

# Palm Beach State College

## REQUEST FOR PROPOSALS

RFP #11/12-02

RFP Title: Telecommunications Hardware

Date: February 7, 2012

To: All Submitters

From: Purchasing Manager

You are invited to submit sealed proposals subject to the terms, conditions, and specifications contained herein and are hereby made part of this request.

- All proposals must be executed and submitted in a sealed envelope.
- Faxed proposals will not be accepted.
- The face of the envelope shall contain the "Request for Proposals #11/12-02"
  - the proposal name "Telecommunications Hardware"
  - the company name
  - delivered to:

**Purchasing**

Palm Beach State College  
4200 Congress Avenue, MS #27  
Lake Worth, FL 33461

- All proposals must be received at the address above no later than 3:00 PM, March 13, 2012.
- Proposals will be opened publicly at that time.
- Proposals received after this date and time will be rejected.
- Proposals will not be evaluated at this time.
- The evaluation date and time is noted in the RFP document.

With the consent and agreement of the successful proposer, purchases may be made under this RFP by other community colleges, state universities, district school boards, and by other Florida public entities. Such purchases shall be governed by the same terms and conditions stated in the proposal solicitation as provided in State Board of Education Rule 6A-14.0734 (2) (d).

Proposers shall note exceptions to the above paragraph, if any.

In order to insure uniformity, all proposals must be submitted on the enclosed forms or exact photo copies and signed by an authorized representative of the company submitting the proposal. Proposals not submitted in accordance with the terms, conditions, specifications, and other instructions contained herein may be subject to rejection.

Direct all inquiries regarding this Request for Proposals (RFP) to the Purchasing department, in writing, by e-mail:  
[purchasing@palmbeachstate.edu](mailto:purchasing@palmbeachstate.edu)

All inquiries, with responses, will be made available to all proposers on an equal basis without prejudice.

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# Section A

## GENERAL CONDITIONS

**To insure acceptance of the bid, follow these instructions:**

<p><b>SEALED PROPOSALS:</b> All proposal sheets and forms must be executed and submitted in a sealed envelope. Do not include more than one proposal per envelope. Proposals not submitted on the attached form shall be rejected. All proposals are subject to the conditions specified herein. Those which do not comply with these conditions are subject to rejection. It is the sole responsibility of the proposer to deliver the proposal to the address contained herein on, or before, the closing hour and date indicated. The College is not responsible for delays with postal delivery nor the normal delay in delivery for internal mail procedures. Palm Beach State College will not be responsible for the inadvertent opening of a proposal not properly sealed, addressed or identified.</p>	<p><b>DEFINITIONS:</b> [College] refers to Palm Beach State College. [Proposer] refers to the dealer, manufacturer, contractor, or business organization submitting a proposal to the College in response to this request for proposal. [Vendor] refers to the dealer, manufacturer, contractor, or business organization that will be awarded a contract pursuant to the terms, conditions and quotations of the proposal. [Proposer] and [Vendor] will be used interchangeably. [Proposer] and [Bidder] may be used interchangeably throughout this document. [Proposal] and [Bid] may be used interchangeably throughout this document.</p>
<p><b>EXECUTION OF PROPOSAL:</b> Proposals must contain a manual signature of an authorized representative in the space provided on the proposal submittal form. Proposal must be typed or printed in ink. No erasures are permitted. If a correction is necessary, draw a single line through the entered figure and enter the correct figure above it. Corrections must be initialed by the person signing the proposal. Any illegible entries, pencil proposals or corrections not initialed will not be tabulated.</p>	<p><b>PROPOSAL OPENING:</b> Shall be public, at the address indicated on the RFP document, on the date and at the time specified on the proposal form. Proposals will not be evaluated nor will questions be fielded at the time of opening. The proposal opening is to determine the vendor pool only. It is the proposer's responsibility to assure that the proposal is delivered at the proper time and place of the opening. Proposals received after the date and time will be retained, unopened, for the record. Proposals by fax, email or telephone will not be accepted.</p>
<p><b>PRICES, TERMS and PAYMENT:</b> Firm prices shall be quoted, typed or printed in ink, and includes all packaging, handling, shipping charges and delivery to the destination shown herein.</p>	<p><b>NO BID:</b> If not submitting a proposal, respond by returning the proposal submission form, marking it "NO BID", and explain the reason.</p>
<p><b>EVALUATION OF PROPOSALS:</b> The evaluation committee intends to recommend to Palm Beach State College Board of Trustees to authorize College administration to award a contract with the proposer, or proposers, scoring the overall highest evaluation points.</p>	<p><b>CONDITION AND PACKAGING:</b> It is understood and agreed that any item offered or shipped as a result of this proposal shall be the new, current model in production available at the time of this proposal. All containers shall be suitable for storage or shipment, and all prices shall include standard commercial packaging.</p>
<p><b>AWARDS:</b> In the best interest of the College, the College reserves the right to make award(s) by individual item, group of items, all or none or a combination thereof; to reject any and all proposals or waive any minor irregularity or technicality in proposals received. The College also reserves the right to make awards to one, or more, vendors based upon the recommendations of the evaluation committee.</p>	<p><b>TAXES:</b> The College does not pay sales taxes on direct purchases of tangible personal property. Do not include these items on invoices. See exemption number on face of purchase order. Exemption does not apply to purchases of tangible personal property made by contractors who use the tangible personal property in the performance of contracts for the improvement of state owned real property as defined in Chapter 192 F.S.</p>
<p><b>DISCOUNTS:</b> Proposers are encouraged to reflect cash discounts in unit prices quoted. Proposers may offer a cash discount for prompt payment; however, discounts for less than 30 days will not be considered in determining the lowest net cost for proposal evaluation purposes. Discount time will be computed from the date of satisfactory delivery at place of acceptance or from receipt of correct invoice at the office specified, whichever is later.</p>	<p><b>MISTAKES:</b> Proposers are expected to examine the specifications, delivery schedule, proposal prices, extensions, and all instructions pertaining to supplies and services. Failure to do so will be at the proposer's risk. In case of mistake in extension, the unit price will govern.</p>
<p><b>CLARIFICATION/CORRECTION OF BID ENTRY:</b> The College reserves the right to allow for the clarification of questionable entries and for the correction of obvious mistakes.</p>	<p><b>COSTS:</b> The College is not liable for any costs incurred by a proposer in responding to this RFP, including those for presentations, when applicable.</p>
<p><b>SAFETY STANDARDS:</b> Unless otherwise stipulated in the proposal, all manufactured items and fabricated assemblies shall comply with applicable requirements of Occupational Safety and Health Act and any standards there under. Failure to comply with the condition will be considered as a breach of contract.</p>	<p><b>UNDERWRITERS' LABORATORIES:</b> Unless otherwise stipulated in the proposal, all manufactured items and fabricated assemblies shall carry U.L. approval and reexamination listing where such has been established.</p>
<p><b>PAYMENT:</b> Payment will be made by the College after the items awarded to a vendor have been received, inspected, and found to comply with award specifications, be free of damage /defect and properly invoiced. All invoices shall bear the purchase order number. Payment for partial shipments shall not be made unless specified in the proposal. An original invoice should be submitted. Failure to follow these instructions may result in a delay in processing invoices for payment. In addition, the purchase order number should appear on bills of lading, packages, cases, delivery lists and correspondence.</p>	<p><b>FREIGHT TERMS:</b> All goods will be delivered F.O.B. Palm Beach State College Central Receiving 4200 Congress Avenue Lake Worth, FL 33461 Unless otherwise specified</p>

