAIC will be the one posted via the City's website.

**Principal Contact**

**Renna' B. Green**, Senior Subcontracts Administrator, SAIC, is the single point of contact (the "Principal Contact") for **all matters relating to this RFI. Bidder should direct all inquiries to the Principal Contact at: City\_of\_Memphis\_Bids@saic.com**

Bidders should not, under any circumstances, contact any City or other SAIC personnel (including senior SAIC or City management or SAIC or City employees with whom Bidder has an existing business or personal relationship) to discuss this RFI without the Principal Contact's prior, written consent. Utmost discretion is expected of Bidder and all other RFI recipients. Any recipient attempting to circumvent this process will be disqualified.

**Response Format**

**PROPOSAL SUBMISSION AND DUE DATE**

All submissions must be made on or before **2:00 PM CENTRAL TIME ON THE DATE IDENTIFIED AS "SUBMITTAL DUE (MANDATORY)" ABOVE.**

Vendor shall submit (A) 1 original and 5 complete printed copies of its Proposal (including the signed Cover Letters); and (B) 2 CDs or flash drives containing soft copies of its entire Proposal (including PDFs of the Signed Cover Letters) on or before 2:00 p.m. C.S.T. on the date identified above as "Proposal Submission Deadline", to the addressee provided below:

SAIC
Attn: Renna' B. Green, Senior Subcontracts Administrator
c/o City of Memphis
5125 Elmore Road, Suite 6
Memphis, TN, 38134

The label on printed submissions should identify the contents as: **Response to RFI # SAIC CoM 2014 – RG R105822 – CS1000 MG Telephone Systems Equipment Replacement.**

Notwithstanding any legends on the proposal or any other statements to the contrary, all materials submitted in connection with Bidder's response to this RFI will become the property of SAIC and may be returned only at SAIC's option.



All documents should be presented in a native Microsoft office format (e.g., word, excel, PowerPoint, project) or PDF. The folders and files should be organized and formatted to ensure on-line viewing and printing in a form consistent with Bidder's printed copy of its proposal. Each document and file name should clearly show the name of Bidder.

## 7) RESPONSE CONTENT

It is the responsibility of the Bidder submitting the proposal to be completely familiar with the specifications. Glossy formats or promotional materials are discouraged. The information contained in the Proposal should provide facts suited to allow SAIC to make an informed choice among Bidders.

Content – The Proposal should include the following sections:

**Cover Letter** – Including: The Bidder Name, RFI Title, and Date of Submission

This section shall be no longer than four (4) pages, including name and address of the entity or person submitting the proposal and the name, address and telephone number of the person(s) authorized to represent the entity or person. If the proposal is being submitted by or on behalf of more than one entity, all entities represented must be clearly identified.

Bidder must provide a brief company description and history. In addition, Bidder should submit the following information:

Name. The name under which the Bidder is licensed to do business.

Address. The address of the Bidder's headquarters office.

Local Address. The address of the Bidder's local office responsible for the proposed work, if different from the headquarters office.

Local Officers. Names, titles and telephone numbers of local officers or representatives of the Bidder.

Other. Other general information, as determined by the Bidder to be of importance in evaluating the Bidder.

### **Additional information**

Bidders should provide any additional information that is specific to the RFI and that the Bidder considers pertinent.

### **Objections**

Bidders must raise any objections to any requirement of this RFI. Any objections not raised in Bidder's response will be deemed waived.

## 8) GENERAL INFORMATION

### **Right to Reject**

SAIC reserves the right to, in its sole discretion, discontinue, amend, supplement, or otherwise change this RFI, the process used for evaluation, and the expected timeline at any time and for any reason, and makes no commitments, implied or otherwise, that this process will result in a business transaction with any provider. SAIC reserves the right to waive any informality in submittals and to negotiate changes in the scope of services to be provided.



### **No Representations or Warranties**

SAIC makes no representations or warranties regarding the accuracy or completeness of the information contained in this RFI or otherwise provided by SAIC through the RFI process. Bidder is responsible for making its own evaluation of information and data contained in this RFI or otherwise provided by SAIC, and for preparing and submitting responses to the RFI.

### **Proposal Preparation Costs**

Bidder will be responsible for all costs it incurs in connection with this RFI process (including but not limited to Proposal preparation, personnel time, travel-related costs, and other expenses) and any subsequent agreement negotiations.

### **Ownership and Intellectual Property**

SAIC will own all of the intellectual property contained within Bidder's solution, but solely for the use of the City.

