



Caribbean Electric Utility Services Corporation

REQUEST FOR PROPOSAL (RFP) for
Information, Communications &
Technology (ICT) Infrastructure Upgrades

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1. INTRODUCTION

The Caribbean Electric Utility Services Corporation (CARILEC) is an association of electric services, dealers, manufactures and other stakeholders operating in the electricity industry in the Caribbean region, Central and South Americas and Globally. The CARILEC Secretariat (based in Saint Lucia) endeavors to improve communication among its members, providing technical information, training, capacity building, conference and other services. The Secretariat plays a leading role in electric utility advocacy, growth and sustainability in the Caribbean region, Central and South Americas.

1.1 STATEMENT OF PURPOSE

CARILEC is seeking proposals from suitably experienced and qualified bidders for an enterprise level Unified Communications (UC) Solution to be installed and configured at CARILEC's main office at Sans Souci, Castries. UC is an increasingly important investment for CARILEC, which is looking to improve productivity and responsiveness while reducing its Information Communications Technology (ICT) costs. The convergence of voice, video, and data communications around a shared network infrastructure allows CARILEC to simplify the way in which they communicate through digital media.

In addition to traditional methods of digital communication such as voice calls and messaging, there is an ever increasing need for collaboration and integrated productivity solutions which shall enable its users to communicate from anywhere, using any device, on any network (Internet included for overseas business travels) in a cost-effective, reliable and secure manner. The solution shall deliver people-centric user and administrative experiences while supporting the full range of collaboration services including video, voice, Instant Messaging (IM) and presence, messaging and mobility on any third-party devices.

CARILEC has plans for a new modern building and anticipates that any investment made in technology presently will serve their needs in the future. It is anticipated that this building will

facilitate space rental to other entities. CARILEC would like to make available the UCS available to its tenants at an all-inclusive rate thereby making their rental offerings even more attractive. The bidder is expected to make significant allowance for this functionality in their proposal.

1.2 OVERALL OBJECTIVES

- a. Extending flexibility that fits CARILEC's business requirements. The solution shall offer a centralized appliance or server based system capable of multiuser tenanting with a minimum capacity of 100 users. This shall also include fixed to mobile convergence improvements to help integrate mobile and desk phones using standards-based IP Multimedia Subsystem (IMS) integration and the provision of a common feature base, regardless of the device or the operating system that is used.
- b. Least cost routing (LCR) through partial PRI or SIP trunk connectivity to the local exchange and the internet. Additionally capability for fixed to mobile plans and international direct dialing.
- c. Cost avoidance through LCR and Dial via Office Reverse Call-back (DVO-R) is a major requirement especially for frequent travelers to assist in the reduction of roaming charges.
- d. Security is a major consideration for CARILEC which needs to balance the restrictiveness of a highly secure environment with the greater collaboration, mobility and productivity that an open system affords.
- e. Suitably customized mobile plans which take into consideration the general calling patterns of CARILEC's employees and their current data usage.
- f. Reliable mission critical internet service which can facilitate software as a service (SaaS), online training, video and audio conferencing and VoIP.
- g. CARILEC focused maintenance agreements which provide suitable key performance indicators for monitoring service delivery, response times, quality and availability.

1.3 STRUCTURE OF RFP

This RFP is divided into five Lots, Responses to this RFP may be for any one of the Lots or a multiple of the Lots. The lots are described as follows:

- Lot 1 speaks to a proposal for the purchase of a Unified Communication System along with a 3-5 year term maintenance contract.
- Lot 2 speaks to the provision of a partial PRI or SIP trunks for interconnection with the local and international network. Also included in this lot is the provision of a Fixed to mobile calling service to facilitate least cost routing.
- Lot 3 speaks to the provision on lease terms of a fast and reliable internet service capable of meeting the mission critical nature of CARILEC's business.
- Lot 4 speaks to the provision of customized mobile plans designed for maximum efficiency, productivity with cost reduction.
- Lot 5 speaks to the provision of an upgraded ICT environment with all the essential enhancements of a modern ICT infrastructure.

It is therefore not anticipated that all contracts will be signed with a single provider although that is a possibility.

Further to any contract awarded under this RFP, it is anticipated that the features mentioned will be implemented with utmost care and detail. All responses to this RFP are to be submitted no later than **Friday, 5th April, 2019 at 4:00 pm.**

2. INSTRUCTIONS TO BIDDERS

2.1 PRELIMINARY INSTRUCTIONS

In submitting his/her bid, the Bidder accepts in full and without restrictions the special and general conditions, including any addendum, governing this contract as the sole basis of this bidding procedure, whatever may be his/her own conditions of sale, which he/she hereby waives.

Bidders are expected to examine carefully and comply with all instructions, forms, terms and specifications contained in this bid dossier. Failure to furnish on time all the required information and documentation, or the submission of bids not substantially responsive in every respect to the bid dossier may result in the rejection of the Bid.

NOTE:

The Bid Dossier is the document drafted by CARILEC and which contains the necessary documents for the preparation and presentation of an offer.

2.2 OVERALL INSTRUCTIONS

Bidders shall submit their offers for the whole Works or any part thereof as required per this Bid dossier. Bids will be accepted for individual lots.

The Bidder shall bear all costs associated with the preparation and submission of his Bid and CARILEC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

2.3 ELIGIBILITY REQUIREMENTS

- Bid participation is open on equal terms to all qualified Vendors.
- The terms refer to all legal entities, companies, partnerships, constituted under and governed by the laws of Saint Lucia.
- Bidders shall certify that they meet conditions and prove their eligibility by a document, drawn up in accordance with the laws of Saint Lucia. CARILEC may accept other satisfactory evidence that these conditions are met.
- Bidders shall not be considered eligible if they:
 - Are bankrupt or being wound up, are having their affairs administered by the courts, have entered into arrangements with creditors or have suspended business activities;
 - Are the subject of proceedings for a declaration of bankruptcy, for winding up, for administration by the courts, for arrangements with creditors or for similar procedure provided for under the laws of Saint Lucia;
 - Have been convicted of an offence concerning professional conduct;
 - Are guilty of grave professional misconduct proven by any means which CARILEC can justify;
 - Are guilty of serious misrepresentation in supplying the information required by CARILEC as a condition of participation in an invitation to bid or contract;
 - They have been declared to be in serious breach of contract for failure to comply with obligations in connection with another contract previously tendered by CARILEC.

2.4 INFORMATION / DOCUMENTS TO BE SUPPLIED BY BIDDER

In order for Bidders to be considered eligible for award of Contract it will be necessary for them to provide evidence that they meet or exceed certain minimum qualifying criteria. This evidence shall be provided by Bidders in the form of the information and documents described below, through the provision of all parts of each Bidder's Bid, and in whatever additional form Bidders may wish to utilize.

All Bidders must supply the following information and documents with their Bid:

- i. Copies of documents showing the organization chart of their organization.
 - a. General Information about the Bidder.
 - b. Organizational Chart
 - c. Power of Attorney (As may be required)
- ii. Information about the Bidder's technical qualifications.
- iii. A presentation of the Bidder's organization.
- iv. A list of staff proposed to be employed for the execution of the Contract, including CV's of key employees. In this particular case, the following members of staff will be taken into consideration; Project Manager, Quality Control Manager, Lead Engineer, IT Practitioner
- v. A Work Programme with brief descriptions of major activities showing the order of procedure and timelines in which the Bidder proposes to carry out the Works. In particular, the proposal shall detail the temporary and permanent works to be constructed. The Bidder shall submit a comprehensive Method statement with drawings where applicable, showing the methods proposed by the Bidder for

carrying out the Works. In particular, the Bidder shall indicate the numbers, job titles of the workforce he proposes to use on the major activities of the work.

- vi. Evidence of relevant experience in execution of Works of a similar nature, including the extent and value of the relevant contracts, as well as Works in hand and contractually committed to. The Evidence shall include successful experience as the prime Contractor in implementation of at least two (2) projects of the same nature and complexity comparable to the bid works during the last 10 years.
- vii. An outline of the Quality Assurance System(s) to be used.
- viii. Any other relevant information.

2.5 QUALIFICATION OF BIDDERS

The minimum qualifying criteria for each Bidder include:

- i. The Bidder shall carry out at least 70% of the Contract Works by his own means, defined as meaning that he must have the equipment, materials, human and financial resources necessary to enable him to carry out his percentage of the contract.
- ii. If the Bidder is a sole Bidder he also must have access to credit and other financial facilities adequate to assure the required cash flow for the duration of the contract. In any case the credit amount should exceed US\$25,000.00.
- iii. The Bidder shall have completed at least 2 projects of the same nature/amount/complexity comparable to the bid works. The Procuring Authority reserves the right to ask for copies of the respective certificates of

final completion signed by the project managers / Procuring Authority of the concerned projects.

