



Employees' Retirement System of the State of Hawaii

Invitation for Bid Hawaii e Procurement (HiePRO) IFB # B24000862

RELEASE DATE:

Nov. 01, 2023

Sealed Competitive Offers for CISCO MERAKI TECHNICAL SERVICES & SUPPORT for 2024-2025 (ERSP-011)

Governance:

This solicitation is issued under the provisions of Hawaii Revised Statutes (HRS) Chapter 103D and its administrative rules thereof. All applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

eProcurement:

This is an electronic solicitation, offered through HiePRO, State of Hawaii eProcurement (hiepro.ehawaii.gov). Questions on IFB shall be submitted through HiePRO by 11/06/2023 at 2:00 PM HST and answered by 11/08/2023 at 2:00 PM HST. Any modification to this specification shall be made by a written addendum to this IFB in HiePRO. All offers are to be received in HiePRO by IFB closing which is on 11/14/2023 at 2:00 PM HST (no hardcopies will be considered).

Compliance:

Offerors are to have an office or affiliate office in Hawaii and to be duly registered to do business in the State of Hawaii via DCCA registration, (cca.hawaii.gov/resources) and to be compliant in Hawaii Compliance Express (vendors.ehawaii.gov/hce) by the date and time of this IFB closure.

Communication:

The point of contact for this IFB is: Larry Wolfe at 808-586-1776 or 808-586-1728, email: dbf.ers.procure@hawaii.gov with a copy to larry.wolfe@hawaii.gov and steven.melendrez@hawaii.gov.

Mr. Thomas Williams
Executive Director

NOTICE TO OFFERORS

The Employees' Retirement System of the State of Hawaii (ERS) administers a defined benefit retirement plan for the State and county government employees of the State of Hawaii. ERS provides retirement, disability, and death benefits for its members. ERS is a qualified defined benefit public pension plan under Section 401(a) of the Internal Revenue Code. Administration of the ERS falls under the policy and executive direction of the Board of Trustees with certain areas of administrative control vested in the State of Hawaii, Department of Budget and Finance.

The ERS is soliciting offers from qualified vendors to provide Cisco Meraki Equipment remote and on-site technical support services for two (2) years, for the 2024-2025 term, with an option to extend for one (1) year at the same terms and conditions. Commencing from the date in the ERS contract or Notice to Proceed (NTP).

Services are to be provided in support of ERS offices on the Islands of Oahu, Hawaii, Kauai and Maui. The monthly recurring service work is primarily provided on the island of Oahu in downtown Honolulu, and the ERS estimates that two (2) service visits will be required each year to each of the neighbor island offices. The vendor will prepare an initial assessment report upon contract award. There is an Allowance for additional technical service hours above the Base Monthly Services and approved incidental expenses, such as travel to neighbor island offices (see specification details below for more information).

This is an electronic solicitation, offered through HiePRO, State of Hawaii eProcurement (hiepro.ehawaii.gov). All questions, addendums and offers for this procurement must be submitted through HiePRO.

The point of contact for this IFB is:

Larry Wolfe, Accounting Manager
Employees' Retirement System of the State of Hawaii.
201 Merchant Street, Suite 1400
Honolulu, HI 96813-2980
Office Phone: (808) 586-1776 or (808) 586-1728

Email: dbf.ers.procure@hawaii.gov
with a copy to larry.wolfe@hawaii.gov
and steven.melendrez@hawaii.gov

A. Administrative Overview

1. Background and Purpose

The Employees' Retirement System of the State of Hawaii (ERS) is soliciting offers for this Invitation for Bids (IFB) from qualified vendors to provide Cisco Meraki Network Infrastructure technical support services for two (2) years, for the 2024-2025 Term, starting from the commencement date on the Contract issued or Notice to Proceed. This IFB includes an option to extend for one (1) year at the discretion of ERS IT, at same rate, terms and conditions as original term.

Services are to be provided in remote and on-site support of ERS offices on the Islands of Oahu, Hawaii, Kauai, and Maui. Base Monthly Services work is to be provided primarily in downtown Honolulu on the island of Oahu, and ERS estimates two (2) service visits are required each year to each of the neighbor island offices.

This technical services engagement is for awardee to provide and perform monthly monitoring, maintenance, configuration, servicing, patching, optimization, performance tuning, software, firmware updating and system logs evaluation on installed network infrastructure equipment. The ERS may also request assistance from awardee for future additional equipment installation, that will then be included in Base Monthly Services after installation is completed. Servicing is to be performed by certified technicians, per manufacturer specifications, industry standards and at ERS IT direction, incorporating best practices. This engagement is for standard business hours of Monday-Friday 7:45 am to 4:30 pm and awardee is to be available on a 7 x 24 x 365 basis with 4-hour response time for emergency calls, including holidays.

