



Request for Proposal for VoIP Upgrade_9-18_JT-MS

Date of Release: September 14, 2018

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1. General Information

1.1. Request for Proposal (RFP) Objective

The objective of ERCOT in this procurement is to identify and contract with a qualified vendor to provide an upgrade to ERCOT's VoIP system.

1.2. ERCOT Background

1.2.1. Overview of Electric Reliability Council of Texas, Inc.

The Electric Reliability Council of Texas (ERCOT) manages the flow of electric power to 24 million Texas customers, representing about 90 percent of the state's electric load. As the independent system operator for the region, ERCOT schedules power on an electric grid that connects more than 46,500 miles of transmission lines and 570+ generation units. ERCOT also performs financial settlement for the competitive wholesale bulk-power market and administers retail switching for 7 million premises in competitive choice areas. ERCOT is a membership-based 501(c)(4) nonprofit corporation, governed by a board of directors and subject to oversight by the Public Utility Commission of Texas and the Texas Legislature. Additional information about ERCOT can be found at <http://www.ercot.com/>.

1.3. Strategic Elements

1.3.1. Contract Term

ERCOT intends to award a contract resulting from this solicitation for an initial term from date of award as necessary to fulfill the goals of this Request for Proposal (RFP).

Any contract issued as a result of this solicitation is subject to cancellation, without penalty, either in whole or in part, for breach of contract. Such a contract may also be canceled by ERCOT for convenience upon a thirty- (30) day written notice.

1.3.2. Contract Elements

The term "contract" means the contract was awarded as a result of this RFP and all exhibits attached hereto. At a minimum, the following documents will be incorporated into the contract: this RFP and all attachments and exhibits; any modifications, addendum, or amendments issued in conjunction with this RFP; and the successful Respondent's proposal. The Respondent, if selected, must execute ERCOT's Master Agreement. The actual work to be performed and the compensation for such work will be documented in a Statement of Work. If the Respondent currently has an active Master Agreement with ERCOT, only a new Statement of Work will be required.

1.4. Basic Philosophy: Contracting for Results

ERCOT'S fundamental commitment is to contract for value and successful results. A successful result is denoted as the generation of defined, measurable, and beneficial outcomes that support ERCOT's missions, objectives, and goals, and satisfies all defined contract requirements.

1.5. Legal and Regulatory Constraints

1.5.1. Conflicts of Interest

ERCOT seeks to ensure a level playing field in the award of the contract. ERCOT has implemented an aggressive policy concerning actual or potential conflicts of interest to ensure fair and open competition, and has included language concerning actual and potential conflicts of interest in Section 8 of the Master Agreement. Respondents must carefully review and understand this language when developing proposals.

1.5.2. Former Employees of ERCOT

The Respondent must disclose any past employment of its employees and agents, or its Subcontractors' employees and agents, by ERCOT, including the individual's name and the date such individual's employment at ERCOT ended.

1.5.3. Interpretive Conventions

Whenever the terms "shall," "must," "or "is required" are used in this RFP in conjunction with a specification or performance requirement, the specification or requirement is mandatory for the potential vendor. ERCOT may, at its sole discretion, reject any proposal that fails to address or meet any mandatory requirement set forth herein.

Whenever the terms "can," "may," or "should" are used in this RFP in conjunction with a specification or performance requirement, the specification or performance requirement is a desirable, but not mandatory, requirement.

1.6. ERCOT Point of Contact

The sole point of contact for inquiries concerning this RFP is:

Jason Terrell
2705 West Lake Drive
Taylor, Texas 76574
(512) 248-6331
Jason.Terrell@ercot.com

All communications relating to this RFP must be directed to the specified ERCOT contact person. All other communications between a Respondent and ERCOT staff concerning this RFP are prohibited. Failure to comply with this section may result in ERCOT's disqualification of the proposal.

1.7. Procurement Timeline

Procurement Timeline	
RFP Release Date	Sept 14, 2018
Optional Notice of Intent to Propose Due	Sept 21, 2018
Vendor Questions Due	Sept 28, 2018
Response to Vendor Questions	Oct 5, 2018
Vendor Proposals Due	Oct 22, 2018
Vendor Presentations & Workshops (as needed)	Nov-Dec
Anticipated Contract Award	Dec 2018 -Jan 2019
Anticipated Contract Start Date	Feb 2019
Expected Project Completion	July 31, 2019

1.8. Communications Regarding This Procurement

ERCOT reserves the right to amend this RFP at any time prior to the proposal submission deadline. Any changes, amendments, or clarifications will be made in the form of responses to vendor questions, amendments, or addendum issued by ERCOT and sent to the point of contact listed on the Notice of Intent to Propose. Vendors not submitting the Notice of Intent to Propose will not receive changes, amendments, or answers to questions regarding this RFP.

