

A ConvergeOne Solution for

STATE OF NEBRASKA STATE PURCHASING
REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES
SOLICITATION NUMBER: RFP 5885 Z1
COST ~ ORIGINAL



Cloud



Contact Center



Collaboration



Data Center



Enterprise Apps



Mobility + BYOD



Networking



Security

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A CONVERGEONE SOLUTION FOR

STATE OF NEBRASKA STATE PURCHASING

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES

SOLICITATION NUMBER: RFP 5885 Z1

OPTION A – OCIO-HOSTED / COST PROPOSAL

Presented By:

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August 20, 2018



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August 20, 2018

Ms. Nancy Storant
Ms. Annette Walton
State Purchasing Bureau
1526 K Street, Room 130
Lincoln, NE 68508

Dear Ms. Storant and Ms. Walton,

Thank you for the opportunity to participate in the State of Nebraska Solicitation Number RFP 5885 Z1 Hosted VoIP Service. We understand that the State of Nebraska ("State") is ready to invest in the future and the systems that will enable new ways of conducting business and serving their staff, residents and businesses.

Experience expectations continue to escalate, and ConvergeOne ("C1") is uniquely positioned to deliver what the State is ready to do today as well as continue to strategize, roadmap, and deploy solutions that deliver results going forward. With deep expertise in communications, networking, and security, C1 can understand your unique environment and bring the best solution to you. C1 is very well positioned to be the State's trusted advisor and partner for the next 15 years

C1 is the leading independent integrator of best-in-class communications, collaboration, and customer interaction solutions – offering a visionary approach to managing costs and service delivery while simultaneously improving capabilities and reliability. We achieve success by working closely with multiple technology innovators to integrate the latest hardware, software, and applications into end-to-end multivendor solutions to meet the unique needs of our clients. We then deliver the solution in an easy-to-consume financial model with full ongoing service capabilities. This provides risk mitigation as we continue to see changes in the vendors supplying technology components in the market and keeps government entities from perpetually investing in administrative training and service delivery vehicles.

Your C1 team asserts with confidence that our many years of success with local, state and federal governments combined with our in-depth technical knowledge and dedication to customer service provide the highest value to the State. We welcome the opportunity to demonstrate our commitment and determination in contributing to the State's success.

Sincerely,

Lisa Porter

Lisa Porter
Senior National Account Manager

John McCaslin

John McCaslin
National Account Manager

SECTION VII – COST PROPOSAL REQUIREMENTS

This section describes the requirements to be addressed by bidders in preparing the State's Cost Sheet. The bidder must use the State's Cost Sheet. The bidder should submit the State's Cost Sheet in accordance with Section I Submission of Proposal.

THE STATE'S COST SHEET AND ANY OTHER COST DOCUMENT SUBMITTED WITH THE PROPOSAL SHALL NOT BE CONSIDERED CONFIDENTIAL OR PROPRIETARY AND IS CONSIDERED A PUBLIC RECORD IN THE STATE OF NEBRASKA AND WILL BE POSTED TO A PUBLIC WEBSITE.

This section describes the requirements to be addressed by bidders in preparing the Cost Proposal. The bidder must submit the Cost Proposal in a section of the proposal that is a separate section or is packaged separately as specified in this RFP from the Technical Proposal section. For Option A: OCIO-Hosted, see Attachment A; for Option B: Carrier-Hosted, see Attachment B.

A. Pricing Summary

The State reserves the right to review all aspects of the Cost Proposal for reasonableness and to request clarification of any proposal where the cost component shows significant and unsupported deviation from industry standards or in areas where detailed pricing is required.

1. COST SHEET

This summary shall present the total fixed price to perform all of the requirements of the RFP. The bidder must include details in the State's Cost Sheet supporting any and all costs.

Option A: OCIO-Hosted, see Cost Proposal Option A, for Option B: Carrier-Hosted, see Cost Proposal Option B.

The State reserves the right to review all aspects of cost for reasonableness and to request clarification of any proposal where the cost component shows significant and unsupported deviation from industry standards or in areas where detailed pricing is required.

2. PRICES

Prices quoted shall be net, including transportation and delivery charges fully prepaid by the bidder, F.O.B. destination named in the RFP. No additional charges will be allowed for packing, packages, or partial delivery costs. When an arithmetic error has been made in the extended total, the unit price will govern.

C1 Response:

Acknowledge.

Option A – OCIO Hosted

It is the intent of the State of Nebraska to procure a VOIP service that is all inclusive.

The State requires that any costs for the following components be included in the Monthly Line Rate for Basic, Monthly Line Rate for Standard, Monthly Line Rate for Premium and Monthly Line Rate for Analog. The State will not incur or pay for any additional costs for any component listed below.