Upon receipt of the Notice to Proceed, the awardee shall provide an Initial Onsite Evaluation and equipment assessment is to be used by the awardee's Cisco Meraki Certified Engineer to prepare and provide a Systems Assessment Report in Project Management Format with a Gantt type operations schedule for ERS IT. The Systems Assessment Report will include configurations, diagrams, processes, and procedures for the engagement term.

The awardee will use Systems Assessment Report as a guide to provide and perform the requisite services for the Meraki equipment per the specifications herein.

This procurement includes:

a) Base Monthly Services:

Awardee to have eight (8) Base Monthly Services hours per month for technical services support and maintenance. Any unused hours from this base to be carried over to the following month(s) and carry over to the following term year. In the Offeror's cost offer, the sum total of technical service fees quoted by vendors are to be fully encumbered including taxes, overhead, any and all costs associated with the vendor to provide and perform per the specifications herein.

b) Systems Assessment Report

This onsite evaluation and equipment assessment is to be used by the awardee's Cisco Meraki Certified Engineer to prepare and provide a Systems Assessment Report (SAR) in Project Management Format with a Gantt type operations schedule for ERS IT during this technical service engagement. The Systems Assessment Report will guide the awardees operational support of the ERS Meraki infrastructure network to include configurations, diagrams, processes, and procedures used for the Base Monthly Services during engagement term and per the specifications herein.

c) Allowance

Awardee will have available an allowance of \$30,000.00 for the engagement term, in addition to the Systems Assessment Report and Base Monthly Services hours, including Option period.

These funds are to be used for additional Technical Services as requested and approved by ERS IT and related incidental expenses (such as out-of-pocket travel expenses to the ERS offices located on islands of Hawaii, Kauai and Maui if Offeror's personnel are not located on the island being serviced). When the awardee receives a request for additional Technical Services from ERS IT, above the Base Monthly Services hours, awardee to provide a written quote to ERS IT which delineates a statement of work and identifies the quantity of labor hours required to accomplish the ERS IT request. Quote to be fully encumbered, fixed and firm 60 days.

Refer to **Section B, Scope of Services** for detailed requirements.

2. Authority

This IFB is issued under the provisions of Chapters 88 and 103D, Hawaii Revised Statutes, and the implementing Administrative Rules. All prospective offerors are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed offer by any prospective offeror shall constitute a representation of such knowledge on the part of such prospective offeror.

3. Procurement Officer and Contract Administrator

This IFB is issued by the Employees' Retirement System of the State of Hawaii. The individual listed below is the Procurement Officer and Contract Administrator for this procurement.

Mr. Thomas Williams, Executive Director
Employees' Retirement System of the State of Hawaii
City Financial Tower
201 Merchant Street, Suite 1400
Honolulu, HI 96813
Phone: (808) 586-1776
Fax: (808) 586-1677

The ERS contact person for this solicitation is:

Larry Wolfe, Accounting Manager
201 Merchant Street, Suite 1400
Honolulu, HI 96813
Telephone: 808-586-1728
Fax: 808-587-5766

4. Procurement Timetable and Significant Dates

The following are the important actions and corresponding final dates by which the actions must be taken or completed. **Offerors are notified that these dates are estimated by the ERS and are subject to change at the discretion of the ERS. The ERS reserves the right to change any date(s) as deemed necessary and in the best interest of the ERS.** If the ERS decides to change a date for any reason, notification will be given via the addendum process described in **Section B-10 IFB Amendments and Addendum** below.

Release of IFB	11/01/2023
Questions Due Date:	11/06/2023 @ 4:00 PM
Questions Answer Date	11/08/2023 @ 4:00 PM
Offers Due Date.	11/14/2023 @ 2:00 PM
Vendor Selection	11/24/2023
Award Decision	11/28/2023
Contract Start Date	12/01/2023 ** (estimated)
Contract End Date	11/30/2025 ** (estimated)

****** The ERS desires to commence this Contract on December 1, 2023. However, due to the time required for evaluation, award, and execution of this Contract, the exact commencement date is indeterminate at this time.

5. Communications with ERS; Questions

Offerors and potential offerors (including agents of offerors or potential offerors) should **not** contact any member of the ERS Board of Trustees or any member of the ERS staff. An exception to this rule applies to firms who currently do business with the ERS; provided that any contact made by any such firm should be related to that business, and should not relate to this IFB.

Questions must be entered in HlePRO and will be accepted until the deadline listed in the **Section B-4 Procurement Timetable and Significant Dates** above . A written response to any questions will be published by the ERS via HlePRO, and an addendum will be issued if required in HlePRO.

