

# The Connecticut General Assembly

## Joint Committee on Legislative Management

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Bob Duff, *Senate Majority Leader*  
Leonard Fasano, *Senate Minority Leader*

James P. Tracy  
*Executive Director*



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*Speaker of the House*

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## REQUEST FOR PROPOSAL

### VERINT AUDIOLOG CALL RECORDING SYSTEM & MAINTENANCE SUPPORT

**JCLM16REG0047**

**PROPOSAL DUE DATE: 3/28/16**

**TIME: 12:00 pm (noon)**

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## PART A CONTRACT INFORMATION

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### A.1 Executive Summary

The Connecticut General Assembly (CGA) is the legislative branch of government of the State of Connecticut. Through statutory enactments, the Joint Committee on Legislative Management (JCLM) is responsible for the coordination and management of legislative affairs and the supervision and approval of any and all legislative expenditures. The JCLM is comprised of the top legislative leaders from each political party and works through a subcommittee system. The Personnel Policies Subcommittee is comprised of the President Pro Tempore of the Senate, the Speaker of the House of Representatives, and the Majority and Minority Leaders of each chamber. The Subcommittee is responsible for establishing legislative personnel policies, guidelines, regulations, and salary schedules, and also approves legislative expenditures exceeding \$50,000.

The JCLM on behalf of the CGA is seeking a Verint Audiolog recording system along with version upgrades and software support and maintenance for a 5 year period to replace its current Verint Audiolog recording system which is no longer supported by the manufacturer and whose hardware is now obsolete.

### A.2 Official Agency Contact Information

Attention: Liz Ferruggiaro  
CGA Contracting Group  
Office of Legislative Management  
Legislative Office Building; Room 5100  
300 Capitol Avenue  
Hartford, CT 06106

CGAContracting@cga.ct.gov  
(860) 240 – 0100

### A.3 Term of Contract

The Contract will be in effect for five years from the date the Contract is executed by both Contractor and the CGA (the "Effective Date"). The State in its sole discretion may extend this Contract for additional terms beyond the original term, prior to Termination or expiration, one or more times for a combined total period not to exceed the complete length of the original term.

### A.4 Procurement Timeline

| Milestone                   | Description of Milestone  | Date                      |
|-----------------------------|---|---------------------------|
| Issue the RFP               | Posted on the DAS Biznet Portal.  | 2/24/16                   |
| Question Deadline           | Questions shall be submitted via email to CGAContracting@cga.ct.gov.  | 3/8/16, 12:00 pm (noon)]  |
| Answers & Amendments to RFP | All amendments to the RFP and response to written questions will be published on the DAS Biznet Portal .  | 3/11/16, 5:00 pm          |
| Proposal Delivery           | All sealed Proposals must be submitted to the CGA Contracting Group at the Office of Legislative Management; Legislative Office Building; 300 Capitol Avenue; Room 5100, Hartford, CT 06106-1591; | 3/28/16, 12:00 pm (noon)] |

## **PART B SCOPE OF WORK**

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### **B.1 Project Scope**

The awarded Respondent shall perform the following work upon Contract award:

#### **B.1.1 Verint Audiolog Call Recording System Design & Architecture Specifications**

Provide and install a new Verint Audiolog call recording system that meets the following minimum specifications:

- Version 5
- Microsoft Windows Server 2012 R2
- Microsoft SQL Server 2012
- Turnkey, self-contained unit
- Current Off-The-Shelf Technology
- Minimum 30 days retention of information
- Able to record from multiple dispatch centers, multiple digital phone lines, radio transmissions, RAFS and Hotline, and multiple PBX call boxes
- Meet or exceed all existing standards for emergency services
- Provide Administrator and Individual User access levels. Administrator must have ability to configure different user rights and privileges by group, including "view only"
- Able to record analog and digital phone lines
- Holds a minimum of 2 TB of recordings
- Records to DVD RAM and hard drive
- Commercial Off-The-Shelf Technology
- Able to run Blu-Ray disk of recording
- Able to support migration of data from existing systems to new system
- Minimum of 20 Channel Recording Licenses
- Provide Audit Trail/Report

#### **B.1.2 Software & Hardware Maintenance and Support**

Provide the following minimum maintenance and support for the new Verint Audiolog call recording system:

- Five Years of Verint Tier II Maintenance and Support
- 24x7x365 phone and/or modem support
- Software and version upgrades at no additional cost
- Onsite repairs and replacement parts provided at no additional cost

#### **B.1.3 Training**

Provide training upon installation for up to 45 staff, and training for new staff as needed during course of Contract term.