- iv. All his key personnel shall have a minimum of 4 years of adequate experience and proven qualifications relevant to works of a similar nature to this project.

Bids submitted by companies being partners of two or more firms forming a Joint Venture / Consortium shall additionally fulfill the following requirements:

- v. The bid shall comprise all information required above for each partner of the Joint venture/Consortium as well as the summary data for execution of Works by the Bidder.
- vi. The Bid shall be signed in a way that legally binds all partners.
- vii. One partner shall be appointed as the Leading Partner responsible for the Contract and such appointment shall be confirmed by submission of Powers of Attorney signed by legally authorized signatories representing all individual partners.
- viii. The Bid shall include a preliminary agreement or letter of intent stating that all partners shall be legally responsible, jointly and severally, for the execution of the Contract, that the Leading Partner shall be authorized to obligate and receive instructions for and on behalf of each and all the partners, and that the execution of the contract, including payments, shall be the responsibility of the Leading Partner.

- ix. All partners in the Joint Venture/Consortium shall be bound to remain in the Joint Venture/Consortium for the whole period of the execution of the Contract.

2.6 ONLY ONE BID PER BIDDER

A Bidder may participate in only one Bid, either individually or as a partner in a Joint Venture/Consortium for the same Contract. Submission or participation by the Bidder in more than one Bid for a Contract will result in the disqualification of all Bids for that Contract in which the party is involved. The same company may only participate as a sub-contractor in different Bids, if it is justified by market specificities.

2.7 BID EXPENSES

All costs associated with the preparation and submission of the Bid shall be exclusively for the account of the Bidder.

CARILEC shall not be responsible for, or pay for, any expenses or losses of which kind may be incurred by the Bidder in connection with visits to, and examination of the site of the Works, or of any other aspect of this Bid.

2.8 SITE INSPECTION

The Procuring Authority will facilitate site visits by all Bidders requesting to do so in order to familiarize them with the scope of works.

It is the responsibility of each Bidder to make detailed visit and site inspection of the Works and its surroundings for the purpose of assessing, at his own responsibility, expense and risk, the scope of works and all data which may be necessary to prepare his Bid and sign the Contract for the Works.

2.9 HEALTH AND SAFETY

The Bidder must demonstrate his willingness, in writing, to take due precautions, at his own cost, to ensure the safety of the general public and, his staff and labour and, in collaboration with and to the requirements of local health authorities, to ensure that first aid and medical services are easily accessible at all times throughout the period of the Contract.

The Bidder must demonstrate his willingness, in writing, to take all reasonable steps to make sure the work done is carried out in a safe manner. This includes having a health and safety plan for the site and making sure employees:

- Have the right training to do the work.
- Follow all relevant safety procedures.
- Use tools and equipment in a safe manner.
- Safely store and secure all materials, equipment and tools.

The Bidder must demonstrate his willingness, in writing, to be responsible for following all safety procedures, rules guidelines and regulations in force or that may be required at the time of execution of such works.

2.10 INSURANCE

The Bidder must demonstrate his willingness, in writing, to provide third party liability and workers liability for the duration of the job.

2.11 LIQUIDATED DAMAGES

The Bidder must demonstrate his willingness, in writing, to provide Liquidated Damages, where Liquidated Damages is defined as "a sum which a party to a contract agrees to pay

or a deposit which he agrees to forfeit if he breaks some promise and which, having been arrived at by a good faith effort to estimate in advance the actual damage which would probably ensue the breach, are legally recoverable or retainable as agreed damages if the breach occurs."

3. BID DOCUMENTS

3.1 CONTENT OF BID DOCUMENTS

The set of Bid Documents should be read in conjunction with any Clauses that reference a Performance Bond, Performance Security or Performance Guarantee

Bidders shall be solely responsible for examining with appropriate care the Bid Documents, including those Design Documents available for inspection, any Addendum to the Bid Documents issued during the bidding period, and for obtaining reliable information with respect to any and all conditions and obligations which may in any way affect the amount or nature of the Bid or the execution of the works. In the event that the Bidder is successful, no claim for alteration of the Bid Amount will be entertained on the grounds of errors or omissions in the obligations of the Bid described above.

The Bidder shall provide all documents required by the provisions of this Bid Dossier. All such documents, without exception, shall be strictly in accordance with the conditions and provisions contained within the Bid Documents and with no alterations made by the Bidder. Bids which are not compliant with the requirements of the Bid Documents shall be rejected.

3.2 EXPLANATIONS CONCERNING BID DOCUMENTS

Bidders may submit questions in writing on or before Monday 18th *March 2019*. The Procuring Authority must reply to all Bidders' questions no later than Monday 25th *March 2019*.

Copies of written responses will be sent to all Bidders (including the query but without identifying the source of the enquiry). Bidders should confirm receipt of these answers in writing within 3 days.

3.3 AMENDMENTS TO BID DOCUMENTS

CARILEC may amend the Bid Documents through the issuance of addenda at any time before the bid submission deadline date.

Each Addendum published must constitute a part of the Bid Documents and shall be sent, in writing, to all known Bidders.

Receipt of each addenda must be acknowledged by the bidder, via an email to the Responsible Officer.

CARILEC may, as necessary extend the deadline for submission of Bids to give Bidders sufficient time to take into account such Addendum when preparing Bids.

3.4 LAW

By submitting their Bids, Bidders are considered to have become familiar with all relevant Laws, Acts and Regulations of Saint Lucia that in any manner affect, or apply to the operations and activities under the Bid and subsequent Contract.

The laws of Saint Lucia shall govern this Bid.

4. PREPARATION OF BIDS

4.1 LANGUAGE OF BIDS

The Bid and all correspondence and documents related to the Bid exchanged by the Bidder and the Procuring Authority shall be written in the language of the procedure, the English language.

4.2 CONTENT AND PRESENTATION OF BID

Bids shall comply with the following conditions:

The bidder is required to submit one original, marked “original”, and 2 copies signed in the way as the original.

Technical and financial bids to be contained in ONE sealed plain envelope or package and marked: "**CONFIDENTIAL**".

Bid Envelope should be clearly marked:

Attn: Executive Director

CARILEC

Desir Avenue

Sans Souci

P.O Box CP5907

Castries

Saint Lucia

Both the financial and the technical envelopes should be placed in one sealed envelope marked “**CONFIDENTIAL**” and submitted to the Procurement Unit addressed as follows:

Bid For: Bid for the Information, Communication & Technology Upgrades for CARILEC

The closing date for submission is Friday April 5th 2019. Bids should be submitted **prior to 4:00pm** “Closing Time” on **Friday, April 5th, 2019** “Closing Date”.

4.3 BID PRICES

The Bid Price shall be detailed by Lot as described in the Bid Documents.

The Bidder shall provide a breakdown of the Bid Lump Sum in US Dollars.

If discount is offered by the Bidder, it must be clearly specified in the breakdown of the Bid Lump Sum

4.4 CURRENCY OF BID AND PAYMENT

The currency of Bid is United States Dollars (USD). All sums in the breakdown of Bid Lump Sum, Questionnaire, and other documents shall be expressed in United States Dollars (USD).

Payments shall be made only at the request of the Contractor, approved by CARILEC.

4.5 PERIOD OF VALIDITY OF BID

Bids shall remain valid for a period of 90 days after the deadline for submission of Bids indicated in the Notice of Invitation to Bid. Any Bid valid for a shorter period shall be rejected.

The successful Bidder must maintain its Bid for a further 60 days from the date of notification of award.

5. SUBMISSION OF BIDS

5.1 SEALING AND MARKING OF BIDS

The Bids shall be delivered by hand, registered mail, or courier to CARILEC's main office at Sans Souci. Bidders shall seal the original and all the copies of the Technical and Financial Bid in a single envelope or package.

5.2 EXTENSION OF TIME FOR SUBMISSION OF BIDS

CARILEC may, at its sole discretion, extend the deadline for submission of Bids by issuing a Notice of said extension. In such case, all rights and obligations of CARILEC and the Bidder regarding the original date specified in the Notice of Invitation to Bid shall be subject to the new date.

5.3 CLOSING DATE

Proposals are to reach CARILEC's main Office at Sans Souci, no later than **4:00pm** on Friday, **5th April 2019**.