6. Submission of Offers

Offerors must carefully examine the solicitation, amendments (if any), required contract forms, and other documents, laws and rules, as necessary, before submitting an Offer. The submission of an Offer shall be considered to be a warranty and representation that the offeror has made a careful examination and understands the work and the requirements of this solicitation.

Each qualified offeror may submit only one (1) offer in HlePRO. Alternate offers will not be accepted.

7. Mistakes in Offers

Offers may be modified or withdrawn, prior to the deadline for submission of Offers, by updating HlePRO. HlePRO provides a record of Offers received.

Mistakes shall not be corrected after award of contract. When the Procurement Officer knows or has reason to conclude before award that a mistake has been made, the Procurement Officer will request the offeror to confirm the Offer. If the offeror alleges mistake, the Offer may be corrected or withdrawn.

ERS reserves the right to waive or permit cure for minor informalities, errors or omissions, and to conduct discussion with all qualified offerors in any manner necessary to serve the best interests of the ERS.

8. Costs for Offer Preparation

Expenses for the development and submission of responses to the IFB are the sole responsibility of the organization submitting the response.

9. Disqualification of Offers

The ERS reserves the right to consider as acceptable only those Offers submitted in accordance with all requirements set forth in this IFB and which demonstrate an understanding of the scope of work. Any Offer offering any other set of terms and conditions, or terms and conditions contradictory to those included in this IFB, may be disqualified without further notice.

An offeror will be disqualified and the Offer automatically rejected for any one or more of the following non-exclusive reasons:

- Proof of collusion among offerors, in which case all Offers and offerors involved in the collusive action will be rejected.
- The offeror's lack of responsibility and cooperation as shown by past work.
- The Offer shows any noncompliance with applicable law.
- The Offer is conditional, incomplete, or irregular in such a way as to make the Offer incomplete, indefinite, or ambiguous as to its meaning.
- The Offer has any provision reserving the right to accept or reject award, or to enter into an agreement pursuant to an award, or provisions contrary to those required in the solicitation.
- The delivery of the Offer after the deadline specified in the timetable.
- The offeror being in arrears on existing contracts with the State or having defaulted on previous contracts.
- The offeror's lack of sufficient experience to perform the work contemplated.
- The offeror's conflicts of interest or lack of independence in judgment.

10. IFB Amendments and Addendum

ERS may modify any part of the IFB, prior to the date fixed for final submission of responses, by issuance of an addendum in HlePRO. ERS will respond to questions and inquiries in HlePRO, and issue any addendum in HlePRO. Addenda will be numbered consecutively.

11. Cancellation of Request for Offers/Rejections of Offers

This IFB may be cancelled and any or all Offers may be rejected in whole or in part, and waive any defects, when it is determined to be in the best interests of ERS.

12. Uncertainties Beyond the Control of ERS

ERS recognizes that circumstances beyond the control of the ERS may arise that may significantly affect the ability of the contractor to provide the services described in this IFB or as proposed by the contractor. Accordingly, the ERS reserves the right to modify the agreement to address such circumstances.

13. Proposal Bonds; Performance and/or Payment Bonds

No bid bond is required to be submitted with the Offer, and no performance or payment bond will be required for the contract awarded pursuant to this IFB

14. Acceptance of Offer and Execution of Contract

Acceptance of an Offer, if any, will be made as provided in the Procurement Timetable. The offeror must have the ability to perform as called for in the IFB and in the contract. ERS shall be the sole judge of capability. The successful offeror will be notified that its Offer has been accepted and that the offeror is being awarded the contract.

ERS reserves the right to award a contract based upon the written responses received and without prior discussion or negotiations.

Exhibit A is a sample contract used by ERS for Meraki Infrastructure consulting services. In submitting an Offer, the offeror will be deemed to have agreed to each provision set forth in Exhibit A unless the offeror identifies the provision to which objection is made and submits alternative language. ERS reserves the right to further negotiate the terms and conditions of the contract with the successful offeror. The contract awarded pursuant to this IFB shall consist of the IFB and any amendments thereto, and the specific terms and conditions of the negotiated contract.

ERS shall forward a contract to the successful offeror for execution. The contract shall be signed by the successful offeror and returned within ten days after receipt by the offeror or within such further time as may be allowed.

No contract shall be considered binding upon ERS until the contract has been fully and properly executed by all parties thereto.

If the offeror to whom a contract is awarded shall fail or neglect to enter into the contract within ten days after such award or within such further time as may be allowed, the Procurement Officer will consider the responsive, responsible Bidder submitting the next lowest total sum bid price.

Notice to Proceed

No work is to be undertaken by the CONTRACTOR prior to the official commencement date. The STATE is not liable for any work, Contract, costs, expenses, loss of profits, or any damage whatsoever incurred by the CONTRACTOR prior to the work start date.

