

## Rhode Island Turnpike and Bridge Authority

P.O. Box 437  
1 East Shore Road  
Jamestown, Rhode Island 02835-0437

<b>Solicitation Title:</b>	<b>Request for Proposals for Phone System with Unified Communications, Interactive Voice Response, and Support Services</b>
Solicitation Number:	18-15
Solicitation Date:	Friday, December 21, 2018
Pre-Proposal Meeting:	Monday, January 7, 2019 at 2:30pm The non-mandatory pre-proposal meeting is an opportunity for the Bidder to gain an understanding of the existing systems and environment from Authority staff.
Proposal Question Deadline:	Thursday, January 17, 2019
<b>Proposal Due Date:</b>	<b>Wednesday, January 23, 2019 at 12:00PM</b>
Interviews and Demonstrations:	January 28–31, 2019
Project Location:	Jamestown, Rhode Island
Contract Term:	3 years + 2 one-year extensions
Solicitation Contact:	Maggie Baker, CFO <a href="mailto:mbaker@ritba.org">mbaker@ritba.org</a>
Project Description:	The Rhode Island Turnpike and Bridge Authority, a body corporate and politic, is soliciting bid proposals from qualified vendors for a phone system with unified communications, interactive voice response, and related support services. The Authority is seeking a locally supported vendor to provide hardware and software for such systems to support its administrative and customer service operations. The vendor shall provide support services, including services such as design, implementation, training, IVR configuration, and other technical and operational support as required.

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Interactive Voice Response, and Support Services

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## **1. Scope of Work**

### **1.1 Language, Words Used Interchangeably**

The words “shall,” “must,” and “will” are equivalent in this RFP and indicate a mandatory requirement or condition, the material deviation from which will not be waived by the Authority. A deviation is material if, at the sole discretion of the Authority, the deficient response is not in substantial accord with this RFP’s mandatory condition requirements. The words “should” and “may” are equivalent in the RFP and indicate very desirable conditions or requirements but are permissive in nature. Deviation from, or omission of, such a desirable condition or requirement will not in and of itself cause automatic rejection of a Proposal but may result in the Proposal being considered as not in the best interest of the Authority.

### **1.2 Purpose**

The Authority is seeking a locally supported vendor to provide hardware and software for a phone system to support its administrative and customer service operations, including an IVR system. The vendor shall also provide support services, including services such as design, implementation, training, IVR configuration, and other technical and operational support as required.

### **1.3 General Technical Requirements**

The system shall be an enterprise-level IP phone system with unified communications and interactive voice response for:

- Administration, operations, and related business units (approximately 60 lines)
- Customer Service Center (currently 16 lines)

The system shall have at least the following features:

- Cloud-based or on-site IP-PBX service
  - The Bidder may recommend one or both options to the Authority. Given the Authority’s role as a public agency, up-time and redundancy is critical.
  - For an on-site system, the system shall function in virtualized environments at the main data center and the disaster recovery site.
  - Cloud-based solutions must provide for enterprise-level uptime.
- Contact Center functionality and monitoring
- Interactive voice response system
  - The IVR system shall integrate with the Emovis tolling customer account management system.
- Desktop phones, softphones, and mobile device integration, and attendant console
- Office 365 and Active Directory integration

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- Administration portal and full reporting functions
- Workforce management and quality management
- Scalability for up to 200 users
- PCI compliance

**1.6 Implementation, Training, and Support Services**

The Authority requires the following services:

- Full design and installation of the new system, including configuring the hardware and software, integration with the Emovis system, testing, and system transition. Services must include coordination with Authority staff to minimize downtime of the phone system and ensure customer service continuity.
- Training sessions for Authority staff on how to use the new phone system and key features.
- On-demand training for new staff and refresher courses following implementation.
- On-demand report creation and support services throughout the term of the contract.
- Post-implementation technical support services.
  - The Authority desires to utilize local or New England-based support.

**2. Proposal and Submission Requirements**

**2.1 Proposal Preparation**

The Proposal shall be organized according to the order shown below.