<p><b>DELIVERY:</b> Unless actual date of delivery is specified (or if specified delivery cannot be met), show number of days required to make delivery after receipt of purchase order. Delivery time may become a basis for making an award. Delivery shall be within the normal working hours of the user, Monday through Friday, unless otherwise specified.</p>	<p><b>INTERPRETATIONS:</b> Any questions concerning conditions and specifications shall be directed in writing to Palm Beach State College Purchasing office for receipt no later than seven (7) business days prior to the RFP opening. Inquiries must reference the date of RFP opening and RFP number</p>
<p><b>MANUFACTURERS' NAMES AND APPROVED EQUIVALENTS:</b> Any manufacturers' names, information and/or catalog numbers listed in a specification are for information and not intended to limit competition. The proposer may offer any brand for which he is an authorized representative, which meets or exceeds the specification for any items(s). If proposals are based on equivalent products, indicate on the proposal form the manufacturer's name and number. Proposer shall submit with his proposal, cuts, sketches, descriptive literature, and complete specifications. The bidder shall also explain in detail the reason(s) why the proposed equivalent will meet the specifications and not be considered an exception thereto. Reference to literature submitted with a previous bid will not satisfy this provision. Proposals that do not comply with these requirements are subject to rejection. Proposals lacking any written indication of intent to quote an alternate brand will be considered incomplete with the specifications as listed on the proposal form.</p>	<p><b>CONFLICT OF INTEREST:</b> The award hereunder is subject to the provisions of Chapter 112, Florida Statutes. All proposers must disclose with their proposal the name of any officer, director, or agent who is also an employee or relative of the Palm Beach State College. Further, all proposers must disclose the name of any employee or family member thereof, who owns, directly or indirectly, an interest in the proposer's firm or any of its branches. The proposer shall not compensate, in any manner, directly or indirectly, any officer, agent, or employee of the College for any act or service that he/she may do, or perform for, or on behalf of any officer, agent or employee of the proposer. No officer, agent, or employee of the College shall have any interest, directly or indirectly, in any contract or purchase made, or authorized to be made by anyone for, or on behalf of the College. The proposer shall have no interest and shall not acquire any interest that shall conflict in any manner or degree with the performance of the services required under this RFP.</p>
<p><b>ADDITIONAL QUANTITIES:</b> The College reserves the right to acquire additional quantities at the prices quoted in this invitation. If additional quantities are not acceptable, the proposal sheets must note: <b>For Specified Quantity Only.</b></p>	<p><b>SERVICE AND WARRANTY:</b> Unless otherwise specified, the proposer shall define any warranty service and replacements that will be provided during and subsequent to performance of this contract. Proposers must explain on an attached sheet to what extent warranty and service facilities are provided</p>
<p><b>NONCONFORMANCE TO CONTRACT CONDITIONS:</b> Items may be tested for compliance with specifications by appropriate testing laboratories. The data derived from any tests for compliance with specifications are public records and open to examination thereto in accordance with Chapter 119, Florida Statutes. Items delivered not conforming to specifications may be rejected and returned at vendor's expense. These items and items not delivered as per delivery date in RFP and/or purchase order may result in proposer being found in default in which event any and all procurement costs may be charged against the defaulting contractor. Any violation of these stipulations may also result in the supplier's name being removed from the vendor pool.</p>	<p><b>SAMPLES:</b> Samples of items, when required, must be furnished free of expense, on or before RFP opening time and date, and if not destroyed by testing may, upon request, be returned at the proposer's expense. Each individual sample must be labeled with the proposer's name, manufacturer's brand name and number, RFP number and item reference. Request for return of samples shall be accompanied by instructions which include shipping authorization and name of carrier and must be received with your proposal. If return instructions are not received with the proposal, the commodities shall be disposed of by the College.</p>
<p><b>PURCHASES BY OTHER ENTITIES:</b> With the consent and agreement of the successful bidder(s), purchases may be made under this bid by other colleges, universities, school boards, political subdivisions, or state agencies. Such purchases shall be governed by the same terms and conditions stated in the bid/proposal solicitation as provided in State Board of Education Rule 6A-14.0734(2)(d).</p>	<p><b>PUBLIC RECORD LAW:</b>Any material submitted in response to this RFP will become a public document pursuant to Section 119.07, F.S. This includes material which the responding proposer might consider to be confidential or a trade secret. Any claim of confidentiality is waived upon submission, effective after opening pursuant to Section 119.07, Contractor's refusal to comply with this provision shall constitute sufficient cause for termination of the contract resulting from this RFP.</p>
<p><b>GOVERNMENTAL RESTRICTIONS:</b> In the event any governmental restrictions may be imposed that necessitate alteration of material, quality, workmanship or performance of the items offered on this proposal prior to their delivery, it shall be the responsibility of the successful proposer to notify the College at once, indicating in their letter the specific regulation which required an alteration. The College reserves the right to accept or reject any such alteration, including any price adjustments occasioned thereby, or to cancel the contract at no expense to the College.</p>	<p><b>LEGAL REQUIREMENTS:</b> Applicable provision of all Federal, State, county and local laws, and of all ordinances, rules, and regulations shall govern development submittal and evaluation of all proposals received in response hereto and shall govern any and all claims and disputes which may arise between person(s) submitting a RFP response hereto and the College by and through its officers, employees and authorized representatives, or any other person, natural or otherwise; and lack of knowledge by any bidder shall not constitute a cognizable defense against the legal effect thereof.</p>
<p><b>LIABILITY:</b> The supplier shall hold harmless the College, its officers, agents and employees from liability of any kind in the performance of this contract.</p>	<p><b>ASSIGNMENT:</b> Any Purchase Order issued pursuant to this RFP invitation and the moneys which may become due hereunder are not assignable except with the prior written approval of the College.</p>
<p><b>EMPLOYMENT OF ALIEN WORKERS:</b> The College will comply with all aspects of Section 274A of the Immigration and Nationality Act. We will not knowingly engage with a company that does not adhere to these regulations and it is the obligation of the proposer to disclose any violation of such law to the College.</p>	<p><b>AVAILABILITY OF FUNDS:</b> The obligations of the College under this award are subject to the availability of funds lawfully appropriated annually for its purposes by the Legislature of the State of Florida.</p>
<p><b>CONTRACT:</b> The College will provide a contract subject to the terms and conditions of this RFP. By bidding, the proposer agrees to these terms unless otherwise stipulated in writing and agreed upon by both parties.</p>	<p><b>PUBLIC MEETING NOTIFICATION:</b> All meetings to judge and/or evaluate this solicitation or to make recommendations for award are held in strict compliance with Florida Statutes as they pertain to Florida in the Sunshine regulations. All meetings are fully open to all proposers as well as the public at-large.</p>
<p><b>INSPECTION, ACCEPTANCE AND TITLE:</b> Inspection and acceptance will be at destination unless otherwise provided. Title and risk of loss or damage to all items shall be the responsibility of the contract supplier until accepted by the College.</p>	<p><b>CONSORTIUM PURCHASE:</b> When an RFP is issued on behalf of a consortium, prices shall be F.O.B., Ordering Institution address. Invoices shall be delivered to the Institution placing the order unless otherwise stated.</p>