5.4 LATE BIDS

All Bids received after the deadline for submission will be returned unopened to the Bidder.

5.5 BID ALTERATIONS AND WITHDRAWALS

Bidders may modify or withdraw their Bids by written notification prior to the deadline as stated above. No Bid may be modified or withdrawn after the deadline for submissions of Bids.

Any such notification of modification or withdrawal shall be prepared, sealed, marked and submitted as stipulated above and the envelope shall, in addition, be clearly marked as “Modification” or “Withdrawal”.

6. OPENING AND EVALUATION OF BIDS

Bids shall be opened in a closed session by CARILEC

Bids will be opened using the single-envelope process and as such there will be one opening.

At the opening, envelopes marked “Withdrawal” shall be opened and read aloud and recorded first. Any bid subject to a withdrawal notice shall be returned unopened to the respective representative. ‘Modification’ envelopes will be opened next.

After the opening of the Bids, qualifying bidders will be advised. Thereafter no further information will be provided until the evaluation process is complete and winning bidders are notified.

6.1 CONFIDENTIALITY OF PROCEDURE

Information concerning checking, explanation, opinions and comparison of Bids, and also recommendations concerning the award of Contract, shall not be disclosed to Bidders or to any other person who is not officially involved in the process until the name of the successful Bidder is announced.

Any attempt by a Bidder to directly approach any member of the CARILEC, or its Evaluation Committee during the evaluation period shall be considered as a legitimate reason to disqualify that Bidder’s Bid.

6.2 CLARIFICATION OF BIDS

Bids which are incomplete, conditional, illegible and obscure, or that contain any other irregularities may be rejected.

The Evaluation Committee may, at its discretion - without benefit to bidder and without prejudice to the interest of other bidders - ask any Bidder to clarify any aspect of his/her Bid, when this is required to check and compare Bids.

6.3 CHECKING OF BIDS AND COMPLIANCE WITH THE REQUIREMENTS

Before a detailed analysis of Bids is undertaken the Evaluation Committee shall determine if each Bid:

- has been properly signed, and in its substance complies with the requirements stated in the Instructions to Bidders.
- A complying Bid is one which conforms to the requirements and specifications described in the Bid Documents without essential deviations or restrictions. Essential deviations and reservations include those which:
 - in any way influence the scope, quality or execution of the Works, or
 - limit the rights of CARILEC or the obligations of the Bidder under the Contract in a way inconsistent with the Bid Documents, or
 - whose rectification would unfairly affect the competitive position of other Bidders representing the Bids.
- If any Bid does not comply with the requirements of the Bid Documents, it shall be rejected by the Evaluation Committee during the conformity check:

6.4 EVALUATION AND COMPARISON OF BIDS

The Evaluation Committee shall evaluate and compare only those Bids determined as substantially compliant in accordance with the stipulations outlined herein.

The aim of the Bid Evaluation process is to identify the Bidder who is most likely to enable the Procuring Authority to achieve its objectives of having a completed facility on time, meeting the required quality criteria and within the budget for the Works. The evaluation of the Bids may take into account not only Design, Construction and Installation costs, but also operation cost and resources required (ease of operation and maintenance) in line with the evaluation criteria and requirements of the technical specifications as specified within the Bid Documents.

The above will feature in the assessment of which Bid (if any) appears to be in the Procuring Authority's best interests. The Evaluation Committee will scrutinize in detail all of the information supplied by the Bidders and will formulate its judgement on the basis of the evaluation criteria as stated herein.

The Government of Saint Lucia reserves the right to seek such clarification on any part of, and verification of information submitted, on any part of the Bidder's offer as the Evaluation Committee may consider necessary for the evaluation of the offer.

6.5 EVALUATION CRITERIA

Bids must be delivered in a single package. Each package should contain one envelope; The envelope should contain three (3) sets of the combined technical proposals, and financial proposals. One copy should be marked "**Original**" and will rule in case of discrepancies. The Bid should contain a letter of transmittal agreeing to the terms of competition.

Evaluation of proposals will use the one-envelope process. Evaluation of the technical and financial portion of the will be done together in accordance to the criteria outlined in the table below.

Criteria for evaluating the Technical Proposal for the various Lots are shown in Tables below:

Criteria for evaluating Bids for Lot 1 and Lot 5

| | Area | Subsection Weighting | Section Weighting |
|----------|---------------------------------|--|------------------------------|
| A | Overall Program Concept | Indication that the vendor has a well-defined concept and program structure for all components of service desired by CARILEC (Including equipment, availability, training and start-up time) | 7% |
| B | Project Management Methodology | Indication of Project Management Capabilities for Large Scale data networks; focus on solution and timeline and achieve desired results | 7% |
| C | Understanding | Indication that the vendor understands the nature of CARILEC services and constraints in providing those services and that the vendor has thoroughly analyzed CARILEC needs and requirements | 7% |
| D | Financial Condition | Indication that the vendor, or vendors is financially stable and able to provide related services in its entirety | 10% |
| E | History and Description of Firm | Provide a brief history and description | 7% |

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|--------------|-----------------------------------|---|-------------|
| | | of your firm. The description should include the size(number of employees) and areas of specialization | |
| F | Credentials of Staff | Indication of the Qualifications and experience of the personnel proposed | 15% |
| G | References | Provide the names, telephone numbers, emails and addresses of at least three business references; Particular attention will be given to the quality of the response from references. Issues that will be addressed include contract performance, quality of personnel, responsiveness, etc. | 7% |
| H | Soundness of Solution | The solution is one that meets the requirements of the CARILEC current and future needs. | 15% |
| I | Warranty and Maintenance Services | Provide details of warranty service being offered for the solution | 10% |
| J | Price | Provide details on tool(s) used to manage the switches being used for the solution | 15% |
| Total | | | 100% |

Criteria for evaluating Bids for Lot 2 and Lot 3:

| Rated Criteria Category | Weighting (Points) | Minimum Threshold (75%) |
|---|---------------------------|--------------------------------|
| Experience/Qualifications of implementing WAN Communication Links | 20 | 15.00 |
| Responses to business/technical requirements | 35 | 26.25 |
| Conformity to the General Requirements | 20 | 15.00 |
| Subtotal of Technical Score | 75 | 56.25 |
| Financial Score | Weighting (Points) | |
| Cost of proposed Services/ Commercial Evaluation | 25 | N/A |
| Total Points | 100 | N/A |

Criteria for evaluating Bids for Lot 4

| Rated Criteria Category | Weighting (Points) | Minimum Threshold (75%) |
|---|---------------------------|--------------------------------|
| Experience/Qualifications Providing Mobile Services | 20 | 15.00 |
| Responses to business/technical requirements | 35 | 26.25 |
| Conformity to the General Requirements | 20 | 15.00 |
| Subtotal of Technical Score | 75 | 56.25 |
| Financial Score | Weighting (Points) | |
| Cost of proposed Services/ Commercial Evaluation | 25 | N/A |
| Total Points | 100 | N/A |

7. AWARD OF CONTRACT

7.1 RECOMMENDATION FOR AWARD

The Evaluation Committee shall recommend to CARILEC the Bidder whose Bid has been determined to be the responsive bidder with the highest combined score.

7.2 RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

CARILEC, reserves the right to accept or reject any Bidder and/or cancel the whole process of Bidding and/or reject all Bids at any time before awarding the Contract without liability to itself. CARILEC reserves the right to initiate a new Bid process.

Should the Bid sum of the successful Bid exceed the available budget, CARILEC reserves the right to negotiate with the relevant Bidder with the aim of reducing the scope of the Work and or revising other provisions of the Contract, which shall produce reductions in contract value satisfactory to CARILEC.

CARILEC reserves the right to conclude the Contract agreement with the successful Bidder for the sum of available funds only.

7.3 NOTIFICATION OF AWARD, CONTRACT CLARIFICATIONS

CARILEC will notify the selected Bidder, in writing, that his bid has been considered the most favourable.

This notification may be in the form of an Invitation to contract clarifications, listing a number of issues to be the subject of the discussion. The output of the Contract clarifications will be reflected in a memorandum of Contract clarifications, to be signed

by both parties, which shall then be included in the Contract Documents forming a part of the Contract.

Only the signed Contract Agreement shall constitute an official commitment on the part of the CARILEC and no activities can commence before the Contract Agreement has been signed by CARILEC and the successful Bidder.

7.4 CONTRACT SIGNING AND PERFORMANCE GUARANTEE

The successful Bidder will be required to enter into a Contract Agreement with CARILEC.

