

OFFICE OF BUSINESS SERVICES
REQUEST FOR PROPOSAL TITLE: HOSTED VOICE SERVICES
RFP NUMBER: E522-001
RFP CLOSING DATE: SEPTEMBER 24, 2021 @ 3:00 PM



ADDENDUM #4

Issued: September 16, 2021

ADDENDUM FOR THE PURPOSE OF:

- To extend the Closing Date from September 21, 2021 at 3:00 p.m. to September 24, 2021 at 3:00 p.m.
- To provide updated revised Price Proposal template (Attachment D v6)

Changes made:

Line 1.3: Cisco advised that the quantity for the outbound calling plan should match the number of phones – changed quantity to 3180.

Lines 3.10 – 3.13: Added lines for IVR Ports and PSTN calling as per Cisco’s instructions.

Line 5.0: Corrected quantity of 6871 phones to 2348 and corrected column G “Extended List Price.”

All other specifications, terms and conditions remain unchanged.

A handwritten signature in black ink, appearing to read 'Patrick Johnson', written over a horizontal line.

Patrick Johnson, MBA
Director of Procurement

NOTE: All proposals MUST BE RECEIVED **electronically** by **3:00pm Eastern Daylight Time on September 24, 2021**. Electronic proposal and addendum or addenda shall be sent to the following email address prior to the submittal deadline date and time at vendor.proposals@montgomerycollege.edu. **No responses will be accepted after this date and time.** Please **sign** below to acknowledge receipt of this Addendum and return with the proposal. Failure to return this Acknowledgement of Addendum may deem a proposal nonresponsive.

Company Name

Authorized Signature

Date

Printed/Typed Signature

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ADDENDUM #3

Issued: September 15, 2021

ADDENDUM FOR THE PURPOSE OF:

- To extend the Closing Date from September 21, 2021 at 3:00 p.m. to September 24, 2021 at 3:00 p.m.
- To provide attached revised Price Proposal template

All other specifications, terms and conditions remain unchanged.

 for

Patrick Johnson, MBA
Director of Procurement

NOTE: All proposals MUST BE RECEIVED **electronically** by **3:00pm Eastern Daylight Time on September 21, 2021**. Electronic proposal and addendum or addenda shall be sent to the following email address prior to the submittal deadline date and time at vendor.proposals@montgomerycollege.edu. **No responses will be accepted after this date and time.** Please **sign** below to acknowledge receipt of this Addendum and return with the proposal. Failure to return this Acknowledgement of Addendum may deem a proposal nonresponsive.

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OFFICE OF BUSINESS SERVICES
REQUEST FOR PROPOSAL TITLE: HOSTED VOICE SERVICES
RFP NUMBER: E522-001
RFP CLOSING DATE: SEPTEMBER 21, 2021 @ 3:00 PM



ADDENDUM #2

Issued: September 13, 2021

ADDENDUM FOR THE PURPOSE OF:

- To provide the attached questions & answers

All other specifications, terms and conditions remain unchanged.

A handwritten signature in black ink, appearing to read 'Patrick Johnson', written over a horizontal line.

Patrick Johnson, MBA
Director of Procurement

Please **sign** below to acknowledge receipt of this Addendum and return with the proposal. Failure to return this Acknowledgement of Addendum may deem a proposal nonresponsive.

NOTE: All proposals MUST BE RECEIVED **electronically** by 3:00pm Eastern Daylight Time on **September 21, 2021.**

Electronic proposal and addendum or addenda shall be sent to the following email address prior to the submittal deadline date and time at vendor.proposals@montgomerycollege.edu. **No responses will be accepted after this date and time.**

Company Name

Authorized Signature

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OFFICE OF BUSINESS SERVICES
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RFP NUMBER: E522-001
RFP CLOSING DATE: SEPTEMBER 21, 2021 @ 3:00 PM

QUESTIONS AND ANSWERS BY CATEGORY

CATEGORY – MISC.

Question: Would the College be open to accepting alternatives to Cisco?

MC Response: No, not at this time.

Question: Would MC consider a Webex Calling platform that does not use Cisco PSTN?

MC Response: No.

Question: We specialize in deploying 3cx platforms which comes with 3cx building video conference and mobile application. We can adopt all your existing VoIP Phones.

MC Response: The College is not interested in this platform at this time.

Question 4: Can we reference terms under: Montgomery College’s Infrastructure Products, Software and Services Contract #E521-017 and add Cisco to the Telecomm Category instead of creating another contract?

MC Response: No, that contract is not intended to cover this project.

CATEGORY - CIRCUITS

Question: Are the existing dedicated circuits data circuits with internet?

MC Response: The College currently uses three 100 Mbps dedicated circuits in Germantown, Rockville and Takoma Park for voice traffic. Offeror must provide suitable replacement non-internet circuits as outlined in the RFP.

Question: Which location has dedicated circuit and what is the bandwidth per circuit?

MC Response: See above.

Question: Is it possible to use existing dedicated circuits for the new deployment?

MC Response: No, these are Montgomery County circuits that we would not consider as Tier I.

Question: If not, do you need dedicated redundant circuits at each location?

MC Response: We would not need redundant circuits at each location; however, we would want redundancy through BGP configuration.

Question: Can you provide the list of college approved tier-one telecommunications service providers?

MC Response: Based on the Garner Magic Quadrant for network services and their strengths in the North American market, the following providers will be considered Tier 1 for Montgomery College:

- AT&T
- Lumen
- Verizon
- BT
- NTT

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QUESTIONS AND ANSWERS BY CATEGORY-continued

CATEGORY - NETWORKING

Question: What WAN routers are available for connections to WebEx edge connect?

MC Response: Vendors may be expected to install routers according to how many circuits are needed. Further discussion will be needed during the design phase.

Question: Are available WAN routers BGP and DOT1Q capable and have 1/10G ports available?

MC Response: Yes, they are 802.1Q capable and will be BGP enabled and will have 1/10G ports.

Question: Are there college owned public IP address block that can be used for WebEx connection?

MC Response: Yes.

Question: What are WAN connections between three locations (Rockville, Germantown, and Takoma?)

MC Response: 3Gbps layer II NLAN network connects the three main campuses.

Question: Does college have presence already in an Equinix ECX (Equinix Cloud Exchange) facility?

MC Response: No.

Question: What bandwidth on private lines?

MC Response: 100MBps.

CATEGORY – WEBEX CALLING

Question: Does Cisco or a Cisco partner manage the existing Cisco BroadCloud/BroadWorks platforms?

MC Response: Cisco BroadCloud is hosted by Cisco and supported by our current vendor.

If a Cisco partner – please provide details regarding the existing contract(s). **N/A**

Question: Is the College looking to have the WebEx Calling hosted system managed by Proposer?

MC Response: No, the system should be managed by Cisco.

Question: The RFP states “Cisco Systems will be running a Proof of Concept for the College.” What is the anticipated period of time for this Proof of Concept (POC)?

MC Response: We expect the POC to run through December 2021.

Question: Will the PC include both WebEx Calling and WebEx Contact Center?

MC Response: Yes.

Question: How many users are included in this POC?

MC Response: Ten.

Question: How many business units are included in this POC?

MC Response: POC is limited to the Infrastructure team at this time.

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QUESTIONS AND ANSWERS BY CATEGORY-continued

Question: What features and functionalities are included in this POC?

MC Response: We expect to be able to test the full suite of the Cisco WebEx calling features during the POC.

Question: Does Montgomery College expect the POC to move into full production for the users/business unit(s) included in the POC?

MC Response: Yes.

Question: Cisco WebEx Contact Center requires the POC to be deployed within a Golden Tenant – what Golden Tenant is the POC going to be deployed in?

MC Response: This POC is not being run by a partner utilizing Gold Tenant but is being run directly by the Cisco CCEP team.

Question: Can Montgomery College provide details on the number of cases, types of cases, and average length of resolution for the existing Cisco BroadCloud/BroadWorks platform?

MC Response: This information is not readily available.

Question: For international long distance, please provide anticipated minutes of use (MOU) by country.

MC Response: Usage is relatively low - approximately 250 minutes per month total international calling.

Question: For 411/Directory Assistance, please provide anticipated minutes of use (MOU).

MC Response: Minimal use at this time, less than 10 times per month and approximately 30 minutes of use.

Question: Is it the College's intent for E911 solutions on a mobile phone to be provided by the Cellular/Mobile Carrier or through the Cisco WebEx mobile application?

MC Response: The College does not plan to enable e911 using the Cisco WebEx mobile application but will be utilizing RedSky.

Question: Will Montgomery College allow an Offeror to submit a proposal to deliver PSTN Services by use of a Local Gateway that is inclusive of PSTN access that is already built into their WebEx Calling solution?

MC Response: We will only consider Cisco PSTN.

Question: To comply with the desired requirements, does the College consider each Cloud Connected PSTN (CCP) as a tier-one, end-to-end, telecommunications service provider and/or a third-party service provider?

MC Response: Please refer to the list of College approved tier-one providers referenced in Section I.

Question: If the Offeror is subject to using various Cloud Connected Program (CCP) providers through the WebEx calling platform, has the College contemplated how the Offeror will assure compliance with all requirements of the contract from the authorized, pre-integrated CCP Providers?

MC Response: We will consider Cisco PSTN.

Question: Will Montgomery College allow an Offeror to submit a proposal to deliver PSTN Services by use of a Local Gateway that is inclusive of PSTN access that is already built into their WebEx Calling solution?

MC Response: We will consider Cisco PSTN.

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QUESTIONS AND ANSWERS BY CATEGORY-continued

Question: To comply with the desired requirements, does the College consider each Cloud Connected PSTN (CCP) as a tier-one, end-to-end, telecommunications service provider and/or a third-party service provider?

MC Response: We require providers to be pre-authorized to sell Cisco WebEx Calling, WebEx Contact Center and PSTN.

Question: If the Offeror is subject to using various Cloud Connected Program (CCP) providers through the WebEx calling platform, has the College contemplated how the Offeror will assure compliance with all requirements of the contract from the authorized, pre-integrated CCP Providers?

MC Response: We will consider Cisco PSTN.

CATEGORY - CJP/CALL CENTERS

Question: Is the college using an Attendant Console software with the BroadSoft system?

MC Response: The College uses CJP for call center applications.

Question: Please elaborate on the function of each Contact Center business unit included at Montgomery College and how it serves the business?

MC Response:

- Primary student facing contact center supporting admissions, registration, Financial Aid, etc.
- IT Service Desk
- Public Safety
- Performing Arts and Cultural Arts box office
- Workforce Development and Continuing Education

Question: Are Contact Center agents/supervisors working remotely or in a Montgomery College facility?

MC Response: Agents work both remotely and on campus.

Question: Are they using physical phones or softphone?

MC Response: Both, MS Teams is used for softphone access.

Question: What business applications are integrated with the Cisco CJP Platform today?

MC Response: None.

Question: Conversely what applications are critical that maybe aren't tied?

MC Response: None.

Question: Is the Dubber Call Recording for WebEx Calling Users or WebEx Contact Center Users?

MC Response: Both.

Question: Is there any requirement for screen recording, quality management, and/or quality evaluation scorecards for the contact center users?

MC Response: Utilizing these functions is currently not on our roadmap.

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QUESTIONS AND ANSWERS BY CATEGORY-continued

Question: Can Montgomery College provide any documentation for the existing Cisco CJP configurations, call flows, and/or workflow diagrams for the contact center business units?

MC Response: This documentation will be provided to the awardee as part of the planning process.

Question: What professional services are being requested by Montgomery College for WebEx Calling and WebEx Contact Center? Cisco requires an Advanced Technology Partner (ATP) that deploys WebEx Contact Center to provide Level 1 and Level 2 support. The RFP states "Partners' RFP submissions must furnish how they will provide service and support for hosted voice services provided to the College".

MC Response: We expect the Offeror to articulate how end-to-end support will be provided between the awardee and Cisco for the College's services.

Question: Does Montgomery College use any of the existing functionality with the existing CJP platform or anticipate using the following features/functionality within the Cisco WebEx Contact Center platform? If so, please provide details of your requirements.