1.9. RFP Cancellation/Non-Award

ERCOT reserves the right to cancel this RFP or to make no award of a contract pursuant to this RFP.

1.10. Right to Reject Proposals

ERCOT may, in its discretion, reject any and all proposals submitted in response to this RFP.

1.11. No Reimbursement for Costs of Proposals

ERCOT will not reimburse any Respondent for costs of developing a proposal in response to this RFP.

2. Scope and Requirements

2.1. Project Scope Overview

The Corporate Voice System (VoIP) initiative will focus on increasing the capacity of ERCOT's current Cisco VoIP solution to accommodate the entire ERCOT user population. This includes procurement and installation of all necessary equipment, software, and licenses to migrate remaining ERCOT corporate phone users from Nortel Digital sets to Cisco VoIP sets and/or soft phones. The vendor must assist with design/engineering, implementation, integration and migration. Additionally, ERCOT will require an onsite resident that will be responsible for daily operational duties, documentation, general team augmentation, and training/instruction.

2.2. Background

ERCOT's voice network is a hybrid system that utilizes both Nortel Cisco hardware & software. The system supports about 2,500 lines, of which the Cisco solution serves about 50 users.

The Nortel system is the original ERCOT PBX and will be scheduled to be retired at a later date. The Cisco system was originally deployed as a pilot, but was later expanded to serve a small subsection of the ERCOT user population. This project will migrate all users and most lines from Nortel to Cisco.

This project will modernize the Cisco VOIP deployment with relevant hardware and the necessary redundancies to ensure it is Enterprise-ready.