<b>Proposal Requirement</b>	<b>Section</b>
Cover Sheet	1
Table of Contents	2
Executive Summary	3
Firm Experience, Key Team, and Qualifications	4
Key Personnel Qualifications	5
Approach to RFP Requirements and Project Plan	6
Phone System and Unified Communications	7
IVR System	8
Required Forms and Insurance	9
Key Personnel Professional Resumes and References	10

**Section 1: Executive Summary**

Provide an Executive Summary for the entire Proposal, describing the most important elements of the Proposal. The Executive Summary must be signed by an individual authorized to bind the Bidder and indicate the address and telephone number of the Bidder’s office from which the Project will be managed.

**Section 2: Firm Experience, Key Team, and Qualifications**

Provide the following information regarding firm history, and project commitments for both the Bidder and all subconsultants. Provide a brief history and description of:

- The organization and number of years in business.
- Organizational structure.
- Areas of specialization as it relates to the Scope of Work.
- The number of employees.

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- Describe the Bidder's and all subconsultants' qualifications and experience on projects similar in scope and function to the Scope of Work.
- Describe the Bidder's and all subconsultants' current and projected commitments to other projects and how the Bidder will manage competing priorities and provide quality resources and attention to ensure the success of this Project.
- Provide a list of related projects where the Bidder worked with each subconsultant.

**Section 3: Key Personnel Qualifications**

Provide the following information regarding team qualifications, including subconsultants:

- Identify key personnel who will work on the Project.
- Provide an organization chart representing the roles of key personnel for duration of the Contract.
- For each key personnel identified above, provide:
  - Details of their experience and how it relates specifically to this Project.
  - The percentage of time each person will spend on the Project and how that percentage may change over the term of the Contract.
- Describe how the quality and experience of staff over the Term of the Contract will facilitate successful delivery of the Project.
- State the location of the offices from which the work will be performed.

**Section 4: Approach to RFP Requirements and Project Plan for Implementation and Support**

Provide at least the following information regarding the proposed solution:

- Describe the Bidder's proposed approach to the requirements described in the Scope of Work.
- Describe the Bidder's proposed solution and approach to the project plan described in the Scope of Work.
- Provide the Bidder's proposed approach to Project management and planning, including any transition process.
- Describe the Bidder's proposed approach to any required testing to ensure deliverables meet functional, performance, and usability requirements of this RFP.
- Describe the Bidder's approach to managing system updates.
- Include a Service Level Agreement and methodology for issue resolution and support services. The Authority is a public-facing government agency and requires a high level of support availability and fast response and resolution times.

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- Describe the availability and methodology of Help Desk support—all tiers.
- Describe the Bidder’s approach for disaster recovery and continuity of service for the phone system in the event that the Authority loses the ability to use its Administrative facility.

**Section 5: Phone System and Unified Communications**

Describe the proposed system and how it meets or exceeds the requirements. Product data sheets or spec sheets are appropriate, but such information does not take the place of a narrative proposal describing how the system will meet the requirements and benefit the Authority.

Define uptime and service level agreements for cloud-based systems.

Include handset recommendations that use little to no desk space for contact center staff. For example, softphones and space-saving handsets.

Describe how the system can track qualitative information for customer contacts in the call center.

**Section 6: IVR System**

Describe the proposed system and how it meets or exceeds the requirements. Product data sheets or spec sheets are appropriate, but such information does not take the place of a narrative proposal describing how the system will meet the requirements and benefit the Authority.

Describe how the system handles recording and scheduling messages for special events and emergencies.

Describe the Bidder’s methodology for evaluating the current IVR system and recommending best-practices.

Describe the Bidder’s methodology and project management approach to updating and implementing a new IVR system and the integration to the customer account management system.

**Section 7: Required Forms and Insurance**

Include the required forms and proof of insurance.

**Section 8: Key Personnel Professional Resumes and References**

Include resumes for key personnel and applicable professional and project references. The information provided in this section should support the Bidder's ability to implement and support the proposed system. Any references included should highlight the quality of support services the Bidder is capable of providing.

**2.2 Cost Proposal**

Include one original hard copy of Bidder's Cost Proposal in a separate sealed envelope that contains no other materials. The Cost Proposal may in the format deemed appropriate to the Bidder.