15. Debriefing

Non-selected offerors may submit a written request for debriefing to the Procurement Officer or designee within three working days after the posting of the award of the contract. If a debriefing is requested by one or more of the non-selected offerors, a combined debriefing will be held. The debriefing will be held by the Procurement Officer or designee, to the maximum extent practicable, within seven working days after receipt by the Procurement Officer or designee of the first request for debriefing; and may be conducted in person or by telephone at the sole discretion of the ERS. The debriefing will be held at:

Employees' Retirement System of the State of Hawaii
City Financial Tower
201 Merchant Street, Suite 1400
Honolulu, HI 96813

Any protest by the requestor following a debriefing, shall be filed within five (5) working days, as specified in HAR §103D-303(h).

16. Requirements for Doing Business in the State of Hawaii

Section 3-122-112, Hawaii Administrative Rules (“HAR”), requires that, before award of contract may be made, the successful offeror must provide proof of compliance with the requirements of the following chapters of the Hawaii Revised Statutes (“HRS”):

- 1) Chapter 237, general excise taxes
- 2) Chapter 383, unemployment insurance
- 3) Chapter 386, workers’ compensation
- 4) Chapter 392, temporary disability insurance
- 5) Chapter 393, prepaid health care

And one of the following:

- 1) Be registered and incorporated or organized under the laws of the State of Hawaii, or
- 2) Be registered to do business in the State of Hawaii.

Proof of compliance with the foregoing requirements can be provided through the Hawaii Compliance Express (HCE), which allows vendors, contractors and service providers doing business with the State to register online through a simple wizard interface at <http://vendors.ehawaii.gov> to acquire a “Certificate of Vendor Compliance.” The HCE provides current compliance status as of the date the Certificate of Vendor Compliance is issued. The Certificate of Vendor Compliance indicating that offeror or contractor’s status is compliant with the requirements of HRS Chapter 103D-310(c), will be accepted for both contracting purposes and final payment.

If a Certificate of Compliance showing that the offeror's status is "Compliant" is not submitted on a timely basis for award of the contract, an offeror otherwise responsive and responsible may not receive the award.

The contractor must maintain such compliance during the term of the contract and for final payment. The ERS may conduct periodic checks to confirm that a contractor maintains compliance with the foregoing requirements throughout the term of the contract, including any extensions. If a contractor's Certificate of Vendor Compliance shows that the contractor's status is "Not Compliant" or "Expired", the ERS has the right to withhold any and all payments to the contractor until the contractor's Certificate of Vendor Compliance shows that the contractor's status is "Compliant." Such withholding shall not be considered or constitute a breach of contract and shall not be a basis or excuse for nonperformance of the contract by the contractor, or entitle contractor to claim interest for a late payment.

17. Invoices and Final Payment Requirements

Invoices are to include sufficient details of technical services labor hour expended in support of this engagement and incidental expenses charged to this engagement, as discussed in more detail in ***Section E-3, Awardee Invoicing and Payment*** below.

The CONTRACTOR is required to submit a tax clearance certificate for final payment on the Contract. A tax clearance certificate, not over two (2) months old, with an original green certified copy stamp, must accompany the invoice for final payment on the Contract, or the CONTRACTOR may submit a contractor's Certificate of Vendor Compliance from HCE that shows that the contractor's status is "Compliant."

18. Tax Liability

Work to be performed under this solicitation is a business activity taxable under Chapter 237, HRS, and vendors are advised that they are liable for the Hawaii General Excise tax ("GET") at the current rate for each county. If, however, a Bidder is a person exempt by the HRS from paying the GET and therefore not liable for the taxes on this solicitation, the Bidder shall state its tax-exempt status and cite the HRS chapter or section allowing the exemption.

19. Campaign Contributions by State and County Contractors

It has been determined that funds for this Contract have been appropriated by a legislative body.

Therefore, the Bidder, if awarded a Contract in response to this solicitation, agrees to comply with Section 11-355, HRS, which states that campaign contributions are prohibited from a State and county government CONTRACTOR during the term of the Contract if the CONTRACTOR is paid with funds appropriated by a legislative body.

B. Scope of Services

ERS IT is soliciting Offers from qualified vendors to provide onsite and remote services. This procurement is for labor services only and provides a Base Monthly Services hours of eight (8) hours per month to support the equipment listed in **Section D-15, ERS Environment** below. This service engagement includes preparation of an initial Systems Assessment Report and provides an allowance of \$30,000.00 for technical services labor in addition to the Base Monthly Services labor hours per month. Allowance is to pay for additional technical services as requested by ERS IT, and related incidental costs (such as travel costs to neighbor island offices).

When the awardee receives a request for additional Technical Services from ERS IT, above the Base Monthly Services hours, awardee to provide a written quote to ERS IT which delineates a statement of work and identifies the quantity of labor hours required to accomplish the ERS IT request. Quote to be fully encumbered, fixed and firm 60 days.