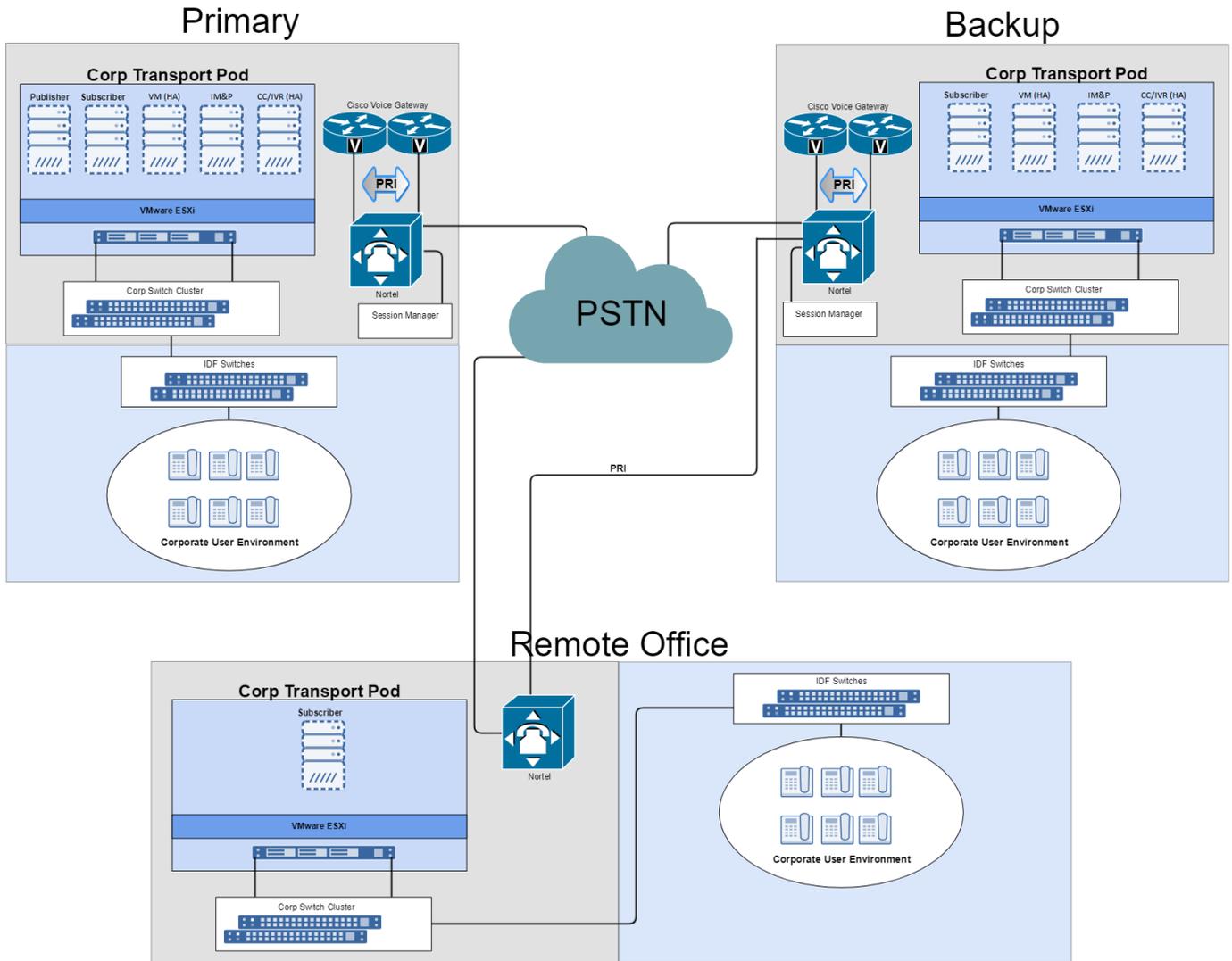
2.3. Current State Design

The Nortel PBXes serve as the PSTN gateway for all traditional PSTN and VoIP users on two of ERCOT's campuses (Primary and Backup sites). A third campus (Remote) also uses a Nortel PBX for all telephony services. The Nortel PBX systems located at the Primary and Backup sites will remain in place to serve the legacy Market system until that system can be retired. The Remote Office system will be retired as part of this project. See current state design diagram, below.

In 2015, ERCOT deployed a Call Manager that includes Contact Center and Interactive Voice Response, Unified Messaging & Voicemail, and Instant Messaging. The system utilizes a single appliance at each of the three sites.

To facilitate integration with the Nortel PBX, ERCOT installed several older model Cisco voice gateways. These must be upgraded and standardized as part of this project.

The following diagram provides a visual depiction of the current state design.



2.4. System Requirements

This section identifies the requirements and features to be included in the respondent's solution. It should only include products that are generally available and shipping. Any products not generally available (e.g., beta or not yet shipping) at the time of this RFP should be explicitly noted. Respondent should identify:

2.4.1. Software – the solution must:

1. Provide immediate capacity to support 1000+ users, with the ability to scale for future growth
2. Provide all software associated with deploying the additional UCS-C series servers. (VMware, database, Cisco UCM, Microsoft Windows Server, etc.)
3. Integrate with Microsoft Active directory for user provisioning
4. Provide detailed reporting for advanced troubleshooting requirements
5. Provide the most advanced and feature-rich 911/E911 services available

2.4.2. Licensing – the solution must:

1. ERCOT is subscribing to the Cisco Collaboration Flex Plan. The system must be capable of utilizing the various features available under this plan.
2. Provide all licenses associated with deploying the additional UCS-C series appliances (VMware, database, Microsoft Windows Server, etc.).
3. Provide licensing for all software proposed. Includes licensing required to support implementation of Skype for Business and its integration with the Cisco VOIP solution.

2.4.3. Other Features:

1. Enterprise Faxing Solution
2. Integration with Microsoft Skype for Business. Provide a description, explanation and illustrations that demonstrate how the recommended VOIP platform provides collaboration features. If the proposed platform is compatible and integrates with Microsoft Office 365 (O365) and enables the collaboration components found in O365, provide description of the compatibility, approach to integration and the components of the proposed platform as an integrated platform with O365.
3. Provide integration services for network analysis tool.
4. Provide call recording capabilities. This can be done via integration with ERCOT's Enterprise Telephony Management voice firewall system. Vendor must ensure proper licensing and hardware.
5. Provide CDR (Call Detail Records) data for all users and trunks.
6. Provide redundancy through Survivable Remote Site Telephony (SRST), where feasible.

2.5. Training Requirements

The purpose of this section is to ensure that the proposed solution provides specific information to ERCOT regarding training.

Respondent should describe what training of ERCOT staff is required or recommended to use the provider's solution and services. The successful respondent will be required to provide online or on-site training and train-the-trainer sessions to users and system management communities. If training costs are not included as part of the system pricing response, then the respondent must provide those costs along with a detailed training schedule. The schedule should denote class sizes and length of a typical training session. The respondent shall also provide pricing for alternative modes of training delivery, if available.

2.6. Implementation Requirements

The purpose of this section is to ensure that the proposed solution includes a detailed explanation of any professional services that are provided as part of the RFP response. Respondent should describe how it will manage the transition from current state to target state, including migration/implementation plans and handoff, and clearly identifying who will provide the necessary resources.

Respondent must provide an implementation plan that includes:

- Network-wide review to assess network health and QOS requirements.
- Project stages and milestones
- Single Project Manager responsible for facilitation of the entire respondent solution
- Resources required

- Responsibilities of each of the parties
- Sources and skills required of the program and/or project manager(s)
- Communication processes for reporting the project's progress

Respondent must provide a proposal that includes the necessary services to install, configure and operationalize the new system (including base monitoring enablement and operating guide documentation). Additionally, ERCOT will require an onsite resident that will be responsible for daily operational duties, documentation, general team augmentation, and training/instruction. Expected duration of resident is 1 year.

