

AWARD RECOMMENDATION

Notice of Intent to Award Number: 220000000910

The Department of Technology, Management, and Budget’s Central Procurement office has completed the evaluation of Request For Proposal 220000001095 - Unified Communications and has recommended an award to World Wide Technology, LLC in the amount of \$849,003.48, pending State Administrative Board approval, if applicable. More information on the State Administrative Board can be found at: [State Administrative Board](#).

Bidders who were not recommended for the award are encouraged to schedule a debriefing session with the Solicitation Manager. The debriefing session will provide the bidder with the State’s rationale on why the bidder was not recommended for the award. The Solicitation Manager may be contacted as follows:

KeriAnn Trumble, Solicitation Manager.

Trumblek1@michigan.gov

989-259-2625

Background Information:

This Request for Proposal (RFP) was to solicit responses for selection of a Contractor to provide a solution which streamlines processes and operations for the SOM’s Voice Infrastructure. The term of this contract is 5 years with up to 5, 1-year renewal options.

Bidders:

The RFP was posted on SIGMA VSS on February 18, 2022 and was posted for 28 days. The following bidders submitted proposals by the published due date of March 15, 2022.

Bidder	Address, City, State, Zip Code	SDVOB*
Presidio Networked Solutions Group, LLC	6355 East Paris SE Caledonia, MI 49316	No
Trace3, LLC	7565 Irvine Center Dr. Suite 200 Irvine, CA 92618	No
Unimax Systems Corporation	121 S. 8th Street, STE 1000 Minneapolis, MN 55402	No
World Wide Technology, LLC	1 World Wide Way St. Louis, MO 63146	No

*SDVOB: Service-Disabled Veteran Owned Business

EVALUATION SYNOPSIS

I. Evaluation Process

A Responsible Vendor is a vendor that demonstrates it has the ability to successfully perform the duties identified by the solicitation. A Responsive proposal is one that is submitted in accordance with the solicitation instructions and meets all mandatory requirements identified in the solicitation.

Proposal Instructions: Mandatory Minimum Requirements

The solution must have the ability to be managed by DTMB.

Proposal Instructions: Evaluation Process

Evaluation Criteria Name	Evaluation Weight
Schedule A – Table 1: Business Specifications Worksheet	45
Schedule A – Statement of Work	45
Vendor Questions Worksheet	10
Total Weight	100

The full evaluation process is stated in the RFP Proposal Instructions.

II. Evaluation Method

Responses to this solicitation were reviewed by the Solicitation Manager in collaboration with a Joint Evaluation Committee which consisted of the following individuals:

Voting	Advisory
Patrick Horgan , IT Manager DTMB, Platform Support - Network Services Division	Ashley Adrian , Contract Program Manager DTMB, CTO Office – Support Services
Meghan Penny , State Administrative Manager DTMB, Platform Support - Enterprise Networking Services Division	Herbert Bertz , Voice Lead Architect DTMB, Platform Support - Enterprise Networking Services Division
Todd Rayner , Voice Services Manager DTMB, Enterprise Operations Center – User Experience Division	Walter Stanton , Project Manager DTMB, Enterprise Operations – User Experience Division
	Justin Warr , DTMB, Telecom Engineer, PDSS-PS

III. Evaluation Results

A. Bidder # 1

The Evaluation Team determined that Presidio Networked Solutions Group, LLC based on a score of 89.5 did meet the requirements of this RFP. This determination was accomplished by evaluating their responses to the Technical Evaluation Criteria.

