

SECTION ONE

INTRODUCTION, TERMS, DEFINITIONS AND KEY DATES

1. Administrative Overview:

1.1 Executive Summary:

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 Department of Budget and Finance.

The ERS's current phone system has been in place for over 30 years and uses analog technology with rotating call center. The existing phone cables/wiring has been installed at various times during this period.

The Employees' Retirement System is seeking proposals from qualified Consultant VAR's to review the "As is" Telephone Communications Environment within the Employees Retirement System and provide a "To Be" Design recommendation with total costing involved to create a Unified Communication System (UCS) Scalable Plan tailored for the ERS.

This includes State-of-the-Art Telephony communication system for approximate 200 **communication** lines (phone, fax, data) with 165 total desktop stations (**see addendum # 6 & OF-2 for specific quantities**), at the ERS offices in downtown Honolulu and includes the offices located the neighbor islands of Maui, Hawaii Island and Kauai and an integrated Automated Call Management (ACM) Center. The ACM support includes Caller ID, Business SMS/MMS, Voice Mail, Audio/Video Conferencing, Mobility, Auto-attendant, Call Forwarding & Greetings with Directory Services and are to be menu driven.

1.2 Cancellation

The Request for Proposals (RFP) may be cancelled and any or all proposals rejected in whole or in part, without liability to the State, when it is determined to be in the best interest of the State.

1.3 Issuing Office, Authority and Contact Persons:

The following are the cognizant authorities and points of contact concerning this solicitation for the ERS.

SECTION TWO

BACKGROUND AND SCOPE OF WORK

2.1 PROJECT OVERVIEW AND HISTORY

2.1 Background:

The ERS's current phone system has been in place for over 30 years and uses analog technology with rotating call center. The existing phone cables/wiring has been installed at various times during this period.

The ERS are sourcing proposals from qualified Consultant VAR's to provide within a Design/Build process with total system costing (including labor, materials, product and taxes and fees) a Unified Communication System (UCS) which is not limited to but includes State-of-the-Art Telephony communication system or alternative phone type for approximately 200 various phone, data and fax outlets. Approximately 180 are expected to be in the Honolulu Office, and 20 are expected to be in three (3) neighbor island offices, **(see addendum no. 6 and form OF-2 for quantity specifics)**. With an integrated Automated Call Management (ACM) Center for Caller ID, Business SMS/MMS, Voice Mail Audio/Video Conferencing, Mobility, Auto-attendant, Call Forwarding, Greetings etc., Directory for the ERS offices, hub located at the City Financial Center building, at 201 Merchant Street, Honolulu, Hawaii 96813.

2.2 SCOPE OF WORK (SOW):

a. Overview:

The Employees' Retirement System of the State of Hawaii is sourcing Consulting VARS who has expert level of competence in providing State-of-the-Art Phone system which may be Voice / Internet Protocol or alternative other and expert level of competence in Automated Call Center technology for the installation, integration and customization thereof of products and services they offer to provide to the ERS as noted in this RFP. If the offeror provides an internet-based phone solution in the proposed solution the phone will be required to have communication capability if the internet becomes not available.

1: Desk Telephony Systems:

The ERS headquarter offices are located at 201 Merchant Street, Honolulu, Hawaii 96813. The Systems the Offerors will propose to the ERS may be manufactured by Polycom or other national, name brand company's or equivalent systems in form, fit, functionality and performance of approximate 200 phone lines with 165 desk sets of V/IP desktop systems, or equivalent, to be acquired by the ERS is estimated Honolulu office and Neighbor Island offices at 101 Aupuni St # 208, Hilo, HI, 3060 Ewa St # 302, Lihue, HI, and 54 S. High Street # 218, Wailuku, HI. 180 phone lines and 155 desktop systems are estimated to be required for the Honolulu office, while 20 phone lines and 10 desktop sets for the neighbor island offices, **(see addendum no. 6 and form OF-2 for quantity specifics)** The offeror's system proposed is required to be scalable to adapt with changes to ERS's operations.

SECTION FOUR
PROPOSAL EVALUATION CRITERIA

4.1 Introduction:

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation

Evaluation criteria and the associated points are listed below. The award will be made to the most responsive and responsible Offeror whose proposal is determined to be the most advantageous to the State based on the evaluation criteria listed in this RFP.

4.2 Evaluation Process:

The procurement officer or an evaluation committee of designated reviewers selected by the procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, procurement and project responsibility for technical and business requirements of the project. The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 – Best and Final Offer (BAFO), (if and as required only)
- Phase 3 - Recommendation for Award

4.3 Evaluation Criteria, (proposals shall be judged by the items requested in this RFP to include):

	Evaluation Criteria	Maximum Points
1	Total cost of product, equipment and services	30
2	Corporate Background, Experience, capability	30
3	Previous projects of similar magnitude and scope, Reference and client listings	20
4	Project Proposal	20
	Total	100

1. Total cost of product, equipment and services (30 points)
 - a. For purposes of the evaluation; base the pricing on 200 **communication** lines for phone, fax, and data (180 in Honolulu and 20 at Neighbor Island Offices)
 - 165 phone instruments
 - (49 Management Phones, 116 Office Worker Phones)
 - 120 total wired headsets.** (see addendum 6 and form OF-2 for specific quantities)
 - b. *Formula for determining allocation of points for fee:
 - allocated points = (\$ amount of the lowest fee proposal x 30) ÷ \$ amount of the fee proposal being evaluated