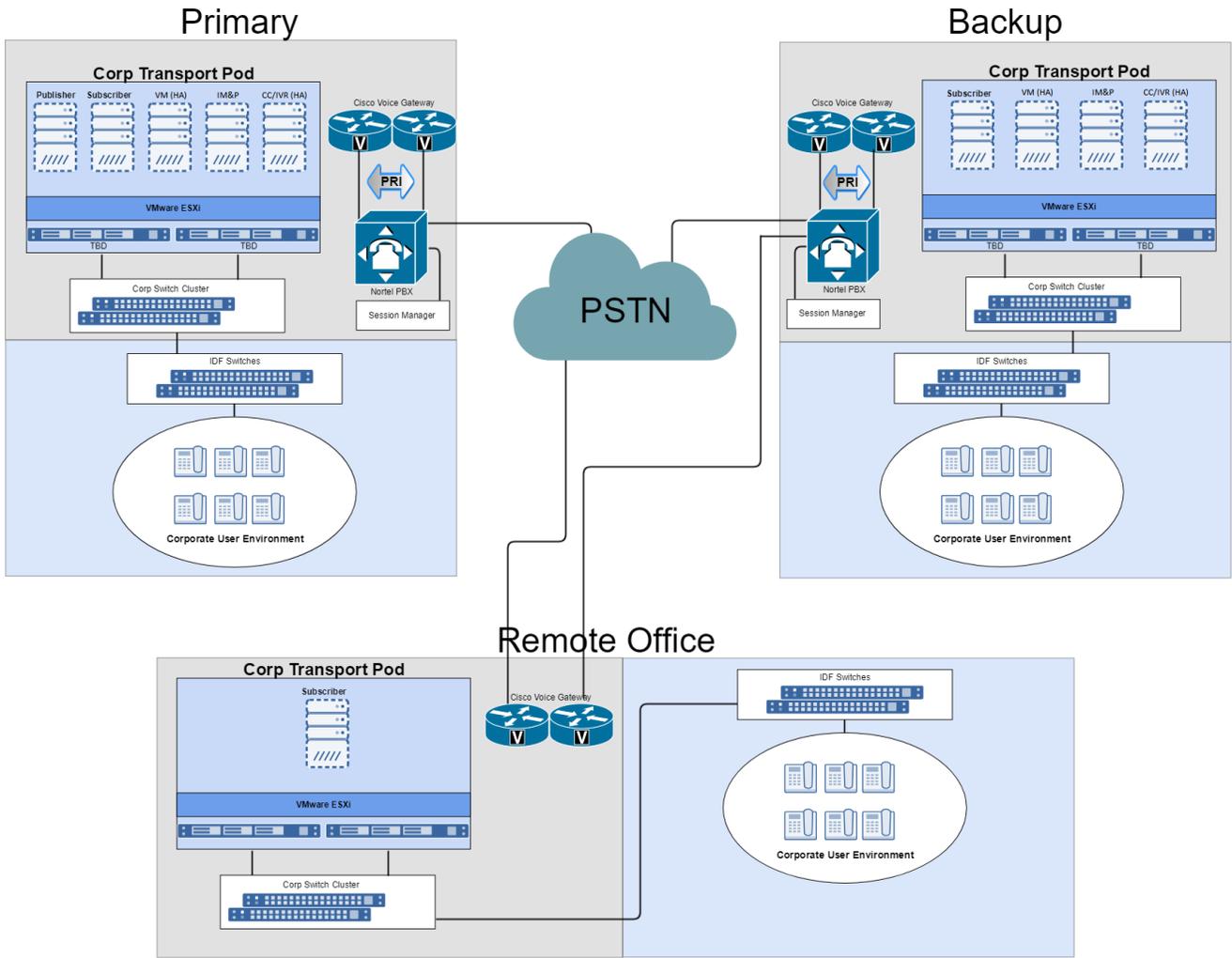
2.7. Future State Design (Draft Proposal)

Cisco has provided a Bill of Material (BOM) for reference, which may be requested by respondents; however, the list is not final. ERCOT requests that each respondent review the BOM as a basis. Also included is a high-level depiction of the anticipated future-state design. The main difference between this and current-state is the addition of server hardware for redundancy and standardized (ISR) gateway devices. A network-wide review to assess network health and QOS requirements must be performed prior to implementation. Lead time for each product must be identified during the RFP process.

In addition to the BOM, ERCOT requests that the respondent propose a test environment that will provide administrators with a proving ground to validate changes prior to Production release. This environment must include adequate hardware, software, and licensing. On the RFP response, this should be called out separately from the Production system.