MC Response:

- Disposition codes (wrap-up codes) - **Yes.**
- Callback from queue- **Not currently used.**
- Screen-pop and/or Computer Telephony Integration (CTI) - **Not currently used.**
- Supervisor call monitoring, coaching, and barge-in - **Yes.**
- Music on hold while in queue - **Yes.**
- Email channel - **Not currently used.**
- Text / SMS and social media channel - **Not currently used.**
- Web Chat - **Not currently used.**
- Self-service Interactive Voice Response (IVR) - **Not currently used.**
 - DTMF IVR
 - speech enabled IVR
- Automated Out-bound campaigns - **Not currently used.**
- WebEx Experience Management (WebEx XM) - **Not currently used.**

CATEGORY - CUTOVER

Question: In what timeframe does Montgomery College expect to start and finish this project?

MC Response: The entire project is expected to be completed before June 30, 2022. The College will partner with the awardee to finalize the project schedule.

Question: Will the College staff place the new phones at the designated location or does the Proposer need to provide this service as part of the implementation?

MC Response: The College would optionally consider the offer and will be part of the project planning discussion.

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QUESTIONS AND ANSWERS BY CATEGORY-continued

Question: Can you please provide an approx. count of number of physical building locations at the campus?

MC Response: The College has approximately sixty buildings across seven locations.

Question: Will all the buildings be cutover to the new solution at the same time?

MC Response: The cutover of the locations will depend on the final project planning with Cisco and the awardee.

CATEGORY - HARDWARE

Question: Analog Gateways are not included in Price Proposal Template. How many analog gateways are needed?

MC Response: The analog gateways are included in the price proposal template – we will require 28 AudioCode24 Analog Gateways (p/n MP124/24S/AC/SIP).

Question: How many analog devices will need to be supported by the College?

MC Response: Twenty-eight analog devices will be managed by the College – vendor support is not required.

Question: Should the Proposer include services to configure all the proposed analog gateways?

MC Response: Not required.

***** End of Questions & Answers *****

OFFICE OF BUSINESS SERVICES
REQUEST FOR PROPOSAL TITLE: HOSTED VOICE SERVICES
RFP NUMBER: E522-001
RFP CLOSING DATE: SEPTEMBER 21, 2021 @ 3:00 PM



ADDENDUM #1

Issued: September 10, 2021

ADDENDUM FOR THE PURPOSE OF:

- To extend the Closing Date from September 17, 2021 at 3:00 p.m., to **September 21, 2021** at 3:00 p.m.
- To provide attached revised Price Proposal template
- To replace **Section 3.3 “Mandatory Requirements”** with the modified “Mandatory Requirements” noted below:
 - Montgomery College requires responding Offerors to be pre-authorized to sell WebEx Cloud Calling, WebEx Contact Center.
 - Montgomery College also prefers responding vendor to be able to provide necessary end-to-end dedicated telecommunications/network circuits directly, and without any third-party service providers. Non-telecommunications vendors must provide circuits through a College approved tier-one telecommunications service provider.
- To provide the attached revised Appendix (Qualifications/Requirements Checklist)

All other specifications, terms and conditions remain unchanged.

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Patrick Johnson, MBA
Director of Procurement

NOTE: All proposals MUST BE RECEIVED **electronically** by **3:00pm Eastern Daylight Time on September 21, 2021**. Electronic proposal and addendum or addenda shall be sent to the following email address prior to the submittal deadline date and time at vendor.proposals@montgomerycollege.edu. **No responses will be accepted after this date and time.** Please **sign** below to acknowledge receipt of this Addendum and return with the proposal. Failure to return this Acknowledgement of Addendum may deem a proposal nonresponsive.

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**OFFICE OF BUSINESS SERVICES
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REVISED APPENDIX

Offerors must answer “Yes” or “No” to each requirement as to the firm’s ability to meet that particular requirement.

Responses must be included in the submitted proposal.

QUALIFICATIONS/REQUIREMENTS CHECKLIST	Meets Requirement (Y) Yes or (N) No
1. Offeror meets the minimum qualifications and requirements outlined in Section 3.1 of the RFP?	
2. Offeror is pre-authorized to sell WebEx Cloud Calling, WebEx Contact Center?	
3. Offeror is able to provide necessary end-to-end dedicated telecommunications/network circuits directly, and without any third-party service providers? OR Non-telecommunications vendors must provide circuits through a College approved tier-one telecommunications service provider.	



Office of Business Services
9221 Corporate Blvd
Rockville, MD 20850

REQUEST FOR PROPOSAL

RFP NO.E522-001

RFP TITLE: HOSTED VOICE SERVICES

All proposals MUST BE RECEIVED **electronically** by 3:00 PM Eastern Daylight Time (EDT) on **SEPTEMBER 17, 2021**

Prices must remain firm for: **120 DAYS AFTER PROPOSAL CLOSING DATE AND TIME**

Proposal Bond Requirements: NONE

**Performance, Labor and
Material Bond requirements: NONE**

Pre-proposal Conference: September 7, 2021 at 2:00 P.M. Eastern Daylight Time (EDT) via Zoom

MINORITY VENDORS ARE ENCOURAGED TO RESPOND TO THIS SOLICITATION

Important: Your quotation will be jeopardized if any portion of this inquiry is not complete. No proposal will be accepted after the date and time stated above.

A handwritten signature in black ink, appearing to read 'Patrick Johnson', written over a horizontal line.

Patrick Johnson, MBA
Director of Procurement

NOTE: Prospective Offeror's that have received this document from a source other than the Procurement Office should immediately contact the Procurement Office and provide their name and e-mail address so that any amendments to the Bid/RFP or other communications can be sent to them. Failure to contact the Procurement Office may result in non-receipt of important information.

REGISTRATION OF CORPORATIONS NOT REGISTERED IN THE STATE OF MARYLAND Pursuant to 7-202 et. Seq. of the Corporation and Associations Article of the Annotated Code of Maryland, corporations not incorporated in the State of Maryland shall be registered with the State Department of Assessments and Taxation, 301 West Preston Street, Baltimore, Maryland 21201 before doing any interstate or foreign business in this State. A copy of the registration or application for registration may be requested by the College.

MONTGOMERY COLLEGE - OFFICE OF BUSINESS SERVICES
REQUEST FOR PROPOSAL TITLE: HOSTED VOICE SERVICES
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RFP CLOSING DATE AND TIME: SEPTEMBER 17, 2021 @ 3:00 PM

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MONTGOMERY COLLEGE - OFFICE OF BUSINESS SERVICES
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SECTION 1 – PROPOSAL AND CONTRACT INFORMATION

1.1 Intent

It is the intent of this Request for Proposal to provide Montgomery College with hosted voice services on the Cisco Broucloud/BroadWorks platform, in accordance with the terms, conditions, and specifications described herein. In the event that a special condition is contradictory to a general condition, the special condition shall prevail.

Montgomery College will hereinafter be referred to as the “College” and “MC.” Respondents to the RFP will be referred to as “Offeror’s” and “Proposers.” The Offeror to whom the contract is awarded will be referred to as the “Contractor.”

1.2 Pre-Proposal Conference

An online pre-bid conference will be held at 2:00 p.m. on **September 7, 2021**, via Zoom video conferencing. Join Zoom Meeting:

<https://montgomerycollege.zoom.us/j/96100704757?pwd=MDVpclR4NDE2b1F0ejFiMzZCU2lscz09>

The purpose of this meeting will be to discuss the RFP and to answer any questions from vendors. Attendance is not mandatory; however, companies are highly encouraged to attend. Deadline for submitting questions prior to pre-proposal conference is September 6, 2021. Questions should be emailed to contact person listed in line item 1.4.

1.3 Electronic Bid Submittal Due Date

All responses to this Request for Proposal must be submitted electronically, in two separate attachments. One attachment shall consist of the Technical Proposal, and the second attachment shall consist of the Price Proposal. Both attachments shall be sent together, in a single email. See Section 5 Proposal Submission for complete submission instructions.

Electronic proposal and addendum or addenda, if applicable, shall be sent to the following email address by the submittal deadline date and time: vendor.proposals@montgomerycollege.edu. All responses to this Request for Proposal are due by **3:00 p.m., September 17, 2021** Eastern Daylight Time (EDT). **No responses will be accepted after this date and time.** In the event that the College is closed on the RFP closing date, due to an unforeseen circumstance, the RFP will close at the stated time on the next open business day, unless the Offeror is notified otherwise.

1.4 Contact Information

Request for information or technical questions related to this solicitation should be directed to **Cherree Adams, Purchasing Manager**, via e-mail to cherree.adams@montgomerycollege.edu. The Bidder may not initiate contact with any other College representative about this bid. All inquiries and questions must be submitted in writing via email and received by **4:00 pm, September 7, 2021**. All questions received by the noted deadline will be answered and sent to all proposing firms via issuance of an addendum. No questions will be accepted after this date.

1.5 Addenda

The College will issue an addendum or addenda to all prospective Offeror’s known to have received the document, if it becomes necessary to issue any. Only answers provided via an addendum issued by the Procurement Office will be binding. However, Offeror’s bear sole responsibility for downloading all addenda, if any, for this RFP from the College Procurement website at

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SECTION 1 – PROPOSAL AND CONTRACT INFORMATION -continued

<http://www.montgomerycollege.edu/procure/> and it is the responsibility of the Offeror to check this site for any addenda before submitting a proposal. Acknowledgement of the receipt of all addenda must accompany the Offeror's proposal, and all addenda shall become part of the RFP documents. Failure to acknowledge receipt does not relieve the Offeror from complying with all terms of any such addenda.

1.6 Proposal Validity

Offeror's must hold their proposal prices for 120 days after the award date. In the event that the awarded Contractor is unable to perform the contract, the College reserves the right to re-solicit the contract or to award the contract to the next highest evaluated Offeror.

1.7 General Conditions and Instructions

Offeror's shall refer to, understand, and agree to Attachment F, General Conditions and Instructions, of this proposal. The College reserves the right to reject as non-responsive any offer that objects to any of the terms, conditions, or specifications of this RFP.

1.8 Submitted Pricing

All pricing is FOB Destination. Pricing must be submitted on the **Price Proposal Template** (Attachment D). The prices offered on the Price Proposal must include all charges, costs, and fees incurred in the delivery of this procurement. No allowance will be made at a later date for additional charges due to the Offeror's omission. Payment discounts, if offered, will be taken when appropriate, but will not be considered in the evaluation for award. The College reserves the right to request additional related services in support of its operations, and fees for those services shall be negotiated accordingly. The College is exempt from State of Maryland sales use tax and federal excise tax, and the College will not pay or reimburse those taxes.

1.9 References

The Offeror must provide three (3) references, with whom Offeror has provided similar services within the past three years. **If the Offeror is a current or recent service provider to Montgomery College, the College should be listed as a reference.** All references must include organization name, contact name, mailing and email address, telephone number, and service dates. Cited references must be able to confirm, without reservation, the Offeror's ability to provide services in accordance with the requirements contained in this solicitation. The College reserves the right to reject a proposal based on an unsatisfactory reference; use itself as a reference, if applicable; request additional references; contact any non-reference clients that have utilized Offeror's services; or require a site visit to one or more of the Offeror's reference locations.

1.10 Subcontractors

The College seeks proposals from Contractors performing all requested services and will enter into an agreement only with the selected Offeror. **No portion of the work shall be subcontracted without the prior written consent of the College throughout the terms of the contract, including renewals and extensions.** In the event the Contractor desires to subcontract part of the services specified herein, the Contractor shall furnish the company or individual name(s), contact name, mailing and e-mail addresses, qualifications, and experience of the proposed subcontractor(s), as well as a description of the services to be performed by the subcontractor. The primary Contractor shall remain fully liable for the work performed by the subcontractor(s) and shall assure compliance with all requirements of the contract if approved by the College. The College reserves the right to reject any proposed subcontractor in its own best interest.

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SECTION 1 – PROPOSAL AND CONTRACT INFORMATION -continued

1.11 Proposal Evaluation

Proposals submitted in response to this solicitation will include evaluation as follows:

1.11.1 Offeror is **responsible** – Offeror demonstrates ability to provide products and/or services that can meet or exceed requirements. The following criteria will be used to determine responsibility:

- 1.11.1.1 Offeror has the equipment, ability, and experience to perform the work as stated in the specifications listed in this RFP.
- 1.11.1.2 Offeror is financially stable.