### **3. Evaluation of Proposals**

The evaluation criteria set forth in this RFP and the weight the Authority allocates to the various criteria have been determined by the Authority based on its analysis of the Project and its objective to obtain the best value for the Authority. By submitting its Proposal, the Bidder agrees that the Authority's determinations are reasonable.

#### **3.1 Evaluation of Written Proposals**

The Authority will initially evaluate written Proposals submitted in response to this RFP in accordance with the evaluation criteria set forth below in this section. Upon completion of this evaluation, the Authority's representatives may identify a short list of Bidder(s) meeting the Authority's technical competence requirements to advance to the final evaluation described in the section below. The Authority reserves the right at any time during the evaluation process to conduct discussions with Bidders to clarify their Proposals.

<b>Proposal Evaluation Criteria</b>	<b>Possible Points</b>
Experience and Qualifications, Company Financial Capacity and Stability	10
Phone System and IVR System	35
Implementation Services and Methodology	25
Post-Implementation Support Services	30

#### **3.2 Final Evaluation**

The Authority reserves the right to request and require that a shortlisted Bidder make a presentation and/or participate in an interview to discuss its Proposal at a scheduled date and time. No Bidder is entitled to this opportunity, and no Bidder will be entitled to attend the presentation or interview of another Bidder. Shortlisted Bidders from whom the Authority desires presentations and/or interviews will be notified by written communication of the date, time, location, and format of the presentation and/or interview. Following all presentations/interviews, the Authority's evaluation committee will evaluate each Proposal in light of information provided to the Authority by the Bidder based on the criteria below:

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<b>Final Evaluation Criteria</b>	<b>Possible Points</b>
Key Staff, Experience and Qualifications	10
Methodology and Project Plan	30
System and Solution Suitability	40
Cost Proposal	20

The Authority's evaluation committee for this procurement will rank each Bidder participating in this final phase of evaluation to determine which Proposal provides the best value to the Authority and recommend that the Authority enter contract negotiations with the top-ranked Bidder.

## **Exhibit A: Instructions to Bidders**

### **Compliance with Instructions to Bidders**

These Instructions to Bidders contain terms and conditions that will govern the preparation and submission of a bid proposal and any contract awarded pursuant to this solicitation.

Bidders must comply with each and every requirement of these Instructions to Bidders. Any failure to comply with any requirement may result in the determination of a nonresponsive bid proposal and/or the rejection of the bid proposal.

### **Priority of Terms and Conditions**

The terms and conditions in these Instructions to Bidders supersede any and all inconsistent or conflicting terms and conditions in any other provision of any other document in this solicitation or in the bid proposal and govern this solicitation, the bid proposal, and any contract awarded pursuant to this solicitation.

### **Offer to Contract**

Bid proposals constitute an offer to contract with the Rhode Island Turnpike and Bridge Authority (the “Authority”) on the terms and conditions contained in the solicitation, the laws of the State of Rhode Island, including all procurement statutes and regulations (available at [www.purchasing.ri.gov](http://www.purchasing.ri.gov)), and applicable federal and local law, all of which are incorporated into this solicitation and any contract awarded pursuant to this solicitation by this reference.

### **Comprehensive Review and Inspection**

The bidder is responsible for carefully reviewing all of the requirements of this solicitation, inspecting the project location, including checking and/or verifying measurements, site conditions, any limitations, and other details, prior to preparing and submitting its bid proposal. Failure to submit a complete bid proposal may result in rejection of the bid proposal. Claims for additional costs or time resulting from the bidder’s failure to inspect and/or verify will not be considered.

### **Questions**

Bidders must not address questions or comments about this solicitation to the Authority or its professional advisors. Questions about this solicitation, after the prebid conference, must be emailed and received by the Authority at [mbaker@ritba.org](mailto:mbaker@ritba.org) no later than January 17, 2019, in a Microsoft Word attachment with

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the corresponding solicitation number. Questions, if any, and responses will be distributed as an addendum to this solicitation.