Basic components of the BOM include:

- Cisco appliances, to provide redundancy (includes memory upgrades, network adapters, power supplies, RAID controller, hard drives, etc.)
- Routers to replace current Voice Gateways (includes memory upgrades, power supplies, cords, etc.)
- (600) IP Phones with 4 lines and integrated switch, charcoal color; current software/firmware
- (50) IP Phones with HD video (5-inch, 720p HD, H.264 AVC) and integrated switch, charcoal color; current software/firmware
- Licenses for all components and required features
- Maintenance and support for components



2.8. Cisco Collaboration Flex Plan

As part of this RFP, the respondent will provide pricing to convert ERCOT to the Cisco Collaboration Flex Plan. Below is the BOM provided by Cisco that will allow ERCOT to take advantage Cisco's collaboration features.

Part Number	Description	Quantity
A-Flex	Collaboration Flex Plan – Initial Term – 60 months	1
SVS-SPK-SUPT-BAS	Basic Support for Cisco Spark	1
A-SPK-US-TA-BCTF	Bridge Country Toll Free Call-in	1
A-FLEX-AUCM1-EAL	AU Cloud Meetings Tier 1 purchased with EA Calling	113
A-FLEX-EAPL1-AUM	EA On-Premises Calling Tier 1 purchased with AU Meetings	750
A-FLEX-AU-BCCB	AU Meetings Bridge Country Call Back Audio	113

2.9. General Requirements

- 2.9.1. In their responses to this RFP, Respondents must describe in detail the methodology and approach to meeting the requirements of this RFP.
- 2.9.2. Respondents must include a project schedule for completing each set of deliverables, key milestones, or scope requirements described herein.
- 2.9.3. The awarded supplier must provide a project manager or lead who has decision-making authority and who will assume responsibility for coordination, control, and performance of this effort.
- 2.9.4. Any changes to key personnel associated with the subsequent contract must be submitted in writing and approved in writing by ERCOT.
- 2.9.5. The awarded supplier must provide an organizational chart and list of the supplier's corporate chain-of-command, as well as any established procedures for contacting individuals within that chain-of-command.

2.10. Outsourcing Capabilities

As part of this RFP, ERCOT requests that each respondent provide an overview and pricing for outsourced/managed services to maintain and manage the system. Below is an example of the various responsibilities ERCOT may request the vendor to perform.

2.10.1. Technical Support

- Install patches, hot fixes, service packs and firmware
- Maintain and manage IOS on managed devices
- Open and manage Cisco TAC cases
- Provide technical configuration support for managed devices
- Provide user and phone remote Moves/Add/Changes/Deletes
- Perform Dial plan management
- Manage Unity Connection Call Handler
- Perform voice mailbox configuration
- Perform debugging/trace files/network data capture for troubleshooting

2.10.2. Monitoring

- Provide monitoring software for all IP enabled managed devices
- Monitor IP enabled network devices
- Establish, manage and measure mutually agreed upon device thresholds
- Create incident tickets for all network alerts
- Perform root cause analysis and corrective action for reoccurring incidents
- Perform callout and escalation for necessary incidents

2.10.3. Performance Reporting

- Monitor network devices for key performance indicators
- Establish baseline and forecasted usage based upon the monitoring results

2.11. Qualifications

Through their RFP responses, each respondent shall display their knowledge and expertise in the areas identified in this RFP. This includes evidence of successful completion of similar projects and detailed resumes for team members responsible for delivering this scope of work. In addition, all respondents must:

2.11.1. Be authorized by Cisco to perform the scope of work identified in this RFP

2.11.2. Be certified as a Cisco Gold Partner

2.11.3. Have at least one Cisco VoIP CCIE on staff to assist with design and escalation

2.11.4. Have local resources capable of being onsite within one hour

2.11.5. Propose only new Cisco equipment for installation

2.12. Deliverables

The awarded respondent will be required to provide the following deliverables, at a minimum.

2.12.1. Hardware, software, licensing and support identified in Section 2.7-2.8, or similar

2.12.2. Training services as identified above

2.12.3. Installation / implementation of all hardware and software

2.12.4. Documentation and As-Built diagrams required at completion of implementation

2.12.5. 12-month resident for daily tasks; commencing after implementation

2.12.6. Outsourced / managed services as described above

3. General Instructions and Requirements

3.1. Notice of Intent to Propose

A prospective vendor may submit a Notice of Intent to Propose to the ERCOT Point of Contact identified in **Section 1.6** no later than 5:00PM Central Time on **the date listed in the Section 1.7 Procurement Timeline**. The Notice of Intent should consist of an email stating that the prospective vendor intends to submit a proposal for this procurement. **Only vendors who submit a Notice of Intent to Propose will receive the answers to questions from all vendors, and/or any clarifications, amendments, and addenda to the RFP.** Vendors who provide a Notice of Intent are not obligated to submit proposals after submitting the Notice of Intent, but must submit a response to be considered for an award.