Prior to the signing of the Contract the Bidder could further be required to provide an up-to-date financial statement. This statement shall indicate the Bidder's access to credit facilities sufficient to ensure his liquidity during his Contract performance. In case of failure by the Bidder in providing this statement, the Bidder will no longer be considered and the Bidder whose Bid has been evaluated as second most advantageous may be invited for contracting and so forth.

Upon signing of the contract by the successful Bidder:

- The successful Bidder shall become the Contractor; and
- The Contract shall become effective.

If the successful Bidder fails to sign the Contract and/or any financial guarantee required within 10 days after receipt of notification, CARILEC may consider the acceptance of the Bid to be cancelled without prejudice to any claims, rights or remedies CARILEC may have in respect of such failure and the successful Bidder shall have no claim whatsoever on CARILEC.

7.5 COMMENCEMENT OF WORKS

Following the signature of the contract by both parties, CARILEC's Representative will issue a written "Notice to Commence the Works" in accordance with the Contract.

The Contractor shall inform CARILEC's Representative by return of the date of receipt of the notice.

7.6 ETHICS CLAUSES

Any attempt by the candidate or Bidder to obtain confidential information, enter into unlawful agreements with competitors or influence CARILEC personnel involved in the procurement process during the process of examining, clarifying, evaluating and comparing bids will lead to the rejection of his candidacy or Bid.

When putting forward a candidacy or bid, the Candidate or Bidder must declare that he is affected by no potential conflict of interest, and that he has no particular link with other Bidders or parties involved in the project.

7.7 DISCLAIMERS

The information in this Bid is provided for information only. No representation, warranty or undertaking, express or implied, is or will be made and CARILEC shall have no responsibility or liability as to, or in relation to, the accuracy or completeness of this Bid or any other written or oral information made available to any party responding to this Bid ("Bidders") or their advisers. No information contained in this Bid will form the basis of any warranty or representation made by or on behalf of CARILEC to any Bidder.

No response made by or on behalf of CARILEC to any proposal received in response to this Bid shall constitute an agreement or contract between the CARILEC and any Bidder.

All Bidders responding to this Bid do so at their own cost and expense and no reimbursement shall be made by CARILEC whether or not an award of contract is made.

CARILEC is not bound to accept the lowest or any Bid and shall be free to abandon the procurement pursuant to which this Bid is issued at any time.

CARILEC reserves the right to procure any part, or none, of the services proposed as it considers necessary.

7.8 CONFIDENTIALITY AND FREEDOM OF INFORMATION

This Bid and the information it contains are confidential and may be used only for the purposes of preparing and submitting a response to this document. Any unauthorized use by any Bidder of the information contained in this Bid may lead to disqualification of that Bidder. This Bid and its accompanying documents are and shall remain the property of CARILEC and any party receiving a copy of the same will return them upon demand by CARILEC. Return postage will be refunded.

7.9 CANVASSING AND COLLUSIVE BIDDING

Any Bidder who directly or indirectly canvasses any official of CARILEC or any other official involved in the procurement process concerning the award of the contract for the provision of the Services or who directly or indirectly obtains or attempts to obtain information from any official concerning any other Proposal for the Services will be disqualified.

Any Bidder who:

- fixes or adjusts the indicative pricing contained within its proposal by or in accordance with any agreement or arrangements with any other person; or

- communicates to any person, other than through the submission of the sealed bid, the amount or approximate amount of its proposal (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the proposal for insurance); or
- enters into any agreement or arrangement with any other person that he shall refrain from submitting a proposal or as to the indicative pricing contained within any proposal to be submitted; or
- offers or agrees to pay or give or does pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Proposal for the Services any act or omission;

shall without prejudice to any other civil remedies available to CARILEC (and without prejudice to any criminal liability which such conduct by a Bidder may attract) be disqualified.

8. TECHNICAL SPECIFICATIONS

8.1 LOT 1: Unified Communication System (UCS) or VOIP Hybrid PBX.

Implementation of a VOIP Hybrid (Physical and Cloud) PBX Solution to include the following:

The bidder is required to provide a modern unified communications system meeting the following requirements:

1. Open architecture which does not lock the business into a single vendor or deployment strategy.
2. Multi user single site hosted premise system with cloud connectivity

- a. Allow for tenanting of the system between two or more separate organisations while maintaining individuality and billing of each entity.
3. Capacity of up to 100 users with immediate requirements for 35 IP handsets:
 - a. Five (5) high end handsets
 - b. Ten (10) middle tier handsets
 - c. Eighteen (18) basic handsets
 - d. Two (2) IP Conference devices
4. Enhanced mobility capability with one number, extension to cellular etc.
 - a. Enable Telecommuters and travelling employees to use VoIP and the corporate network to reduce international and long distance charges.
5. Softphone application for Windows or iPad, capable of the following:
 - a. make and receive voice and video calls and
 - b. Send and receive email and Instant Messages
 - c. Manage presence status and view the presence and on call status of other users
 - d. Start a Web Collaboration session
 - e. Initiate a Meet Me or Ad hoc conference
 - f. Access call history and contacts including system, personal, and local
6. Web based user portal
7. Integration with Microsoft Outlook
8. Conferencing,
 - a. provide at least 64 ad Hoc user conferencing
 - b. at least 64 Meet-Me user conferencing capability
 - c. Capable of Conference scheduling
 - d. Web collaboration
9. IP based appliance or server based system
10. Cost avoidance and Least cost routing- the solution shall ensure that mobile communications shall have features such as Dial via Office (which intelligently routes mobile calls through the corporate system to remove long-distance or

international costs) and IP soft-phone capabilities on the smart devices which allow for securely placing and receiving calls over a corporate Wi-Fi network or any Wi-Fi hotspot;

11. Security -This must be an integral part of this solution with signaling encrypted using industry standard Transport Layer Security and audio encryption using Secure Real Time Protocol or other suitable industry approved methods. Some protection against man in the middle attacks is necessary. This can be implemented using Third Party Server Certificate Validation or other suitable method to create a trust relationship with the UCS. The bidder shall consider the following:

- a. Pervasive control - the enforcement of security shall be done within the network, CARILEC infrastructure. The hosting of essential features such as session encryption, intrusion prevention and spam blocking is more easily managed there as is the ability to trace, identify and grant or deny access to any resource under highly granular policy control in real time. The UC Solution shall employ a comprehensive “defense-in-depth” security framework that has been proven in the most demanding enterprise environments;
- b. Pervasive access -The UC solution shall provide wide legitimate access to users without imposing cumbersome procedures. A secure mobility client for accessing UC services from smartphones and tablets (mobile devices) shall be included. It shall provide secure connectivity in a lightweight customizable download including an always-on intelligent VPN, built-in web security, malware defense and compliance validation and smooth handoff between wired and wireless networks with low administrative overhead; and
- c. Survivability - The UC security considerations shall also include the ability to survive an attack from a worm or virus that may temporarily cripple servers. The solution end-to-end approach shall encompass both

the network and the entire telephony system and shall guarantee dial tone even in worst-case denial-of service (DoS) scenarios. The unified communication capabilities shall still be online even if head offices and WAN links are affected.

12. **Enterprise-Class Support** - The Unified Communication solution shall not add unnecessary burden to IT operations. Several areas to consider here include the depth of vendor support, the manageability of the solution and its ability.

To provide the following services and monitoring and reporting of same:

- a. Vendor support commitment - Areas to carefully examine are the degree to which the proponent has committed to support CARILEC users directly rather than through third parties, provision of global coverage on a 24x7x365 basis and implementation of comprehensive troubleshooting and escalation processes to ensure a successful outcome;
- b. The Solution provided shall have global technical support services which provide direct access to the solution engineers and expertise, sophisticated diagnostics, real-time trace tools and rigorous escalation policies that are tracked until the case is resolved;
- c. Enterprise-class provisioning - Provisioning of the UC system shall require careful configuration of each service to each client and server within CARILEC. Static exercises that create a semi-permanent maintenance overhead for IT and delays for CARILEC's business shall be avoided;
- d. The UC architecture may include a service advertisement framework that allows servers, clients and applications the ability to advertise and discover their services dynamically thus significantly reducing IT maintenance and delays;
- e. Monitoring and reporting - Administrators shall have access to a wide range of real-time monitoring, diagnostics and reporting tools to keep the Unified Communication solution running smoothly. They shall be able:
 - i. To automatically scan and inventory the entire system end to end;

- ii. Adjust utilization and quality levels;
- iii. Set customized alerts and notifications; and
- iv. Obtain comprehensive reports and statistics that can help capacity planning and service-level agreement (SLA) measurement.