#### **B.1.2 Disaster Recovery Specifications**

- Provide security measures in accordance with the Information Technology industry's best practices.
- Provide a backup solution that will allow the CGA to be up and running within twenty-four (24) hours should the CGA's main voice logger recording system go down for any reason.

#### **B.1.3 Migration of Data**

Perform migration of data from the old Verint system to the new Verint system.

### **B.2 Optional Work**

At the CGA's option, the awarded Respondent shall provide and install a second Verint Audiolog system in order to have servers setup in each building (Legislative Office Building and State Capitol building). The intent is to have a fully redundant backup system should one system go down. If there is another option that can meet this need short of providing an entirely separate system the Respondent(s) shall detail that option in its proposal and provide pricing for same in the Attachment A Pricing Page.

### **B.3 Work Schedule**

All Respondents shall provide a tentative project schedule that outlines the lead time for ordering and delivery of equipment and expected installation and training dates in their Bid response. The tentative project schedule should be structured to begin work as soon as possible after contract award and allow for completion of the project on or before May 31, 2016.

## **B.4 Required Qualifications**

### **B.4.1 Respondent Qualifications**

The awarded Respondent shall be a Verint-certified provider.

### **B.4.2 Subcontractor**

Subcontractors must be acceptable to the CGA and be approved in writing by representatives of the JCLM prior to the Subcontractor starting any work on this project. The Respondent shall assume responsibility for all services offered in its Proposal whether they are provided by the Respondent or a subcontractor. The Respondent shall be the sole point of contact with regards to all matters, including Subcontractor performance.

## **B.5 Site Visit**

Prior to submitting a Proposal, each Respondent shall examine the RFP and may visit the site of the work. Any site visits must be completed by March 8, 2016. Each Respondent shall fully inform themselves prior to submitting the Proposal as to the existing conditions and limitations under which the work is to be performed, and shall include in the Proposal a sum to cover the cost of items necessary to perform the work as set forth in this RFP. No allowance will be made to a Respondent because of lack of such examination or knowledge. The submission of a Proposal will be considered conclusive evidence that the Respondent has made such an examination.

## **B.6 Project Closeout Documentation Upon Substantial Completion of Project**

Upon project completion the awarded Respondent shall provide the following:

**B.6.1 Manufacturer Warranty:** The awarded Respondent shall provide manufacturer warranty documentation for equipment/good/materials(s) provided under this Contract for a period of 1 year(s) from the date of acceptance by the CGA of the equipment/good/materials(s). During this warranty period, ordinary wear and tear, or deficiencies in any or all of the component materials of the product shall be corrected or replaced immediately by the awarded Respondent without expense to the CGA. Replacement equipment/good/materials(s) provided pursuant to this clause shall be of equal to or better quality, as determined by the CGA. Alternate replacement equipment/good/materials (s) may also be proposed by the awarded Respondent, but subject to final approval by the CGA.

**B.6.2 Materials and Workmanship Warranty:** The awarded Respondent shall guarantee all materials and workmanship under the specifications and this Contract for a period of 1 year(s) from the date of final acceptance by owner. During this warranty period, all defects developing through defective materials or workmanship shall be corrected or replaced immediately by the awarded Respondent without expense to the CGA. Such repairs or replacements shall be made to the CGA or CGA representative's satisfaction.

**B.6.6 Owner's Manuals:** The awarded Respondent shall provide to the CGA any owner's manuals that are available for any goods or equipment provided pursuant to the Contract.

## **PART C PAYMENT TERMS**

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### **C.1 Compensation Amount**

Proposals shall reflect all costs and any payment discounts on the Pricing Page included in this RFP. (Attachment A)

Payments shall be made by the CGA in arrears within (45) forty-five days of receipt of a properly prepared invoice. A properly prepared invoice is defined as a billing that is dated subsequent to the date the good or services have been received. Any early payment discount will be taken from the date of a receipt of a properly prepared invoice and all required supporting documentation.

### **C.2 Invoice Guidelines**

#### **C.2.1 Properly Prepared Invoice**

A properly prepared invoice shall include:

- i. The purchase order number,
- ii. Invoice date,
- iii. Invoice number,
- iv. Separate invoice lines for hardware; software/licenses; maintenance; installation, training & data migration; hourly labor rates; and materials;
- v. Description of the service provided and the service dates.

- vi. All invoices shall reflect the lines on the signed purchase order.