3.2. Vendor Questions and Comments

All questions and comments regarding this RFP must be submitted electronically to the email address contained in **Section 1.6**. All questions must reference the appropriate RFP page and section number. In order to receive a response, vendor questions and comments must be received no later than the deadline set forth in **Section 1.7**. Inquiries received after the due date may be reviewed by ERCOT but will not receive a response. Answers to vendor questions will be emailed to the point of contact listed on the Notice of Intent to Propose. A Respondent must inquire in writing as to any ambiguity, conflict, discrepancy, exclusionary specification, omission, or other error in this RFP prior to submitting a proposal. If a Respondent fails to notify ERCOT of any error, ambiguity, conflict, discrepancy, exclusionary specification, or omission, the Respondent shall submit a proposal at its own risk and, if awarded the contract, shall have waived any claim that the RFP and Master Agreement were ambiguous and shall not contest ERCOT's interpretation. If no error or ambiguity is reported by the deadline for submitting written questions, the Respondent shall not be entitled to additional compensation, relief, or time by reason of the error or its later correction.

ERCOT reserves the right to amend answers prior to the proposal submission deadline.

3.3. Modification or Withdrawal of Proposal

Proposals may be withdrawn from consideration at any time prior to the award of contract. A written request for withdrawal must be made to the ERCOT Point of Contact (**Section 1.6**).

A Respondent has the right to amend its proposal at any time and to any degree by written amendment delivered to the ERCOT Point of Contact prior to the proposal submission deadline. ERCOT reserves the right to request an amendment to any part of the proposal during negotiations.

3.4. News Releases

A Respondent may not issue press releases or provide any information for public consumption regarding its participation in this procurement without specific prior written approval of ERCOT.

3.5. Incomplete Proposals

ERCOT may reject without further consideration any proposal that is not completely responsive to this RFP.

3.6. ERCOT Use of Vendor Ideas

ERCOT reserves the right to use any and all ideas presented in any proposal that are not the Respondent's proprietary information and so designated in the proposal. The Respondent's proprietary materials do not include information that:

- is already published or available to the public, or subsequently becomes available;
- is received from a third party who, to ERCOT's knowledge, is not in breach of any obligation of confidentiality; or
- is independently developed by personnel or agents of ERCOT without reliance on the Respondent's proprietary materials.

3.7. Additional Information

By submitting a proposal, the Respondent grants ERCOT the right to obtain information from any lawful source regarding: (i) the past business history, practices, conduct, and ability of a Respondent to supply goods, services, and deliverables; and (ii) the past business history, practices, conduct, and ability of the Respondent's directors, officers, and employees. ERCOT may take such information into consideration in evaluating proposals.

3.8. Instructions for Submitting Proposals

3.8.1. Submission

Submit all copies of the proposal to the ERCOT Point of Contact no later than **2:00 p.m. Central Time on the submission deadline** (see **Sections 1.6 and 1.7**). The proposal must be signed by an authorized representative of the Respondent and submitted electronically via email—the file must not exceed 20MB. If this size restriction cannot be met, multiple emails may be sent, but the Respondent must indicate how many emails ERCOT should anticipate (i.e., "email 1 of 3"). ERCOT reserves the right to disqualify late proposals.

3.8.2. Additional Requirements

All proposals must be:

- clearly legible;
- sequentially page-numbered;
- organized in the sequence outlined in **Sections 3.9 and 3.9.1**;
- limited to 50 pages (excluding ERCOT required forms);
- responsive to the requirements of this RFP; and
- proposals should include the Respondent's name at the top of each page, and should not include unrequested materials or pamphlets.

3.9. Format and Content

The proposal must consist of two separate parts and must be sent in two separate attachments:

Part 1 – Business Proposal

Part 2 – Cost Proposal

3.9.1. Part 1 – Business Proposal

The Business Proposal must include the following sections:

- *Section 1 – Transmittal Letter*
- *Section 2 – Executive Summary*
- *Section 3 – Corporate Background and Experience*
- *Section 4 – Methodology and Services Approach*
- *Section 5 – Assumptions*
- *Section 6 – Appendices*
- *Section 7 – Vendor Information and Other Required Forms*

Section 1 – Transmittal Letter

Respondents must include a transmittal letter printed on official company letterhead. The letter must be signed by an individual authorized to legally bind the Respondent.