<p><b>ADDENDA:</b> All addenda to this RFP will be posted to the Palm Beach State College Purchasing web page containing the original solicitation.  <a href="http://www.palmbeachstate.edu/purchasing.xml">www.palmbeachstate.edu/purchasing.xml</a></p>	<p><b>PRE-DECISION DISCUSSIONS:</b> Any discussion by the proposer with any employee or authorized representative of the College involving proposal information occurring after the proposals are opened and prior to the posting of the recommended award will result in the rejection of that proposal.</p>
<p><b>STATE LICENSING REQUIREMENT:</b> All entities defined under Chapters 607, 617 or 620, Florida Statutes, seeking to do business with the College shall be on file and in good standing with the State Of Florida's Department of State.</p>	<p><b>DISPUTES:</b> In case of any doubt or difference of opinion as to the specifications, equivalent products, or items to be furnished here under, the decision of the College shall be final and binding on both parties.</p>
<p><b>PUBLIC ENTITY CRIME INFORMATION STATEMENT:</b> All invitations to bid as defined by Section 287.012(11), Florida Statutes, requests for proposals as defined by Section 287.012(16), Florida Statutes, and any contract document described by Section 287.058, Florida Statutes, shall contain a statement informing persons of the provisions of paragraph (2)(a) of Section 287.133, Florida Statutes, which reads as follows: "A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for Category Two for a period of 36 months from the date of being placed on the convicted vendor list."</p>	<p><b>RETENTION OF RECORDS:</b> Contractor agrees to retain all client records, financial records, supporting documents, statistical records, and any other documents (including electronic storage media) pertaining to any contract resulting from this RFP for a period of five (5) years. Copies of all records shall be made available to the College upon request. All invoices and documentation must be clear and legible for audit purposes. Documents must be retained by contractor within the State of Florida at an address to be provided, in writing, to the College within 30 days of the contract execution. Any records not available at the time of an audit will be deemed unavailable for audit purposes. The contractor will cooperate with the College to facilitate the duplication and transfer of any said records or documents during the required retention period. The contractor shall inform the College of the location of all records pertaining to the contract resulting from this RFP and shall notify the College by certified mail within ten (10) days if/when the records have been moved to a new location.</p>
<p><b>ANTI-DISCRIMINATION CLAUSE:</b> The non-discrimination clause contained in Section 202, Executive Order 11246, as amended by Executive Order 11375, relative to Equal Employment Opportunity for all persons without regard to race, color, religion, sex or national origin, and the implementing rules and regulations provided by the Secretary of Labor are incorporated herein.</p>	<p><b>PROTEST:</b> "Failure to file a protest within the time prescribed in S. 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes." All protests must be delivered to the Purchasing Manager within the time prescribed in Chapter 120, Florida Statutes to be considered valid.</p>
<p><b>DISCRIMINATORY VENDOR'S LIST:</b> Any entity or affiliate who has been placed on the Discriminatory Vendors List may not submit a proposal to provide goods or services to a public entity, may not be awarded a contract or perform work as a contractor, supplier, subcontractor, or consultant under contract with any public entity and may not transact business with any public entity.</p>	<p><b>AMERICANS WITH DISABILITIES ACT:</b> The contractor shall comply with the Americans with Disabilities Act. In the event of the contractor's non-compliance with the non-discrimination clauses of the Americans with Disabilities Act, or with any other such rules, regulations or orders, any contract resulting from this RFP may be cancelled, terminated or suspended in whole or in part and the contractor may be declared ineligible for further contracts</p>
<p><b>SUBCONTRACTORS:</b> The proposer is fully responsible for all work performed under the Contract resulting from this RFP. The proposer may, upon receiving prior written consent from the College's Purchasing Manager, enter into written subcontract(s) for performance of certain of its functions under the Contract. No subcontract, which the proposer enters into with respect to performance of any of its functions under the Contract, shall in any way relieve the proposer of any responsibility for the performance of its duties, including any and all liabilities that may arise out of the subcontractor's work related to the project. All payments to subcontractors shall be made by the proposer.</p>	<p><b>REJECTION OF PROPOSALS:</b> The College may reject any and all proposals not meeting mandatory responsiveness requirements, which include terms, conditions or requirements that must be met by the proposer to be responsive to this RFP. These responsiveness requirements are mandatory. Failure to meet these responsiveness requirements will cause rejection of the proposal. In addition, the College may reject any or all proposals containing material deviations. Any bid rejected for failure to meet mandatory responsiveness requirements will not be reviewed.</p>
<p><b>INSURANCE REQUIREMENTS:</b> When performing a service, construction work or any type of installation is required on College property, the successful vendor is required to supply a Certificate of Insurance evidencing coverage during the period the vendor is providing services per the following:</p> <ol style="list-style-type: none"> <li>1. Workers compensation and employee's liability in accordance with the laws of the State of Florida.</li> <li>2. Bodily injury liability, minimum of \$1,000,000 per person and \$1,000,000 per accident.</li> <li>3. Property damage liability, minimum of \$1,000,000 per occurrence and \$2,000,000 aggregate.</li> <li>4. Umbrella liability with limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate.</li> <li>5. Contingent coverage for sub-contractors for liability at the site.</li> </ol> <p>The bidder must list any sub-contractor that will perform work under this bid. The Certificate of Insurance must be provided to the College prior to the commencement of any work.</p>	<p><b>PROPOSAL INQUIRIES:</b> The proposer may examine this RFP to determine if the College's requirements are clearly stated. If there are any requirements that restrict competition, the proposer may request, in writing, to the College that the specifications be changed. The proposer that requests changes to the College's specifications must identify and describe the proposer's difficulty in meeting the specifications, must provide detailed justification for a change, and must recommend changes to the specifications. Proposer's failure to request changes shall be considered to constitute proposer's acceptance of the specifications. The College shall determine what changes to this RFP shall be acceptable to the College. If required, the College shall issue an addendum reflecting the acceptable changes to this RFP, which shall be available to all proposers in order that all proposers shall be given the opportunity of proposing to the same specifications</p>