1.11.2 Offeror is **responsive** – Offeror follows RFP submission instructions and provides all requested materials. The following criteria will be used to determine responsiveness:

- 1.11.2.1 Offeror has favorable references that can confirm its ability to provide the products and/or services as stated in the specifications listed in this RFP.
- 1.11.2.2 Offeror has provided all documentation and samples requested in the Scope of Work/Specifications.

1.12 Proposal Rejection

The College reserves the right to reject any or all offers received as a result of this Request for Proposal. Offers may be rejected for any of the following reasons:

- 1.12.1 Failure to meet the mandatory specifications and requirements.
- 1.12.2 Failure to respond in a timely manner to a request for additional information, data, etc.
- 1.12.3 Failure to supply appropriate and favorable client references.
- 1.12.4 Submittal of an incomplete Price Proposal page.
- 1.12.5 Failure to sign the proposal.
- 1.12.6 Failure to return any addenda acknowledgements
- 1.12.7 Submittal of conditional, alternate or multiple proposals.
- 1.12.8 Failure to demonstrate that it is qualified to carry out the obligations of the contract and to implement and support the work specified herein.
- 1.12.9 Failure to provide samples and/or demonstration materials that are representative of the quality level sought by the College.

1.13 Required Submittal List - RFP Packet should be returned in its entirety

- Technical Proposal, including all attachments and
 - References (Attachment A)
 - Conflict of Interest Statement (Attachment B)
 - Contractor Information Form (Attachment C)
 - Subcontractor List, if applicable
 - Qualifications/Requirements Checklist (Appendix)
 - Acknowledgement of Receipt of Addenda, if applicable
- Price Proposal Template (Attachment D)

1.14 Failure to Submit

Failure to provide any of the items noted in Section 1.12 may deem a proposal non-responsive.

1.15 Estimated Contract Quantities

If applicable, the College's estimated service requirements should not be construed as a guarantee of the actual volume to be purchased.

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SECTION 1 – PROPOSAL AND CONTRACT INFORMATION -continued

1.16 Contract Award

An award will be made in the best interest of the College to the highest evaluated and most responsible, responsive Offeror that can meet or exceed the terms, conditions, and specifications of this solicitation. Evaluation of Offeror's will be based on Offeror qualifications, competitive pricing, and references. The evaluation for award will be made on the basis of payment to the Contractor in Net 30 Days from the date an acceptable invoice is received by Montgomery College. The College may cancel this Request for Proposal or reject any or all proposals in whole or in part. Competitive Bid/Proposal awards **valued at \$250,000+** require approved from the Board of Trustees. Contract award will be contingent on board approval.

1.17 Contract Documents

The Request for Proposal in its entirety, the Offeror's proposal, and the College purchase order will form the contract. Offeror's requiring their signed contract or terms and conditions separate and apart from the foregoing must submit such a contract, terms, and conditions with their response. The contract will be examined and evaluated along with the Offeror's proposal. The College reserves the right to reject the Offeror's contract form and terms and conditions.

1.18 Contract Term and Pricing

The term of this contract will be for a single five-year period; however, the five-year period is subject to annual funding appropriations. The College reserves the right to amend its requirements during the life of the contract to meet the needs of the College. Contract prices shall remain fixed for full five-year term of the contract.

1.19 Notification of Change in Personnel Assigned to Contract

Awarded contractor must notify Montgomery College of any changes in personnel assigned to contract, that may impact level of services provided by contractor. Notification must be provided throughout life of contract, and within (7) seven business of a change in personnel assigned to contract. Failure to notify Montgomery College may result in termination of contract.

1.20 Notification of Change in Financial Condition

Awarded contractor must notify Montgomery College of any change in company's financial condition that could negatively impact the level of services or products provided by contractor. Notification must be provided throughout life of contract, and within (7) seven business days of change in company's financial condition. Failure to notify Montgomery College may result in termination of contract.

1.21 Contract Modification and Amendment

The College retains the unilateral right to require changes in the Scope of Work as long as the changes are within the general scope of work to be performed hereunder. The College, without invalidating the contract documents, may submit a written request to order extra work or to make changes to the agreement by altering, adding to, or deducting from the work, and the contract sum shall reflect such changes. Price adjustments must be accepted, in writing, by Montgomery College before the Contractor performs additional work on the project.

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The Contractor cannot accept purchase orders/requests for services or products that are not covered in this contract or make changes to the scope of work unless a price for those services or products has been negotiated with the Procurement Office, and the Contractor has received a signed contract amendment from the Procurement Office.

1.22 INSURANCE REQUIREMENTS

The Contractor shall maintain such insurance as will indemnify and hold harmless the College from Workmen’s Compensation and Public Liability claims for property damage and personal injury, including death, which may arise from the Contractor’s operations under this contract, or by anyone else directly or indirectly employed by him/her. Certificate of insurance is due within seven (7) days of notice of award.

The Contractor shall maintain insurance in force at all times during the term of this agreement, with an insurance carrier approved or licensed to do business in the State of Maryland acceptable to the College, and with the following minimum insurance coverage.

Workers compensation Insurance covering the Contractor’s employees

As required by Maryland State law with the following minimum limits:

Bodily Injury by Accident	\$100,000 each accident
Bodily Injury by Disease	\$500,000 policy limit
Bodily Injury by Disease	\$100,000 each employee

Commercial General Liability Insurance, excluding automobiles Owned or hired by the Contractor, with limits as follows:

Bodily Injury and Property Damage:

\$300,000 combined single limit of bodily injury and property damage

-Contractual Liability – Premises and Operations

-Independent Contractors

Comprehensive Automobile Liability - Providing bodily injury and property damage coverage for owned Vehicles and non-owned vehicles with limits as follows:

Bodily Injury: \$100,000 each person
\$300,000 each occurrence

Property Damage: \$300,000 each occurrence

Additional Insured - Montgomery College shall be named as an additional Insured on all liability policies.

These coverage’s and limits are to be considered minimum requirements under this Agreement and shall in no way limit the liability or obligations of the Contractor. The insurance shall provide that policy coverage will not be cancelled, altered or materially changed without sixty (60)-calendar days’ notice to the College by registered or certified mail. The insurance shall not be limited to claims made only while the policy is in effect.

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The Contractor shall furnish the College with a certificate of insurance as evidence of the required coverage. The Contractor shall provide liability insurance coverage for material and/or equipment stored for the College for which the Contractor has received payment in an amount of that equaling its replacement value. Such insurance shall specifically identify the materials and/or equipment and shall name the College as an additional insured. The Contractor shall provide the College with evidence of such insurance. In the event that the Contractor's insurance is terminated, the Contractor shall immediately obtain other coverage. Lack of insurance during life of contract shall be grounds for immediate termination of contract.

1.23 Certificate of Liability Insurance

The Contractor shall furnish the College a Certificate of Liability Insurance as evidence of the required coverage within seven (7) days of award of the contract. Such insurance shall name the College as an Additional Insured. Policy and Certificates of Insurance shall reference Montgomery College Contract No. E522-001. Current certificates must be provided to the College throughout the contract term.

1.24 Termination of Insurance

In the event that the Contractor's insurance is terminated, the Contractor shall immediately obtain other coverage. Lack of insurance shall be grounds for immediate termination of the contract.

1.25 Contract Assignment

The Contractor may not assign, transfer, convey, sublet or otherwise dispose of the contract or its rights, title or interest therein or its power to execute such agreement to any other person, company or corporation without the previous consent and approval, in writing, by the College, and consent to such assignment shall not be unreasonably withheld or delayed. Unless otherwise agreed to in writing by the College, the assignee shall bear all costs incurred by the College, directly or indirectly, in connection with or as a result of such an assignment.

1.26 Contract Deadlines and Failure to Deliver

The Contractor is contractually obligated to meet all agreed upon deadlines. Failure of the Contractor to meet any deadline is grounds for termination by default. Additionally, if the Contractor fails to comply with established delivery requirements, the College reserves the right to make an open market purchase of required services and items and to assess, as liquidated damages, the difference between the contract price and the actual cost incurred by the College and to invoice charges to the Contractor.

1.27 Contract Billing

Summary billing for a lump sum amount is not an acceptable format on invoices billed to the College and any invoice presented for payment that lacks itemized billing may be returned. Minimally, invoices must include the College purchase order number. All true and correct invoices must be mailed to Montgomery College, **Office of Business Services, Accounts Payable, at 9221 Corporate Blvd, Rockville, Maryland 20850** or e-mailed to accountspayable@montgomerycollege.edu.

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1.28 Public Record and Proprietary Information

As a public entity, the College is subject to the disclosure requirements in the Maryland Public Information Act ("MPIA"), Title 4 of the General Provisions Article of the Annotated Code of Maryland. Information that is deemed to be confidential commercial or financial information, as defined by the MPIA, may be exempted from disclosure. Offeror's must clearly identify each part of the Offer that it believes contains confidential commercial or financial information by stamping the top right-hand corner of each pertinent page with large red bold letters stating the words "confidential" or "proprietary". It is not sufficient to preface your proposal with a proprietary statement, or to use a page header or footer that arbitrarily marks some or all pages as confidential. General claims of confidentiality or similar blanket designations shall not be effective. Each Offeror must submit a proprietary and confidential redacted copy of its proposal to be used in responding to MPIA requests.

Offeror agrees that upon request from the College, it will provide justification as to why any material, in whole or in part, should be considered confidential, proprietary information or trade secrets and provide any justification of why such materials should not be disclosed pursuant to a request under the MPIA. The College, by law must apply the MPIA requirements for public information disclosure deemed proprietary and/or confidential; therefore, even the information marked as such by the Offeror may still require public disclosure. Offeror agrees that any portion of the proposal that is not stamped as proprietary or confidential is not proprietary or confidential and shall be disclosed upon request under the MPIA.

1.29 Confidentiality

The Contractor agrees to maintain in strict confidence Montgomery College's confidential information as listed herein. The Contractor may use the College's confidential information solely to perform the services required, as listed herein and may not disclose such information to any person or entity without the expressed written consent of Montgomery College.

The information contained in proposals submitted for the College's consideration will be held in confidence until all evaluations are concluded and an award has been made. Pricing and other information that is an integral part of the offer cannot be considered confidential after an award has been made. Offeror's must clearly mark any information considered proprietary and confidential. The College will honor requests for confidentiality for information of a proprietary nature. Pricing may not be deemed confidential.

1.30 Tobacco and E-Cigarette Policy

Montgomery College is a tobacco-free institution. The use of tobacco and e-cigarette products is prohibited in all indoor and outdoor College-owned property and facilities, including all buildings and building entrances; walkways; recreational and athletic areas; parking lots; bus stops/shelters; College owned or leased vehicles; and facilities leased and controlled by the College as well as at meetings or conferences sponsored by the College, regardless of the location. This use prohibition extends to the Contractor's employees, agents, subcontractors, and Contractors.

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SECTION 2 – BACKGROUND AND SCOPE OF WORK

2.1 Background

Montgomery College is Maryland's second oldest community college. The College serves roughly 55,000 students each year, through credit and noncredit programs, at nonresidential campuses located in Germantown, Rockville, and Takoma Park/Silver Spring and at off-campus sites throughout Montgomery County. To support students' academic and professional goals, the College employs more than 3,100 faculty, administrators, and staff.

2.2 Objective

The objective of this Request for Proposal (RFP) is to seek an experienced and qualified partner that can offer competitive pricing and provide reliable, secure and robust hosted voice (Cisco WebEx Calling) and ACD solutions for the College.

2.3 Scope of Work/Services

Voice services at the College have been hosted on the Broadsoft-BroadCloud platform utilizing dedicated circuits since November 2016. Cisco has recently acquired the Broadsoft platforms therefore, the College is soliciting proposals for a partner to help migrate and provide hosted Cisco WebEx Calling voice services for the College's approximately 3300 stations, voice mail system, e911, and Customer Contact Center ACD system.

Qualified proposal responses will be judged upon:

A. Solution Proposal

- End-to-end technical solution architecture that meets the College requirements and is deemed to provide the most reliable, secure and robust hosted voice and ACD solutions for the College.