The transmittal letter must include:

1. Disclosure of all pending, resolved, or completed litigation, mediation, arbitration, or other alternate dispute resolution procedures involving the Respondent (including Subcontractors) and its client(s) within the past 24 months.
2. Disclosure of all affiliations with, or ownership relationships with, any ERCOT Market Participant or its affiliates.
3. A description of any personal or business interest that may present an actual, potential, or apparent conflict of interest with the performance of the contract and an explanation of how the Respondent can assure ERCOT that these relationships will not create an actual conflict of interest.
4. A list of key personnel previously employed by ERCOT in accordance with the requirements of Section 1.5.2.
5. A complete list of all exceptions, reservations, and limitations to the terms and conditions of the RFP.
6. Signed copies of the Professional Services Agreement, NDA, IRS W-9, and Vendor Information Form, located here: <http://www.ercot.com/about/procurement/index.html>.
7. Additionally, if the nature of this RFP solicitation involves an Information Technology purchase, please review and acknowledge the “Cyber Security Requirements” document, also located here: <http://www.ercot.com/about/procurement/index.html>.
8. If proposing a SaaS solution, the Respondent must include a copy of a SOC 2 (type 2) audit report, or equivalent (ISO 27001 certification proof).
9. Please also address the following Records and Information Management (RIM) RFP questions:
 1. Does the solution include an application that will generate electronic information to be saved or stored within such application, whether hosted off-site or within ERCOT’s current IT infrastructure?
 - If YES, proceed to question 2.
 - If NO, no further questions are required as this does not pose any RIM Program concerns.
 2. Does the solution utilize proprietary electronic document formats?
 - If YES, provide additional detail for RIM evaluation (format(s) and access requirements).
 - If NO, provide additional detail for RIM evaluation (format(s)).
 3. Can the product meet ERCOT’s RIM program requirements¹ for records and information generated or stored by the system including destruction at the end of their lifecycle?

¹ RIM program requirements include purging records and non-record information based on current business requirements and the retention requirements found in ERCOT’s Records Retention Schedule.

- If YES, provide additional detail for RIM evaluation.
- If NO, initiate additional discussion.

Section 2 – Executive Summary

In this section, the Respondent should condense and highlight the content of the Business Proposal to provide ERCOT with a broad understanding of the Respondent's approach to meeting ERCOT's objectives for this procurement.

Section 3 – Corporate Background and Experience

Respondent's Background and Experience

This section details the Respondent's corporate background and experience. If the Respondent proposes to use Subcontractor(s), it must describe any existing ongoing relationships with such Subcontractor(s), including project descriptions. The section should include the following information:

- respondent's full organization, company, or corporate name
- headquarters address
- type of ownership (e.g., partnership, corporation)
- if the Respondent is a subsidiary or affiliate and the name of the parent organization
- state where the Respondent is incorporated or otherwise organized to do business
- federal taxpayer identification
- name and title of person who will sign the contract
- name and title of person responsible for responding to questions regarding the proposal, with telephone number, facsimile number, and email address

Describe the Respondent's corporate background as it relates to projects similar in scope and complexity to the project described in this RFP.

If the proposal includes the use of Subcontractors, include a similar description of the Subcontractor's corporate background.

Include at least three (3) references for projects performed within the last five (5) years that demonstrate the Respondent's ability to perform the required RFP services. Include contract dates and contact parties, with address, telephone number, and email, if available. If the work was performed as a Subcontractor, the Respondent must describe the scope of subcontracting activities.

Key Personnel

Identify and describe the Respondent's proposed labor skill set and provide resumes of all proposed key personnel (as defined by the Respondent). Resumes must demonstrate experience germane to the position proposed. Resumes must list any relevant professional designations for key personnel identified by Respondent. Resumes should include work on projects cited under the Respondent's corporate experience, and the specific functions performed on such projects.

Section 4 – Methodology and Services Approach

Describe the Respondent's methodology for providing the deliverables identified in Section 2. Include a proposed project schedule, illustrating start and finish dates of the terminal and summary elements identified in Section 2 or proposed by the vendor.

Section 5 – Assumptions

State any business, economic, legal, or practical assumptions that underlie the Respondent's Business Proposal.

Section 6 – Appendices

Include any appendices to the Respondent's Business Proposal.

Section 7 – Vendor Information and Other Required Forms

Respondents must complete the following required forms:

- Nondisclosure Statement
- All Respondents must provide a completed Vendor Information Form along with the proposal, except for current ERCOT suppliers who have an active Master Agreement with ERCOT or who have completed the VIF within the last six (6) months.
- If the anticipated contract value with ERCOT is equal to or >\$250,000.00, the Respondent must include the two (2) most recent two (2) years' audited financial statements (include unaudited statements if supplier is unaudited). Publically-held companies must include or provide a link to the most recent Forms 10-K and 10-Q filings.