Provide general Cisco Meraki Infrastructure Consulting Services which includes, however not limited to the following technology components and security principles.

1. Support Services:

Monthly monitoring services support and maintenance for Meraki equipment configuration, modification, repair, testing, patch installation, troubleshooting and problem resolution, which includes testing, production deployment and troubleshooting issues to resolution. To provide and maintain a sustainable, scalable and stable networking environment.

The Offeror must be able to work with other State of Hawaii agencies and other vendors, including meeting with ERS and others, if applicable.

2. Training:

Awardee to provide the ERS IT staff hands-on training and documentation to implement best practices for Meraki equipment, optimization, maintenance, implementation of best industry practices, service and support, as they work on the ERS systems.

3. Best Practices:

Awardee to utilize industry best practices and standards, manufacturer instructions, secure solutions and techniques in their technical services.

4. New equipment installation:

If new equipment is acquired awardee to perform new equipment physical installation with end-to-end integration with the State of Hawaii network environment.

5. Streamline & Sustain:

Identify features and configure new devices similar to the existing ERS's production environment to streamline overall equipment management and to ease operation. Improve equipment performance, availability, reliability, security and sustainability.

6. Compatibility:

Provide firmware patches, updates, upgrades and downgrades (if compatibility or other issues arise which may cause a conflict).

7. Scheduling, optimum up time:

If down time may be required, awardee to work with ERS IT to schedule downtime, during ERS staff off-days or after normal business hours, to minimize staff work disruption.

8. Turnkey environment:

All equipment, new equipment installation and/or re-configuration of existing equipment, when turned over to ERS shall be turn-key, fully configured and not require further adjustment. ERS IT will validate and sign off work completion of the vendor work as the "as built" configuration. Awardee to provide detailed documentation, which includes however not limited to operating instructions, training materials, technical documentation, etc.

9. Certifications:

Awardee upon completion of new equipment installation and/or re-configuration of existing hardware shall provide a Certificate of Completion. The certificate of completion generated by the awardee's CISCO Meraki certified engineer shall include a checklist of the items completed and reason. The certified engineer shall sign their initial next to each checklist item signifying completion and test acceptance. ERS IT will validate and sign off on the work completion of the vendor work. Awardee to provide detailed documentation, which includes however not limited to operating instructions, training materials, technical documentation, etc.

10. Documentation:

Awardee to provide documentation that includes the following however not limited to. Instructions and/or procedures of the job performed which includes administration tasks, configurations, network diagrams, modifications, instruction procedures, troubleshooting documentation, technical documentation, and training materials to create a sustainable, scalable network environment of ERS equipment.

Awardee to send an encrypted monthly status report via email, or other secure method, of services provided directly to ERS IT in sufficient details to support the invoice (**Section E-3, Awardee Invoicing and Payment**) since these may contain sensitive/confidential information. This documentation includes, but is not limited to, technical services provided, hours expended, pending issues, etc. Awardee is responsible for tracking the support hours used. Monthly report provided by the awardee are to include support hours carried over and the total support hours carried over of the Base Monthly Services (i.e. consolidated number of hours during the 2024 to 2025 term).

11. Availability:

Standard business hours for this technical services engagement are Monday thru Friday 7:45 – 4:30. Vendor availability is to be 7 x 24 x 365 with 4 hour response time for emergency calls. On ERS dispatch calls, ERS IT shall determine if vendor response will be onsite or remote servicing.

Maintenance and/or upgrades, that require the network to be unavailable, are normally performed after business hours and/or during weekends as coordinated and approved by ERS IT.

12. Certifications:

Vendor is to be authorized and certified by manufacturer to service the equipment noted in specification **Section D-15, ERS Environment**. Awardee to have staff which are certified Cisco Meraki Engineers. Offeror shall include the Certification documents in their Offeror’s bid and upload same into HiePRO with the pricing quote.

Awardees technical personnel and sub-contractors to have a minimum of one (1) year of experience on equipment similar to the ERS equipment and will perform the work under the supervision of the Certified Engineer. The Certified Engineer will inspect and provide signoffs of work performed under their supervision. Awardees work will not void warranties or license agreements. Awardee's certified Cisco Meraki Engineer is responsible to manage awardee's personnel and sub-contractors in performance of this engagement.

13. Change Control:

Awardee to develop and maintain a change control procedure and document equipment configurations and status's for ERS. Vendor to provide a holistic Project Management Design and Plan for all services and support under this IFB.

14. Documentation Transmitted to ERS:

Any documentation, not related to procurement or invoicing, in the performance of this solicitation shall be transmitted to and/or from ERS IT a via secure process, such as secure file transfer or an email with encryption, as these may that contain sensitive/confidential information.

