



Telecommunications Services for FHI360

Request for Quote/Proposal #110120162108

Proposal Submissions Due: Wednesday, November 30, 2016, 2:00 p.m., EDT

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Project Overview

FHI 360 seeks to consolidate telecommunication services (Internet, Voice, MPLS/WAN, SIP) for the FHI360 US sites (New York City, Washington DC, Durham NC, RTP NC).

Bid Protocol

This is an open competition that consists of two main parts:

- A written proposal made up of a technical approach and cost proposal signed by an authorized official of your firm
- A high level overview of the work proposed.

Directions for preparing each of these parts follow the Statement of Work, below.

Submitting the Proposal

Electronic submission containing one signed original of the technical approach and cost proposal must be received at both email addresses below by 4:00 PM, Wednesday, November 30, 2016. Responses received after the time specified will not be considered.

FHI 360 Contacts

The (signed) emailed copy of your technical and cost should be sent to:

Thomas Maloney Associate Director IT, FHI 360
359 Blackwell St, Durham, NC 27701 (919) 544-7040
tmaloney@fhi360.org

and

Todd Bachman
Procurement Director
FHI 360
359 Blackwell St
Durham, NC. 27701
(919) 544-7040
tbachman@fhi360.org

Your response will be distributed internally at FHI 360 only to the extent necessary for evaluation by the proposal team. Unique information contained therein will be treated as proprietary and confidential. Further, information specific to FHI 360 systems and capabilities is

proprietary and confidential. It is provided solely for your use in developing a response to this RFP.

Question and Answer Period

Send questions about this RFP to both FHI 360 contacts listed above no later than 2:00 PM (EST), Thursday, November 10, 2016

Please, no phone calls or in-person visits. Answers to all questions will be sent by email to respondents by 4:00 PM (EDT) Monday, November 14, 2016.

Selection Date

FHI 360 anticipates selection to be completed on or about December 9.

Timeline

FHI 360 Intranet RFP Relevant Deadlines	
Event	Deadline
RFP issued	October 31, 2016
Questions from Vendors re: the RFP	November 10, 2016 - 4:00 p.m. EDT
Answers out to Vendors	November 14, 2016
Proposals Due	November 30, 2016 - 2:00 p.m. EDT
Anticipated Award of Contract	December 9, 2016

Additional Proposal and Award Information

- Quote/Proposals can include any or all services/items.
- FHI 360 will ensure that small business enterprises—including veteran, woman and minority owned—will be afforded full opportunity to submit information in response to this RFP. Respondents will not be discriminated against on grounds of age, race, color, gender, creed, national origin, religion or disability.
- All respondents shall comply with the Americans with Disabilities Act and North Carolina Fair Employment Practices Act.
- Upon selection, FHI 360 will negotiate contract terms based upon information that may be derived directly from your response. All contracts are subject to review by FHI 360 legal counsel, and the project will be awarded upon signing of an agreement or contract that outlines terms, scope, budget and other necessary conditions.

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- Costs of developing the proposal are entirely the responsibility of the respondent and shall not be reimbursed in any manner by FHI 360. FHI 360 is not liable for any costs incurred by the bidder in response to this RFP.

Right to Reject

The right is reserved by FHI360 to reject any or all proposals or any portion thereof. Neither receipt of proposal nor failure to reject proposal shall impose any legal obligation on FHI360. The right is reserved by FHI360 to terminate any order due to any lack of quality, or any service failure. FHI360 reserves the right to terminate any contract.

Withdrawal or Modification of Proposal

Vendors may withdraw their proposal without prejudice from consideration at any time prior to the awarding of the contract by notifying Tom Maloney via e-mail at the e-mail address tmaloney@FHI360.org. FHI360 will not be responsible for errors or omissions in your proposal. You will be permitted to submit only one proposal. You may not revise submitted proposals after the proposal deadline. After the deadline, revisions to your original submission will not be allowed except as requested by FHI360.

Pricing Summary

Pricing should be summarized as outlined in this RFP. Even if not specifically requested, a complete schedule of charges and/or costs that might be incurred by FHI360 must be identified in your RFP response. Quote/Proposals can include any or all services/items.

Include quantity discounts where applicable and identify areas for additional cost savings or incentives through preferred purchase arrangements. Pricing proposals must remain valid for a period not less than 90 days from date of submission.

Proposal Evaluation Criteria

FHI360 will determine the eligibility of each Vendor submitting a complete response addressing all points of this RFP. Proposals will be reviewed, evaluated and scored based upon the criteria listed below. The point structure for evaluating the proposal is as follows:

Criteria	Comments	Points
Competitive pricing	Based on bid quality / cost evaluation.	70
Partnership strength	Preference will be given to Vendor who has a clear ability to support long-term relationships with FHI360.	20
Client references	Provide past performance examples and contact names and numbers.	10

Response Format

All responses **MUST** conform to the format specified in this document.

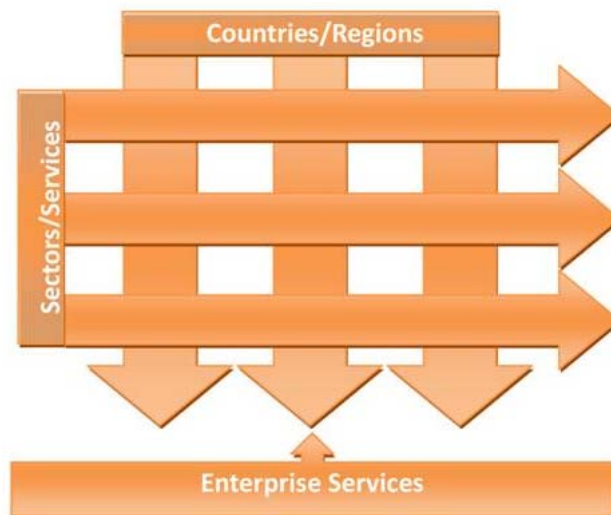
FHI360 may reject your proposal if your response does not comply with these or any other specified requirements. All questions regarding this RFP should be directed to the individuals named in this Request. To aid in the review and assessment of the completed RFQ, please respond to the requirements of the RFP in the same order presented.