3.9.2. Part 2 – Cost Proposal

In response to this RFP, ERCOT expects two separate cost proposals. The first cost proposal should represent a complete turnkey solution; with the awarded respondent providing all of the labor required for installation and implementation. The second cost proposal should represent a shared installation / implementation approach with the awarded respondent providing over-the-shoulder instruction to ERCOT personnel.

The Cost Proposal must be based on the Scope of Work described in Section 2. This section should include any business, economic, legal, or practical assumptions that underlie the Cost Proposal. Respondents may separately identify cost-saving and cost-avoidance methods and measures and the effect of such methods and measures on the Cost Proposal and Scope of Work.

Respondents must utilize the Cost Proposal table format listed below for submitting a Cost Proposal. However, Respondents may propose optional cost proposals if such proposals are more cost effective (i.e., time and materials cost structure, etc.) for ERCOT.

Cost Proposal - Turnkey Implementation		
<small>Cost not included in Respondent's pricing proposal to ERCOT are the sole responsibility of the Respondent.</small>	Estimated Number of Hours to Complete	Total Cost
Project Deliverables and Costs		
Deliverable 1 – Hardware, Software and Support as required in 2.12.1	XX	\$0.00
Deliverable 2 – Training Services as required in 2.12.2	XX	\$0.00
Deliverable 3 – Installation / Implementation Services as required in 2.12.3	XX	\$0.00
Deliverable 4 - Documentation and As-Built diagrams required at completion of implementation as required in 2.12.4	XX	\$0.00
Deliverable 5 – 12-month resident for daily tasks as required in 2.12.5	XX	\$0.00
Deliverable 6 – Outsourced / managed services as identified in 2.12.6	XX	\$0.00
TOTAL FIXED COST:		\$0.00

Cost Proposal - Shared Implementation

Cost not included in Respondent's pricing proposal to ERCOT are the sole responsibility of the Respondent. Project Deliverables and Costs	Estimated Number of Hours to Complete	Total Cost
Deliverable 1 – Hardware, Software and Support as required in 2.12.1	XX	\$0.00
Deliverable 2 – Training Services as required in 2.12.2	XX	\$0.00
Deliverable 3 – Installation / Implementation Services as required in 2.12.3	XX	\$0.00
Deliverable 4 - Documentation and As-Built diagrams required at completion of implementation as required in 2.12.4	XX	\$0.00
Deliverable 5 – 12-month resident for daily tasks as required in 2.12.5	XX	\$0.00
Deliverable 6 – Outsourced / managed services as identified in 2.12.6	XX	\$0.00
	TOTAL FIXED COST:	\$0.00

3.9.3. Multiple Responses

A Respondent may submit more than one proposal, including a joint proposal with one or more Respondents.

3.10. Joint Proposals

Two or more companies may join together and submit a joint proposal in response to this RFP. A joint proposal must completely define the responsibilities each company proposes to undertake. Also, the joint

proposal must designate a primary Respondent who will be responsible for the delivery of all goods, services, and requirements as specified in the RFP, and a single authorized official from the primary Respondent to serve as the sole point of contact between ERCOT and the joint proposers. Any contract resulting from a joint proposal must be signed by an authorized agent or officer of each company. Each company included in the submission of a joint proposal will be jointly and severally liable during the term of the contract.

4. Evaluation

4.1. Evaluation of Proposals

ERCOT will select the successful vendor through an internal evaluation process. ERCOT will consider capabilities or advantages that are clearly described in the proposal, which may be confirmed by oral presentations, site visits, or demonstrations, if required, and verified by information from reference sources contacted by ERCOT. ERCOT reserves the right to contact individuals, entities, and organizations that have had dealings with the Respondent, or staff proposed for this effort, whether or not identified in the proposal.

4.2. Evaluation Criteria

The primary criteria for evaluating the proposals as they relate to this RFP are:

1. the vendor's experience and qualifications
2. the vendor's ability to meet the scope and requirements set forth in Section 2
3. the vendor's fees, cost structure, and best value to ERCOT

4.3. Oral Presentations and Site Visits

ERCOT may, at its sole discretion, request oral presentations, site visits, and/or demonstrations from one or more Respondents. ERCOT will notify selected Respondents of the time and location for these activities, and may supply agendas or topics for discussion. ERCOT reserves the right to ask additional questions during oral presentations, site visits, and/or demonstrations to clarify the scope and content of the written proposal, oral presentation, site visit, or demonstration.

4.4. Discussions with Respondents

ERCOT may, but is not required to, conduct discussions and negotiations with all, some, or none of the Respondents for the purpose of obtaining the best value for ERCOT.