AASC/FCT Cisco UC Upgrade RFQ

AASC and Four County Transit are accepting quotes to upgrade their currently implemented Cisco UC system. Inquiries about this project should be sent via email to alane@aasc.org. Quotes are due by noon on July 21, 2017, and should be submitted to the same email address.

Current Implementation Overview

Cisco Unified Communications Manager Business Edition 5000 v 8.5 is deployed currently, featuring CUCM and CUC running on a Cisco MCS appliance while CUPS is installed on a VMWare server. Singlewire Informacast provides paging over the Cisco IP phones, and the overhead paging system via LPI. There are three paging zones – one covering the AASC building, one covering the FCT building, and one zone covering all endpoints. Voicent BroadcastByPhone provides auto dialing message broadcasts. Singlewire, CUxAC, and Voicent are installed on a Windows Server. Cisco 2900 Series voice gateways also in both buildings.

Cisco licensing and support is current for 85 users; 84 are Enhanced Plus and 1 is CUWL.

Project Overview

11.x represents the latest release of Cisco applications at acceptance of project

The project is designed to upgrade the Cisco UC platform from 8.5 to 11.x and deploy Expressway to give end users the ability to access UC features outside of the AASC LAN. Two Cisco Business Edition 6000M servers will be used for the solution, allowing all current UC resources to be migrated (except Voicent) while providing resources for a CUCM subscriber and CUC HA. The two voice gateways will be upgraded to the recommended version of IOS for CUCM 11.x.

Two quotes are required for this project: one for AASC and one for FCT. Each quote should contain one Cisco server as it will be physically located in the respective building. Additional costs should be evenly divided between quotes; including but not limited to Singlewire licensing, professional services, and travel.

Bill of Materials

- Two (2) Cisco Business Edition 6000M servers
- Singlewire License/Maintenance Renewal

Installation and Configuration Requirements

AASC/FCT Responsibility:
- Provide necessary network cabling and electrical requirements.
- Provide technical resource with general familiarity and access to end users, LAN, and all current solutions.
- Act as a liaison between vendor and end users or 3rd parties for project tasks.

- Provide work space with network connectivity to vendor representative when on-site.
- Provide domain level administrative access as required for the duration of the project.
- Provide remote connectivity access as required for the duration of the project.
- Network and Domain resource information (Provide DNS, DHCP, AD, and IP details as necessary to deploy equipment).
- Deploy updates and/or new installs to end users related to functionality goals of the project.

Vendor Responsibility:
- Project oversight
- Exporting/documenting/back-up of current UC resources as necessary to migrate existing configurations to new environment
- Configuration of Cisco Business Edition 6000M servers
- Upgrade all current Cisco applications to 11.x
- Deploy and integrate CUCM Subscriber
- Deploy and integrate CUC Secondary
- Deploy and integrate Expressway E & C
- Upgrade phone firmware
- Upgrade IOS on existing Cisco voice gateways
- Upgrade of Singlewire to latest version supported by 11.x
- Configuration changes to existing switches to facilitate project goals
- Configuration changes to existing firewall to facilitate project goals
- Rack and stack
- Perform cut over and testing with onsite support for duration
- Power off of current MCS and CUPS VM
- Uninstall of Singlewire and CUxAC on Windows Server
- Administrative training to AASC IT staff members on changes from 8.5 to 11.x related to the following tasks:
  - New User/Device deployment – new hire scenario for employee requiring hard phone, voice mail, desktop Jabber (IM/Presence/hard phone control only, no desktop softphone), mobile Jabber
  - User/Device updates – common day-to-day support scenarios including user status changes and user/device/DN association changes
- Administrative training to AASC IT staff members on the following topics:
  - Converting users from the current implementation of desktop Jabber with softphone to desktop Jabber with IM/Presence/hard phone control and mobile Jabber
  - New environment backup and restore
  - Deployment of mobile Jabber to Android and Apple devices
  - Licensing reporting and management
  - Overview of new features available with upgrade of Cisco appliances and Singlewire that may be beneficial to AASC or FCT in future projects