You may submit additional support documents such as component data, warranty statements, drawings, etc., which will help assure that FHI360 has a total understanding of your capabilities as relate to fulfillment of the proposal requirements.

About FHI 360

FHI 360 is a global development organization with a rigorous evidence-based approach towards our mission. Our professional staff includes experts in health, nutrition, education, economic development, civil society, environment and research. FHI 360 operates from 70 offices with 4,500 staff in the U.S. and around the world. Our revenue for FY16 is expected to be approximately \$600M. Current financial information can be found on our web site at www.fhi360.org.

Our business design is based on a full matrix model that intersects the work managed in sector, service, country (U.S. and global) and regional offices. Sectors and service units work across countries and HQ locations. Enterprise services are organized to provide support for country, regional, service and sector groups. This design allows FHI 360 to work together effectively in a cost-efficient manner and allows the organization to respond to the needs of our funders and beneficiaries.



FHI 360's current organization covers a broad spectrum of operating models and country environments. We work in resource limited settings all over the globe, where infrastructure varies wildly from socioeconomic, political, technical, and banking perspectives. Office structures range from regional centers with broad representation of corporate functions to a small presence in rural areas with minimal staff. The level of decentralization may vary by size, such as that approval or authority of processes may reside at different location (e.g. the approver for purchases over a dollar limit resides in the US but the purchase is handled by a country office.)

The majority of FHI 360's funding comes from the US Federal Government (primarily USAID, CDC and DHHS), but we also work with state and local governments, foundations (e.g. The Bill and Melinda Gates Foundation), multilateral organizations (UNICEF) and other non-US governments (DFID). Financial reporting requirements of FHI 360's funding base are diverse, presenting challenges in the standardization of processes (e.g. proposal, billing, reporting).

We consider ourselves to primarily be a government contractor, not a fundraising organization. In addition to CAS and FAR, FHI 360 is subject to the rigors of an A-133 audit and A-122 cost principles for non-profit entities. FHI 360's indirect cost structure is administered per US Federal Government regulations utilizing a negotiated indirect cost rate agreement (NICRA). USAID is our cognizant agency. In addition to abiding to US Federal Government regulations, we also have to be in compliance with local government regulations.

FHI 360 is primarily a service organization. Labor is our largest expenditure, followed by sub-contracts, grants and travel expense. All expenditures are subject to the rigors of US Federal Government regulations and audit requirements.

Approximately 60% of FHI 360's project portfolio expenditures are incurred directly by FHI 360 and 40% are outsourced to third party vendors throughout the world. Outsourced work is awarded to the third parties via sub-contracts and grants. The third parties, referred to as Implementing Agencies (IA's), are most often organizations indigenous to the geography of the program in question. FHI 360, by federal regulation, is accountable for outsourced funding. While we have less direct involvement in the actual transactions, we must provide oversight and compliance monitoring of these expenditures. This segment of the business is the most rapidly growing and the US Government and it is continuing to increase. Accountability and

reporting for sub-contracts and grants must therefore be robust to assure visibility and control by FHI 360.

STATEMENT OF WORK

Project Background

FHI 360 is coming to an end of contract with its current telco services provider and are issuing this RFP in order to solicit proposals to determine next generation solutions that FHI360 can leverage for the next 3 years.

Project Objectives—Overview

Implement Internet, Voice and MPLS services and solutions for FHI360 United States corporate offices (Washington DC, New York, Durham and RTP, NC).

PROJECT SCOPE

- A. WAN connectivity – currently running MPLS links between the 4 sites – NYC, DC, Durham and RTP. Provide services to continue or improve existing WAN connectivity and performance between these sites.
- B. Internet connectivity – Provide internet services at the Durham and NYC locations. Services should meet or exceed existing performance parameters.
- C. Voice services – we currently have PRI voice services at Durham, NYC and RTP. We are utilizing SIP services over MPLS in the Washington DC site. Provide quote to replace these services that meet or exceed current operational parameters (speed, performance, quality). Local and long distance voice usage charges must be included.
- D. Include installation charges for needed infrastructure enhancements.
- E. Current internet sizing:
 - a. Durham(DV3) – 100Mb
 - b. New York – 10Mb
- F. Current MPLS/WAN:
 - a. Durham(DV3) - 50Mb
 - b. Washington DC – 50Mb
 - c. RTP(PQC) – 3Mb
 - d. New York – 8 Mb
- G. Voice
 - a. Durham(DV3) – PRI

- b. Washington, DC – SIP over MPLS
- c. New York - PRI

General Information

The contractor must be licensed and insured and carry workmen's compensation insurance

Selection

The final selection will be based on cost as well as other factors such as quality of services, performance of services and customer service experiences. There is a specific and intended level of effort expected as a result of this award.

Duration

The contract will be for a 3-year term starting at time of installation. Unless otherwise specified.

Testing

All services will be tested and confirmed to meet expectations. performance and quality.

References

Provide three references. Including related reference material is encouraged. FHI 360 is an International Non-Governmental Organization (INGO) with a large portion of its revenue derived from government contracts; references should reflect work with similar organizations where available.

Sample Agreement

Provide a sample copy of your agreement for preliminary review.