Additional Features and Benefits:

The UCS must include the following features and benefits among others:

1. One Number Access

- Provide a single office phone number to customers
- Configure calls to ring simultaneously to any other phone (mobile, remote office, home), thus eliminating missed calls while keeping the secondary phone number hidden

2. Collaboration via Integrated Conferencing Capabilities

- 64-party conferencing capacity
- Up to 64 parties on a single conference call
- Increase communication with staff, vendors, suppliers, and customers while cutting costs

3. Advanced Call Routing and Auto Attendants

- Route calls to the appropriate person or group based on caller identification
- Provide options to callers in queue via easily customizable automated attendants
- Customize caller greetings so key clients receive a personalized message

4. Embedded Professional Voicemail

- No additional hardware required
- Retrieve voicemail messages from any telephone or via the email inbox
- Save, delete, forward, repeat, rewind, fast forward, and skip messages

5. Additional Basic Call Features

- Automatic Callback
- Caller Identification

- Hold Call Waiting
- Message Waiting Indication
- Multilingual Automation capabilities
- Location Time Zone setting
- Music on Hold
- Park and Page
- Toggle Calls
- Transfer

Least Cost Routing – The UCS must be configured to route calls over the most cost effective route to facilitate cost avoidance and reduction for CARILEC

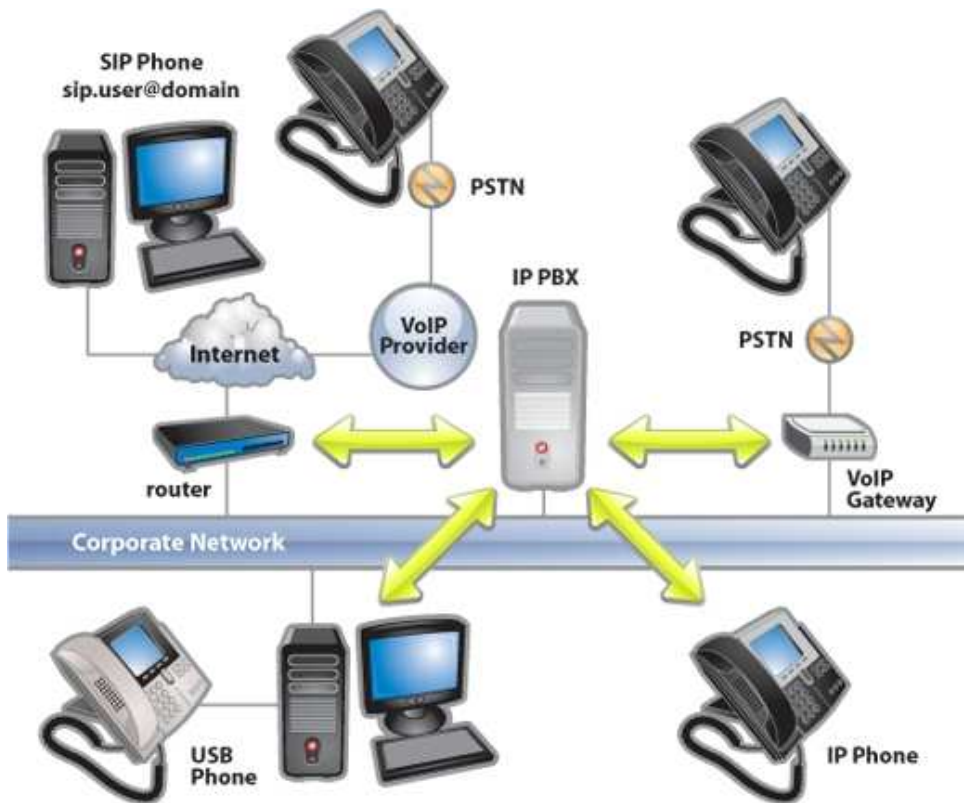


Figure: VoIP PBX solution example

8.1.1 SUMMARIZED CONSIDERATIONS FOR THE UC SOLUTION

The bidder shall be responsible for ensuring that the following is relevant or higher are provided with the solution:

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| <p>Licensing and Reporting</p> | <p>a. User licensing based on user profiles</p> |
| <p>Platform Functionality</p> | <p>a. Presence capabilities allowing for interoperability among Government Agencies' legacy solutions.</p> <p>b. Mobile video conferencing may be considered.</p> <p>c. Site survivability capabilities which shall ensure that calls in session shall not be interrupted and new calls, both outgoing and incoming, shall be established.</p> <p>d. Integrated common client graphical interface.</p> |
| <p>Video</p> | <p>a. Unified voice and video capabilities shall be on one common platform.</p> <p>b. SIP normalization and transparency that allow better interoperability between video endpoints.</p> <p>c. Seamless transition to include video— the solution shall allow transition to a video conversation with just one touch or click from a multi-party IM or audio communication.</p> <p>d. Support for high-definition video—High-definition video (resolution 1270 x 720; aspect ratio 16:9) and VGA video (resolution 640 x 480; aspect ratio 4:3).</p> <p>e. Video Interoperability—shall be able to connect solution users with 3rd party video conference room systems promoting collaboration</p> |

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| | <p>between desktop video conferencing users and those who have access to video systems in a conference room.</p> |
| <p>Native IM and presence</p> | <ul style="list-style-type: none"> a. Software alignment within Voice, Video, IM and Presence for an integrated deployment model allowing endpoints to negotiate multiplexed media near channels for exchanging data like conference roster and opens channels for many more endpoint and conferencing applications. b. Reduces operating expense with common install, administration and licensing. c. Device indication— the solution shall allow users to see when other user are signed from a mobile device or from an IP phone that cannot accept instant messages. d. Privacy settings— users can choose how much presence information can be viewed by others. |
| <p>Messaging</p> | <ul style="list-style-type: none"> a. Conversation history—the solution shall keep copies of instant messaging exchanges that include participants, date and timestamp. b. Tabbed chat— shall be able to engage in and monitor a number of different IM conversations at the same time. c. Posting messages— the solution shall support text, images, file posts, hyperlinks and emoticons in persistent chats. d. Searching for information—search persistent chat history by field, including author, date, chat room or keyword. |
| <p>Web Conferencing and Content</p> | <ul style="list-style-type: none"> a. Program or desktop sharing—the solution shall allow sharing of programs or the entire desktop by one click for the Meeting presenters and permissioned attendees. b. Embedded Media in PowerPoint or equivalent support—play a video file, with audio embedded in PowerPoint or equivalent in a |

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| <p>Sharing</p> | <p>web meeting.</p> <ul style="list-style-type: none"> c. Whiteboards and polling—allow sharing of a common whiteboard or initiate a poll directly from within a meeting. d. Attachments and downloads—Meeting organizers or presenters shall be able to choose to attach documents and other files to be made accessible to meeting participants. e. Customizable meeting view— users shall be able to select from several meeting view options including Gallery View (all participant photos or videos), Speaker View (meeting content and presenter image or video), Presentation View (meeting content only) or Compact View (participant photos only). |
| <p>Mobility</p> | <ul style="list-style-type: none"> a. Provides improved mobility user experience with video and Voice calling. b. Offers ability to receive video or participate in a video conference in both Wi-Fi and cellular modes allowing users to move voice and video sessions between mobile and desk phones. c. The solution shall Offer session resumption capability for Dial via Office Reverse Call-back (DVO-R) and Single Number Reach scenarios so that end users can call back to the final target. d. Provides consistent user experience for voice-over-IP (VoIP) and cellular modes for mobile devices. e. Enhances the overall DVO-R user experience. f. Ensures network and data security while enabling an easy and consistent user experience for CARILEC users. g. Allows access to collaboration applications from mobile devices. h. Ensures that smartphones, tablets, and other mobile devices and rich-media applications work transparently in new virtualized |