B. Solution Total Cost over 60 Months

- One-time Costs based on the College estimated stations in the Price Proposal form.
- 60 months service costs based on the College estimated stations in the Price Proposal form.

Responses should propose the provisioning of Cisco's Cisco WebEx Calling hosted voice services and Cisco's Customer Contact Center 2.0.

2.4 Current Telephony & Network Overview

A. Telephony

- I. Handsets: The College has standardized on Polycom VVX 310, VVX 311, VVX 501 handsets and RP Trio 8800 IP conference phones. Approximately 3,200 of these handsets have been deployed throughout the College.
- II. Analog gateways: The College utilizes ADTRAN 924E ATAs to interface with various analog devices (fax machines, credit card readers, etc.).
- III. DID Numbers: The College owns an entire 10,000 bank of DID numbers.

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SECTION 2 – BACKGROUND AND SCOPE OF WORK-continued

B. Network

The College data network is a traditional 3 tier network utilizing Juniper hardware and software. The College has made substantial investments in the network infrastructure over the past few years in preparation for cloud-based voice services and the system has been audited to ensure its readiness for hosted voice services.

College network infrastructure overview:

I. Edge/Access:

- a. The vast majority of the edge switch inventory is Juniper EX-4300-48P.
- b. All switches are POE enabled.
- c. 2X10GE or 4X1GE uplinks to Distribution.
- d. Stacked switch Virtual Chassis (VC) configuration, based on port needs.
- e. Each IDF has an APC UPS back-up power solution with an estimated 30 minute run time during a power outage.

II. Distribution:

- a. Redundant chassis and dual power supply configuration.
- b. Layer 2 Concentrator, typically deployed in each building.
- c. Dual uplinks (either 2X10GE or 4X1GE) to Core Routers, utilizing VRRP.

III. Core:

- a. Redundant Juniper MX-480 Core Routers; Routed (Layer 3) traffic presented to WAN and ISP's.
- b. Full Mesh Core Routing, utilizing iBGP Policy Based Redundancy.
- c. Must traverse 10GE Checkpoint 12600 Firewalls at each Border and Datacenter.

IV. Border/Screening Router:

- a. EBGP, with ASN in Confederation configuration between three available ISP's.

V. Network Monitoring:

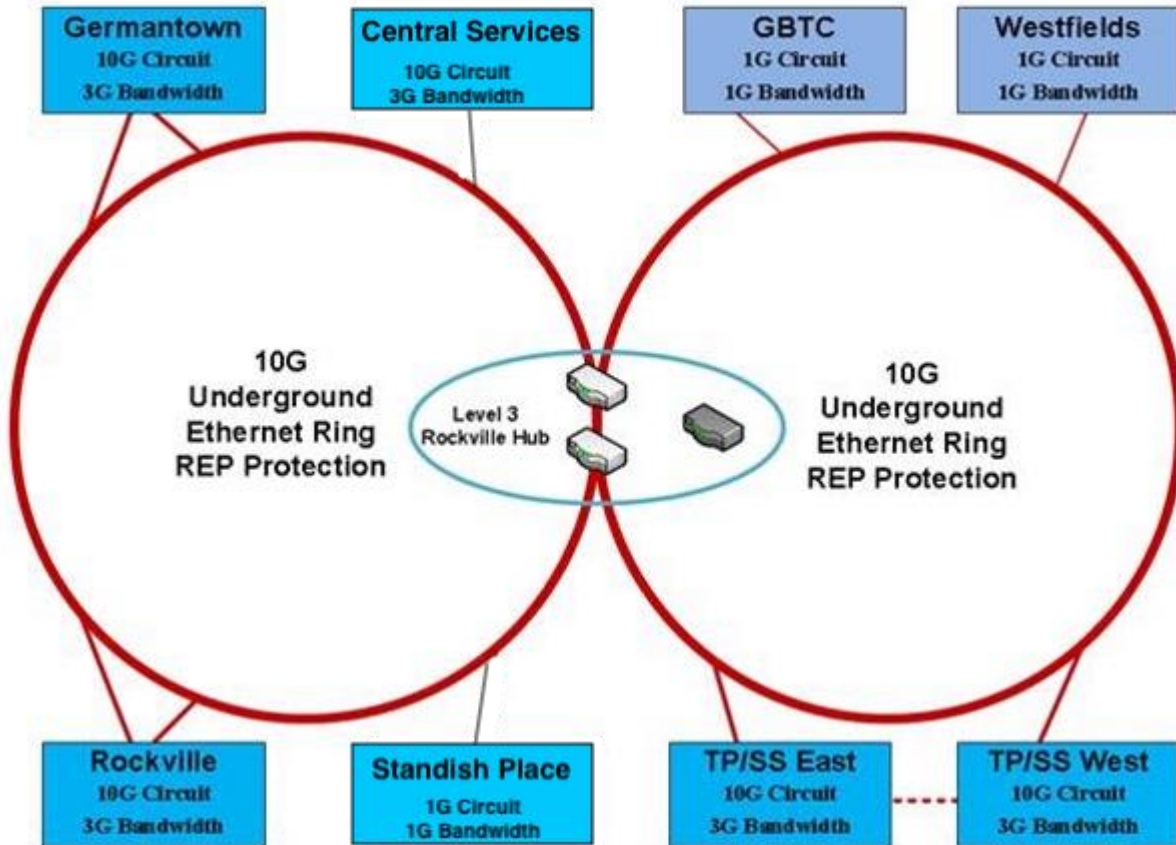
- a. 24x7x365 infrastructure monitored by both Solar Winds and What's Up Gold.

Network Overview Maps

OC-Off Campus Locations
+Gaithersburg Business Training Center
+Central Services
+Westfields
+Standish Place

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2.5 Project Approach

The Proposer should include in its response a sample work plan and proposed schedule showing tasks and time frames necessary to complete the scope of services.

To include but not limited to the following:

- Approach to scoping and conducting the project; efforts that may be needed to ensure a successful project; work and management methodology; activity coordination methodology and consideration of areas not addressed, but deemed essential to the effective conduct of the project.
- Any issues that Offeror believes are critical to the project's success; a list of extra deliverables and/or additional documentation to be provided beyond the deliverables stated in this RFP.
- Describe any particular challenges you foresee with this project and the plan to address them.
- List any cost effective and innovative ideas for delivering the project, and any other pertinent information relevant for consideration.

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2.6 Project Management

A Project Manager must be designated to the project, and an organizational chart showing the manager and all project staff must be included. Provide team members educational background and experience, including sub-consultants, if applicable. The information should describe the nature of the work and the role of these individuals and/or companies as they relate to this project. Include the qualifications of any outside consultants and associates that may be employed to assist on this project.

2.7 Contractors Responsibility for Employees/Subcontractors

The contractor shall be responsible for the acts and omissions of all the firm's employees and all Subcontractor employees, their agents and all other persons performing any of the work under a contract with the contractor. The contractor shall at all times enforce strict discipline and good order among the contractor's employees and shall not employ on the work site any unfit person or anyone not skilled in the task assigned.

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SECTION 3 – QUALIFICATIONS AND REQUIREMENTS

Offeror must provide a thorough response to each requirement outlined in this section demonstrating the Offeror's ability to meet the stated requirements. Omission of a response to any requirement will be deemed non-capability of the Offeror to meet the stated requirement and will be evaluated as such.

3.1 Minimum Qualifications and Requirements

The Contractor must have the necessary personnel, experience, certification, knowledge, skills, abilities, licenses, facilities, equipment, supplies, insurance, and technology in place to fulfill the requirements of the resulting contract and to provide the requested services on a timely basis and in compliance with all municipal, county, state, and federal codes, ordinances, regulations, and laws and industry best practices and standards.

3.2 Past Experience Requirements

- Must have five (5) years of experience providing comprehensive hosted or managed voice services to institutions of similar size and scope.
- Offeror will demonstrate current and past experience with respect to providing hosted voice services.
- The Offeror must provide three (3) references within the past three years that are capable of confirming the Offeror's experience in providing the same or similar level of services. [If the Offeror is a current or recent service provider to Montgomery College, the College should be listed as a reference](#)

3.3 Mandatory Requirements

- Montgomery College requires responding Offerors to be **pre-authorized** to sell WebEx Cloud Calling, WebEx Contact Center and Cisco PSTN.
- Montgomery College also prefers responding vendor to be able to provide **necessary end-to-end dedicated telecommunications/network circuits directly, and without any third-party service providers**. Non-telecommunications vendors must provide circuits through a College approved tier-one telecommunications service provider.

3.4 Implementation Requirements

A. Cisco WebEx Calling Hosted Voice Platform

 **Requirement:**

- 1) Hosted PBX Services: The College is currently utilizing Cisco Broadsoft BroadCloud as the technical platform for our hosted voice system. Partners must submit responses to this proposal that leverage Cisco WebEx Calling (previously known as Cisco (BroadSoft-BroadCloud) as the core of their hosted voice solution.
- 2) Handsets: The proposed solution must utilize pre-negotiated replacement of Poly phones with Cisco phones.
- 3) ACD System: The College currently utilizes Cisco's Customer Journey Platform (CJP) to manage call centers. The College will consider proposals that specify Cisco's WebEx Contact Center (previously known as Customer Journey Platform). Proposed solution must include access to the full suite of Cisco WebEx Calling ACD features and services and allow for dynamic license increases by the College's administrators.

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B. Solution Architecture & Connectivity

 **Requirement:**

- 1) Call transport must be over dedicated circuits, not via the internet. The College understands that Internet may be configured as the backup for the primary solution.
- 2) Partners must provide Cisco PSTN services.
- 3) Partners should provide a detailed architectural diagram showing redundancy and security between the College's edge routers and the Cisco network.

Note: The College WAN does not currently support QoS tagging, therefore, the College understands that vendor solutions will not provide QoS beyond their circuits that deliver the hosted voice service services.

The College requires that call transport for the hosted voice services system be delivered via dedicated connections (not over the Internet) to two of the three sites below. Call setup can be made using the internet as needed.

Rockville Campus - 51 Mannakee St., Rockville, MD 2085

Germantown Campus - 20200 Observation Dr., Germantown, MD 20876

Takoma Park/Silver Spring Campus - 7600 Takoma Ave., Takoma Park, MD 20912

C. PSTN / Local and Long-Distance Calling

 **Requirement:**

- 1) Cisco unlimited local and long-distance outbound calling.
- 2) Porting of college's block of 10,000 DIDs (DID pricing should accommodate both active and parked numbers).
- 3) Additional charges for International long distance must be detailed in the RFP response.
- 4) Additional charges for 411/Directory Assistance service must be detailed in the bid response.

D. E911

Partners proposed solution must include a comprehensive E911 solution. The College currently uses "Bandwidth" within the BroadCloud platform to manage 911 updates.

 **Requirement:**

- 1) Alert the Montgomery County PSAP with all county required information.
- 2) Simultaneously notify the College Public Safety department that a 911 call has been placed from a campus phone on the Cisco WebEx Calling platform identifying name and location of phone by campus/building/room.
- 3) The College currently uses Bandwidth from our current provider to maintain a database that contains address/building/room/floor for each DID number. Services will be migrated to RedSky.
- 4) Ability to administratively update location database each time a hardphone or softphone is moved or associated with a new network device populating the database with the current address including building/floor location.

 **Desired Options:**

- On Campus and Off-campus mobility solution.
- Partner response must furnish end user options for providing accurate address information for E911 calls made from off campus locations.

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E. Migration Project Management

- 1) Cisco Systems will be running a Proof of Concept for the College. Prior to the purchase of the platform Montgomery College will be fully deployed in Control Hub with all users provisioned and connectors in place and tested. After the procurement of the platform and the phones, Montgomery College will be working internally to deploy all the phones to their proper locations and activate them. Please recommend any additional services you believe would be in the best interest of the college and the associated pricing as an optional add-on to the bid.
- 2) Transition from CJP to WebEx Contact Center.

F. Training

Cisco will be providing Training and materials for administrators as well as training and materials for end users trainers in the form of both real-time and on-demand training modules. Please provide any additional training that you are able to provide and the associated pricing.