- Provide complete as-built documentation and passwords for administrative access to all hardware/software affected during project

All quotes should feature an inclusive cost proposal to ensure complete installation and functionality of the above-listed equipment into the existing AASC/FCT network topology, including but not limited to materials, labor, and travel as necessary to complete the project with optimal performance. The vendor is responsible for validating the content of RFQ prior to submitting a quote. Any assumptions made by the vendor not documented in RFQ or accepted quote that result in the need for additional expense to satisfy the project goals are the responsibility of the vendor and are non-chargeable to AASC or Four County Transit. The project will not be considered complete until the following acceptance criteria are met:

Project Acceptance Criteria

- Verification of the following items functioning after power off/uninstall of items noted above using, where applicable, a hard phone, desktop Jabber, and mobile Jabber (on LAN and mobile network):
    - Internal and external phone call in and out
    - Internal and external call forward
    - Internal and external dial back using directory (missed, received, or placed calls)
    - Corporate Directory lookup
    - Voicemail lifecycle (receive, forward, delete)
    - Voicemail lifecycle using email
    - Instant Message
    - Presence status lifecycle (manual status changes and Outlook calendar changes)
    - Conference call including internal and external caller
    - Message broadcast to internal and external number
    - Paging to overhead and hard phones for AASC, FCT, and ALL zones
- Verification of administrative access to all related hardware and software points of entry
- Verification of versioning of Cisco applications, IOS, and Singlewire

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No Obligation by the Federal Government.
(1) The Purchaser and Vendor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying contract, absent the express written consent by the Federal Government, the Federal Government is not a party to this contract and shall not be subject to any obligations or liabilities to the Purchaser, Vendor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying contract.

Program Fraud and False or Fraudulent Statements or Related Acts

(1) The Vendor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. § § 3801 et seq. and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 C.F.R. Part 31, apply to its actions pertaining to this Project. Upon execution of the underlying contract, the Vendor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying contract or the FTA assisted project for which this contract work is being performed. In addition to other penalties that may be applicable, the Vendor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on the Vendor to the extent the Federal Government deems appropriate.

(2) The Vendor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307(n)(1) on the Vendor, to the extent the Federal Government deems appropriate.

Access to Records - The following access to records requirements apply to this Contract:
1. The Vendor agrees to provide the Purchaser, the FTA Administrator, the Comptroller General of the United States or any of their authorized representatives access to any books, documents, papers and records of the Vendor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts and transcriptions.
2. The Vendor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.
3. The Vendor agrees to maintain all books, records, accounts and reports required under this contract for a period of not less than three years after the date of termination or expiration of this contract, except in the event of litigation or settlement of claims arising from the performance of this contract, in which case Vendor agrees to maintain same until the Purchaser, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto. Reference 49 CFR 18.39(i)(11).

Federal Changes
The Vendor shall at all times comply with all applicable FTA regulations, policies, procedures, and directives, including without limitation those listed directly or by reference in the between Purchaser and FTA, as they may be amended or promulgated from time to time during the term of this contract. Vendor's failure to so comply shall constitute a material breach of this contract.

Civil Rights - The following requirements apply to this Contract:
1. **Nondiscrimination** - In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and Federal transit law at 49 U.S.C. § 5332, the Vendor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the Vendor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

2. **Equal Employment Opportunity** - The following equal employment opportunity requirements apply to the underlying contract:

   (a) *Race, Color, Creed, National Origin, Sex* - In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal transit laws at 49 U.S.C. § 5332, the Vendor agrees to

comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 et seq ., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Vendor agrees to take affirmative action to ensure that applicants are employed and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Vendor agrees to comply with any implementing requirements FTA may issue.

(b) _Age_ - In accordance with section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. § § 623 and Federal transit law at 49 U.S.C. § 5332, the Vendor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Vendor agrees to comply with any implementing requirements FTA may issue.