1. VOIP Line
2. VOIP telephone set
3. All licensing necessary to provide the proposed service.
4. All software necessary to provide the proposed services.
5. All network equipment with the exception of Switches and Routers already in use by the State for transportation of network services.
6. Any session border controllers, gateway equipment, software, or licensing necessary to connect the bidder's equipment to the State Provided PSTN trunks.
7. Any equipment, software, or licensing necessary to convert VOIP to Analog.
8. Maintenance fees for any items listed above.

It is the intent of the State of Nebraska to procure a VOIP service that is all inclusive.

The State requires that any costs for the following components be included in the Line Installation Costs:

1. All programming of VOIP line in Contractors core equipment
2. All programming or configuration of telephone set
3. Delivery of telephone set to site
4. Unboxing and assembly of telephone set at site
5. Labeling of telephone set and keys
6. Connecting telephone set to Ethernet jack and workstation if applicable
7. Testing telephone set

Additionally, the State will not incur or pay for any additional costs to procure the service as proposed by the Bidder that are not included in this cost proposal in the following sections.

Failure to include all costs as requested in the following sections may result in Bid Rejection. If no cost is necessary, the Bidder must enter \$0.00 in that section indicating that the feature or service is provided at no additional cost to the State.



Feature	Basic Estimated Quantity - 6170	Standard Estimated Quantity - 3229	Premium Estimated Quantity - 1235	Analog Estimated Quantity - 150
Transfer	X	X	X	
Three way calling	X	X	X	
Call Forward/ No Answer	X	X	X	
Call Forward / Busy	X	X	X	
Call Forward Universal	X	X	X	
Call Pickup Group		X	X	
Directed Call Pickup		X	X	
Call Park		X	X	
Conferencing (Min. 6 Party)		X	X	
Last Call Return	X	X	X	
Message Waiting Indicator	X	X	X	
Hold	X	X	X	
Auto Dial Keys			X	
Speed Dial List			X	
Follow Me Feature		X	X	
Caller ID Logs		X	X	
Add-on Compatible			X	
Busy Lamp Field			X	
Multi-Line Ability			X	
Display		X	X	
Headset Compatible		X	X	
Monthly Recurring Line Rate Initial Term (5 yrs)	\$15.70	\$15.70	\$18.95	\$11.00
Non-Recurring Line Installation Cost	\$33.00	\$33.00	\$33.00	\$136.00



The State will not incur any additional costs over and above the rates listed below for Announcement Only Mailbox, and Auto Attendant.

Additional Required Costs

	Installation Initial Contract Period (5 yrs)	Monthly Rate Initial Contract Period (5 yrs)
Announcement Only Mailbox	-0-	-0-
Auto Attendant	-0-	-0-

*The Monthly Rate provided in the Bid Form INCLUDES your Microsoft Voice License fee of **\$4.04/mo**, per VoIP user. At the time of this RFP submittal, Microsoft has pre-approved C1 to become the billing partner of record for the Microsoft Voice License fees. This will require finalization with Microsoft and the State at time of contract, which would enable C1 to provide consolidated billing for the licensing and hosted voice solution.

The Monthly Rate provided in the Bid Form is an Option A design which is based on a capacity of (1,200) concurrent SIP sessions or calls. This design information is based on recommended VoIP industry design standards. If the State’s PSTN requirements differ, design adjustments will be made accordingly.

**The state issued an addendum of Attachment E. C1 calculated the totals on the attachment and those total 13,290. C1’s bid form is based on the requirements identified in the pricing matrix of Section VII Cost Proposal Requirements:

Basic Estimated Quantity - 6170	Standard Estimated Quantity - 3229	Premium Estimated Quantity 1235
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Optional Costs

	Installation Initial Contract Period (5 yrs)	Monthly Rate Initial Contract Period (5 yrs)
ACD/UCD	-0-	-0-
Any Additional Optional items	-0-	-0-
Any Additional Optional Services	-0-	-0-
Non-recurring Line Installation where the State would install the Telephone Set.	-0-	-0-

Bidder may include additional lines above as needed

*The Microsoft Voice license includes these features at no additional costs.

Optional Labor Rates

Please list all Job Titles that pertains to this Contract where the State of Nebraska would be charged an Hourly Rate.

Description by Job Title	Initial Contract Period (5 yrs) Rate Per Hour
Level 1 – Standard Technician	\$90.00
Level 2 – Pro. Services Engineer	\$165.50
Level 3 – Pro. Services Custom Developer/Sr. Engineer	\$195.00
Project Management	\$195.00

Bidder may include additional lines above as needed

Option B – Carrier Hosted

C1 Response:

Not applicable.