The CGA reserves the right to reject invoices for payment if they are not considered properly prepared as defined above.

### **C.2.2 Support for Hourly Labor Charges**

Hourly Labor charges for work not covered by the maintenance agreement shall be supported as follows:

- i. Copies of work tickets (the number of hours and days worked should match those on the invoice);
- ii. No reimbursements shall be made for travel unless specifically stated in your Contract.

### **C.2.3 Support for Fixed Price Labor Charges**

Support for Fixed Price Labor charges shall include a description of the work and the service dates.

### **C.2.4 Support for Materials Charges**

All charges on invoices for material charges shall be broken down between list price and percent discount. Support shall accompany the invoice establishing the list price.

### **C.2.5 Frequency of Billing**

Invoices shall be submitted upon completion of the installation for the software and hardware, and on an annual basis for maintenance services.

## **C.3 Fifteen Dollar Minimum**

Pursuant to C.G.S. 2-71p(i), "Each contract for contractual services entered into by the committee on and after July 1, 2015, shall require the contractor awarded such contract, and each subcontractor of such contractor, to pay each of the contractor's or subcontractor's employees providing services under such contract, and that are performed or rendered at the Legislative Office Building, the State Capitol of the Old State House, a wage of at least (1) fifteen dollars per hour, or (2) if applicable, the amount required to be paid under subsection (b) of section 31-57f, whichever is greater. The provisions of this subsection shall not apply to any employee providing services under such contract who receives services from the Department of Developmental Services."

## **PART D PROPOSAL REQUIREMENTS**

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### **D.1 Proposal Submission Guidelines**

Respondents shall submit proposals in accordance with the following guidelines:

1. Proposal Form:  
Respondents shall submit the one original copy of the proposal and one electronic copy of the proposal on a CD, DVD or USB flash drive in a SEALED shipping box or envelope. The electronic version of the proposal can be submitted in Portable Document Format (.pdf) and or Microsoft Word format;
2. Mailing Address:  
Proposals shall be mailed to the following address:

Contracting Group  
Office of Legislative Management  
Legislative Office Building, Room 5100  
300 Capitol Avenue  
Hartford, Connecticut 06106

3. Labeled Proposals:  
Respondents shall affix the following label to the outside of the shipping box or envelope;

|   |                                       |
|---|---------------------------------------|
| <b>SEALED PROPOSAL TITLE - REQUEST FOR PROPOSAL</b> | VERINT AUDIOLOG CALL RECORDING SYSTEM |
| <b>CONTRACT ID:</b>                                 | JCLM16REG0047                         |
| <b>DEADLINE FOR RECEIPT:</b>                        | March 28, 2016 at 12 p.m. (noon)      |
| <b>CONTACT NAME:</b>                                | LIZ FERRUGGIARO                       |

## **D.2 Required Proposal Documentation**

Respondents shall submit the following documentation in the following order and format. The CGA reserves the right to disqualify any Proposal which does not include the following documentation.

### **Part A: Experience and Knowledge**

1. Respondent Experience and Knowledge:
  - a) Size of firm (number of employees);
  - b) Years in business;
  - c) Principal Place of Business;
2. Reference Projects:
  - a) Name, title, address and telephone number of reference;
  - b) Description of project;
  - c) Duration of project;
  - d) Total Project Cost;
3. Subcontractor Experience and Knowledge:
  - a) List of Subcontractors to be used to perform work;
  - b) Description of the services to be provided by each Subcontractor;
  - c) Description of Subcontractor
    - i. Size of firm (number of employees);
    - ii. Years in business;
    - iii. Principal Place of Business;
  - d) Subcontractor's experience with projects similar to that described in this RFP;
  - e) Reference projects for each individual listed in this section (same format as listed above) along with contact information ;

### **Part B: Pricing Page:**

All Respondents **SHALL** include a completed Pricing Page in the Proposals; (Attachment A)

### **Part C: Terms and Conditions**

All Respondents shall acknowledge the CGA Terms and Conditions included in this RFP (Attachment B).

### **Part D: Forms**

Respondents shall acknowledge the following forms have been uploaded to the Biznet Portal.

- Biznet Portal is located at <http://das.ct.gov/cr1.aspx?page=12>
- Directions on how to upload these forms can be found at the <http://das.ct.gov/cr1.aspx?page=8>

The forms listed below include links to the fillable form which can be completed and submitted electronically.