G. Billing

Partner proposed billing solution must satisfy the following requirements and samples must be provides with the proposal.

 **Requirement:**

- 1) Monthly service invoices must be available in two formats:
 - a. A regular invoice format with invoice number, date, account number, current month summary recap (with totals), high-level summary detail (with sub-totals and totals), and a previous activity recap/account recap with beginning, current month activity, and ending balances. This should be an electronic file such as a pdf file.
- 2) Electronic, downloadable or retrievable files (flat file, .csv, etc.)
 - a. Detailed line accounting of each charge by telephone number. This would include all recurring and non-recurring--non-usage charges. These charges should include description and amount of monthly line charges, taxes, support, etc.
 - b. Detailed call detail record (CDR) files of premium call services and international call usage. The detail must include for each call, the calling number, called number, date of call, location of called number, time of call, duration of call, and amount charged for the call.
 - c. College is a tax-exempt organization. Partners are responsible for filling of Universal Services Fund exemption.

H. Service and Support

Partners' RFP submissions must furnish how they will provide service and support for hosted voice services provided to the College as further defined in this section below:

- 1) Response time to outages (and general support calls) in accordance with the severity level of the problem/issue;
- 2) Planned outage notification process and procedures;
- 3) Definition of Problem Severity Levels and Escalation process to facilitate resolution of problems/outages not resolved within the initial Response Time Level Category;
- 4) Provide details on the Problem Resolution, Problem Category and Escalation process to include time-based support levels (business hours, 24x7, weekends, etc.);
- 5) Provide MTTR estimation and RFO for outages;
- 6) Remedies for outages exceeding defined service uptime to include service credits;

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- 7) On-demand service status information that is current and meaningful for the Hosted voice service services.

3.5 Proposal Response & Completeness of Documents

- A. Offeror must submit a complete and thorough response to each requirement outlined in Section 3 of the RFP demonstrating the Offerors ability to meet the stated requirements. Omission of a response to any requirement will be deemed non-capability of the Offer to meet the stated requirement and will be evaluated as such.
- B. The proposal is to be organized and complete in every detail, prepared in a simple and straightforward manner, sufficient detail to allow College evaluators a comprehensive and clear understanding of the Offeror’s capabilities. All required document submittals are included and in the order requested.
- C. Offeror must provide a detailed response on Project Approach (Section 2.5) and Project Management (Section 2.6) in proposal response.

3.6 Network and Hosting Requirements

The proposed technology solution will be hosted by the Vendor or by a qualified third party Vendor. The Vendor or its subsidiaries or subcontractors shall not transmit data on or through the College network or any devices that are a part of that network or store data on any devices that are part of that network. The College requires that all of its data be stored in the continental U.S. To review Montgomery College Information Technology Standards visit: https://info.montgomerycollege.edu/offices/information-technology/it-security/it_standards.html.

3.7 Data Security Standard

All college vendors or potential vendors who provide technology resources or services in the form of software, hardware, electronic content, or support documentation and services as well as those vendors who host and/or process College data in support of service offerings.

- A. Privacy and Data Protection

NOTE: Prior to contract award, If use of offered software or services includes the cloud or off-site storage of College data, bidding firm may be required to satisfactorily complete (as determined by Montgomery College IT Security Group personnel) an associated questionnaire(s) on security and privacy controls, and/or provide its latest **SOC 2 report**. The College reserves the right to disqualify any bidding firm that fails to provide a satisfactory questionnaire and/or current SOC 2 report, upon request.

***MANDATORY REQUIREMENT:** If multi-year contract, a satisfactory SOC 2 report is required and must be submitted within ten (10) days prior to start of contract renewal period.

3.8 Technology Accessibility Requirements

All e-learning and information communication technology developed, purchased, upgraded or renewed by or for the use of the College shall comply with all applicable policies, Federal and State laws and regulations including, but not limited to Section 508 of the Rehabilitation Act (29 U.S.C. 794d) and all other regulations disseminated under Title II of The Americans with Disabilities Act, which are applicable to all benefits,

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services, programs, and activities provided by or on behalf of the College. The Vendor shall also comply with the Web Content Accessibility Guidelines (WCAG) 2.0 AA.

A. Accessibility Conformance Report

NOTE: Prior to contract award, the highest ranked bidder will be instructed to submit a completed Voluntary Product Accessibility Template (VPAT) or a demonstration of its product accessibility. If an accessibility conformance report is not available, the bidder must complete the Voluntary Product Accessibility Template (VPAT). The VPAT template is available at <https://www.section508.gov/sell/vpat>. A review of the Accessibility Conformance Report or VPAT will be included in the proposal evaluation process, and failure to submit either document may result in the disqualification of submitted response. The College reserves the right to disqualify any bidding firm that fails to provide completed VPAT or a product accessibility demonstration.

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SECTION 4 – PROPOSAL EVALUATION AND AWARD

4.1 Proposal Evaluation

4.1.1 Evaluation Process

All proposals submitted will first be examined for responsiveness and completeness by the College evaluation team. Those proposals which do not clearly respond to the proposal submission requirements may be rejected at the discretion of the College. Those proposals not rejected will be evaluated to determine which offer best meets the requirements in the RFP and is in the best interest of the College. Proposal information will be evaluated and scored by the College, and its decision will be final.

Technical Proposals will be opened first at the date and time advised in the RFP documents, and evaluated by a College Evaluation Committee. The Price Proposals remain sealed and are held by the Procurement Office. Evaluation of Technical Proposals will be based on the criteria provided in the RFP, the substantiated ability of an Offeror to perform the required services, and the Offeror’s responsiveness to the RFP requirements.

4.1.2 Evaluation Criteria

Technical Proposals will be initially evaluated and scored by the College Evaluation Committee based on the following criteria: **Highest possible evaluation score =100**

Description of Criteria	Point Value
<p>Qualifications/Experience Professional qualifications and technical competence of the firm, subcontractors, and staff proposed for the performance of the required services. Offeror’s organization size, length of time the organization has been providing the required services.</p>	Max Point: 10
<p>Project Approach/Project Management The Proposer should include in its response a sample work plan and proposed schedule showing tasks and time frames necessary to complete the scope of services.</p>	Max Point: 5
<p>Past Performance/Experience Offeror must have successfully engaged in professional services of this type for a minimum of five (5) years. Demonstrated success in projects similar to the one described in this RFP. Experience providing services to institutions or public-sector entities similar in size and mission to Montgomery College.</p>	Max Points: 10
<p>Solution Architecture End-to-end technical solution architecture that meets the College requirements and is deemed to provide the most reliable, secure and robust hosted voice and ACD solutions for the College. Detailed response to every requirement listed in Section 3 will be used to evaluate this section.</p>	Max Points: 45
<p>Price Proposal Solution Total Cost over 60 Months a) One-time Costs based on the College estimated stations in the Price Proposal form b) 60 months service costs based on the College estimated stations in the Price Proposal form</p>	Max Points: 30

4.1.3 Technical Proposal

Statement of Qualifications, Past Performance, and Technical Solution represent the technical proposal. Award will be made in aggregate, to the highest evaluated, most responsive, responsible Offeror meeting all RFP terms, conditions, and specifications.

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SECTION 5 – PROPOSAL SUBMISSION

5.1 Proposal Organization

The proposal shall be organized using the following outline; responses to each requirement will be in order and clearly marked with the section number to which they respond. All responses must comply with the sequence and items as presented in Paragraph 5.2, RFP Outline, which lists the minimum requirements and packaging for the preparation and presentation of a response. Failure to comply may result in rejection of the response. The proposal should be specific and complete in every detail, prepared in a simple and straightforward manner, and provide sufficient detail to allow College evaluators a comprehensive and clear understanding of the Offeror's capabilities. Offeror's are expected to examine the entire Request for Proposal, including all specifications and instructions, failure to do so will be at the Offeror's risk. Each Proposer must furnish the information as required by the RFP.

5.2 Required Proposal Submittals

A submittal consisting of the Technical Proposal and the Price Proposal is required when responding to this Request for Proposal.

5.2.1 Technical Proposal

This section must contain a detailed description of the services offered by the Offeror in response to this RFP. The information submitted by the Offeror must provide sufficient detail to allow College evaluators to gain a comprehensive and clear understanding of the Offeror's capabilities.

5.2.2 Include in Technical Proposal the following: Offeror must submit a complete and thorough response to each requirement outlined in Section 3 of the RFP demonstrating the Offerors ability to meet the stated requirements. Omission of a response to any requirement will be deemed non-capability of the Offer to meet the stated requirement and will be evaluated as such.

- Transmittal Letter
- Statement of Qualifications
- Project Approach & Project Management
- Completed Reference form (Attachment A)
- Conflict of Interest Statement (Attachment B)
- Subcontractor Listing (if applicable)
- Completed Contractor Information form (Attachment C)
- Price Proposal Template (Attachment D)
- Qualifications/Requirements Checklist (Appendix)
- Acknowledgement of Receipt of Addenda (if applicable)

Offeror's Proposal shall be organized in the following manner:

5.2.3 Transmittal Letter

The transmittal letter must be prepared on the Offeror's business stationery. The letter must introduce the company and give a brief history of the organization and the contact person responsible for the project. The letter should summarize the key points of the proposal; must indicate the Offeror's understanding of the College's requirements; and demonstrate the Offeror's ability to provide the requested services. An individual authorized to represent the Offeror for this RFP must sign the letter.

5.2.4 Statement of Qualifications

This contract requires specialized services. Offeror's statement of qualifications must address the following:

- Professional qualifications and technical competence of the firm, subcontractors, and staff proposed for the performance of the required services.

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- Previous demonstrated experience
- Offeror’s corporation/organization size, web presence, length of time the organization has been providing the required services listed herein, and key business relationships.

5.2.5 Project Approach and Project Management

The Proposer should include in its response a sample work plan and proposed schedule showing tasks and time frames necessary to complete the scope of services (Sections 2.5 and 2.6).

5.2.6 References

The Offeror must submit three (3) references from current or former customers within the past three (3) years that are capable of confirming the Offeror’s experience in providing the same or similar level of services. References from higher education institutions similar in size and scope to Montgomery College are preferred, but not required. [If the Offeror is a current or recent service provider to Montgomery College, the College should be listed as a reference.](#)

The proposal must include the names and telephone numbers of three references. Cited references must be able to confirm, without reservation, the Offeror’s ability to provide these services in accordance with the requirements in this RFP. The College reserves the right to reject a proposal based on an unsatisfactory reference; to request additional references or contact any site using the Offeror’s services; and to require a site visit to one or more of the Offeror’s reference locations.

5.2.7 Subcontractors

Each Offeror must list the subcontractors to be used in the performance of this contract. The College reserves the right to approve or disapprove any subcontractor who will be performing work related to this project.

5.2.8 Price Proposal

[PRICING CONFIGURATION FOR MONTGOMERY COLLEGE](#) Hosted voice service RFP. Completed **attached price proposal spreadsheet** must be included with submission reflecting **Cisco Higher Education pricing**. Pre-filled and shaded parts of the Price Proposal must not be changed. Responding vendors are instructed to work with the Cisco account team and collaboration team on their response in order to reflect specific elements and pricing that have been pre-negotiated with Cisco and includes the replacement of the existing phones.

Note – all counts are estimates. Bidder is also to provide a complete list of international calling rates as part of their proposal. The prices offered on the Price Proposal must include all charges, costs, and fees incurred in the delivery of this procurement. No allowance will be made at a later date for additional charges due to the Offer’s omission.

The Price Proposal must be completed in full, signed, and dated. Offers must submit the pricing of all line items to be considered for award; failure to do so will deem an Offer non-responsive.

5.2.9 Qualifications/Requirements Checklist

Offerors must answer “Yes” or “No” to each requirement as to the firm’s ability to meet that particular requirement. **Responses must be included in the submitted proposal.**

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5.3 Electronic Proposal Submission Instructions

The following electronic proposal submission requirements supersede the delivery of bids, and bid signature requirements language in Attachment F: General Conditions and Instructions.

All Offeror’s proposals must be submitted **electronically**, via one email. In the email, attach two separate PDF file attachments, by 3:00 PM Eastern Daylight Time (EDT), on **September 17, 2021**. One attachment shall include the **Technical Proposal**, and the second attachment shall include the **Price Proposal**. Subject line of email must include “Vendor Response to **RFP No. E522-001, Hosted Voice Services**.”