**Prebid Conference**

The Authority will hold a prebid conference - mandatory or nonmandatory, at the discretion of the Authority. Bidders must attend a mandatory prebid conference and are encouraged to attend a nonmandatory prebid conference. The bidder's representative must register with the Authority at a mandatory prebid conference and identify the bidder he or she represents.

**Costs**

The bidder is responsible for all costs and expenses to develop and submit a bid proposal in response to this solicitation.

**Preparation of Bid Proposal**

Bid proposals must be made on the Bid Form included in the solicitation and in accordance with the instructions in this solicitation. All applicable blanks must be completed in a legible manner, printed electronically, typed, or handwritten in ink, and amounts must be expressed in both words and figures. In the event of any contradictory terms, handwritten terms prevail over printed or typed terms, and words prevail over figures. Signatures must be in ink. No additional provisions, conditions, or limitations may be made by the bidder, and any erasures and/or corrections must be initialed in ink by the person signing on behalf of the bidder.

**Submission of Bid Proposal**

Each bid proposal (a complete package, with the signed Bidder Certification, signed Bid Form, Bid Surety, IRS Form W-9, signed General Contractor Apprenticeship Certification, if applicable, and duplicate original) must be submitted in a separate sealed envelope with the bidder's name and address and the specific "Solicitation Number," "Solicitation Title," and the "Bid Proposal Submission Deadline" marked in the upper left-hand corner of the envelope.

The bid proposal must be delivered (via mail, messenger service, or personal delivery) to the Authority and date-stamped received by the date and time specified for the bid proposal submission deadline. Bidders should mail bid proposals sufficiently in advance of the bid proposal submission deadline to ensure timely delivery to the Authority. Bid proposals must be addressed to:

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Rhode Island Turnpike and Bridge Authority  
Office of the Executive Director  
P.O. Box 437  
1 East Shore Road  
Jamestown, Rhode Island 02835-0437

Bid proposals that are not received by the Authority by the bid proposal submission deadline for whatever reason will be deemed late and will not be considered. Postmarks will not be considered proof of timely submission.

At the bid proposal submission deadline, bid proposals will be opened and read aloud in public.

**Bid Price**

The bidder must submit a Base Bid Price on the Bid Form to perform all of the work specified in the solicitation, including the cost of the bonds and any allowances and addenda. The costs of alternates shall not be included in the calculation of the Base Bid Price. The bidder shall separately provide the cost for each alternate listed in the Bid Form. The cost for each alternate must be designated as an addition to, or subtraction from, the Base Bid Price. Alternates will be selected, if any, by the Authority in the order of priority listed in the Bid Form.

**Bidder Certification Form**

The bidder must complete, sign, and submit the Bidder Certification Form for this solicitation as the first document with each bid proposal.

**Sensitive Security Information**

This solicitation may contain “sensitive security information” subject to protection pursuant to the Transportation Security Administration, Department of Homeland Security, in accordance with the provisions of 49 C.F.R. Part 1520. The unauthorized possession or use of SSI without prior written consent from the Authority is a violation of federal and state law and will subject the violator to penalties or other enforcement actions by the Department of Homeland Security. Bidders must take all reasonable steps to safeguard all information designated as sensitive security information in the bidder’s possession or control from unauthorized disclosure.

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If this solicitation contains sensitive security information, the sensitive security information will be marked on the top with the protective marking: "Sensitive Security Information" and will include the distribution limitation on the bottom:

“*WARNING:* This record contains Sensitive Security Information that is controlled under 49 CFR Parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know," as defined in 49 CFR Parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 U.S.C. 552 and 49 CFR Parts 15 and 1520.”

**Public Copy**

Bid proposals submitted in response to this solicitation are public records pursuant to the Rhode Island "Access to Public Records Act," R. I. Gen. Laws §§ 38-2-1 et seq. Each bid proposal must include a duplicate original "public copy" to be available for public inspection upon the opening of bids. Bidders may redact in the public copy any trade secrets or commercial or financial information which is of a privileged or confidential nature pursuant to the Access to Public Records Act.

**Responsibility of Bidder**

The Authority may make a reasonable inquiry to determine a bidder's capability in all respects to perform fully the contract requirements, including without limitation, the financial strength and responsibility, integrity, and reliability of the bidder. The failure of a bidder to provide information promptly in response to an inquiry, including without limitation, financial statements and business references, may result in a determination of the bidder's nonresponsibility.