(c) _Disabilities_ - In accordance with section 102 of the Americans with Disabilities Act, as amended,
42 U.S.C. § 12112, the Vendor agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630, pertaining to the employment of persons with disabilities. In addition, the Vendor agrees to comply with any implementing requirements FTA may issue.

Incorporation of Federal Transit Administration (FTA) Terms
The contract provisions include, in part, certain Standard Terms and Conditions required by DOT, whether or not expressly set forth in the preceding contract provisions. All contractual provisions required by DOT, as set forth in are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. The Vendor shall not perform any act, fail to perform any act, or refuse to comply with any (name of grantee) requests which would cause (name of grantee) to be in violation of the FTA terms and conditions.

Energy Conservation
The Vendor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

Termination
1. **Termination for Convenience** - The Purchaser may terminate this contract, in whole or in part, at any time by written notice to the Vendor when it is in the Government's best interest. The Vendor shall be paid its costs, including contract close-out costs, and profit on work performed up to the time of termination. The Vendor shall promptly submit its termination claim to the

Purchaser to be paid the Vendor. If the Vendor has any property in its possession belonging to the Purchaser, the Vendor will account for the same, and dispose of it in the manner the Purchaser directs.

2. **Termination for Default [Breach or Cause] -** If the Vendor does not deliver supplies in accordance with the contract delivery schedule, or, if the contract is for services, the Vendor fails to perform in the manner called for in the contract, or if the Vendor fails to comply with any other provisions of the contract, the Purchaser may terminate this contract for default. Termination shall be effected by serving a notice of termination on the Vendor setting forth the manner in which the Vendor is in default. The Vendor will only be paid the contract price for supplies delivered and accepted or services performed in accordance with the manner of performance set forth in the contract.

   If it is later determined by the Purchaser that the Vendor had an excusable reason for not performing, such as a strike, fire, or flood, events which are not the fault of or are beyond the control of the Vendor, the Purchase, after setting up a new delivery of performance schedule, may allow the Vendor to continue work, or treat the termination as a termination for convenience.

3. **Opportunity to Cure -** The Purchaser in its sole discretion may, in the case of a termination for breach or default, allow the Vendor [an appropriately short period of time] in which to cure the defect. In such case, the notice of termination will state the time period in which cure is permitted and other appropriate conditions

   If Vendor fails to remedy to Purchaser's satisfaction the breach or default of any of the terms, covenants, or conditions of this Contract within [ten (10) days] after receipt by Vendor of written notice from Purchaser setting forth the nature of said breach or default, Purchaser shall have the right to terminate the Contract without any further obligation to Vendor. Any such termination for default shall not in any way operate to preclude the Purchaser from also pursuing all available remedies against Vendor and its sureties for said breach or default.

4. **Waiver of Remedies for any Breach -** In the event that the Purchaser elects to waive its remedies for any breach by Vendor of any covenant, term or condition of this Contract, such waiver by the Purchaser shall not limit the Purchaser's remedies for any succeeding breach of that or of any other term, covenant, or condition of this Contract.

Suspension and Debarment

This contract is a covered transaction for purposes of 49 CFR Part 29. As such, the Vendor is required to verify that none of the Vendor, its principals, as defined at 49 CFR 29.995, or affiliates, as defined at 49 CFR 29.905, are excluded or disqualified as defined at 49 CFR 29.940 and 29.945.

The Vendor is required to comply with 49 CFR 29, Subpart C and must include the requirement to comply with 49 CFR 29, Subpart C in any lower tier covered transaction it enters into.

By signing and submitting its bid, proposal or purchase order, the bidder or proposer certifies as follows: The certification in this clause is a material representation of fact relied upon by the Purchaser. If it is later determined that the bidder or proposer knowingly rendered an erroneous certification, in addition to remedies available to the Purchaser, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder or proposer agrees to comply with the requirements of 49 CFR 29, Subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.