Email address: vendor.proposals@montgomerycollege.edu

- **Any proposal received electronically after the specified deadline will be automatically rejected.**
- The subject line of the email must include the following: Request for Proposal (RFP) bid number and title.

In addition to the electronic submission, one original hard copy proposal is also required, and must be submitted as follows:

- ✚ **One** complete, signed original Proposal, along with any addenda acknowledgements, if applicable.
- ✚ **One** original, signed price proposal, marked as such, and submitted in a separate envelope.

Hard copy bid response must be received by the College within ten (10) business days of the electronic submittal deadline date. Vendor proposal will not be rejected, if hardcopy is not received by the proposal submittal deadline; however, it must be received prior to contract award or sooner.

Original hardcopy bid shall be mailed or delivered to the following address:

Montgomery College
Central Receiving Dept.
Attn: Procurement Office
7602 Standish Place
Derwood, Maryland 20855

Request for Proposal (RFP) title/number should be reflected on outside of package, along with RFP closing date and time.

Note: Opening Hours: 9:30 a.m. – 2:30 p.m., **Monday through Friday**, Except for College Holidays
Phone Number: 240-567-5282

Proposals shall be certified, wet signed, and dated by a bona-fide agent of the Offeror, and include minority classification, if applicable. Failure to include all required submittals may render the Proposal non-responsive. The College will reject any offer without an authorized signature.

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SECTION 6- PRICE PROPOSAL AUTHORIZED SIGNATURE PAGE

PRICING CONFIGURATION FOR MONTGOMERY COLLEGE Hosted voice service. The attached matrix (Attachment D) must be included with each submission. Note - all counts are estimates. Bidder to also provide a complete list of international calling rates as part of their proposal.

The prices offered on the Price Proposal must include all charges, costs, and fees incurred in the delivery of this procurement. No allowance will be made at a later date for additional charges due to the Offeror's omission. An aggregate award will be made in the best interest of the College to the highest evaluated, most responsible, responsive Offeror that can meet the terms, conditions, and specifications of this solicitation.

By signing below, your firm agrees to provide said goods and/or services as specified and that those goods and/or services shall be provided or performed in accordance with the bid specifications, stipulations and terms and conditions specified and that your firm has read and agrees to the College terms, conditions, stipulations, and specifications and any College approved or authorized exceptions and that your firm will adhere to said terms and conditions in any contract resulting.

Company Name

Name

Title

Authorized Signature and Date

The College is exempt from State of Maryland sales use tax and federal excise tax, and the College will not pay or reimburse those taxes.

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APPENDIX

Offerors must answer “Yes” or “No” to each requirement as to the firm’s ability to meet that particular requirement. **Responses must be included in the submitted proposal.**

QUALIFICATIONS/REQUIREMENTS CHECKLIST	Meets Requirement (Y) Yes or (N) No
1. Offeror meets the minimum qualifications and requirements outlined in Section 3.1 of the RFP?	
2. Offeror is pre-authorized to sell WebEx Cloud Calling, WebEx Contact Center and Cisco PSTN?	
3. Offeror is able to provide necessary end-to-end dedicated telecommunications/network circuits directly, and without any third-party service providers? OR Non-telecommunications vendors must provide circuits through a College approved tier-one telecommunications service provider.	

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ATTACHMENT A - REFERENCES

REFERENCE 1	
Company Name	
Street Address	
City, State, Zip Code	
Contact Person/E-mail	
Title	
Telephone Number	
Service Dates	

REFERENCE 2	
Company Name	
Street Address	
City, State, Zip Code	
Contact Person/E-mail	
Title	
Telephone Number	
Service Dates	

REFERENCE 3	
Company Name	
Street Address	
City, State, Zip Code	
Contact Person/E-mail	
Title	
Telephone Number	
Service Dates	

Please note: References listed must be able to confirm the Offeror’s ability to provide the services requested in this RFP.

References submitted by: _____
Company Name

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ATTACHMENT B – CONFLICT OF INTEREST STATEMENT

The undersigned hereby affirms and attests that to the best of its knowledge, no Montgomery College trustee or employee, or spouse, parent, child, brother, sister of the trustee or employee, own assets in this business, and of this date, are NOT employed by Montgomery College. Conflict of Interest Statement must also be submitted within seven (7) days prior to the start of each contract renewal term.

Company Name:	
Printed Name:	
Title:	
Signature:	
Date:	

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ATTACHMENT C – CONTRACTOR INFORMATION FORM

C.1 I/We offer the terms, delivery and pricing for the requested products/services, and certify that I am a bona fide agent, authorized to make offers on behalf of the firm.

C.2 Minority Contractor: Yes No

If yes, please specify minority classification

C.3 Price adjustment (is is not) necessary for other public agencies as listed.

C.4 Please list any exceptions taken to any terms and conditions listed in the RFP. Please note any exceptions taken may affect the award of a contract or purchase order.

C.5 I/We certify that our firm is not currently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this solicitation by any County, State, or Federal agency. I/We agree to notify Montgomery College should a change in this status occur.

Yes No

C.6 Please provide the following information:

Print clearly

Company Name		Years in Business	
Federal Tax Number		Dun & Bradstreet Number	
Street Address		City, State, Zip Code	
Telephone Number		Fax Number	
Contact Person		Title	
Cell Number		E-Mail Address	

Company Name Name

Title Authorized Signature and Date

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ATTACHMENT E – NO PROPOSAL RESPONSE FORM

Please be advised that our company does not wish to submit a proposal in response to the above-captioned RFP for the following reason(s):

Too busy at this time

Not engaged in this type of work

Project is too large or small

Cannot meet mandatory specifications (Please specify below)

Other (Please specify)

Company Name Name

Street Address Authorized Signature and Date

City, State, Zip Code Title

Please return to: Montgomery College Office of Business Services 9221 Corporate Blvd Rockville, Maryland 20850

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ATTACHMENT F – GENERAL CONDITIONS AND INSTRUCTIONS

ACCEPTANCE PERIOD The selected Contractor(s) must agree to an acceptance trial period of performance not to exceed ninety (90) consecutive calendar days. During the 90-day acceptance period, the Contractor’s performance must be consistent with the specifications contained herein and the Contractor’s bid. Failure to satisfy the “acceptance trial period of performance” may result in cancellation of the contract. In the event that the Contractor fails to meet all requirements, the College shall declare the Contractor’s services unacceptable and the Contractor in default, and terminate all agreements, written or verbal, without penalty or obligation to the College. Further, should there be any dispute/discrepancy on acceptability of said service, decisions made by the College will prevail and be final.

ADDENDA The College reserves the right to amend or add to this bid at any time prior to the bid due date. If it becomes necessary to change or add to any part of this bid, the Procurement Officer will furnish an addendum to all prospective Bidders listed as having received a copy of this bid. All addenda will be identified as such and will be sent by mail, email, or fax transmittal.

ADDITIONAL ORDERS Unless it is specifically stated to the contrary in the bid response, the College reserves the option to place additional orders against a contract awarded as a result of this solicitation at the same terms and conditions, if it is mutually agreeable.

ASSURANCE OF NON-CONVICTION OF BRIBERY The Bidder hereby declares and affirms that, to its best knowledge, none of its officers, directors or partners and none of its employees directly involved in obtaining contracts has been convicted of bribery, attempted bribery or conspiracy to bribe under the laws of any state or the Federal government.

AUDIT Bidder shall permit audit and fiscal and programmatic monitoring of the work performed under any contract issued from this solicitation. The College shall have access to and the right to examine and/or audit any records, books, documents and papers of Bidder and any subcontractor involving transactions related to this agreement during the term of this agreement and for a period of three (3) years after final payment under this agreement.

AWARD CONSIDERATIONS Awards of this bid will be made to the lowest responsible Bidder conforming to specifications with consideration being given to quantities involved, time required for delivery, purpose for which required, responsibility of bidder and its ability to perform satisfactorily with consideration to any previous performance for Montgomery College. A bid may be awarded at the sole discretion of the College in the best interest of the College. Prompt payment discounts will not be considered in bid evaluation. All discounts other than prompt payment are to be included in bid price.

BEHAVIOR OF CONTRACTOR EMPLOYEES The College is committed to providing a work and study environment that is free from discrimination and harassment on the basis of race, color, religious creed, ancestry, national origin, age, sex, marital status, handicap, pregnancy, or status as a disabled veteran or veteran of the Vietnam era. Behavior contrary to this philosophy, which has the purpose or effect of creating an intimidating, hostile, or offensive environment, will not be tolerated by the College, and it is the Contractor’s responsibility to ensure that such behavior by its employees, agents, and subcontractors does not occur. The policy extends to maintaining an environment free from sexual harassment. Therefore, sexual advances or sexual remarks, requests for sexual favors, and other verbal or physical conduct of a sexual nature must not be condoned or permitted by the Contractor. This prohibition extends to such harassment within the employment context as well as harassment of students, staff, and visitors to the College. It should be assumed that all sexual behavior by the Contractor’s employees, agents, and subcontractors on any campus or facility of the College, whether owned, operated, maintained or leased by the College, is improper and unwelcome.

BID AND PERFORMANCE SECURITY If bid security is required, a bid bond or cashier’s check in the amount indicated on the bid cover must accompany each bid and be made payable to Montgomery College. Corporate or certified checks are not acceptable. Bonds must be in a form satisfactory to the College and underwritten by a company licensed to issue bonds in the State of Maryland. If bid security fails to accompany the bid, it shall be deemed unresponsive, unless the Vice President of Procurement deems the failure to be nonsubstantial. Such bid bonds or checks will be returned to all except the three (3) lowest Bidders within five (5) days after the opening of bids, and the remaining checks or bid bonds will be returned to all but successful Bidder(s) within forty-eight (48) hours after award of contract. If a performance bond is required, the successful Bidder must submit an acceptable performance bond in the designated amount of the bid award, prior to award of contract. All bid bonds will be returned to the successful Bidder(s) within forty eight (48) hours after receipt of the performance bond.

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BIDDING INSTRUMENTS Bidding instruments include the bid, addenda, general terms and conditions, contract terms, and specifications. Bids should be prepared simply and economically, and should provide a straightforward, concise description of the Bidder's capabilities to satisfy the requirements of the bid. Emphasis should be on completeness and clarity of content. The Bidder will bear any and all costs incurred in the preparation and submission of bids.

BRAND NAMES Brand name materials used in these specifications are known and acceptable. Bids including proposals to use alternate brands are invited as long as they are of equal type and equal or better quality. The burden of proof that alternate brands are in fact equal or better falls on the Bidder, and proof must be to the College's satisfaction.

CARE OF PREMISES Precautions taken for safety and protection shall be in accordance with the mandatory requirements of the safety codes prevailing within the jurisdiction in which the work is to be performed. During the performance of the contract, the Contractor shall take the necessary precautions to protect all areas upon which or adjacent to which work is performed as a part of this contract. Any damage caused as a result of Contractor's neglect, directly or indirectly, shall be repaired to the College's satisfaction at the Contractor's expense.

CANCELLATION Montgomery College reserves the right to cancel this bid solicitation or to reject all bids received, if the College's Vice President of Procurement, in accordance with procedures approved by the College's President, determines that it is fiscally advantageous or in the best interest of the College to cancel the bid.

COMPLIANCE WITH LAWS Bidder agrees to comply, at no additional expense, with all applicable Executive orders, Federal, State, bi-county, regional and local laws, ordinances, rules and regulations in effect as of the date of this agreement and as they may be amended from time to time, including but not limited to the equal employment opportunity clause set forth in 41 CFR 60-250.4.

CONFLICT OF INTEREST No employee of the College or of the State of Maryland, or any department, commission, agency or branch thereof whose duties as employees include matters relating to or affecting the subject matter of this bid shall, while an employee, become or be an employee of the party or parties contracting with the College, the State of Maryland, or any department, commission, agency or branch thereof.