1. Schedule A – Table 1: Business Specifications Worksheet

The Evaluation Team determined that overall, the responses were mostly satisfactory, but the following deficiencies were noted:

Section	Requirement	Reason for deficiency	Deduction
Schedule A - Table 1 Required 2.0	The solution must be IRS Pub 1075 Compliant	Not available	0.5
Schedule A - Table 1 Required 7.0	The solution must have remote phone control for Automation/Centralized Management	Not available	1
Schedule A - Table 1 Required 12.0	The solution must have UCCX and PCCE Contact Center Agent Provisioning for Automation/Centralized Management	PCCE integration required	1
Schedule A - Table 1 Required 13.0	The solution must have BMC Remedy ITSM Integration for Automation/Centralized Management	Not a current capability	1
Schedule A - Table 1 Required 15.0	The solution must have multi factor authentication for Automation/Centralized Management	Single Sign on only	1
Schedule A - Table 1 Required 26.0	The Audit and Configuration Management solution must analyze and correlate Audit logs: 1) identify who has accessed the systems, and 2) correlate changes what, when, and who has made changes systems	Audit - yes. Configuration - no	0.5
Schedule A - Table 1 Required 27.0	The Audit and Configuration Management solution must track and compare current and past configurations	Not available	1
Schedule A - Table 1 Required 28.0	The Audit and Configuration Management solution must monitor all changes and provide email alerts for changes	Limited number of changes	0.5
Schedule A - Table 1 Required 30.0	The Audit and Configuration Management solution must provide Phone Inventory Asset reports that show serial, model, MAC, MWI, registration status, and switch location per Cisco phone	Cannot provide all data	1
Total deduction for Schedule A - Table 1			7.5

2. Schedule A – Table 1: Statement of Work

The Evaluation Team determined that overall, the responses were mostly satisfactory, but the following deficiency was noted:

Section	Requirement	Reason for deficiency	Deduction
Schedule A - SOW Section 8 Software	Bidder must provide a detailed description of the Solution to be provided under the resulting Contract	VOSS Automate does not provides complete UC configuration and management for PCCE and CER	1
Total deduction for Schedule A - SOW			1

3. Vendor Questions Worksheet

The Evaluation Team determined that overall, the responses were mostly satisfactory, but the following deficiency was noted:

Section	Requirement	Reason for deficiency	Deduction
Vendor Questions Worksheet 6. Contract Terms	Bidder must respond to Contract Terms and Conditions	Due to number of redlines to terms	2
Total deduction for Vendor Questions Worksheet			2

Total Score: 89.5/100

B. Bidder # 2

The Evaluation Team determined that Trace3, LLC based on a score of 81.5, did meet the requirements of this RFP. This determination was accomplished by evaluating their responses to the Technical Evaluation Criteria.

1. Schedule A – Table 1: Business Specifications Worksheet

The Evaluation Team determined that overall, the responses were mostly satisfactory, but the following deficiencies were noted:

Section	Requirement	Reason for deficiency	Deduction
Schedule A - Table 1 Required 15.0	The solution must have multi factor authentication for Automation/Centralized Management	Due to number of redlines to terms	2
Schedule A - Table 1 Required 26.0	The Audit and Configuration Management solution must analyze and correlate Audit logs: 1) identify who has accessed the systems, and 2) correlate changes what, when, and who has made changes systems	Single Sign on only	1
Schedule A - Table 1 Required 27.0	The Audit and Configuration Management solution must track and compare current and past configurations	Audit - yes. Configuration - no	0.5
Schedule A - Table 1 Required 28.0	The Audit and Configuration Management solution must monitor all changes and provide email alerts for changes	Not available	1
Schedule A - Table 1 Required 29.0	The Audit and Configuration Management solution must provide reports which show additions, deletions, and changes to phones	Not available	1
Schedule A - Table 1 Required Specifications Description	Bidder must indicate how it will comply with the business Specification	Bidder did not indicate how they would comply with the specifications	1
Total deduction for Schedule A - Table 1			6.5

2. Schedule A – Table 1: Statement of Work

The Evaluation Team determined that overall, the responses were mostly satisfactory, but the following deficiencies were noted:

Section	Requirement	Reason for deficiency	Deduction
Schedule A - SOW Section 2 Background	Bidder must describe how identified components will maintain compliance with requirements in the SCHEDULE E - Data Security Requirements.	No response	1
Schedule A - SOW Section 2 Background	Identify contract components with contractor or subcontractor name(s), if applicable	No response	1
Schedule A - SOW Section 3 ADA Compliance	Bidder must provide details of how they will meet ADA requirements.	No response	1
Schedule A - SOW Section 9 Integration	Bidder must review and explain how the Solution will integrate to this system.	Akkadian does not support phone control on Cisco Jabber. NOTE: Automation and provisioning through BMC Remedy can be setup through RESTful API if BMC provides one.	0.5
Schedule A - SOW Section 13 Documentation	Bidder must provide details on, and examples of, documentation to meet the requirements set forth in this section.	the Akkadian Provisioning Manager 5.2 – Administration & Configuration guide was not included	1
Schedule A - SOW Section 14 Additional Products & Services	Bidder must describe additional Solution functionality, products or services that the State specifications do not address but are necessary to implement and support this solution.	No response	1
Schedule A - SOW Section 21 Project Management Milestones & Deliverables for Implementation	Bidder must provide a Work Breakdown Structure (WBS) that corresponds with the milestone dates set forth above (or with Bidder's alternatively proposed schedule). The WBS must be detailed enough to identify all State and Contractor responsibilities.	No response	1
Schedule A - SOW Section 21 Project Management Milestones & Deliverables for Implementation	Bidder must describe how they will meet the requirements set forth above and note any exceptions for successful implementation and ongoing support of the Solution.	No response	1
Total deduction for Schedule A - SOW			7.5

3. Vendor Questions Worksheet

The Evaluation Team determined that overall, the responses were mostly satisfactory, but the following deficiencies were noted:

Section	Requirement	Reason for deficiency	Deduction
Vendor Questions Worksheet 5. Prior Experience #1	Bidder must provide relevant experience #1	Did not provide all information (addresses, dates, value)	2
Vendor Questions Worksheet 5. Prior Experience #2	Bidder must provide relevant experience #2	Did not provide all information (addresses, dates, value)	2

Vendor Questions Worksheet 6. Contract Terms	Bidder must respond to Contract Terms and Conditions	Due to liquidated damages redlines & LOL	0.5
		Total deduction for Vendor Questions Worksheet	4.5

Total Score: 81.5/100

C. Bidder # 3

The Evaluation Team determined that Unimax Systems Corporation based on a score of 83.5, did meet the requirements of this RFP. This determination was accomplished by evaluating their responses to the Technical Evaluation Criteria.

1. Schedule A – Table 1: Business Specifications Worksheet

The Evaluation Team determined that overall, the responses were mostly satisfactory, but the following deficiencies were noted:

Section	Requirement	Reason for deficiency	Deduction
Schedule A - Table 1 Required 1.0	The solution must be FIPS 140-2 Compliant	Did not state if this was a capability	0.5
Schedule A - Table 1 Required 2.0	The solution must be IRS Pub 1075 Compliant	Did not state if this was a capability	0.5
Schedule A - Table 1 Required 7.0	The solution must have remote phone control for Automation/Centralized Management	Not available	1
Schedule A - Table 1 Required 15.0	The solution must have multi factor authentication for Automation/Centralized Management	Does not support MFA	1
Schedule A - Table 1 Required 17.0	The solution must not rely on LDAP integration to perform automation, bulk provisioning, workflows, etc. type tasks for Automation/Centralized Management	The solution must not rely on LDAP integration	1
Schedule A - Table 1 Required 33.0	The Solution must provide Monitoring and Alerting for UCCX & PCCE Finesse Web Services	Unimax does not provide a monitoring solution	1
Schedule A - Table 1 Required 34.0	The Solution must provide Monitoring and Alerting for CUCM & CUC End user Portals	Unimax does not provide a monitoring solution	1
Schedule A - Table 1 Required 35.0	The Solution must provide Monitoring and Alerting for Server certificates and expiration dates	Unimax does not provide a monitoring solution	1
Schedule A - Table 1 Required 36.0	The Solution must provide Monitoring and Alerting for VMWare Hypervisor: performance, state of voicemail, network connectivity, host status, up/down state	Unimax does not provide a monitoring solution	1
Schedule A - Table 1 Required 37.0	The Solution must provide Monitoring and Alerting for VMWare vCenter: Cluster Health, Alerts, Datastore status and space allocation, HA, DRS, and vMotion	Unimax does not provide a monitoring solution	1