[Proof of Authorization](#)

[Certification Form](#)

[CHRO Contract Compliance Monitoring Report](#)

[Vendor Profile](#)

[W-9 Form](#)

[Gift and Campaign Ban Acknowledgement form](#)

### **Part E: Tentative Delivery, Installation and Training Plan and Schedule**

Proposals shall include a tentative delivery, installation and training plan and schedule that address the proposed project scope and timetable outlined in section B.3 of this document.

### **Part F: Materials and Products**

- List of materials and products to be used during the project; and
- Include details for a backup solution that will allow the CGA to be up and running within twenty-four (24) hours should the main voice logger recording system go down for any reason as described in section B.1.2.

### **Part G: Approach and Methodology**

The Respondent must submit a proposed approach and methodology statement that meets the objectives outlined above. Respondent shall also include a detailed description of what the Respondent will provide to meet the need for a fully redundant backup system in the Legislative Office Building as described in section B.2;

**Part H: Confidential Information:** The respondent shall clearly specify which information contained in their Proposal should be considered exempt by the CGA from disclosure under the Freedom of Information Act (FOIA). The respondent may not merely state generally that the materials are proprietary or confidential in nature and not, therefore, subject to release to third parties. Those particular sentences, paragraphs, pages or sections that the respondent believes are exempt from disclosure under the FOIA must be specifically identified as such. Convincing explanation and rationale sufficient to justify each exemption consistent with the FOIA must accompany the request. The rationale and explanation must be stated in terms of the prospective harm to the competitive position of the respondent that would result if the identified material were to be released and the reasons why the materials are legally exempt from release pursuant to the FOIA.

**Part I: Exceptions:** The respondent shall clearly indicate all exceptions to the specifications, terms and/or conditions of the Request for Solicitation.

## **D.3 Documentation Required Subsequent to Contract Award**

The following shall be provided subsequent to the Contract award.

### **D.3.1 Insurance Certificate**

Please see minimum required levels listed in the Terms and Conditions section of this RFP. The awarded Respondent must name the State of CT/CT General Assembly as an additional insured;

### **D.3.2 Nondiscrimination Certification**

Public Act 11-55 and Public Act 11-229 have amended the nondiscrimination provisions of the Connecticut General Statutes to add gender identity or expression to the existing protected classes and to require State contractors to adopt policies in support of the new statutes by means of an affidavit or resolution. Accordingly, this form is a certification that the successful Contractor must deliver executed at the time that it executes the Contract. The execution and submittal of this certificate is a condition precedent to the CGA's executing the Contract, unless the Contractor is exempt from this statutory requirement, in which case the Contractor must obtain a written waiver from the State's Commission on Human Rights and Opportunities;

Please refer to the following guidelines when completing the Nondiscrimination Certification:

- **Form A. Representation:** For use by an [individual](#) when entering into any Contract, [regardless of Contract value](#).
- **Form B. Representation:** For use by an [entity](#) when entering into any Contract valued at [less than \\$50,000](#) for any year of the Contract.
- **Form C. Affidavit:** For use by an [entity](#) when entering into any Contract valued at [\\$50,000 or more](#) for any year of the **Contract and** the entity certifies through an [affidavit](#) that a complying nondiscrimination policy is currently in place.
- **Form D. New Resolution:** For use by a [entity](#) when entering into any Contract valued at [\\$50,000 or more](#) for any year of the Contract **and** the entity has a complying nondiscrimination policy adopted by a [new resolution](#) of the board of directors, shareholders, managers, members, or other governing body.
- **Form E. Prior Resolution:** For use by a [entity](#) when entering into any Contract valued at [\\$50,000 or more](#) for any year of the Contract **and** the entity has a complying nondiscrimination policy adopted by a [prior resolution](#) of the board of directors, shareholders, managers, members, or other governing body.

## PART E EVALUATION OF PROPOSALS

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### E.1 Mandatory Requirements

CGA will determine if all Proposals are complete submissions. The CGA has the sole discretion to decide if Proposals are nonresponsive to this RFP.

### E.2 Qualitative Elements

Once it is determined that the Proposal(s) are complete submissions, the Proposal will be given to the Evaluation Committee for review. The following factors will be scored by the Evaluation Committee. Each factor will be scored using a scale of 1 through 5. The individual ratings for each member of the Evaluation Committee will be combined and averaged and then multiplied by pre-set criteria weights.

| Evaluation Criteria |   |
|---------------------|---|
| 1                   | Price   |
| 2                   | Demonstrated ability to accomplish the work described in the Scope of Work section of this RFP.                         |
| 3                   | Applicable professional experience and references of business entity (including past performance onsite, if applicable) |
|                     | TOTAL   |

### E.3 Price Comparison Methodology

Proposals will be compared based on the "Total Cost" listed on the Pricing Page.