CONTINGENT FEES Bidder hereby declares and affirms that neither it nor any of its representatives has employed or retained any person, partnership, corporation, or other entity, other than a bona fide employee or agent working for the Bidder, to solicit or secure a contract, and that it has not paid or agreed to pay any person, partnership, corporation, or other entity, other than a bona fide employee or agent, any fee or any other consideration contingent on the making of a contract as a result of this solicitation.

CONTRACT AMENDMENTS The College, without invalidating the contract documents, may submit a written request to order extra work or to make changes to the agreement by altering, adding to, or deducting from the work, and the contract sum shall reflect such changes. Price adjustments must be accepted, in writing, by Montgomery College before the supplier performs additional work on the project. The Contractor cannot accept purchase requests for products or services that are not covered in this contract or make changes to the scope of work unless a price for those products or services has been negotiated with the College, and the Contractor has received a signed contract amendment from the Procurement Office.

CONTRACT DEADLINES The Contractor is contractually obligated to meet all agreed upon deadlines. Failure of the Contractor to meet any deadline is grounds for termination by default. If the Contractor defaults, the College reserves the right to assess liquidated damages and/or make an open market purchase.

CONTRACT DOCUMENTS Unless otherwise noted, the general conditions of this bid, the Contractor's bid, and the signed purchase order form the contract. Contractors requiring a signed contract form separate and apart from the foregoing are to submit the contract with their bid. The Contractor's contract form will be examined and evaluated along with the Contractor's bid and, at the College's option, may be utilized as the contract.

CONTRACTOR IDENTIFICATION Contractor's employees are required to wear identification badges and/or carry picture identification when they are on College grounds.

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CONTRACT TERMINATION The contract may be terminated for any of the following reasons:

- Failure of the Contractor to meet the mandatory requirements as described in this bid.
- Failure of the Contractor to meet required deadlines.
- Failure of the Contractor to resolve problems in a timely manner.
- Lack of College funding.

CONTRACTORS This bid invitation is extended to individuals or firms as primary Contractors, and the Contractor will execute the work specified with bona fide employees. The Contractor is responsible for ensuring that the supervisor, lead worker, and subcontractors can communicate in English. Subcontractors cannot assume the primary award of this contract on behalf of the primary Contractor nor can the awarded Contractor be relieved of its obligation or responsibility to this contract. The College reserves the right to reject any subcontractor.

DELIVERY AND PACKING All prices quoted must include delivery. All goods delivered under this contract shall be packed in accordance with accepted trade practices. No charges may be made over and above the bid price for packaging, or for deposits or containers unless specified in the bid. No charge will be allowed for cartage unless by prior written agreement. Complete deliveries must be made by the successful bidder to the designated location as indicated on the Montgomery College purchase order. A packing slip shall be included in each shipment. All deliveries must be prepaid and must be delivered to each location designated on purchase order at no additional cost. **DELIVERIES MUST BE MADE TO THE SPECIFIED LOCATION. NO COLLECT SHIPMENTS OR SIDEWALK DELIVERIES WILL BE ACCEPTED.**

DELIVERY OF BIDS Sealed bids must be received in the Procurement Office by the date and time specified in the bid in order to be considered. **NO LATE BIDS OR PROPOSALS WILL BE ACCEPTED.** Late bids will be returned to the Bidder unopened. Bids submitted by mail must be addressed to the Procurement Office, Montgomery College, 9221 Corporate Blvd, Rockville, Maryland 20850, and clearly marked to indicate the bid number, title and opening date. Hand delivered bids will be accepted only at the Procurement Office, Montgomery College, 9221 Corporate Blvd, Rockville, Maryland 20850.

ERRORS IN BIDS Bidders are assumed to be informed regarding conditions, requirements, and specifications prior to submitting bids. Failure to do so will be at the Bidder's risk. Bids already submitted may be withdrawn without penalty prior to bid opening. Errors discovered after bid opening may not be corrected. In the case of an error in price extension, the unit price will govern. The intention of the Bidder must be evident on the face of the bid.

FAILURE TO DELIVER If the Contractor fails to comply with any established delivery requirements, the College reserves the right to make an open market purchase of required items and to assess, as liquidated damages, the difference between the contract price and the actual cost incurred by the College and to invoice charges to the Contractor.

INDEMNIFICATION The Contractor shall be responsible for any loss, personal injury, expense, death and/or any other damage which may occur by reason of Contractor's acts, negligence, willfulness or failure to perform any of its obligations under this agreement. Any acts, negligence, willfulness or failure to perform any of the Contractor's obligations under this agreement, on the part of any agent, director, partner, servant or employee of Contractor are deemed to be the Contractor's acts. Contractor agrees to indemnify and hold harmless the College and its trustees, employees, agents and students from any claim, damage, liability, injury, expense, and/or loss, including defense costs and attorney's fees, arising directly or indirectly out of Contractor's performance under this agreement.

Accordingly, the College shall notify Contractor promptly in writing of any claim or action brought against the College in connection with this agreement. Upon such notification, Contractor shall promptly take over and defend any such claim or action. The College shall have the right and option to be represented in any such claim or action at its own expense. This indemnification provision shall survive the termination and/or completion of this agreement.

HAZARDOUS AND TOXIC SUBSTANCES Bidder must comply with all applicable Federal, State, County and bi-county laws, ordinances and regulations relating to hazardous and toxic substances, including such laws, ordinances and regulations pertaining to access to information about hazardous and toxic substances, and as amended from time to time. Bidder shall provide the College with a "Material Safety Data Sheet" or in the case of a controlled hazardous waste substance, a hazardous waste manifest for all hazardous chemicals listed or subsequently added to the Chemical Information List in compliance with applicable laws, ordinances and regulations.

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ATTACHMENT F – GENERAL CONDITIONS AND INSTRUCTIONS-continued

INSPECTION OF PREMISES If a site visit is recommended or required, each Bidder is responsible for visiting the site(s) prior to submitting a bid in order to observe the existing conditions affecting the work, and to obtain precise dimensions of the area(s) involved. No allowance will be made to the successful Bidder, at a later date for additional work required because of his or her failure to visit the site and/or to obtain the exact dimensions. Discrepancies, if any, must be reported to the College.

INSURANCE If a contract results from this bid, the Contractor shall maintain such insurance as will indemnify and hold harmless the College from Workmen’s Compensation and Public Liability claims for property damage and personal injury, including death, which may arise from the Contractor’s operations under this contract, or by anyone directly or indirectly employed by him/her.

MARYLAND PUBLIC INFORMATION ACT Bidder recognizes that the College is subject to the Maryland Public Information Act, Title 10 of the State Government Article of the Annotated Code of Maryland. Bidder agrees that it will provide any justification as to why any material, in whole or in part, is deemed to be confidential, proprietary information or trade secrets and provide any justification of why such materials should not be disclosed pursuant to the Maryland Public Information Act.

MINORITY PARTICIPATION Pursuant to Section 16-311(7) of the Education Article and Board Resolution #87-83, adopted on July 20, 1987, it is the policy of Montgomery College to encourage the participation of responsible certified minority business enterprises to provide goods and services for the performance of College projects. “Minority business enterprise” has the meaning stated in Section 14-301 of the State Finance and Procurement Article and means a legal entity, except a joint venture, that is: (1) organized to engage in commercial transactions; (2) at least 51% owned and controlled by one or more individuals who are socially and economically disadvantaged; and (3) managed by, and the daily business operations which are controlled by, one or more of the socially and economically disadvantaged individuals who own it. A “socially and economically disadvantage individual” means a citizen or lawfully admitted permanent resident of the United States who is in any of the following minority groups: African American, American Indian/Native American, Asian, Hispanics, physically or mentally disabled, women, or a group (e.g. LGBTQIA+) otherwise found by the certification agency to be a socially and economically disadvantaged individual.

NON-ASSIGNMENT AND SUBCONTRACTING Bidder shall not assign any contract or any rights or obligations hereunder without obtaining prior written consent of the College. No contract shall be made by Bidder with any other party for furnishing the services to be performed under a contract issued from this solicitation without the written approval of the College. These provisions will not be taken as requiring the approval of the contract of employment between Bidder and its personnel.

NON-COLLUSION Bidder certifies that it has neither agreed, conspired, connived, or colluded to produce a deceptive show of competition in the compilation of the bid or offer being submitted herewith; Bidder also certifies that it has not in any manner, directly or indirectly, entered into any agreement, participated in any collusion to fix the bid price or price proposal of the Bidder or offeror herein or any competitor, or otherwise taken any action in restraint of free competitive bidding in connection with the contract for which the bid or offer is submitted.

NON-DISCRIMINATION Bidder assures the College that, in accordance with applicable law, it does not, and agrees that it will not discriminate in any manner on the basis of sex, race, age, color, creed, national origin, religious belief, handicap, marital status, or status as a disabled veteran or veteran of the Vietnam era. Bidder further agrees to post in conspicuous places notices setting forth the provisions of the nondiscrimination clause and to take affirmative action to implement the provisions of this section. Bidder further assures the College that, in accordance with the Immigration Reform and Control Act of 1986, it does not and will not discriminate against an individual with respect to hiring, or recruitment or referral for a fee, of the individual for employment or the discharging of the individual from employment because of such individual’s national origin or in the case of a citizen or intending citizen, because of such individual’s citizenship status.

NON-DISCRIMINATION POLICY The College is committed to providing a work and study environment that is free from discrimination and harassment on the basis of race, color, religious creed, ancestry, national origin, age, sex, marital status, handicap, pregnancy or status as a disabled veteran or veteran of the Vietnam era. Behavior contrary to this philosophy, which has the purpose or effect of creating an intimidating, hostile, or offensive environment, will not be tolerated by the College, and it is the Contractor’s responsibility to ensure that behavior by its employees, agents, and subcontractors does not occur. This policy extends to maintaining an environment free from sexual harassment. Therefore, sexual advances or sexual remarks, requests for sexual favors, and other verbal or physical conduct of a sexual nature must not be condoned or permitted by the Contractor. This prohibition extends to harassment within the employment context as well as harassment of students, staff and visitors to the College.

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ATTACHMENT F – GENERAL CONDITIONS AND INSTRUCTIONS-continued

It should be assumed that all sexual behavior by the Contractor's employees, agents and subcontractors on any campus or facility of the College, whether owned, operated, maintained or leased by the College, is improper and unwelcome. Contractor will also insure that all technicians who work with College users exhibit a high degree of professionalism in their dealings with those users.

NON-VISUAL ACCESS The bidder or offeror warrants that the information technology offered under this bid or proposal (1) provides equivalent access for effective use by both visual and nonvisual means; (2) will present information, including prompts used for interactive communications, in formats intended for both visual and nonvisual use; (3) if intended for use in a network, can be integrated into networks for obtaining, retrieving, and disseminating information used by individuals who are not blind or visually impaired; and (4) is available, whenever possible, without modification for compatibility with software and hardware for nonvisual access. The bidder or offeror further warrants that the cost, if any, of modifying the information technology for compatibility with software and hardware used for nonvisual access will not increase the cost of the information technology by more than 5 percent. For purposes of the regulation, the phrase "equivalent access" means the ability to receive, use, and manipulate information and operate controls necessary to access and use information technology by nonvisual means. Examples of equivalent access include keyboard controls used for input and synthesized speech, Braille, or other audible or tactile means used for output."

NOTICE TO CURE The College reserves the right to cancel the contract if the Contractor's performance is unsatisfactory to the College. It is understood, however, that if at any time during the term of the contract, performance is deemed to be unsatisfactory, the College shall so notify the Contractor in writing, and the Contractor shall correct such unsatisfactory conditions within thirty (30) calendar days from receipt of such notification. If such corrections are not made within the specified period, the College may terminate the contract.

PATENTS Bidder guarantees that the sale and/or use of the goods offered will not infringe upon any U.S. or foreign patent. Bidder will at his/her own expense, indemnify, protect and save harmless the College, its trustees, employees, agents and students with respect to any claim, action, cost or judgment for patent infringement, arising out of the purchase or use of these goods.

PREPARATION OF BID Bids submitted must be hand signed by an authorized agent of the company submitting the bid. Notification of award will be made by "Notice of Intent to Award" and/or purchase order. A bidder may attach a letter of explanation to the bid for clarification. Bidders will be required, if requested by Montgomery College, to furnish satisfactory evidence that they are, in fact, bona fide manufacturers of or dealers in the items listed, and have a regularly established place of business. The College reserves the right to inspect any Bidder's place of business prior to award of contract to determine Bidder responsibility.