15. ERS Environment:

The CISCO Meraki network infrastructure includes the equipment/components listed in the following table that are installed on equipment racks with uninterruptible power supplies (UPS) and battery pack devices. Offeror will assist in installing, monitoring, and servicing such equipment as applicable.

Line Item	Model Description	Quantity	Notes:
1	MX100	2	Includes Meraki Insight (MI-M)
2	MX65	4	Includes Meraki Insight (MI-S)
3	MS250-48FP	19	
4	MS225-24P	5	
5	MS220-8P	4	
6	MS120-8FP	3	
7	MR53	7	
8	MV72	2	
9	MA-SFP-IGB-SX	4	
10	MV-SEN	10	
11	MT	5	
	Total	65	

The ERS may also request assistance from awardee for future additional equipment installation, that will then be included in Base Monthly Services after installation is completed.

16. ERS Work Sites:

The monthly recurring service work is primarily performed on the island of Oahu in Honolulu. The ERS estimates that two (2) service visits will be required each year to each of the neighbor island offices.

Oahu
Downtown Honolulu area in 2
locations including:
201 Merchant Street, Suite 1400
Honolulu, HI 96813
Phone: (808) 586-1745

Kauai Office
3060 Eiwa Street, Room 302
Lihue, Hawaii 96766
Phone: (808) 274-3010

Island of Hawai'i Office
101 Aupuni Street, Suite 208
Hilo, Hawaii 96720
Phone: (808) 974-4076

Maui Office
54 S. High Street, Room 218
Wailuku, Hawaii 96793
Phone: (808) 984-8181

C. ERS Responsibilities

Assign an ERS Management Point of Contact who is responsible for all aspects of this services engagement under this IFB, including but not limited to:

- Approvals for financial and non-financial decisions.
- Identification and assignment of ERS resources.
- Availability to Offeror's personnel throughout the project lifecycle.
- Coordinate with vendor on all meetings, interviews, and scheduling issues.
- Provide User ID and passwords to the offeror's personnel for systems access.
- Authorizes backups required to systems affected by the project.
- Approves in writing, vendor's work plans, assignments, scheduling and invoicing.

D. Vendor Qualifications and Responsibilities:

To include to the following.

1. State Registration and Office Requirements:

Offeror to have a local office or an affiliate office on Oahu and be in good standing, registered to do business in Hawaii through Department of Commerce and Consumer Affairs. Offeror to provide services on the Islands of Oahu, Hawaii, Kauai and Maui.

Offeror to be compliant as discussed in **Section A-16, Requirements for Doing Business** in the State of Hawaii above in Hawaii Compliance Express (HCE) by close of this IFB and maintain compliance through-out term. ehawaii.gov/hce/splash/welcome.html.

2. Past Performance:

Offeror to have acceptable past performance on servicing similar CISCO Meraki equipment as ERS equipment with three (3) customers for a minimum of two (2) years within the past five (5) years.

3. Offeror's Personnel:

Offeror's personnel, including any subcontractors, are to have verifiable references servicing CISCO Meraki equipment similar to ERS equipment listed in **Section B-15. ERS Environment**.

- a. Supervisor or technical lead personnel to be a qualified Cisco Meraki Certified Engineer with a minimum of one (1) year experience on such equipment. Certified engineer shall supervise the work of technicians and shall certify work orders as completed and acceptable per manufacturer requirements, industry best practices and ERS IT instructions.

E. Terms:

1. Technical Service:

This engagement term will be for a two (2) year term from the date noted on the Contract or the Notice to Proceed, (NTP). There is provision for an optional 1-year extension term, at same rate, terms and conditions as original term, to be determined at a later date by ERS IT.

2. Pricing:

Offeror’s price quotation, noted on OFFER FORM OF-1 Pricing, Cost of Services in item 6, of Total Sum Price shall be the same value the Offeror enters as their total quote value in Price Offer location in HlePRO. Which shall be fully encumbered, firm and fixed and shall include all fees and taxes, including all costs in or associated with the performance of the services rendered as described by this IFB.

3. Awardee Invoicing and Payment:

Awardee to have acceptable accounting, invoicing practices and policies to produce acceptable invoices, records and accounting procedures per State of Hawaii requirements.

Awardee shall provide a monthly invoice for all services rendered, after the last calendar day each service month. Emailed to dbf.ers.accountspayable@hawaii.gov, and original to follow with original signature in the US mail.

Invoices are to include sufficient details of technical services labor hour expended in support of this engagement and incidental expenses charged to this engagement. Confidential/sensitive information shall be transmitted to ERS as discussed in **Sections B-10, Documentation** and **B-14, Documentation transmitted to ERS**. If charges are reimbursements, please include original receipts to ERS Accounts Payable with the invoice submittals. Invoices submitted are scheduled for payment net 30 terms upon satisfactory completion of services and ERS receipt of an acceptable invoice per State of Hawaii requirements.