<p><b>VERBAL INSTRUCTIONS:</b> No negotiations, decisions, or actions shall be initiated or executed by the proposer as a result of any discussions with any College employee. Only those communications that are in writing from the College's Purchasing staff identified in this RFP shall be considered a duly authorized expression on behalf of the College. Only communications from the proposer's representative that are in writing and signed will be recognized by the College as duly authorized expressions on behalf of the proposer.</p>	<p><b>TERMINATION AT WILL:</b> The Contract resulting from this RFP may be terminated by either party upon no less than thirty (30) calendar days' notice, without cause, unless a lesser time is mutually agreed upon by both parties. Notice shall be delivered by certified mail (return receipt requested), by other method of delivery whereby an original signature is obtained, or in-person with proof of delivery</p>
<p><b>INCLUSION OF SUPPORTING DOCUMENTS:</b> All those submitting sealed replies in response to this Request for Proposals understand that the RFP document, the sealed reply, and all documents and/or materials represented in presentation to the committee shall be a complete record and shall be included in the final contract.</p>	<p><b>PROPOSED RULES FOR WITHDRAWAL:</b> A submitted proposal may be withdrawn by submitting a written request for its withdrawal to the College, signed by the proposer/contractor, prior to the bid opening date.</p>
<p><b>FORCE MAJEURE:</b> Neither party shall be liable for loss or damage suffered as a result of any delay or failure in performance under the Contract resulting from this RFP or interruption of performance resulting directly or indirectly from acts of God, accidents, fire, explosions, earthquakes, floods, water, wind, lightning, civil or military authority, acts of public enemy, war, riots, civil disturbances, insurrections, strikes, or labor disputes.</p>	<p><b>SUBSTITUTION OF KEY PERSONNEL:</b> In the event the successful proposer desires to substitute any key personnel submitted with his/her proposal, either permanently or temporarily, the College shall have the right to approve or disapprove the desired personnel change in advance in writing.</p>

# Section B

## SCOPE OF SERVICES AND REQUIREMENTS

### B1. PROJECT SUMMARY

Palm Beach State College is requesting bids for four videoconferencing systems. The bid winner will install one system each on the Boca Raton, Palm Beach Gardens, Lake Worth and Belle Glade campuses. The installation of all the systems is to be completed within eight weeks of the bid award.