PRODUCT TESTING DURING TERM OF CONTRACT Goods delivered under any contract resulting from this Request for Bid may be tested for compliance with specifications stipulated herein. Any shipment failing to meet or comply fully with the specification requirements will be rejected. The cost of testing a representative sample of an order or shipment for acceptance shall be borne by the College unless the order is rejected for failure to meet specifications or purchase description. In such cases of rejection, the cost of testing will be charged back to the Contractor.

RECORD RETENTION If awarded a contract, Contractor shall maintain books and records relating to the subject matter of this agreement, including but not limited to all charges to the College, for a period of three (3) years from the date of final payment under this agreement.

REFERENCES Bidder must provide at least three references from former or current clients who can confirm the Bidder's experience with projects that are similar in size or scope. All reference information must include the company's name and address and the contact's name and telephone number. The references provided must be able to confirm, without reservation, the Bidder's ability to provide the level of services requested in this solicitation. References from other higher education institutions or government agencies are preferred but not required.

REGISTRATION OF CORPORATIONS NOT REGISTERED IN THE STATE OF MARYLAND Pursuant to 7-202 et. Seq. of the Corporation and Associations Article of the Annotated Code of Maryland, corporations not incorporated in the State of Maryland shall be registered with the State Department of Assessments and Taxation, 301 West Preston Street, Baltimore, Maryland 21201 before doing any interstate or foreign business in this State. A copy of the registration or application for registration may be requested by the College.

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REJECTIONS AND CANCELLATIONS Montgomery College reserves the right to accept or reject any or all bids in whole or in part for any reason. The College reserves the right to waive any informality and to make awards in the best interest of the College. The College also reserves the right to reject the bid of any Bidder who has previously failed to perform adequately on a prior award for furnishing goods and/or services similar in nature to those requested in this bid. The College may cancel this solicitation in whole or in part, at its sole discretion.

RIDER PROVISION FOR MONTGOMERY COUNTY PUBLIC SCHOOLS AND MONTGOMERY COUNTY The Bidder agrees when submitting the bid that it will make available to every office and department of the Montgomery County Public Schools and the Montgomery County Government the same bid prices, terms and conditions offered during the term of contract. Orders will be placed directly by these agencies.

RIGHT TO STOP WORK If the College determines, either directly or indirectly, that the Contractor's performance is not within the specifications, terms or conditions of this bid and/or that the quality of the job is unacceptable, the College has the right to stop the work. The stoppage of work shall continue until the default has been corrected and/or corrective steps have been taken to the satisfaction of the College. The College also reserves the right to re-bid this contract if it is decided that performance is not within the specifications as set out.

SAMPLES AND CATALOG CUTS If samples are required, Bidder shall be responsible for delivery of samples to location indicated. All sample packages shall be marked "Sample for Procurement Office, Bid No.____" and each sample shall be tagged or marked. Failure of the Bidder to clearly identify samples as indicated may result in rejection of bid. The College reserves the right to test any materials, equipment or supplies delivered to determine if the specifications have been met. Samples will not be returned.

SIGNATURE Each bid must show the full business address and telephone number of the Bidder and be signed by the person or persons legally authorized to sign such contracts. All correspondence concerning the bid and contract, including the bid summary, copy of contract, and purchase order, will be mailed or delivered to the address shown on the bid. **NO BID WILL BE ACCEPTED WITHOUT ORIGINAL SIGNATURE.**

SPECIFICATIONS AND SCOPE OF WORK The specifications listed herein may or may not specify all technical requirements which are needed to achieve the end result. When accepting the award, the Contractor assumes the responsibility of accomplishing the task requested in this document. Any omission of parts, products, processes, etc. in the specifications are the responsibility of the Contractor and the College will not bear the responsibility of their omission. If omissions in the specifications are discovered and these omissions will impact the contract price then it is the responsibility of the Bidder to note these omissions, in writing, prior to accepting the award. If these omissions are not noted prior to award then the Contractor's silence is deemed as full and complete acceptance and any additional costs will be borne by the Contractor.

TAXES The College is exempt from Federal and Maryland taxes. Exemption Certificates are available upon request. Bidder shall be responsible for the payment of any and all applicable taxes resulting from any award and/or any activities hereunder, including but not limited to any applicable amusement and/or sales taxes.

TERMINATION BASED ON LACK OF FUNDING Any contract awarded as a result of this solicitation will be subject to funding and continued appropriation of sufficient funds for the contract. For purposes of this solicitation, the College's appropriating authority is deemed to be the Board of Trustees of Montgomery College. Insufficient funds shall be grounds for immediate termination of solicitation.

TERMINATION FOR DEFAULT If an award results from this bid, and the Contractor has not performed or has unsatisfactorily performed the contract, payment shall be withheld at the discretion of the College. Failure on the part of the contractor to fulfill contractual obligations shall be considered just cause for termination of the contract and the Contractor is not entitled to recover any costs incurred by the Contractor up to the date of termination.

TERMINATION FOR THE CONVENIENCE OF THE COLLEGE The performance of the work or services under a contract as a result of this solicitation may be terminated in whole or in part, whenever the President of Montgomery College shall deem that termination is in the best interest of the College. Such determination shall be at the sole discretion of the President. In such event, the College shall be liable only for payment in accordance with the payment provisions of the contract for work or services performed or furnished prior to the effective date of termination. Termination hereunder shall become effective by delivery to contractor of written notice of termination upon which date the termination shall become effective.

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USE OF CONTRACT BY OTHER EDUCATIONAL INSTITUTIONS While this bid is prepared on behalf of Montgomery College, it is intended to apply to other Maryland educational institutions and public agencies in Montgomery County, Maryland and State of Maryland as listed below:

- Montgomery County Public Schools
- Montgomery County Government
- Montgomery County Housing Opportunities Commission
- Maryland-National Capital Park & Planning Commission
- Washington Suburban Sanitary Commission
- Maryland State Colleges and Universities

Unless the Bidder takes an exception, the resulting awarded items will be available to all agencies listed. Should a price adjustment be necessary to include any other public agency, the Bidder must so note on the Contractor Information Form. Exception for Montgomery County Public Schools will not be accepted. Purchase requests and funding from other agencies will be the responsibility of those agencies.

WARRANTY Bidder expressly warrants that all articles, material and work offered shall conform to each and every specification, drawing, sample or other description which is furnished to or adopted by the College and that they will be fit and sufficient for the purpose intended, merchantable, of good material and workmanship, and free from defect. Such warranty shall survive a contract and shall not be deemed waived either by the College's acceptance of said materials or goods, in whole or in part, or by payment for them, in whole or in part. The Bidder further warrants all articles, material and work performed for a period of one year, unless otherwise stated, from date of acceptance of the items delivered and installed, or work completed. All repairs, replacements or adjustments during the warranty period shall be at Bidder's sole expense.

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ATTACHMENT G – MID ATLANTIC PURCHASING TEAM RIDER CLAUSE



Cooperative Rider Clause

The Mid-Atlantic Purchasing Team (MAPT) is the agreement between the Metropolitan Washington Council of Governments (“MWCOG”) and the Baltimore Metropolitan Council (“BMC”) to aggregate the public entity and non-profit purchasing volumes in the Maryland, Virginia and Washington, D.C. region (“region”).

I. Format

A lead agency format is used to accomplish this work. This Participating Agency, serving as Lead Agency for this procurement, has included this MAPT Cooperative Rider Clause. This allows other public entities to participate pursuant to the following Cooperative Rider Clause Terms and Conditions:

A. Terms

1. Any public entity participating in this procurement (“Participating Agency”), through their use of this Cooperative Rider Clause, agree to the terms and conditions of the resulting contract to the extent that they can be reasonably applied to the Participating Agency.
2. A Participating Agency may also negotiate additional terms and conditions specific to their local requirements upon mutual agreement between the parties.

B. Other Conditions - Contract and Reporting

1. The resulting contract shall be governed by and “construed” in accordance with the laws of the State/jurisdiction in which the Participating Agency is officially located;
2. To provide to MAPT contract usage reporting information, including but not limited to quantity, unit pricing and total volume of sales by entity, as well as reporting any Participating Agency added on the contract, on demand and without further approval of Participating Agency;
3. Contract obligations rest solely with the Participating Agency only; and
4. Significant changes in total contract value may result in further negotiations of contract pricing with the Lead Agency and any Participating Agency.

In pricing and other conditions, contractors are urged to consider the broad reach and appeal of MAPT with public and non-profit entities in this Region.

In order to ride an awarded contract, a COG Rider Clause Approval Form (below) must be completed and approved by the Lead Agency.

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II. Participating Members

COG MEMBER GOVERNMENTS

District of Columbia

Maryland

- Town of Bladensburg
- City of Bowie
- City of College Park
- Charles County
- City of Frederick
- Frederick County
- City of Gaithersburg
- City of Greenbelt
- City of Hyattsville
- City of Laurel
- Montgomery County
- Prince George's County
- City of Rockville
- City of Takoma Park

Virginia

- City of Alexandria
- Arlington County
- City of Fairfax
- Fairfax County
- City of Falls Church
- Loudoun County
- City of Manassas
- City of Manassas Park
- Prince William County

Other Local Governments

- Town of Herndon
- Spotsylvania County
- Stafford County
- Town of Vienna

Public Authorities/Agencies

- Alexandria Renew Enterprises
- District of Columbia Water and Sewer Authority
- Metropolitan Washington Airports Authority
- Metropolitan Washington Council of Governments
- Montgomery County Housing Opportunities Commission
- Upper Occoquan Service Authority
- Washington Metropolitan Area Transit Authority
- Washington Suburban Sanitary Commission

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School Systems

- Alexandria Public Schools
- Arlington County Public Schools
- Charles County Public Schools
- District of Columbia Public Schools
- Frederick County Public Schools
- Loudoun County Public Schools
- City of Manassas Public Schools
- Montgomery College
- Montgomery County Public Schools
- Prince George's County Public Schools
- Prince William County Public Schools
- Spotsylvania County Schools
- Winchester Public Schools

BALTIMORE METROPOLITIAN COUNCIL AGENCIES

- City of Annapolis
- Anne Arundel County
- Anne Arundel County Public Schools
- Anne Arundel Community College
- City of Baltimore
- Baltimore City Public Schools
- Baltimore County
- Baltimore County Public Schools
- Community College of Baltimore County
- Carroll County
- Harford County
- Harford County Public Schools
- Harford Community College
- Howard County
- Howard County Public Schools System
- Howard Community College
- Queen Anne's County
- Queen Anne's County Public Schools

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MWCOG Rider Clause
Approval Form

This form must be executed for any Participating Agency, both within and outside of the Mid- Atlantic Purchasing Team (MAPT) region, to use the MAPT Cooperative Rider Clause to ride solicitations and contracts.

NOTE: Effective January 1, 2019, MWCOG does not authorize the use of the MAPT/COG Cooperative Rider Clause without this form being completed and approved.

Participating Agency Name _____

Contact Person _____

Phone _____ Email Address _____

Solicitation/Contract Information:

Name Solicitation/Contract _____ Lead

Agency/Contract Holder _____

Contact Person _____

Solicitation/Contract Number _____ Other Reference _____

Vendor Information:

Contractor Name _____

Address _____

City/State/Zip _____

Contact Person _____

Phone _____ Email Address _____

See questions on next page.

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<u>Questions</u>	<u>YES</u>	<u>NO</u>
1. Is the Contract active and currently in force?	_____	_____
2. Is the Participating Agency’s specifications/scope of work the same or very similar to that in the Contract?	_____	_____
3. Is riding this Contract within the rules and regulations of the Participating Agency and approved by the Participating Agency’s Purchasing Department?	_____	_____

Participating Agency

Mid-Atlantic Purchasing Team

Name: _____

Name: _____

Title: _____

Title: _____

Signature: _____

Signature: _____

Any Participating Agency (MAPT/COG) member that wishes to piggyback a MAPT/COG contract, must complete form and return to COG, via email: purchasing@mwkog.org