

**EVIDENCE OF COMPETITION – SOLICITATION FOR QUOTES**  
**Polycom Equipment**

June 12, 2012;

The Administrative Office of the Courts (AOC) is soliciting quotes to purchase Polycom RMX and CMA to replace existing no longer supported Polycom equipment. The responses must meet the requirements identified in Vendor Response Form.

AOC will evaluate the responses based upon price. The RESOLUTION OF COMPLAINTS AND PROTESTS procedures that are attached will be followed for this procurement.

The AOC reserves the right without penalty and at its sole discretion to:

- a. Reissue this solicitation with any changes the AOC deems appropriate; or
- b. Take no further action under this solicitation.

Please fill out the attached Response Form or a reasonable facsimile and return by e-mail to:

Dennis Longnecker  
Administrative Office of the Courts  
1206 Quince Street SE  
PO Box 41170  
Olympia, WA 98504-1170  
(360) 705-5269

Email: [Dennis.Longnecker@courts.wa.gov](mailto:Dennis.Longnecker@courts.wa.gov)

Your response must contain only the Vendor Response Form. No other cover page or material should be returned. All responses must be received by June 19, 2012, 12:00 PM (noon) AOC Local Time.

If you have any questions about this informal solicitation, please contact the person referenced above.

## Vendor Response Form

Vendor Information:

Vendor Name:	
Contact Name:	
Street Address:	
City, State, Zip:	
Telephone No.:	
Fax No.:	
Email Address:	

Equipment Price (including Delivery):                    \$ \_\_\_\_\_

Installation/Configuration Price:                            \$ \_\_\_\_\_

Trade-In Value of Existing MGC50                            \$ \_\_\_\_\_

### Statement of Work:

#### **RMX Installation and Configuration**

- Initialization of the RMX product, including proper physical assembly and placement in AOC environment
- Upload of any generally released RMX software update
- Coordination of product registration and any applicable license activation
- Configuration of RMX login account structure
- Configuration of all network services
- Configuration of conference profiles for Ad Hoc conferencing for customer applications that require reservation-less style MCU management
- Population of up to 20 Participant profiles (customer video endpoints) for customer applications that require traditional reservation-based MCU management
- Population of up to 20 Conference profiles for customer applications that require traditional reservation-based MCU management
- Population of up to 20 Meeting Rooms for customer applications that require reservation-less style MCU management
- Configuration of IVR structures with up to five Entry Queues
- Configuration of Simple Cascading capability to a second Polycom MCU
- Design of enhanced IVR structure with more than five Entry Queues
- External database integration
- Integration with third party applications
- Customer applications that require population of greater than 20 Meeting Rooms, Conference profiles, or Participant profiles
- Configuration of Ad Hoc conferencing with external database authentication
- Configuration of SIP Factories

- Configuration of IVR structure with customized recordings
- Deinstall of existing MGC50
- Troubleshooting/

**CMA Installation and Configuration**

- Configuration of CMA 4000 to utilize the local database
- Installation of any generally released CMA 4000 application updates
- Initialization of the CMA 4000 application
- Facilitate product registration and activate all relevant product license codes
- Configuration of User Administration (application login account structure)
- Configuration of CMA 4000 to interface with AOC’s Microsoft Active Directory
- Population of up to a maximum of 25 Resources: H.323 video endpoints, MCUs, and gateways in the CMA 4000 database
- Configuration of up to a maximum of 25 legacy H.323 endpoints in the Global Address Book (GAB)
- Demonstrate use of Enhanced Directory (H.350) for VC2 enabled endpoints at the CMA 4000 server side screens and provide instructions for installation for client side configurations.
- Demonstrate XMPP presence for VC2 devices
- Demonstrate auto provisioning for VC2 devices
- Load CMA 4000 desktop client on three local client desktops
- Pre-populate the current revision of applicable video endpoint software within CMA 4000
- Creation of up to ten conference templates specific to customer application
- Configuration of Web-based scheduling for supported endpoint products
- Configuration of direct or routed mode
- Configuration of CMA 4000 to interface with a customer's external SQL database
- Creation of customer Dial Plan
- Configuration of Neighbor/Alternate Gatekeeper
- Configuration of MGC and Gateway services
- Configuration of Simplified Dialing
- Configuration of Bandwidth Management for up to ten Network Route definitions
- Configuration of FireWall Traversal
- Training