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| | environment. |
| Directory Features | <ul style="list-style-type: none"> a. Enabling web-service applications to interact with end-user information by supporting user directory search and preferences settings. b. Custom directory attributes can be added and synchronized. |
| Telephony Features | <ul style="list-style-type: none"> a. Pause in Speed Dials shall enable CARILEC users to configure the phone speed-dial button with strings including directory number (DN), Forced Authorization Code (FAC) or Client Matter Code (CMC), dual-tone multi-frequency (DTMF) digits and dialing pauses. b. Native queuing shall allow CARILEC users to queue calls to hunt pilot using top-down, circular, longest-idle and broadcast methods. It also shall provide the flexibility to configure queue depth and hold time, play unique announcements and Music on Hold (MoH), log in and log out users from a queue and basic queue statistics (from the phone). c. Multilevel Precedence and Pre-emption (MLPP) shall be supported on SIP-based phones. d. Connected number support for hunt pilot shall allow users to send the answered party number from a hunt list versus the pilot in a configurable way. e. SIP redirection counter inclusion in the SIP diversion header contains call forwarding and other routing loops that are detected. f. Enhanced 9-1-1 services – the solution shall allow for Emergency dialing availability internationally, with local emergency numbering being used as appropriate for the CARILEC user’s location. g. Anywhere access—inclusion of calling features from a desktop, |

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| | <p>laptop or mobile device through secure means.</p> <ul style="list-style-type: none"> h. Call handling— ability to answer a call or have it forwarded to voice mail, a mobile phone, another PSTN number or to a delegate assigned to answer calls. i. Device switching—ability to switch devices, for example, a headset to speakerphone without interrupting a current call or without placing a call on hold. j. Visual Voicemail—Solution shall be able to integrate with Microsoft Outlook to allow users to receive emails that have a preview of the voice mail. The user shall be able to view the voice mail preview in Microsoft Outlook or equivalent where necessary. k. Call delegation—users shall be allowed to delegate call handling to one or more assistants who can perform a number of tasks on behalf of the user such as screening person-to-person calls, placing calls and initiating conferences. l. Team calling - the solution shall be capable of simultaneous ringing of any number of users that a user designates as members a team. m. Infrastructure interoperability—the solution shall use industry standards and published interfaces to interoperate with existing infrastructure. |
| <p>UC Session Management</p> | <ul style="list-style-type: none"> a. Extend and Connect, a new device type on UCS representing remote devices, shall deliver features and services like instant messaging and presence to public-switched-telephone-network (PSTN) and third-party private-branch-exchange (PBX) devices. b. Provide improved total end-to-end round-trip time between the nodes in a Session Management Edition (SME) cluster allow nodes to exist in multiple continents. c. Administrators shall have the ability to specify codec preferences |

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| | for outbound SIP trunks and inbound PSTN SIP trunks. |
| Hosted services | a. The solution shall be able to initiate and monitor the backup procedure and configuration through an application programming interface (API) enabling a multi-customer toolset to orchestrate and coordinate backup |
| Licensing and Reporting | a. Licensing usage and reporting shall be simplified and based on user licensing. b. User licensing based on user profiles. |
| Platform Functionality | a. Presence capabilities allowing for interoperability among Government Agencies' legacy solutions. b. Mobile video conferencing may be considered. c. Site survivability capabilities which shall ensure that calls in session shall not be interrupted and new calls, both outgoing and incoming, shall be established. d. Integrated common client graphical interface. |
| Native IM and presence | a. Software alignment within Voice, Video, IM and Presence for an integrated deployment model allowing endpoints to negotiate multiplexed media near channels for exchanging data like conference roster and opens channels for many more endpoint and conferencing applications. b. Reduces operating expense with common install, administration and licensing. c. Device indication— the solution shall allow users to see when other user are signed from a mobile device or from an IP phone that cannot accept instant messages. |

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| | <ul style="list-style-type: none"> d. Privacy settings— users can choose how much presence information can be viewed by others. e. Presence in Current Office Solution— allow for touch or hovering over a user’s presence icon to display a contact card and menu that can be used to initiate a conversation from the application. f. Contact tagging—allow for tagging contacts to get automatic notification when a contact’s availability status changes. g. Contact grouping—allow for group contacts in a variety of ways including user-defined groups, organization-defined groups, contact presence, or tagged contacts. |
| <p>Messaging</p> | <ul style="list-style-type: none"> a. Conversation history—the solution shall keep copies of instant messaging exchanges that include participants, date and timestamp. b. Tabbed chat— shall be able to engage in and monitor a number of different IM conversations at the same time. c. Posting messages— the solution shall support text, images, file posts, hyperlinks and emoticons in persistent chats. d. Searching for information—search persistent chat history by field, including author, date, chat room or keyword. |
| <p>Mobility</p> | <ul style="list-style-type: none"> a. Provides improved mobility user experience with video and Voice calling. b. Offers ability to receive video or participate in a video conference in both Wi-Fi and cellular modes allowing users to move voice and video sessions between mobile and desk phones. c. The solution shall Offer session resumption capability for Dial via Office Reverse Call-back (DVO-R) and Single Number Reach scenarios so that end users can call back to the final target. d. Provides consistent user experience for voice-over-IP (VoIP) and |

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| | <p>cellular modes for mobile devices.</p> <ul style="list-style-type: none"> e. Enhances the overall DVO-R user experience. f. Ensures network and data security while enabling an easy and consistent user experience for CARILEC users. g. Allows access to collaboration applications from mobile devices. <p>Ensures that smartphones, tablets, and other mobile devices and rich-media applications work transparently in new virtualized environment.</p> |
| <p>Directory Features</p> | <ul style="list-style-type: none"> a. Clients and endpoints have the ability to discover services (such as voicemail, IM and Web meeting applications) and are notified of any changes in those services. b. Enabling web-service applications to interact with end-user information by supporting user directory search and preferences settings. c. Custom directory attributes can be added and synchronized. |

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| <p>Telephony Features</p> | <ul style="list-style-type: none"> a. Pause in Speed Dials shall enable CARILEC users to configure the phone speed-dial button with strings including directory number (DN), Forced Authorization Code (FAC) or Client Matter Code (CMC), dual-tone multi-frequency (DTMF) digits and dialing pauses. b. Native queuing shall allow CARILEC users to queue calls to hunt pilot using top-down, circular, longest-idle and broadcast methods. It also shall provide the flexibility to configure queue depth and hold time, play unique announcements and Music on Hold (MoH), log in and log out users from a queue and basic queue statistics (from the phone). c. Multilevel Precedence and Pre-emption (MLPP) shall be supported on SIP-based phones. d. Connected number support for hunt pilot shall allow users to send the answered party number from a hunt list versus the pilot in a configurable way. e. SIP redirection counter inclusion in the SIP diversion header contains call forwarding and other routing loops that are detected. f. Enhanced 9-1-1 services – the solution shall allow for Emergency dialing availability internationally, with local emergency numbering being used as appropriate for the CARILEC user’s location. g. Anywhere access—inclusion of calling features from a desktop, laptop or mobile device through secure means. h. Call handling— ability to answer a call or have it forwarded to voice mail, a mobile phone, another PSTN number or to a delegate assigned to answer calls. i. Device switching—ability to switch devices, for example, a headset to speakerphone without interrupting a current call or without placing a call on hold. |
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| | <ul style="list-style-type: none"> j. Visual Voicemail—Solution shall be able to integrate with Microsoft Outlook to allow users to receive emails that have a preview of the voice mail. The user shall be able to view the voice mail preview in Microsoft Outlook or equivalent where necessary. k. Call delegation—users shall be allowed to delegate call handling to one or more assistants who can perform a number of tasks on behalf of the user such as screening person-to-person calls, placing calls and initiating conferences. l. Team calling - the solution shall be capable of simultaneous ringing of any number of users that a user designates as members a team. m. Infrastructure interoperability—the solution shall use industry standards and published interfaces to interoperate with existing infrastructure. |
| <p>UC Session Management</p> | <ul style="list-style-type: none"> a. Extend and Connect, a new device type on UCS representing remote devices, shall deliver features and services like instant messaging and presence to public-switched-telephone-network (PSTN) and third-party private-branch-exchange (PBX) devices. b. Provide improved total end-to-end round-trip time between the nodes in a Session Management Edition (SME) cluster allow nodes to exist in multiple continents. d. Administrators shall have the ability to specify codec preferences for outbound SIP trunks and inbound PSTN SIP trunks. |

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| Hosted services | <ul style="list-style-type: none"> a. The solution shall be able to initiate and monitor the backup procedure and configuration through an application programming interface (API) enabling a multi-customer toolset to orchestrate and coordinate backups. b. Enterprise supplementary services shall be supported on the solution - voice over LTE (VoLTE) IMS mobile device. The UCS shall act as an IMS application server supporting supplementary services on fourth-generation (4G) mobile phones. |
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Handset features are listed in the table below.