### B2. SCHEDULE: This request for proposals will be governed by the following schedule:

Release of RFP	02/07/2012
OPTIONAL Pre-Bid Tour	02/14/2012
Vendor deadline for Written Questions	02/21/2012
Answers to Questions posted on Palm Beach State College Purchasing website <a href="http://www.palmbeachstate.edu/purchasing.xml">www.palmbeachstate.edu/purchasing.xml</a>	02/28/2012
Proposals Due no later than 3PM	03/13/2012
Vendor Short List Posted	03/27/2012
Short Listed Vendor Interviews/Presentations	04/03/2012 - 04/10/2012
Recommended Award posted to website	04/17/2012
Contract recommendation presented to Board of Trustees	05/15/2012

### B3. CONTRACT TERM: The anticipated purchase will consist of required items, training, support and maintenance.

### B4. PROJECT STATEMENT OF WORK Requirements

- Vendor will submit a brief overview of the company's history and sufficient data to support that the company is financially capable of handling the project as outlined. Vendor shall also disclose any and all litigations closed or pending within the last five (5) years.
- Vendor will provide evidence of previous client successes following vendor's work on similar projects, especially with clients in higher education and/or academic institutions.
- Vendor will provide at least three (3) references. These references shall include clients with similar projects. Give client's name, project name, objectives, start and end dates, dollar value of project, contact name, contact telephone number and contact email address.

## **B5. PROJECT SPECIFIC REQUIREMENTS**

### **323 and SIP Control Appliance**

- Single box solution must support gatekeeping functionality using the industry standard of H323 and SIP proxy functionality using the industry standard of SIP
- System must be capable of interworking H.323 and SIP without user intervention
- Flash memory and hard drive
- Must provide PBX functionality to end points such as call hold, call transfer and conferencing without the need for an embedded MCU in the endpoints
- Support for IP Version 4 support and support for IP Version 6 support
- H.323 v5 Annex O for DNS dialing support
- ITU-T H.323 v5 complaint and ITU-T H.225 v4 complaint
- Single box solution must support SIP based presence
- Solution must support clustering and up to 10,000 users in a cluster and up to 2,000 simultaneous calls in a cluster

### **323 and SIP Firewall Traversal Appliance**

- Single box solution must support H.460 firewall traversal with multiplexed media technology without the use of external or add-on devices
- Single box solution must support SIP based firewall traversal technology without the use of external or add-on devices
- Solution must support clustering and up to 10,000 users in a cluster
- Solution must support clustering and up to 2,000 simultaneous calls in a cluster
- Must support ICE (interactive connectivity establishment)
- Support for Registration of traversal-enabled endpoints
- SIP based STUN Discovery and STUN Relay services
- H.460.18/.19 complaint and H.460.18 client proxy support
- Instant restart and boot – under 90 seconds

### **323 and SIP Firewall Traversal Appliance (continued from page 8)**

- **Recording / Streaming / VOD Appliance**
- A single box solution must support a minimum of 5 simultaneous accesses
- The system must support RSS feeds and portable device downloads
- The system must support Flash, Windows Media Player, QuickTime, and Real
- The system must support native Multicast without the use of external equipment
- The system must integrate direction with Apple iTunes and Apple Podcast Producer
- The system must provide build in Streaming Server based on Windows Media Server
- The system must provide SIP support to allow SIP end points to record and stream

### **Usage and Adoption Program**

- Vendor must provide training for technicians and teachers. Provide complete training details in proposal.



## **Installation, Configuration and Training**

- Vendor must provide complete installation, configuration and training details in proposal.
- Single box solution must support gatekeeping functionality using the industry standard of H323 and SIP proxy functionality using the industry standard of SIP

### **PBX Functionality -**

- The main technical roles of a PBX are:
- To switch between telephone users thereby creating connections
- To make sure the connection remains in place properly by keeping its resources
- To properly end the connection when a user hangs up
- To record the quantities, statistics and metering related to the calls

Practically, the functions of a PBX are the following:

- Provide one single number that external callers can use to access all persons in a company.
- Distribute calls to employees in an answering team in an even way; using the Automatic Call Distribution (ACD) feature.
- Automate call answering, but offering a menu of options from which a user can select to be directed to a specific extension or department.
- Allow the use of customized business greetings while answering calls.
- Provide system call management features.
- Place external callers on hold while waiting for a requested person to answer, and playing music or customized commercial messages for the caller waiting.
- Record voice messages for any extension from an external caller.
- Transfer calls between internal extensions.
- Clustering multiple call-processing servers on an IP network is a unique capability in the industry scalable of up to 10,000 users per cluster. By interlinking multiple clusters, system capacity can be increased to as many as one million users in a 100-site system. Clustering aggregates the power of multiple, enhancing the scalability and accessibility of the servers to phones, gateways, and applications.

## **Maintenance and Service**

- Vendor must provide complete maintenance and service details in proposal.
- A practical notification service, providing customers with:
  - E-mail notification when new software updates become available
    - All future and past software releases are available as an integrated part of the service agreement
    - Products are supported with software up to six years after product “end of life”
- Online Tools - Provide complete maintenance and service details in proposal.
  - FTP site with software releases readily available for download
  - Detailed release notes available from the same location on the FTP site as the software releases
- Help Desk 24/7 - Provide complete maintenance and service details in proposal.
  - Help desk provides technical assistance 24 hours per day, 7 days per week.
  - Advanced Replacement Parts
  - (Should you ever need replacement parts, these will be dispatched to you on the same day as an order is received for next business day delivery.)
- The service agreement covers the cost of sending replacement parts directly to the customer site for a minimum of three years.