**Contractors Registration**

The bidder must have and maintain a valid certificate of registration issued by the Contractors' Registration Board throughout the term of the contract awarded pursuant to this solicitation and ensure that its subcontractors, unless exempt from registration, also obtain and maintain valid certificates of registration.

**Subcontractors**

The bidder must demonstrate that it is able to perform a substantial portion of the work using its own workforce. Any bidder that does not maintain a permanent workforce and/or proposes to perform a disproportionate amount of the work through one or more subcontractors will be considered unqualified.

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The successful bidder must establish to the satisfaction of the Authority the reliability and responsibility of any subcontractors proposed to perform any work pursuant to this solicitation.

**Taxes**

The Authority is exempt from federal excise taxes and state and municipal sales and use taxes. The bidder shall not include such taxes in any prices in the bid proposal.

**Bid Surety**

Bidders must furnish, with their bid proposals, either a bid bond from a surety licensed to conduct business in the State of Rhode Island or a certified check payable to the Authority in the amount of ten (10%) percent of the bid proposal. An attorney-in-fact who executes a bond on behalf of the surety must provide a certified current copy of the power of attorney. A successful bidder who fails to submit the additional documentation required by the Notice of Intent to Award and/or fails to commence and pursue the work in accordance with the contract awarded pursuant to this solicitation may be required to forfeit, at the discretion of the Authority, the full amount of the bid surety as liquidated damages. The Authority will retain the bid surety of all bidders until the earliest of: (i) the issuance of the Purchase Order; (ii) the 61st day following the bid proposal submission deadline; or (iii) the rejection of all bid proposals.

**Indemnification**

The successful bidder will indemnify and hold the Authority, its members, officers, employees, agents, successors and assigns, harmless from and against any and all claims, demands, actions, causes of action, damages, losses, judgments, recoveries, liabilities, costs and expenses (including without limitation, attorneys' fees and costs), or any kind, that the Authority, its members, officers, employees, agents, successors and assigns may incur arising out of this solicitation, any contract awarded pursuant to this solicitation, and/or the act or omission of the bidder, its subcontractors, or their employees and agents.

**Divestiture of Investments in Iran Requirement**

No bidder engaged in investment activities in Iran as described in R.I. Gen. Laws § 37-2.5-2(b) may submit a bid proposal to, or renew a contract with, the Authority. Each bidder submitting a bid proposal or entering into a renewal of a contract is required to certify that the bidder does not appear on the list maintained by the General Treasurer pursuant to R.I. Gen. Laws § 37-2.5-3.

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**Domestic Steel**

Any steel products required by the plans and specifications in this solicitation must be formed, extruded, forged, cast, fabricated, or otherwise processed from steel made in the United States.

**Withdrawal**

A bidder may withdraw its bid proposal at any time prior to the bid proposal submission deadline. Bid proposals are irrevocable for a period of 60 days following the bid proposal submission deadline.

**Reservation of Rights**

The Authority reserves the right, at any time, for any reason, in its sole discretion, to: (i) revoke, suspend, or terminate this solicitation; (ii) accept or reject any and all bid proposals, in whole or in part; (iii) waive any technical defects, irregularities, or omissions in any bid proposals; and/or (iv) terminate any contract awarded pursuant to this solicitation, with or without cause.

**Award**

The Authority, in its sole discretion, will award the contract pursuant to this solicitation to the responsive and responsible bidder who submits the lowest responsive and responsible bid proposal. The Authority may determine, in its sole discretion, the low bid proposal on the basis of the amount of the Base Bid Price plus the alternates selected in accordance with the Bid Form. The successful bidder will receive a Notice of Intent to Award from the Authority with instructions for the bidder to submit further documentation. The successful bidder shall be authorized to commence work only upon the issuance of the Notice to Proceed by the Authority. The issuance of the Notice to Proceed and the continuation of any contract awarded pursuant to this solicitation are contingent upon the availability of funds.