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| Basic IP Handset | <ul style="list-style-type: none"> a. 3 line LCD display; b. Up to 6 lines with call appearances; c. Minimum of 8 programmable keys with LEDs; d. Distinctive ringing, priority alerting; e. Personal directory; f. Call forward; g. Call transfer; h. Call waiting; i. Call timer; j. Caller and calling line information; k. Callers log; l. Local 3-way conference; m. Intercom with auto-answer; n. Paging and auto-answer; o. Capabilities; p. Redial list; q. Do Not disturb; |
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| | <ul style="list-style-type: none"> r. Missed call Notification; s. Busy Lamp Field (BLF); and t. Shared Call and bridged line appearance. |
| Manager IP Handset | <ul style="list-style-type: none"> a. 144 x 128 pixel graphical backlit LCD display; b. Up to 9 Lines with call appearances; c. Minimum of 12 programmable keys with LEDs; d. Distinctive ringing, priority alerting; e. Personal directory; f. Call forward; g. Call transfer; h. Call waiting; i. Call timer; j. Caller and calling line information; k. Callers log; l. Local 3-way conference; m. Intercom with auto-answer; n. Paging and auto-answer; o. Capabilities; p. Redial list; q. Do Not disturb; r. Missed call Notification; s. Busy Lamp Field (BLF); and t. Shared Call and bridged line appearance. |
| Soft Phones | <ul style="list-style-type: none"> a. Support Desktop OS environments including windows and MAC OS, tablet devices and smartphones. |
| Survivability Device | <ul style="list-style-type: none"> a. Ability to reroute calls to secondary environment without connectivity disruption. |

8.1.2 MAINTENANCE CONTRACT AND SERVICE LEVELS

The bidder is expected to provide a 3 year and 5 year term maintenance contract for the selection of CARILEC.

The bidder shall maintain the following support KPIs as part of the maintenance contract.

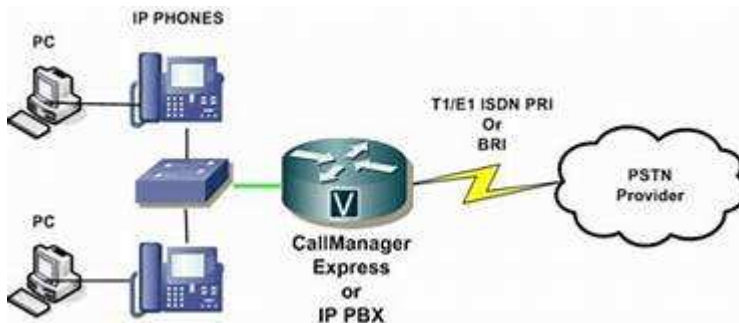
Incident KPIs

| Priority | Response Time | Resolution Time (Hrs.) Remote Support | Resolution Time (Hrs.) On Site Support (Total Resolution Time) |
|----------|-------------------|--|--|
| 1 | Within 20 minutes | Within 2 hours | Within 6 hours |
| 2 | Within 30 minutes | Within 4 hours | Within 8 hours |
| 3 | Within 60 minutes | Within 8 hours | Within 12 hours |
| 4 | Within 90 minutes | Within 16 hours | Within 20 hours |

8.2 LOT 2: Partial PRI or IP voice Trunking

The bidder is required to quote for the following services:

1 x 8 trunk Partial Primary Rate Interface (ETSI/CEPT) to interface with the UCS and provide voice connectivity and signaling to the central office telephone switch. Diagram below illustrates:



OR

1 x 8 SIP IP trunks to provide voice connectivity and signaling from the UCS and to the Central office telephone switch. Diagram below illustrates:



8.2.1 Fixed to Mobile Calling

The partial PRI or SIP link will also facilitate the transmission of Mobile calls to and from the UCS in lieu of a GSM gateway. Therefore the provider must offer CARILEC a Fixed to Mobile (F2M) service plan for this purpose. The F2M plan needs to provide 2000 anywhere minutes and detail any out of plan rates or other charges clearly. Alternatively the provider can provide an F2M gateway that provides the same benefits as the F2M plan.

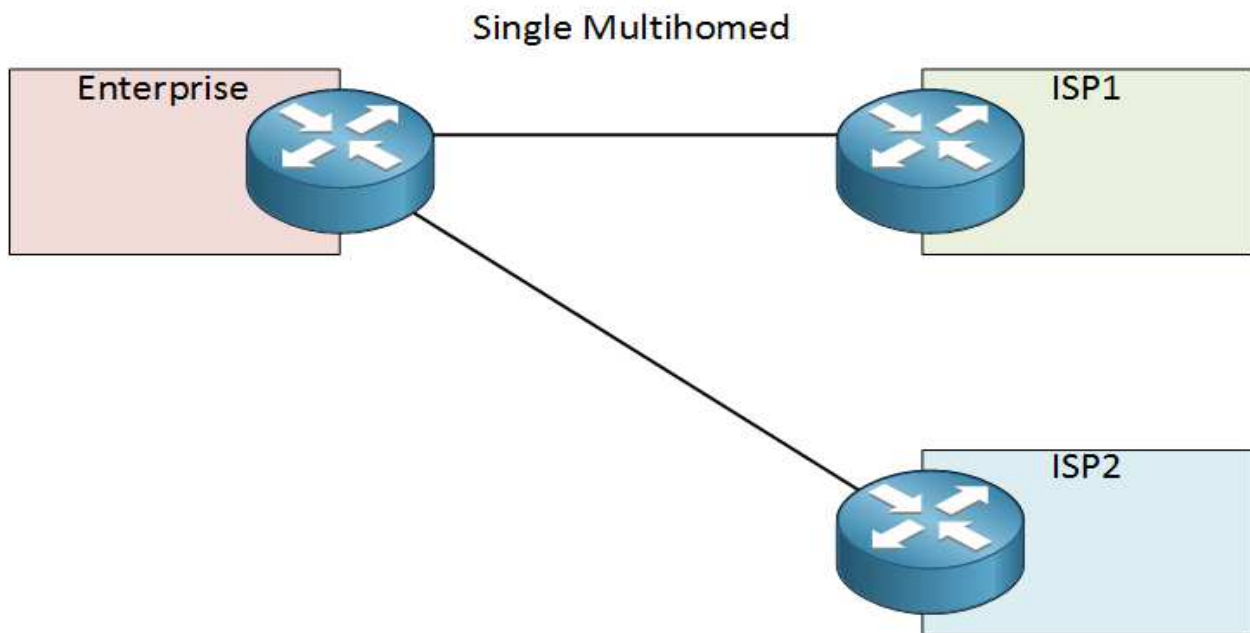
8.2.2 Quality of Service Requirements:

1. This is to be preferably delivered over fiber optics or secure commercial microwave
2. The network availability should be a minimum of 99.95 percent
3. Time to restore should be no greater than 2 hours

8.3 LOT 3: Internet Services

The bidder is required to provide the following Internet service:

2 x 25 Mb/s of mission critical internet connections in a load balancing, single multi-homed topology. This is to support CARILEC's requirement for on demand conferencing facilities using Zoom or other third party system and other mission critical activities. For avoidance of doubt the requirement is for one 25 Mb/s connection per Internet Service Provider. The diagram below illustrates:



8.3.1 Quality of Service Requirements

The internet connection must meet the following quality of service and other criteria:

1. Network availability minimum 99.5 percent
2. Time to restore no greater than 2 hours
3. Packet loss less than 0.5%
4. latency below 100 milliseconds and
5. jitter below 20 milliseconds

8.4 LOT 4: MOBILE PLANS

8.4.1 GENERAL SERVICE REQUIREMENTS

1. SERVICE

A. SERVICE for the CELL PHONES shall provide:

- i. nationwide coverage for voice and data services, including email, Internet, and SMS/MMS text messaging;
 - ii. 4G network or better (greater weighting will be given to faster networks);
 - iii. Voicemail; and
 - iv. Free cell phones to each participant of all Group plans.
- B. Adequate voice and data coverage nationwide, and throughout the Waterfront Complex, including chambers, other government office locations, meeting rooms, basements, and parking lots (responder shall provide signal boosters and other equipment, at responder's expense, to ensure that this requirement is met).

2. PLAN

- a. The plan shall be provided at a flat monthly rate, based on the number of User Accounts or bundled minutes for which service is provided.
- b. The plan shall include but not be limited to the following for the flat monthly rate:
 - i. free OECS roaming for voice and data services;
 - ii. unlimited (or a very high number of pooled minutes) nationwide voice and data services for CELL PHONES, including email, Internet, and SMS/MMS text messaging;
 - iii. voicemail, call waiting, and call forwarding; and conference calling.
- c. Greater weighting shall be given to plans that include:
 - i. free mobile to mobile minutes;

- ii. free or inexpensive phone upgrades on an annual or bi-annual basis;
- iii. or international roaming, calling, and data packages included in the plan or offered at a competitive rate.
- iv. A host of other free features and benefits at the provider's discretion.