Schedule A - Table 1 Required 38.0	The Solution must provide Monitoring and Alerting for Cisco Phone Applications: UC Services Monitoring, Voicemail Digital Integrations, Voicemail Port Status, Data replications and status, CPU, Memory, Disk, SIP Trunks, NTP Status, and DNS Status	Unimax does not provide a monitoring solution	1
Schedule A - Table 1 Required 39.0	The Solution must provide Monitoring and Alerting for Windows Servers: Services, CPU, Memory, Disk, SQL Database performance, and network connectivity	Unimax does not provide a monitoring solution	1
Schedule A - Table 1 Required 40.0	All monitoring solutions must be configurable for reporting and alerting such as automated email alerts	Unimax does not provide a monitoring solution	1
Schedule A - Table 1 Required 41.0	The Monitoring and Alerting Solution must have a configurable dashboard	Unimax does not provide a monitoring solution	1
Schedule A - Table 1 Required Specifications Description	Bidder must indicate how it will comply with the business Specification	Bidder did not indicate how they would comply with the specifications	3
Total deduction for Schedule A – Table 1			16

2. Schedule A – Table 1: Statement of Work

The Evaluation Team determined that overall, the responses were mostly satisfactory, but the following deficiency was noted:

Section	Requirement	Reason for deficiency	Deduction
Schedule A - SOW Section 4 User Type & Capacity	Bidder must explain how it will be able to support the expected number of concurrent Users. Bidder must also explain whether the Solution can scale up or down without affecting performance.	missing PATs	0.5
Total deduction for Schedule A - SOW			0.5

3. Vendor Questions Worksheet

The Evaluation Team determined that all responses were satisfactory.

Total Score: 83.5/100

D. Bidder # 4

The Evaluation Team determined that World Wide Technology, LLC based on a score of 85, did meet the requirements of this RFP. This determination was accomplished by evaluating their responses to the Technical Evaluation Criteria.

1. Schedule A – Table 1: Business Specifications Worksheet

The Evaluation Team determined that overall, the responses were mostly satisfactory, but the following deficiencies were noted:

Section	Requirement	Reason for deficiency	Deduction
Schedule A - Table 1 Required 2.0	The solution must be IRS Pub 1075 Compliant	Not available	0.5
Schedule A - Table 1 Required 27.0	The Audit and Configuration Management solution must track and compare current and past configurations	Not available	1
Schedule A - Table 1 Required 28.0	The Audit and Configuration Management solution must monitor all changes and provide email alerts for changes	Limited number of changes	0.5
Schedule A - Table 1 Required Specifications Description	Bidder must indicate how it will comply with the business Specification	Bidder did not indicate how they would comply with the specifications	5
Total deduction for Schedule A - Table 1			7

2. Schedule A – Table 1: Statement of Work

The Evaluation Team determined that overall, the responses were mostly satisfactory, but the following deficiencies were noted:

Section	Requirement	Reason for deficiency	Deduction
Schedule A - SOW Section 2 Background	Identify contract components with contractor or subcontractor name(s), if applicable	Did not list subcontractors	1
Schedule A - SOW Section 13 Documentation	Bidder must provide details on, and examples of, documentation to meet the requirements set forth in this section.	No details or written instructions provided for training	1
Schedule A - SOW Section 14 Additional Products & Services	Bidder must describe additional Solution functionality, products or services that the State specifications do not address but are necessary to implement and support this solution.	insufficient response. No response to the specific training requirements	1
Schedule A - SOW Section 21 Project Management Milestones & Deliverables for Implementation	Bidder must provide a Work Breakdown Structure (WBS) that corresponds with the milestone dates set forth above (or with Bidder's alternatively proposed schedule). The WBS must be detailed enough to identify all State and Contractor responsibilities.	No WBS provided	1
Schedule A - SOW Section 21 Project Management Milestones & Deliverables for Implementation	Bidder must describe how they will meet the requirements set forth above and note any exceptions for successful implementation and ongoing support of the Solution.	No response to meeting requirements	1
Total deduction for Schedule A - SOW			5

