

**April 8, 2024**

**REQUEST FOR PROPOSALS**

**To: Potential Providers – Replacement of existing Cisco Voice infrastructure**

**Re: Request for Proposal (“RFP”) – Replacement of existing Cisco Voice infrastructure – Louisville Arena Authority, Inc.**

This document constitutes a request for proposals by the Louisville Arena Authority (“LAA” or “Arena Authority”) from qualified contractors to provide certain Voice equipment, within the KFC Yum! Center.

The RFP Response Due Date is May 7th, 2024.

**PROJECT BACKGROUND**

The Louisville Arena Authority is a Kentucky non-stock, non-profit corporation, created for the purpose of overseeing the creation, design, construction, financing, management and operation of the multi-purpose arena built in downtown Louisville, Kentucky. The arena, named the “KFC YUM! Center,” opened in October 2010. The LAA’s all-volunteer Board of Directors is comprised of some of the most talented and successful individuals in Kentucky. The LAA was created under the Kentucky not-for-profit corporation statutes and has obtained 26 USC § 501 (c) (3) tax-exempt status. Key background data is provided for some context for the Project.

The KFC YUM! Center is managed and operated by ASM Global, Inc. pursuant to a management agreement dated July 1, 2012, and subsequent addendums. ASM Global is authorized to act as agent for the Louisville Arena Authority in the management of this Request for Proposal with selection of award made by the Louisville Arena Authority Board of Directors.

**ARENA**

The KFC YUM! Center, a state-of-the-art multi-purpose arena, is home to the University of Louisville Men’s and Women’s Basketball programs. Additionally, it is designed to accommodate a wide variety of other events including NCAA championships such as wrestling, gymnastics and volleyball, as well as concerts, family shows, trade shows and conventions.

1. **Intent and Scope**

The KFC Yum! Center(LAA) is seeking a vendor to upgrade the phone system from the current on premises Cisco voice infrastructure to the Cisco-hosted voice platform and provide ongoing operational support for the environment. We will also accept alternate bids from manufactures aside from Cisco. The vendor proposal must include access to public switched telephone network, ongoing support for Arena staff who handle daily administration of the system, troubleshooting and deep pocket support for service issues.

Arena staff will handle daily administrative tasks, such as moves, adds and changes, phone and voicemail setup, number assignments, etc. Arena staff will be the first point of contact for arena employees for service requests and incident reports. The arena will continue to provide and manage campus physical phone sets and devices, and the installation and support of softphone clients.

The existing VoIP system uses the Cisco Unified Communications platform, including Cisco Call Manager, Cisco Unity Connection voice mail and attendant console.

The Arena is looking for a new, flexible approach to voice services, that focuses on remote access and mobility, and integrates well with other platforms such as MS Teams. Numbers of telephone users may drop over time and the staff may encourage users to move away from using handsets to a preferred soft client.

Service implementation details at the KFC Yum! Center that need to be considered with proposed platform:

• The Arena has use of all 500 numbers in exchange 502-690-9000 through 9499. While the primary service is VoIP, about 72 analog business lines are in use for special applications throughout the venue such as elevator phones, dialers, alarms that utilize analog gateways under VoIP.

• The arena staff is currently using Cisco VoIP sets – 7975, 7962, 7906

**b. Elements Requested in Proposal**

• Infrastructure Overview – Provide an overview of the system architecture of the proposed solution including Cisco VoIP services, access circuits, local exchange services, and remote access support.

• Value-Add Overview – Provide an overview of the value-added services and support that will be provided by the vendor as part of the proposed solution.

• Service Migration - Describe how you would migrate the current environment to the proposed service, including deployment of circuits, local access, and the porting of phone numbers. Describe sequence of planned events, the timeline, and the roles of both the vendor and the arena staff in the process.

• High-Availability – Describe how high-availability will be ensured for the proposed services in case of failures in circuits or other components of the system.

• Data and Analytics – Describe what sort of usage statistics, data and analytics will be available to understand the operation of the system.

• Softphone Client Options - Describe the softphone client options, and how clients will be provisioned.

• E911 options - Describe how e911 will be supported on your phone offering and any special considerations.

• MS Teams integration - Describe how the proposed VoIP solution can integrate with Teams clients.

• Service Management - Describe how service for the platform and troubleshooting of the service will be managed, including service hours and how services are handled on weekends, and holidays.

* Describe how service issues are reported, how they are prioritized and how service issues can be escalated.
* Describe service level expectations (expected time to resolution) for incident reports and service requests.
* Describe maintenance procedures, regularly scheduled maintenance windows, procedures for hardware and software upgrades, and whether campus services will be interrupted by maintenance and upgrade procedures.
* Describe how a Service Manager could be used to manage service issues and act as a single point of contact for the university.
* Describe how support will be provided to university staff who will handle front-line customer support and requests, including support for managing and troubleshooting the platform’s services and operations.
* Please provide a ‘tax & fee’ preview for any services proposed.  This fee preview should include ALL relevant taxes & fees (FUSF (VoIP), Statutory Gross Receipts, County E-911, E-911, Regulatory Recovery, etc) associated with the proposed services.

**Prospective Responders are encouraged to review the Arena Authority’s reservation of rights concerning cancelation of this RFP discussed below. This RFP may be canceled or withdrawn at the election of the Arena Authority.**

**MWBE PARTICIPATION**

The LAA has adopted and is firmly committed to implementing its Affirmative Action Policy to promote the utilization of women and minorities in all phases of the project. It is the responsibility of each respondent to become familiar with the LAA’s Affirmative Action Policy, All respondents much include in their response an affirmation to conform to the policy and a detailed description of their plan for conformance.