**Equipment:**

Quantity	Part Number	Description
1	VRMX1505HDR	Polycom RMX 1500 IP only 5HD720p/10SD/15CIF resource configured & licensed system, equipped with one (1) MPMx-S Media Processing Module.
1	5150-18200-500	RMX 2000 Encryption License pack
1	2200-77523-000	CMA 4000 + 100 Devices includes Appliance, Gatekeeper, Conference Monitoring, Scheduling (Web), Device Management; automatic software update and provisioning and support for CMA

Quantity	Part Number	Description
		Client: 100 licenses.
1	PCP-VRMX1505HDRE-3	Prime Call Maintenance, Three Year, RMX 1500 5HD720p/10SD/15CIF System
1	PCP-CMA4K100-3	Prime Call Maintenance, Three Year , CMA 4000 with 100 devices

## **RESOLUTION OF COMPLAINTS AND PROTESTS**

### **COMPLAINTS**

Vendors must raise all relevant concerns regarding specifications or RFQ requirements before the proposal due date. Failure to do so will preclude a Vendor from filing subsequent protest based upon those aforementioned issues.

### **NOTIFICATION TO UNSUCCESSFUL PROPOSERS**

Firms whose proposals have not been selected for further negotiation or award will be notified via email at the email address given in the Vendor Response Form.

### **DEBRIEFING OF UNSUCCESSFUL PROPOSERS**

Firms which submitted a proposal that was not selected will be given the opportunity for a debriefing conference. The request for a debriefing conference must be received by the RFQ Coordinator within twenty-four hours after the notification of the successful firm is emailed to the Firm. The debriefing will be held within three business days of the request.

Discussion will be limited to a critique of the requesting Firm's proposal. Comparisons between proposals or evaluations of the other proposals will not be allowed. Debriefing conferences may be conducted in person or on the telephone and will be scheduled for a maximum of one hour.

### **PROTEST PROCEDURE**

This procedure is available to Firms who submitted a response to this solicitation document and who have participated in a debriefing conference. Upon completing the debriefing conference, the Firm is allowed three days to file a protest of the acquisition with the RFQ Coordinator.

Firms protesting this procurement shall follow the procedures described herein. Protests that do not follow these procedures shall not be considered. This protest procedure constitutes the sole administrative remedy available to Firms under this procurement.

All protests must be in writing and signed by the protesting party or an authorized Agent. The protest must state the grounds for the protest with specific and complete statements of the action(s) being protested. A description of the relief or corrective action being requested should also be included. All protests shall be addressed to the RFQ Coordinator.

Only protests stipulating an issue of fact concerning the following subjects shall be considered:

- A matter of bias, discrimination or conflict of interest on the part of the evaluator;
- Errors in computing the score;
- Non-compliance with procedures described in the procurement document or AOC policy.

Upon receipt of a protest, a protest review will be held by the AOC. All available facts will be considered and a decision will be issued by the AOC within five business days of receipt of the protest. If additional time is required, the protesting party will be notified of the delay.

The final determination of the protest shall:

- Find the protest lacking in merit and uphold the AOC's action; or

- Find only technical or harmless errors in the AOC's acquisition process and determine the AOC to be in substantial compliance and reject the protest; or
- Find merit in the protest and provide the AOC options which may include:
  - Correct the errors and re-evaluate all proposals, and/or
  - Reissue the solicitation document and begin a new process, or
  - Make other findings and determine other courses of action as appropriate.