**Payment and Performance Bonds**

The successful bidder must furnish a 100% payment and performance bond from a surety licensed to conduct business in the State of Rhode Island upon the tentative award of the contract pursuant to this solicitation.

**Prevailing Wages**

**For contracts priced under \$1 Million**

The successful bidder and its subcontractors must pay their workers at the applicable prevailing wage rates (adjusted every July 1) for the various trades on a weekly basis, pay their workers one and one-half times the applicable prevailing wage rates for each hour worked in excess of 8 hours in any one day or 40

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hours in any one week, and submit certified weekly payroll forms on a monthly basis to the user agency. Prevailing wage posters and rate schedules, available at the Rhode Island Department of Labor and Training website at [www.dlt.ri.gov](http://www.dlt.ri.gov), must be posted at the project site.

**For contracts priced \$1 Million or More**

The successful bidder and its subcontractors must pay their workers at the applicable prevailing wage rates (adjusted every July 1) for the various trades on a weekly basis, pay their workers one and one-half times the applicable prevailing wage rates for each hour worked in excess of 8 hours in any one day or 40 hours in any one week, submit certified weekly payroll forms on a monthly basis to the user agency, and maintain a certified prevailing wage daily log at the project site. Prevailing wage posters and rate schedules, available at the Rhode Island Department of Labor and Training website at [www.dlt.ri.gov](http://www.dlt.ri.gov), must be posted at the project site.

**Apprenticeship**

if the value of the project pursuant to this solicitation is at least \$1 Million (including all alternates), the successful bidder must employ apprentices on this project in accordance with the apprentice to journeyman ratio for each trade approved by the State Apprenticeship Council. The bidder must complete, sign, and submit the General Contractor Apprenticeship Certification Form, included in the solicitation, with the bid proposal.

The successful bidder will also be required to complete, sign, and submit the General Contractor Apprenticeship Re-Certification and Certification Form following receipt of the Notice of Intent to Award, and, in addition, each subcontractor must complete, sign, and submit to the successful bidder the Subcontractor Apprenticeship Certification Form prior to the commencement of any work on the project pursuant to this solicitation.

Specific information about apprentice occupations and apprenticeship requirements is available on the Rhode Island Department of Labor and Training website at [www.dlt.ri.gov/apprenticeship](http://www.dlt.ri.gov/apprenticeship).

**Occupational Safety**

The successful bidder must ensure (if the total contract price is at least \$100,000) that all employees at the project site possess a card issued by the United States Department of Labor certifying successful completion of an OSHA ten (10) hour construction safety program.

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**Hazardous Substances**

The successful bidder must submit a chemical identification list to the Rhode Island Department of Labor and Training upon receipt of a Notice to Proceed from the Authority prior to performance of the contract awarded pursuant to this solicitation and make available to all employees a list of any hazardous substances that may present a risk of exposure.

**Substitutions**

Any proposal in response to a request for substitutions in this solicitation must include the detailed information necessary for a comprehensive evaluation, including (without limitation) the name of the material or equipment of the proposed substitution and a complete description of the proposed substitution, with drawings and performance and test data. Products specified in this solicitation establish a standard of quality, performance, dimension, function, and appearance. Proposed substitutions must meet the standard and will not be considered without the prior written approval of the Authority. All substitution approvals will be posted as addenda to the solicitation.

**Licenses**

The successful bidder and anyone performing any work on the contract awarded pursuant to this solicitation must possess all of the licenses required by any federal, state, or local law to perform such work.

**Insurance**

The successful bidder must submit a copy of an endorsement and a certificate of insurance that references the solicitation number and names the Authority as “certificate holder” and as “additional insured” upon the issuance of the Notice of Intent to Award, on an annual basis during the term of the contract awarded pursuant to this solicitation, and from time to time upon request. The certificate of insurance must state that 30 days’ advance notice of cancellation, nonrenewal, or material change in coverage (referencing the solicitation number) will be sent to: Rhode Island Turnpike and Bridge Authority, Office of the Executive Director, P.O. Box 437, 1 East Shore Road, Jamestown, Rhode Island 02835-0437, and provide evidence of the following specific types and amounts of insurance:

<b><u>Type of Insurance</u></b>	<b><u>Amount of Coverage</u></b>
Comprehensive General Liability	\$1 Million each occurrence (inclusive of both bodily injury and property damage)



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**Minority Business Enterprises**

The Authority reserves the right to give additional consideration to bid proposals submitted by minority/women business enterprises (“MBEs”) certified by the Division of Purchases, Minority Business Compliance Office, provided that any such bid proposal is fully responsive to the terms and conditions of this solicitation, and the bid price is determined, in the discretion of the Authority, to be within a competitive range.