## Management Appliance

- The management system must be able to manage both newer and legacy Tandberg and Polycom endpoints, along with the network infrastructure chosen. This includes MCUs, Firewall Traversal Solutions, Streaming systems, Call Control systems, Gatekeepers and others.
- The management software must provide diagnostic capabilities, billing capabilities and graphical reports
- The management software must provide H.350 support (import and export) Active Directory support
- The management software must provide Centrally-managed server phone books creation of one or multiple phone books with the ability to search unlimited entries
- The management software must provide Automatic directory import from gatekeeper, ILS and LDAP (single or multiple source)
- The management software must provide Automatic MCU, gateway and network selection
- The management software must provide Support for SIP enabled endpoints and dialing
- The management software must provide battery status on remote controls, diagnostic messages and solution suggestions system status, gatekeeper status, SNMP configuration, ISDN/IP configuration and information
- The management software must Manage calls made on multiple protocols (IP using H.323 and SIP, ISDN and mixed calls)
- The management software must provide for System Upgrades – Able to upgrade either pre-scheduled or ad-hoc software updates to endpoints
- The system must support standards based H.264 for high definition video (no proprietary algorithms will be permitted) including backward compatibility with H.261 and H.263.
- The system must support standards based AAC for high definition audio (no proprietary algorithms will be permitted)
- Content or data sharing channel must support 30 FPS
- The codec must support 16 x 9 native (not stretched) at all bandwidths including 128k, 256k, 384k, 512k, and 768k.
- The system must support H.239 for data collaboration using H.323 (no proprietary algorithms will be permitted)
- The system must support BFCP for data collaboration using SIP (no proprietary algorithms will be permitted)
- The system must support H.460.18/19 multiplexed media for firewall traversal using H.323 (no proprietary algorithms will be permitted)
- The system must support STUN/ICE multiplexed media for firewall traversal using SIP (no proprietary algorithms will be permitted)
- The system must allow for real-time address books (not updated on a schedule)
- Software option that allows two video streams at one time, allows students to view instructor and interpreter simultaneously
- Allows users to incorporate computers, laptops, document camera into the video presentation
- Bandwidth support for H.323/SIP up to 6 Mbps point-to-point
- Audio Features CD-Quality 20KHz Mono and Stereo, Two separate acoustic echo cancellers, 2
  - -port Audio mixer, Automatic Gain Control (AGC), Automatic Noise Reduction and Active lip synchronization
  - Protocols support simultaneously for H.323 and SIP
  - Embedded Encryption • H.323/SIP point-to-point, Standards-based: H.235 v2 & v3 and AES, Automatic key generation and exchange, Supported in Dual Stream
  - IP Network Features • DNS lookup for service configuration, Differentiated Services (QoS), IP adaptive bandwidth management (including flow control), Auto gatekeeper discovery, Dynamic playout and lip-sync buffering, H.245 DTMF tones in H.32, Date and Time support via NTP, Packet Loss based Downspeeding, URI Dialing, TCP/IP, DHCP and 802.1x Network authentication

### **Management Appliance** (continued from page 10)

- IPv6 Network Support • Single call stack support for both H323 and SIP, Dual-stack IPv4 and IPv6 for DHCP, SSH, HTTP, HTTPS, DNS, DiffServ and support for both Static and Autoconfig (stateless address auto config)
- Security Features Management via HTTPS and SSH, IP Administration Password, Menu Administration Password, Disable IP services, Network Settings protection
- Camera (1080p) 1/3" CMOS, 12 x zoom, +15°/-25° tilt, +/- 90° pan, 43.5° vertical field of view, 72° horizontal field of view and Focus distance 0.3m–infinity including automatic and manual focus/brightness/white balance, Far-end camera control, Daisy-chain support (Visca protocol camera)\*, Dual HDMI and HD-SDI output, Upside-down mounting with automatic flipping of picture.
- System Management total management via embedded SNMP, Telnet, SSH, XML, SOAP; Remote software upload: via web server, SCP, HTTP, HTTPS; 1 x RS-232 for local control and diagnostics and Remote control / on-screen menu system.
- Directory Services Support for Local directories (My Contacts), Corporate Directory, Unlimited entries using Server directory supporting, LDAP and H.350, Unlimited number for Corporate directory (through Management Software), 200 number local directory, Received Calls, Placed Calls and Missed Calls with Date/Time.

### **Notes**

- All equipment will be installed at the locations listed
- Equipment will be tested for complete functionality
- Must be installed by certified installers approved by the college. The college reserves the right to review approved vendors and sub-contractors with the right to refuse with impunity.

## Infrastructure Requirements

SKU	Description	Quantity
CTI-VCS-BASE-K9	VCS Control	1
CON-ECDN-CTIVCSBS	ESS WITH 8X5XNBD VCS Control And Expressway	1
SW-VCS-6.X-K9	Software Image for VCS with Encryption, Version X6	1
PWR-CORD-US-A	Pwr Cord US 1.8m Black YP-12 To YC-12	1
LIC-VCS-10	Video Comm Server 10 Add Non-traversal Network Calls	1
CON-ECDN-LICVCS10	ESS WITH 8X5XNBD VCS 10 Add Non-traversal Ntwk Calls	1
LIC-VCS-BASE-K9	License Key - VCS K9 Software Image, Used During DF	1
LIC-VCS-DEVPROV	Enable Device Provisioning, Free, VCS Control ONLY	1
LIC-VCS-GW	Enable GW Feature (H323-SIP)	1
LIC-VCSE-100	100 Traversal Calls for VCS Control only	1
CTI-VCS-BASE-K9	VCS Expressway	1
CON-ECDN-CTIVCSBS	ESS WITH 8X5XNBD VCS Control And Expressway	1
SW-VCS-6.X-K9	Software Image for VCS with Encryption, Version X6	1
PWR-CORD-US-A	Pwr Cord US 1.8m Black YP-12 To YC-12	1
LIC-VCSE-5	Video Communication Server - 5 Traversal Calls	1
CON-ECDN-LICVCSE5	ESS WITH 8X5XNBD Video Comm Svr - add 5 Traversal Calls	1
LIC-VCS-1800TURN	VCS 1800 TURN Relay option	1
LIC-VCS-BASE-K9	License Key - VCS K9 Software Image, Used During DF	1
LIC-VCS-GW	Enable GW Feature (H323-SIP)	1
LIC-VCSE-E	Enable Expressway feature	1
CTI-TCS-5RP-K9	Content Server - 5 Recording Ports, 2 Live Ouput	1
CON-ECDN-TCS-5RP	ESS WITH 8X5XNBD Tandberg Content Svr-5 RecPts-2Liv Ouput	1
PWR-CORD-US-A	Pwr Cord US 1.8m Black YP-12 To YC-12	1
LIC-TCS-PRO	Premium Resolution Option for TCS	1
LIC-TCS-2L	2 Live Output Calls License	1
LIC-TCS-5.0-K9	CTCS Version 5.0 software - license	1
LIC-TCS-5R	5 Recording Call License	1
SW-TCS-5.0-K9	CTCS Version 5.0 software	1
CTI-4501-MCU-K9	MCU 4501 - 6 Port HD MCU	1
CON-ECDN-4501MCU	ESS WITH 8X5XNBD MCU4501 6Port HD MCU With Web Conf Opt	1
PWR-CORD-US-C	34-0003-01 CABLE, IEC C-13 to USA mains lead, UL	1
LIC-AESCDN-K9	AES and HTTPS Enable Option	1
LIC-4501-MCU-K9	License Key For MCU 4501 Software Image, Used During DF	1
LIC-4501-WCO	License Key For Web Conferencing Option, Incl With MCU 4501	1
SW-4500-MCU-K9	Software Image For MCU 4505, Latest Version	1