Bill to: Employees’ Retirement System Attention: Accounts Payable 201 Merchant St, Suite 1400 Honolulu, Hawaii 96813 Ph (808)586-1650 dbf.ers.accountspayable@hawaii.gov	Ship to: Employees’ Retirement System Attention: Information Systems 201 Merchant St, Suite 1400 Honolulu, Hawaii 96813 Ph (808)586-1745 dbf.ers.systems@hawaii.gov
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4. Compliance:

In order to be considered for award, the Offeror is required to be compliant in Hawaii Compliance Express, (<https://hiepro.ehawaii.gov/welcome.html>) by IFB close date/time as discussed in **Section A-16, Requirements for Doing Business in the State of Hawaii**.

F. Offeror Submittal:

Offeror(s) shall annotate and sign the ERS provided forms, insert the completed forms into their proposal package and upload the complete proposal into the State of Hawaii's HiePRO website (<https://hiepro.ehawaii.gov/welcome.html>) for award consideration by **Offer Due Date**. Items to be in the offeror's proposal shall include, but not be limited to, the following:

- **Offer Forms (OF 1 – Pricing and OF 2 - Offeror's Identification).**

The Bidder is requested to submit its offer using the Bidder's exact legal name as registered with the Department of Commerce and Consumer Affairs, if applicable; and to indicate exact legal name in the appropriate space. Failure to do so may delay proper execution of the Contract. Offer is valid for 60 days.

The amount entered on OF-1 Pricing, Line 6 , Total Sum Price, Firm & Fixed is entered as the Total in HiePRO.

- **Offer Form (OF 3 – References).**

The Bidder shall list as references, companies for whom the Bidder has provided or is currently providing on a regular basis, services similar in nature and in volume to services specified herein. The STATE reserves the right to contact the references to inquire about the Bidder's past performance.

- Attachment A Excel file: Compliance Checklist with Offeror Responses.

- Attachment B, ERS Confidentiality Agreement for Offeror and Sub-Contractors (if used).

- Proposal:

Offerors Proposal to include an authorizing cover memo, which shall state the proposal signatory authority, read and understands the specifications herein and 103D General Conditions (AG-008 103D General Conditions) and has the authority to commit their company's resources to provide and perform as stated herein.

Proposal to include hourly rates for standard business hours and non-standard Service labor hour rates. To include vendor's core competencies, credentials, certifications, listing of jobs of similar complexity and scope successfully completed in similar environment and resumes of key personnel. Include any ancillary documents, including service level agreements if/as required.

Offeror to place in their proposal package a Compliant certificate issued by Hawaii Compliance Express (HCE) (<https://vendors.ehawaii.gov/hce/splash/welcome.html>) and remain compliant through-out the engagement terms.

Confidential Information. Bidders shall designate those portions of their offer that contain trade secrets or other proprietary data that are to remain confidential subject to HAR §§ 3-122-21(7) and 3-122-30 (c) and (d). Material designated as confidential shall be readily separable from the offer in order to facilitate public inspection of the non-confidential portion of the offer. Prices, makes, and models, or catalogue number of items offered, deliveries and terms of payment, shall be publicly available at the time of opening regardless of any designation to the contrary.

G. Offer Evaluation and Award:

1. Offer Technical Evaluation:

Offeror's proposal shall be judged on the criteria listed below in the Offeror's proposal. Award will be based upon the Offerors' best pricing, demonstrated experience and 3rd party verification of the offeror's competency and experience to perform and comply with the requirements of this specification and to be the most responsive and responsible Offeror. The STATE reserves the right to contact the references to inquire about the Bidder's past performance.

2. Basis for Award Consideration:

The Offeror selected for award consideration shall:

- Be compliant in Hawaii Compliance Express by the date and time of IFB closing.
- Provide the best bid quoted price.
- Demonstrate staff has required certifications and experience on Cisco Meraki equipment.
- Demonstrate professional company qualifications to complete the requirements of this IFB.
- Be the most responsive and responsible bidder.