Any bidder who does not intend to perform all of the work with its own forces shall recruit and engage MBEs to perform at least 10% of the dollar value of the contract awarded pursuant to this solicitation. To reach that goal, the bidder may allocate up to 60% of its costs for materials and supplies obtained from MBE dealers or 100% of its costs for materials and supplies obtained from MBE manufacturers.

The successful bidder must submit a plan to meet this requirement for approval by the Division of Purchases, Minority Business Enterprise Compliance Office within the 7-day period following the Notice of Intent to Award, identifying all MBEs, and must also demonstrate its good faith best efforts to meet these MBE goals. Information about this requirement and a directory of MBEs certified in Rhode Island is available at [www.mbe.ri.gov](http://www.mbe.ri.gov) or (401) 574-8670.

**Equal Opportunity**

The successful bidder must demonstrate a commitment to equal opportunity and submit an affirmative action plan for review by the Rhode Island Department of Administration State Equal Opportunity Office within the 7-day period following the Notice of Intent to Award. Information about this equal opportunity requirement is available at [www.diversity.ri.gov/eo/eoepagehome.htm](http://www.diversity.ri.gov/eo/eoepagehome.htm) or (401) 222-3090.

**Drug-Free Workplace**

The successful bidder shall comply, and require that its employees comply, with the State of Rhode Island Drug Free Workplace policy and provide a certificate of compliance within the 7-day period following the Notice of Intent to Award.

**Criminal Background Check**

The successful bidder may be required to provide a Bureau of Criminal Identification check and/or a national background check (for each individual who be performing services under the contract awarded pursuant to this solicitation) within the 7-day period following the Notice of Intent to Award.

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**Foreign Corporations**

No foreign corporation or limited liability company may transact business in the State of Rhode Island until it shall have obtained a Certificate of Authority from the Rhode Island Secretary of State, and no foreign limited partnership may transact business in the State of Rhode Island until it shall have obtained a Certificate of Registration from the Rhode Island Secretary of State. The successful bidder, if a corporation or limited liability company, will be required to provide a current Good Standing Certificate, and if a limited partnership, will be required to provide a current Letter of Legal Existence, issued by the Rhode Island Secretary of State within the 7-day period following the Notice of Intent to Award.

**Campaign Finance**

The successful bidder who has contributed, within the 24 months preceding the contract award, an aggregate amount of more than \$250.00 within a calendar year to any Rhode Island general officer, candidate for general office, any member of the general assembly, or any Rhode Island political party, must file a "Vendor Affidavit" with the State of Rhode Island Board of Elections. Information about "Vendor Affidavits" and electronic filing is available at [www.elections.ri.gov](http://www.elections.ri.gov) or Board of Elections, Campaign Finance, (401) 222-2056.

**Binding Contract**

The form of agreement the successful bidder will be required to execute is included in the solicitation. A binding contract between the Authority and the successful bidder will be formed by the issuance of a Notice to Proceed from the Authority, and only by the issuance of a Notice to Proceed, and only to the extent of available funds. The binding contract will incorporate and be subject to the terms and conditions of the solicitation, including the Invitation to Bid, the Instructions to Bidders, the General Conditions, any Supplemental Conditions, the Plans and Specifications, the Bid Form, the Bidder Certification Form, the Agreement, and also the Notice to Proceed. The successful bidder shall be authorized to commence work only upon the issuance of the Notice to Proceed.

**Compliance with Terms of Contract**

Failure of the successful bidder to comply with the terms and conditions of any contract awarded pursuant to this solicitation may result in nonpayment, suspension or termination of the contract, suspension or debarment of the bidder, or any other necessary or appropriate remedy.