**Room Hardware Requirements**

SKU	Description	Service Duration	Quantity
CTS-INTP-C60-K9	IntPkg C60 - NPP, PHD 1080p Cam, Rmt Cntrl, 1 Mic, Cbls ++		4
CON-ECDN-INTPC60	ESS WITH 8X5XNBD IntPkg C60 PreHD1080pCam, NPP, 2HDMI Cbl	12	4
SW-S52000-TC4.XK9	Software 4.x Encryption		4
PWR-CORD-US-A	Pwr Cord US 1.8m Black YP-12 To YC-12		8
CTS-C60CODEC-K9	C60 Unit Codec		4
CTS-PHD-1080P12XS+	PrecisionHD 1080p 12X Unit - Silver, + indicates auto expand		4
CTS-RMT-TRC5	Remote Control TRC 5		4
LIC-CXX-NPP	Natural Presenter Package (NPP) for C Series Based Products		4
LIC-INTP-C60	License Key C60 IntPkg Codec		4
LIC-S52000-TC4.XK9	License Key Software Encrypted		4
CTS-PHD-1080P4XS=	PrecisionHD 1080p x4		4
CON-ECDN-HD80P4XS	ESS WITH 8X5XNBD PrecisionHD 1080p x4	12	4
CTS-MIC-CLNG=	Ceiling Mic Audio Science		4
CON-ECDN-CMICCLNG	ESS WITH 8X5XNBD Ceiling Mic Audio Science	12	4
CTS-MTKIT-UA	Universal AudioScience Mounting Kit		4
CTS-CTRL-DVC8=	Touch Control Device for C Series, Profile - no handset		4
CON-ECDN-CTRLDVC8	ESS WITH 8X5XNBD InTouch 8 - Control Device	12	4
PWR-CORD-US-A	Pwr Cord US 1.8m Black YP-12 To YC-12		4
	5 Inch Long - Omni Directional XLR Ceiling Microphones - Low Impedance		12
	Single-Gang Plate with 1-XLR Jack		12
	55" LED 1080p 120Hz HDTV TVs. Each monitor to feature a minimum of the following:		8
	Video/audio inputs:		
	2x HDMI Audio/Video In		
	1x RCA Component Video In		
	1x VGA Video In		
	1x Ethernet LAN In		
	1x USB 2.0 Audio/Video In		
	1x RCA Composite Video In		
	Minimum 55" Wall Mount TV Plate Tilt Support		8
	<b>Room Hardware Requirements continued on page 14.</b>		

SKU	Description	Service Duration	Quantity
	Bid winner to install systems on the following PBSC sites:		4
	Lake Worth		
	Palm Beach Gardens		
	Boca Raton		
	Belle Glades		
	<b>Plenum rated cables must be utilized where required.</b>		

**B6. RFP Submission Format**

- Tab A  
Vendor will submit a detailed pricing proposal broken down by campus
- Tab B  
Vendor will provide detail explanation of experience with educations institutions preferably of similar size and scope of Palm Beach State College.
- Tab C  
Vendor will submit office locations and staff qualification that will service, install, test and support this project.
- Tab D  
Vendor will provide office locations and staff size that will support this project.
- Tab E  
Vendor will supply a listing of at least 3 educational institutions as a reference of capability.
- Tab F  
Vendor will submit a brief overview of the company’s history and sufficient data to support that the company is financially capable of handling the project as outlined. Vendor shall also disclose any and all litigations closed or pending within the last five (5) years.
- Tab G  
Vendor will provide evidence of previous client successes following vendor’s work on similar projects, especially with clients in higher education and/or academic institutions.
- Tab H  
Vendor will provide at least three (3) references. These references shall include clients with similar projects. Give client’s name, project name, objectives, start and end dates, dollar value of project, contact name, contact telephone number and contact email address.
- Tab I  
Vendor will provide signed copies by company authorized manager of Appendix A and all Questions and Answers posted as of February 28, 2012.

# Section C

## INSTRUCTIONS AND INFORMATION

### C1. PROCESS FOR SUBMITTING PROPOSALS

#### a) Packaging of Proposal

The proposal must be plainly identified as:

Name of Proposing Company

Telecommunications Hardware RFP Number 11/12-02

Due: 03/13/2012@ 3:00 P.M.