**OFFER FORM OF-1 Pricing, Cost of Services.
OFFEROR TO COMPLETE ITEMS 1 THROUGH 10 BELOW & SIGN**

Item:	Description:	Qty:	Hourly rate:	Total Amount
1	<p>Base Monthly Services - The standard business hours for this engagement are for Monday-Friday 7:45 to 4:30 and vendor to be available for non-standard business hours support.</p> <p>Awardee technicians to be available on a 7 x 24 x 365 including holidays, with a 4-hour response time.</p> <p>For standard business hours, ERS is offering 8 standard base business hours per month for 24 months term (8 hrs x 24 months = 192 hours)</p> <p>Vendor to annotate their hourly rate and total at right column</p>	192		
2	<p>Systems Assessment Report</p> <p>Conduct onsite evaluation and equipment assessment and prepare report to ERS IT. To be emailed encrypted, as it may contain sensitive/confidential information.</p>	xxxxxx	xxxxxxxxxx	
3	<p>Allowance of \$30,000.00 is available to the awardee, in addition to the above noted hours.</p> <p>The allowance is provided to fund additional Technical Service hourly labor as requested and approved by ERS IT and approved incidental expenses.</p>	xxxxxx	xxxxxxxxxx	30,000.00

7 Vendor to note below their Other Hourly Rates:		Rate/Hour
7.1	HOURLY REMOTE RATE MON – FRI AFTER 4:30 PM	
7.2	HOURLY REMOTE RATE SAT – SUN 7:45 - 4:30 PM	
7.3	HOURLY REMOTE RATE SAT - SUN AFTER 4:30 PM	
7.4	HOURLY REMOTE RATE HOLIDAYS	
7.5	HOURLY ONSITE RATE MON – FRI AFTER 4:30 PM	
7.6	HOURLY ONSITE RATE SAT – SUN 7:45 - 4:30 PM	
7.7	HOURLY ONSITE RATE SAT - SUN AFTER 4:30 PM	
7.8	HOURLY ONSITE RATE HOLIDAYS	

4.	Shipping/ Handling	
5.	State Tax	
6.	Total Sum Price, Firm & Fixed.	

8. Additional attachments have been included (check here). _____

9. Quote No: _____ 10. Quote is valid for _____
(60) calendar days). _____

11. All quotes to be signed and dated by an authorized signatory of the company.

Signature _____ Date _____

Name _____ Title _____

**OFFER FORM OF-2
OFFEROR'S IDENTIFICATION**

Procurement Officer
Employees' Retirement System
201 Merchant Street, Suite 1400
Honolulu, Hawaii 96813

Dear Procurement Officer:

The undersigned has carefully read and understands the terms and conditions specified in the Specifications and the attached General Conditions and agrees to same. Offeror hereby submits the following offer to perform the work as specified in this specification, in accordance with the true intent and meaning thereof. The undersigned further understands and agrees that by submitting this offer, 1) he/she is declaring his/her offer is not in violation of Chapter 84, Hawaii Revised Statutes, concerning prohibited State contracts, and 2) he/she is certifying that the price quote submitted was independently arrived at without collusion.

Offeror is:

Corporation Limited Liability Company Limited Partnership
 Other: _____
State of Incorporation/Organization: _____

Exact Legal Name of Entity: ** _____

Doing Business As (dba): _____

Federal Employer ID #: _____ Hawaii Tax No.: _____

Payment address
(if different than business address): _____
City, State, Zip Code: _____

Business address: _____
City, State, Zip Code: _____

Respectfully submitted:

Date: _____ (x) _____
Authorized (Original) Signature

Telephone No.: _____

Fax No.: _____ Name and Title (Please Type or Print)

Email Address: _____

**If Offeror is a "dba" or a "division" of a corporation, furnish the exact legal name of the corporation under which the awarded Contract will be executed.

OFFER FORM OF-3
References

Offeror to have two (2) years, within the past five (5) years, experience providing Meraki support services for three (3) clients., similar to ERS’s scope, scale and Meraki Infrastructure environment described in this solicitation.

(1) Client Name _____
Contact Person _____
Telephone No. _____ Facsimile No. _____
Email Address: _____
Description of Service Provided: _____

Contract Period of Service Provided: _____

(1) Client Name _____
Contact Person _____
Telephone No. _____ Facsimile No. _____
Email Address: _____
Description of Service Provided: _____

Contract Period of Service Provided: _____

(1) Client Name _____
Contact Person _____
Telephone No. _____ Facsimile No. _____
Email Address: _____
Description of Service Provided: _____

Contract Period of Service Provided: _____

OFFER FORM OF-3 (continued)
References

SUB-CONTRACTOR : Offeror to have two (2) years, within the past five (5) years, experience providing Meraki support services for three (3) clients., similar to ERS's scope, scale and Meraki Infrastructure environment described in this solicitation.

_____ Mark here if no subcontractor used.

(1) Client Name _____

Contact Person _____

Telephone No. _____ Facsimile No. _____

Email Address: _____

Description of Service Provided: _____

Contract Period of Service Provided: _____

(1) Client Name _____

Contact Person _____

Telephone No. _____ Facsimile No. _____

Email Address: _____

Description of Service Provided: _____

Contract Period of Service Provided: _____

(1) Client Name _____

Contact Person _____

Telephone No. _____ Facsimile No. _____

Email Address: _____

Description of Service Provided: _____

Contract Period of Service Provided: _____