3. Vendor Questions Worksheet

The Evaluation Team determined that overall, the responses were mostly satisfactory, but the following deficiency was noted:

Section	Requirement	Reason for deficiency	Deduction
Vendor Questions Worksheet 6. Contract Terms	Bidder must respond to Contract Terms and Conditions	Due to number of redlines to terms	3

Total deduction for Vendor Questions Worksheet	3
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Total Score: 85/100

IV. Technical Evaluation Summary

	Technical Evaluation Criteria	Weight	Bidder 1	Bidder 2	Bidder 3	Bidder 4
1	Schedule A – Table 1: Business Specifications Worksheet	45	37.5	38.5	29	38
2	Schedule A – Statement of Work	45	44	37.5	44.5	40
3	Vendor Questions Worksheet	10	8	5.5	10	7
	Total	100	89.5	81.5	83.5	85

V. Pricing Summary

Pricing was evaluated for the bidders who passed technical. The following is a summary of their price proposals:

Subscription Based Product Name	Annual License Subscription Fee	Annual Subscription Cost	5-Year Subscription Cost	Implementation /Training Cost	5 Year Total
PRESIDIO (Annual Payments)					
VOSS Automate	\$ 7.60	\$ 266,000.00	\$ 1,330,000.00	\$ 182,210.75	\$ 1,512,210.75
VOSS Insight	\$ 6.47	\$ 226,450.00	\$ 1,132,250.00	\$ 100,289.25	\$ 1,232,539.25
PRESIDIO TOTAL		\$ 492,450.00	\$ 2,462,250.00	\$ 282,500.00	\$ 2,744,750.00
WWT (Upfront Payment)					
Akkadian Provisioning Manager	\$ 4.81	\$ 168,392.00	\$ 841,960.00	\$ 7,043.48	\$ 849,003.48
IR Collaborate	\$ 5.03	\$ 176,200.50	\$ 881,002.50	\$ 98,924.52	\$ 979,927.02
WWT TOTAL		\$ 344,592.50	\$ 1,722,962.50	\$ 105,968.00	\$ 1,828,930.50
UNIMAX (Annual Payments)					
Web Services Foundation	\$ 1.26	\$ 44,100.00	\$ 220,500.00	\$ 105,509.00	\$ 370,109.00
2nd Nature	\$ 1.26	\$ 44,100.00	\$ 220,500.00	\$ -	\$ 264,600.00
HelpOne	\$ 1.26	\$ 44,100.00	\$ 220,500.00	\$ -	\$ 264,600.00
LineOne	\$ 1.26	\$ 44,100.00	\$ 220,500.00	\$ -	\$ 264,600.00
Spotlight	\$ 0.14	\$ 5,068.97	\$ 25,344.83	\$ -	\$ 30,413.79
NumberPro	\$ -	\$ 1,573.00	\$ 7,865.00	\$ -	\$ 9,438.00
UNIMAX TOTAL*		\$ 183,041.97	\$ 915,209.83	\$ 105,509.00	\$ 1,203,760.79
TRACE3 (Upfront Payment)					
Akkadian Provisioning Manager	\$ 4.89	\$ 171,065.60	\$ 855,328.00	\$ 6,680.40	\$ 862,008.40
ScienceLogic	\$ 68.28*	\$73,062.00	\$ 365,310.00	\$ 35,587.70	\$ 400,897.70
Trace 3 Total		\$ 244,127.60	\$ 1,220,638.00	\$ 42,268.10	\$ 1,262,906.10

VI. Award Recommendation

Award recommendation is made to the responsive and responsible Bidder who offers the best value to the State of Michigan. Best value is based on the proposal meeting the minimum point threshold and offering the best combination of the factors stated in the *Proposal Instructions Evaluation Process* section, and price.

World Wide Technology, LLC provided the best value to the State.

As part of the best value determination, overall economic impact to the State of Michigan was considered and is not a determinative factor in making this award.

Award Recommendation is made to World Wide Technology, LLC in the amount of \$849,003.48.