Outer mailing boxes, envelopes, containers, etc., must display the RFP number. This includes outer carrier boxes and labels. Palm Beach State College will not be held responsible for proposals that are misdirected or mishandled because of the omission of this number.

Any additional information sent separately from the proposal package or at a later date (i.e. addendums, clarifications, proposal withdrawal requests, etc.) must be received by the proposal due date and the RFP number clearly identified on the outside of the package.

#### b) Number of Proposal Copies

Submit one (1) original and one (1) PDF of original submission store on a flash drive with submitting vendor's name labeled on drive of your proposal.

### C2. EVALUATION CRITERIA

The evaluation of proposals received on time will be conducted in the following three phases:

#### a) Administrative Review Phase

The proposals will be reviewed for the following administrative requirements:

Proposal was submitted by the due date and time

- (i) All documents (originals and copies) requiring a signature have been signed
- (ii) Correct number of proposal copies have been submitted
- (iii) The proposals that pass the administrative review will be reviewed for completeness to ensure that all mandatory requirements are addressed satisfactorily in Appendix A.

Failure to adhere to the above administrative requirements may result in the rejection of the submitted proposal.

**b) Initial Review Phase**

The proposals that pass the requirements review will be reviewed for quality and completeness and can receive a maximum of 350 points. The following listing provides you with the maximum points available for each factor in the evaluation:

- Tab A Cost to value ratio – 150 Points
- Tab B Quality of work experience in required services – 125 Points
- Tab C In-house capability to meet project expectations – 50 Points
- Tab D Proximity to Palm Beach County – 25 points
- Tab E References – required

**c) Final Presentation Phase**

Once the top candidates have been identified based on the review scores, up to four firms will be invited to provide a demonstration of the proposed equipment (need to specify terms of environment and presentation of system) including the cost and where the presentation will take place).

- Training (Scale of 1 - 20)
- Maintenance and Service (Scale of 1 - 20)
- Product Clarity Audio (Scale of 1 - 30)
- Product Clarity Visual (Scale of 1 - 30)

**C3. STANDARD TERMS AND CONDITIONS**

<p><b><u>Amendments:</u></b> Palm Beach State College reserves the right to amend this RFP prior to the proposal due date. All amendments and additional information will be posted to the Palm Beach State College Purchasing Web site: <a href="http://www.palmbeachstate.edu/purchasing.xml">www.palmbeachstate.edu/purchasing.xml</a> Proposers should check this Web page daily for new information.</p>	<p><b><u>Contract Discussions:</u></b> Prior to award, the apparent successful firm may be required to enter into discussions with the College to negotiate the contract agreement for services. These discussions are to be finalized and all exceptions resolved within one (1) week from notification. If no resolution is reached, the proposal may be rejected and discussions initiated with the next highest scoring firm.</p>
<p><b><u>Confidentiality Requirements:</u></b> Proposals are subject to the Florida public records laws. The College cannot protect proprietary data submitted in proposals.</p>	<p><b><u>Financial Information</u></b> The proposer will submit an audited financial statement for the most recent 12-month period. As a minimum, the audited financial statement shall consist of the firm’s balance sheet and statement of operations and the firm’s bonding capacity. This financial requirement may be satisfied by the firm’s surety submitting a certification regarding the firm’s bonding capacity, which must equal or exceed \$1 million dollars. In this regard, the firm’s surety must be a licensed surety qualified to conduct business in the State of Florida and rated “(A-)” or better in the most recent A.M. Best Guide and qualified to do business within the State.</p>



# Appendix A

## PROJECT SPECIFIC BACKGROUND

Purchasing Department  
 Palm Beach State College  
 4200 Congress Avenue MS#27  
 Lake Worth, FL 33461

This is to certify that I (authorized representative) have read and understood the terms, conditions, specifications and other instructions contained in this Request, and further, that the items of materials and/or services rendered do meet minimum specifications set forth in this Invitation.

I further certify that this proposal is made without prior understanding, agreement, or connection with any corporation, firm, or persons submitting a proposal for the same materials, supplies, or equipment and is in all respect fair and without collusion or fraud. I agree to abide by all conditions of this request and certify that I am authorized to sign this proposal for the bidder.

<b>RFP</b>	11/12-02	Telecommunications Hardware
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<b>Vendor Name</b>	
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<b>Bidding As (check one)</b>	<b>Corporation</b>		<b>Individual</b>		<b>Other (explain)</b>	
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<b>Address</b>	
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<b>City</b>		<b>State</b>		<b>Zip Code</b>	
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<b>Telephone</b>		<b>Fax</b>	
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<b>E-Mail</b>	
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<b>Representative Title</b>	
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<b>Signature</b>	
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# Appendix B

## FORM FOR SUBMITTING WRITTEN QUESTIONS

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Written Questions for RFP No.	11/12-02
RFP Title	Telecommunications Hardware

Company Name	
Date	
Deadline for Questions	February 21, 2012

Type your questions in the section below. Leave the answer section blank. You are not limited to 10 questions. All questions should be sent via email to: [purchasing@palmbeachstate.edu](mailto:purchasing@palmbeachstate.edu) before the deadline.

	Questions	Answers [leave blank]
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

# Appendix C

## STATEMENT OF NO BID

RFP No.	11/12-02
RFP Title	Telecommunication Hardware

Palm Beach State College  
Purchasing Department  
4200 Congress Avenue MS#27  
Lake Worth, FL 33461

Attn: Purchasing Manager

We, the undersigned, have declined to bid on your bid number 11/12-02 for Telecommunication Hardware for the following reason(s):

\_\_\_\_\_ We do not offer this product / service.

\_\_\_\_\_ Our current workload would not afford us the time to devote to your project.

\_\_\_\_\_ Unable to meet specifications.

\_\_\_\_\_ Other (Please explain)

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Company Name \_\_\_\_\_

Telephone Number \_\_\_\_\_