### **Ambiguity, Conflict, or Other Errors In The RFI**

SAIC has attempted to validate the information provided in this RFI, but it is possible that Bidder may detect what it believes is an ambiguity, conflict, discrepancy, omission, error or inconsistency ("Error"). If a Bidder believes it has identified an Error should use the information provided on an "as-is" basis for its Proposal and secondarily identify them in its questions or in an appendix to its Proposal. Bidder is also requested to immediately notify, in writing by e-mail, SAIC of such error, requesting modification or clarification of the document. The Bidder shall include the RFI number, page number and the applicable paragraph title. SAIC will post any revisions to the RFI on the City's website ([www.memphistn.gov](http://www.memphistn.gov)) where this RFI was posted. Information regarding the City and the project or initiative described in this RFI may be revised or updated, and republished for inclusion in a final response.

### **Withdrawing or Amending A Proposal**

At any time prior to the scheduled deadline for receipt of proposals, the Bidder may withdraw or amend its proposal by submitting a written request from the authorized representative whose name and signature appears on the proposal. A written request to withdraw or amend the proposal must be submitted to the individual and address to whom/which the proposal was submitted in accordance with the section above titled "PROPOSAL SUBMISSION AND DUE DATE."

### **Informalities/Minor Irregularities**

SAIC reserves the right to waive minor irregularities or informalities in a Bidder's proposal when SAIC determines that it will be in SAIC's best interest to do so. Any such waiver shall not modify any remaining RFI specifications or excuse the Bidder from full compliance with the RFI specifications and other contract requirements.

### **Preparation of Offers**

All information shall be in ink or electronically prepared. Mistakes may be crossed out and corrections inserted before submission of your offer. The person signing the offer shall initial corrections in ink.

An authorized officer of the Offeror shall sign all offers.

All offers shall include the RFI/P/Q number shown.

### **Late Offers**

Formal offers, amendments, or requests for withdrawal of offers received after the date specified for submittal may not be considered.



### **Alternate Proposals**

In addition to the offer solicited herein, the Offeror is invited to submit an alternate proposal, which may be advantageous to Science Applications International Corporation (“SAIC” or “Buyer”).

### **Completeness**

All information required by RFI/P/Q must be supplied to constitute a responsive bid. Non-responsive offers may not be considered.

### **Brand Names**

Brand names and part numbers, when used, are for reference to indicate the performance or quality desired.

Equal items will be considered provided that the Offeror describes the article. Offers for equal items shall state the brand name and part number, or level of quality. The determination of the Buyer as to what items are equal shall be final and conclusive.

When brand name, part number, or level of quality is not stated by the Offeror, it is understood the offer is exactly as specified.

### **Counterfeit Products**

For purposes of this clause, Goods are any tangible items, including without limitation the lowest level of separately identifiable items, such as parts, articles, components, and assemblies. "Counterfeit Goods" are Goods that are or contain items misrepresented as having been designed, produced, and/or sold by an authorized manufacturer and Seller, including without limitation unauthorized copies, replicas, or substitutes. The term also includes authorized Goods that have reached a design life limit or have been damaged beyond possible repair, but are altered and misrepresented as acceptable.

Offeror agrees and shall ensure that Counterfeit Goods are not delivered to SAIC. Goods delivered to SAIC or incorporated into other Goods and delivered to SAIC shall be new and shall be procured directly from the Original Component Manufacturer (OCM)/Original Equipment Manufacturer (OEM), or through an OCM/OEM authorized distributor chain. If requested by SAIC, Bidder shall provide OCM/OEM documentation that authenticates products. Offeror shall report suspected or confirmed counterfeit items into the Government-Industry Data Exchange Program (GIDEP).

### **No Bid**

In the event an offer cannot be submitted for the specified requirements as set forth in the RFI/P/Q, please provide an explanation as to why you are unable to bid on these requirements.

### **Liability**

The Offeror shall hold Buyer, its officers, agents, servants, and employees, harmless from liability of any nature or kind because of use of any copyrighted, or uncopyrighted compositions; secret process, patented or unpatented invention; articles or appliances furnished or used under this bid, and agrees to defend, at Offeror's expense, any and all actions brought against Buyer, or itself because of the unauthorized use of such articles.

### **Gratuities**

By acknowledgment of response to this RFI/P/Q, the Offeror hereby certifies that no gratuities were offered by the Offeror or solicited by any SAIC employee either directly or indirectly. Any situation where a gratuity is solicited should be reported immediately to the SAIC Chief Procurement Officer at 703-676-6100.