8.4.2 OTHER REQUIREMENTS

A. BILLING

- I. Billing shall be in the aggregate, but detailed and broken down based on the number of user accounts for which service is provided.
 - II. Bills sent to CARILEC may not include or identify the following:
 - 1. Phone numbers of people called or texted;
 - 2. Phone numbers of people from which calls or texts were received;
 - 3. Information that indicates or identifies websites visited, or other identifiable electronic addresses to which information was sent or from which information was received.
 - III. Bills shall be provided in electronic format and allow ease of import into Microsoft Excel.
- B. CARILEC shall be given the ability to determine which user account shall be given the authority to incur charges above the flat monthly rate per account.
- C. Responder shall provide CARILEC with free phone activation, and free phone termination.
- D. CARILEC shall have the ability to add accounts to the plan on the same terms (or better terms) as the accounts originally placed on the plan.
- E. Responder shall provide toll-free maintenance and technical support on a 24-hour per day, seven-day per week basis.

- F. Responder must be flexible and work with CARILEC to provide a smooth, uninterrupted transition from CARILEC's current Mobile phone system to the new mobile phone system provided to CARILEC by the responder.
- G. All Phones and other hardware provided by responder:
 - i. shall be in new, unused condition;
 - ii. shall be in current production;
 - iii. may not be announced by the manufacturer as discontinued on or before the date provided; and
 - iv. may not be, and may not include components or parts that are, discontinued, refurbished, rebuilt, reconditioned, remanufactured, or newly remanufactured.

8.4.3 OTHER CONSIDERATIONS

Greater weighting will be given to a response that:

1. Allows CARILEC to deactivate lines of service, without fee or penalty, if the deactivation is due to a decrease in the number of user accounts needed by CARILEC;
2. Provides a few extra Phones, batteries, battery covers, chargers, car chargers, holsters, or other accessories free of charge or at a reduced charge that CARILEC can keep on hand for immediate replacement of lost or damaged items;

8.4.4 Mobile Phone Service Specifications

A. Group #1: Comprises service for senior staff. In addition to text, data and voice communication capabilities, the phones in Group #1 should include the following features:

1. All phones should be high end data phones such as iPhone, or the latest high end Samsung Galaxy Series.
2. All phones should be 4G LTE data compatible.
3. This group should include a 500 minutes monthly plan.

4. This group should include 1GB data plan.
5. This group should include only 10 Free SMS per month.
6. Voice and Data Roaming
7. Free Caribbean Roaming (Home based calling with no additional roaming charges)
8. Replacement handsets should be provided to users at 18 month intervals.
9. All phones are provided at the cost of the provider.
10. All phones should be new.

B. Group #2:

1. All handsets should be 4G LTE data capable handsets.
2. This group should include a minimum of 250 monthly minutes.
3. This group should include 10 Free SMS per month.
4. This group should include 3GB data plan.
5. Voice and Data Roaming.
6. Free Caribbean Roaming (Home based calling with no additional roaming charges)
7. Replacement handsets should be provided to users at 24 month intervals.
8. All phones are provided at the cost of the provider.
9. All phones should be new.

C. Group # 3:

1. All handsets should be 4G data capable phones.
2. This group should include a minimum of 100 monthly minutes.
3. This group should include 10 free text messages.
4. This group should include 1GB data plan

5. No International Roaming
6. Free Caribbean Roaming (Home based calling with no additional roaming charges)
7. Replacement handsets should be provided to users at 24 month intervals.
8. All phones are provided at the cost of the provider.
9. All phones should be new.

D. Group #4:

1. The phones should be 4G LTE data capable phones.
2. This group should include a minimum of 50 monthly minutes.
3. This group should include 500 MB data plan
4. This group should include 10 free text messages.
5. No International Roaming.
6. Free Caribbean Roaming (Home based calling with no additional roaming charges)
7. Replacement handsets should be provided to users at 24 month intervals.
8. All phones are provided at the cost of the provider.
9. All phone should be new.

E. Group #5: Unbundled

1. The phones can be basic professional phones.
2. All phones are provided at the cost of the provider.
3. Replacement handsets should be provided to users at 36 month intervals
4. All phones should be new.

The following requirements are applicable to all phones included in Group #1 to Group #4:

1. The Provider must identify all additional services included in the package.

2. The ability to transfer existing cell phone numbers to the new phones where possible.
3. Closed User Group **must** include all Government of St. Lucia plans with the selected carrier and one additional person spouse/friend outside the Government group.

ROAMING

1. Provide zero rated Voice and Data Roaming in the nine member OECS grouping, Barbados and Trinidad and Tobago.
2. Provide home based rate Voice roaming throughout the CARICOM countries including Anguilla, Bermuda, British Virgin Islands, Cayman, Turks and Caicos.
3. Provide one rate Data roaming throughout the CARICOM countries including Anguilla, Bermuda, British Virgin Islands, Cayman, Turks and Caicos.
4. All Group plans **MUST** include the following:
 - i. Free Anywhere and Bundled Minutes*
 - ii. Per Second Billing
 - iii. No Connection Fees
 - iv. One rate all the time
 - v. Dropped Call Compensation
 - vi. Details of International and Local out of plan rates.
 - vii. Details of International Roaming out of plan roaming rates.

**Bundled minutes must include calls to, all local fixed and mobile providers plus, all CARICOM member states and associates, United States, Taiwan, China, France, USVI, Puerto Rico, Canada and United Kingdom (fixed line).*

The ability to provide a three (3) year, thirty six (36), month contract with the option to extend the contract terms on expiry.

8.5 LOT 5: SYSTEM UPGRADES ON ICT PLATFORM

8.5.1 OBJECTIVE

Strategic enhancements to the organization's infrastructure have been planned to enhance its efficiency, deliver its planned objectives, and provide improved value for shareholders. A key requirement is to improve the reliability of the Secretariat's operations and enhance business continuity. In preparation, an Information & Communication Technology (ICT) assessment of the Secretariat's current infrastructure and future growth needs was recently conducted, which highlighted the necessity for ICT infrastructural upgrades to support anticipated improvements in CARILEC's operations. CARILEC requires technological solutions that are economically viable, operationally efficient, scalable, robust and consistent with international best practice. The bidder shall include the following enhancements:

1. A revised Network Layout to include Perimeter Firewall and VLAN segmentation for Securing network resources.

The proposal should include as a minimum the following:

- Where in the network the firewall will be positioned and why
- High availability cluster configuration preferred
- Detailed firewall architectural design
- Firewall management plans once implemented

2. System backup

A data backup system shall be used to prevent data loss or for auditing and archiving purposes.

- Proper capacity planning for minimum cost of hardware required
- Encryption of backed up data for security
- Data backed up to external storage unit such as disk or hard drives
- Disks shall be used to create quick, easy, redundant backups of critical fil

3. Administration of hosted e-mail with custom domain (carilec.org)

The cloud-based email management system shall provide:

- Simplified administration
- Email security, archives and continuity
- Message confidentiality, integrity and authentication
- Automatic network encryption, multi-layered anti-spam, anti-malware protection and message protection
- Secure SMTP, PGP, SPF/Sender ID, S/MIME and DKIM preferred
- In-house hosted private email cloud or use of Office 365, google apps or similar
- Prevention against threat such as:
 - Credentials theft and sender impersonations
 - Spam, ransomware and virus payload attachments
 - Typo squatting or URL hijacking via DNS hijacking
 - Internal employee data leakage and inside threat

4. Active directory services

5. File/document management system to support remote working and file sharing

6. Initial training/orientation and support for the upgraded environment

8.5.1 DESCRIPTION OF REQUIRED SERVICES

1. Provide cloud-based migration strategy, based on using the Microsoft Office 365 platform or suitable alternative.
2. Assess and recommend the details of a suitable technical ICT platform, inclusive of the cost associated with the options needed to support the operations of the Secretariat.

3. Implement the technical ICT platform for the Secretariat, being mindful to reduce the impact on existing operations wherever possible.

DELIVERABLES

1. An upgraded technical ICT platform for the CARILEC local environment.
2. Post production ('go live') support, inclusive of initial training in the use of the new platform.