### E.4 Presentations

After review of the Proposals by the evaluation committee, the CGA may schedule times for some or all Respondents to make presentations. During these presentations, the Respondent(s) may be asked to provide an overview of their written Proposal, answer questions and/or provide clarifications.

### E.5 Contract Award

All Respondents will be notified of the Contract award once approved by the Legislative Leaders, if applicable, or when the Contract is fully executed. The CGA will send letters to all Respondents indicating the Proposal selected for Contract award.



The Connecticut General Assembly  
 Joint Committee on Legislative Management  
 Legislative Office Building : Rm 5100  
 Hartford, CT 06106  
 (860) 240 – 0100  
 FAX: (860) 240 – 0122

**ATTACHMENT A - PRICING PAGE**

Verint Audiolog Call Recording System  
 JCLM16REG0047

**TURNKEY VERINT AUDIOLOG SYSTEM (All items covered in RFP Section B.1 Scope of Work)**

- 1. Hardware (provide itemized list): \$ \_\_\_\_\_
- 2. Verint Software & Licenses (provide itemized list): \$ \_\_\_\_\_
- 3. Other Items, if any (provide itemized list): \$ \_\_\_\_\_

**Sub-total Turnkey System (Items 1-3) \$ \_\_\_\_\_**

- 4. Annual Software & Hardware Maintenance, including  
 Verint Tier II Remote Maintenance & Support: \$ \_\_\_\_\_ per year x 5 Yrs = \$ \_\_\_\_\_
- 5. Installation, Training & Data Migration \$ \_\_\_\_\_

**Total Cost (Items 1-5) \$ \_\_\_\_\_**

**SECOND FULLY REDUNDANT VERINT AUDIOLOG SYSTEM (At CGA's Option, see Section B.2 of RFP)**

- 6. Hardware (provide itemized list) \$ \_\_\_\_\_
- 7. Verint Software & Licenses (provided itemized list) \$ \_\_\_\_\_
- 8. Other items, if any (provide itemized list) \$ \_\_\_\_\_

**Sub-Total Second System (Items 6-8) \$ \_\_\_\_\_**

**ADDITIONAL RATES**

- 9. Hourly Rates (for issues not covered by maintenance agreement):
  - Straight Time (8a-5p, M-F) \$ \_\_\_\_\_
  - Overtime (incl. Weekends & Holidays) \$ \_\_\_\_\_
- 10. Materials - % Discount off List Price \_\_\_\_\_%

Standard payment terms are net 45 days. Please indicate any early payment discount terms that would be applicable to this project: \_\_\_\_\_% Discount, \_\_\_\_\_ Days.

**The undersigned agrees to furnish all services and/or commodities to the CT General Assembly as described in Contract at the prices listed above.**

|                 |  |        |  |
|-----------------|--|--------|--|
| Company:        |  |        |  |
| Address:        |  |        |  |
| Signature:      |  | Date:  |  |
| Name (Printed): |  | Title: |  |
| Email:          |  | FEIN#: |  |
| Phone #:        |  | Fax #: |  |



The Connecticut General Assembly  
Joint Committee on Legislative Management  
Legislative Office Building : Rm 5100  
Hartford, CT 06106  
(860) 240 – 0100 FAX: (860) 240 – 0122

**ATTACHMENT B - PROPOSAL CHECKLIST**

Verint Audiology Call Recording System  
JCLM16REG0047

| <b>PROPOSAL FORMAT</b>   | <b>PROPOSAL PAGE</b> |
|--|----------------------|
| Part A   |                      |
| 1. Respondent Experience and Knowledge   |                      |
| 2. Reference Projects  |                      |
| 3. Individual Experience and Knowledge   |                      |
| 4. Subcontractor Experience and Knowledge  |                      |
| Part B: Pricing Page   |                      |
| Part C: Terms and Conditions Acknowledgement   |                      |
| Part D: Acknowledgement of Forms filed online to the <a href="#">DAS Biznet portal</a> . |                      |
| Part E: Tentative Work Plan and Schedule   |                      |
| Part F: Materials and Products   |                      |
| Part G: Approach and Methodology   |                      |
| Part H: Confidential Information   |                      |
| Part I: Exceptions   |                      |