**RESPONSE TERMS OF RFP**

Please provide a proposal with a lump-sum price that includes the following:

1. Option for Removal and disposal of the existing infrastructure, assuring secure asset disposal as well. The proposer should include any salvage value of the existing equipment as part of its pricing, as a credit to the Arena Authority against the price of the new equipment.

2. Installation of new equipment.

3. This work must be completed in any case not later than September 30, 2024.

4. In-person support and continuing on-call support must be included in the proposal. The proposer must provide in-person support for the first three events that the equipment will be utilized, as well as sufficient commissioning, set-up, testing, and any necessary training to ensure that the Arena Authority’s management and operations contractor, ASM Global, is comfortable with the operation of the equipment, and the quality of the equipment and its installation.

**EVALUATION AND SELECTION PROCESS**

1. Evaluation

The Louisville Arena Authority’s management and operations firm, ASM Global, will facilitate the review of proposals and provide technical input so that the scoring may be performed and will select the successful proposal. The Arena Authority Board of Directors and its Finance Committee will make the award to the highest-scoring proposal, subject to the right to reject all proposals reserved below.

2. Submitting Questions

Any prospective Responder to this RFP is encouraged to submit any questions they may have. Contact Anthony Hopkins at ASM at Phone: (502) 690-9042, E-mail: [AHopkins@kfcyumcenter.com](mailto:AHopkins@kfcyumcenter.com).

3. Qualified Responders

The Authority shall review each proposal for compliance with all necessary requirements of this Request for Proposal. Failure to comply with any requirements may disqualify a proposal. Only those Responders who have met the minimum requirements of this RFP may be selected. Any alternative solution proposals submitted must be complete and will be subject to a full and independent evaluation.

4. Evaluation

After receiving all proposals, the Authority shall conduct its evaluation. The Authority, in conjunction with input from ASM’s information technology staff, or by utilizing ASM’s staff, will then score each qualified proposal. Minor irregularities in proposals that are immaterial or inconsequential in nature may be waived wherever it is determined to be in the Arena Authority’s best interest.

5. Final Ranking and Selection

The Arena Authority will make recommendations for the award of the Contract to the Responder whose proposal are determined to be the most advantageous to the Arena Authority, considering the criteria identified next.

6. Basis of Selection

The evaluation of proposals will be made from the criteria listed below, in order of importance.

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| --- | --- | --- |
| **Proposal Element** | **Scoring Percentage** | **Notes** |
| Price | 65 points | The proposal price that is lowest will receive the full 65 points. Any competing proposals will be scored on a scale of comparison between that price and the lowest price\* |
| Quality Assurance and Support Plan | 20 points | The proposal’s plan for customer support, including in-person and on-call support, will be scored and receipt of up to 20 points. |
| Installation Timeline | 15 points | The proposal’s plan for installation, the earliest installation plan will receive the full 10 points. |

* For example, if one proposal price is for $100, and one proposal price is for $125, then the proposal containing the $100 pricing will be awarded 65 points, and the proposal containing the $125 price will be awarded $100/$125 = 0.8 x 50, or 52 points.

MWBE participation – the Response should affirm that the Responder will abide and conform in good faith to the Authority’s MWBE program, or the response will be considered non-conforming.

7. Negotiation and Award of Contract

Interviews and negotiations may be held to promote further understanding of proposal requirements, and to facilitate arrival at a Contract. The LAA reserves the right to accept the best proposal, as submitted, without further conversations or negotiations, and may do so. The Committee will rank each finalist. The Arena authority and the first ranked finalist shall then negotiate in good faith the terms and conditions of a contract. If such negotiations are unsuccessful, the Arena Authority shall then negotiate with the second ranked finalist. This process will continue until the Arena Authority has reached a satisfactory agreement. The Arena Authority retains the right to reject all proposals at any time during the process. No public submittal opening will be held. All proposals will be treated as closed records until a contract award is made or until all submittals are rejected except as required by law.

8. Reservation of Rights

The LAA reserves the right to amend, modify or withdraw this request; to waive or revise any requirements of this request; to require supplemental statements or information from any responding party; to reject any response submitted; to accept or reject any or all responses received with respect to this request; to extend the deadline for submission of responses; to negotiate or hold discussions with any responding party and to cancel, in whole or in part, this request if the Arena Authority deems it to be in its best interests to do so. The Arena Authority may exercise the foregoing rights at any time without notice and without liability to any responding party or other parties for their expenses incurred in the preparation of responses or otherwise. Responses with respect to this request will be prepared at the sole cost and expense of the responding party. The issuance of this request and the submission of a response and/or the acceptance of such response by the Arena Authority does not obligate the Arena Authority in any manner whatsoever. Legal obligations will only arise upon execution of a formal agreement by the Arena Authority and the selected provider.

**SUBMITTAL REQUIREMENTS**

In order to be considered for this engagement, please provide the following information to the Arena Authority:

A. Attend Mandatory Pre-Bid meeting at the KFC Yum! Center on **April 30th, 2024 @ 1pm.**

B. Capacity and ability to be responsive.

C. Firm and personnel qualifications and experience in matters relating to the operation and maintenance of public access facilities, large sports venues, and in general.

II. The Information required in Basis of Section (6) above, including price, quality, quality assurance and support, warranty and schedule duration.

III. The specifications and manufacturer information for the equipment products to be provided. Failure to provide this information in order to prove that the product proposed provides at least the requirements of the equipment listed in Exhibit A will result in the proposal being considered non-responsive.

**PROPOSAL DEADLINE**

Proposals must be received by **2:00 PM Eastern Daylight Time** on **May 7th, 2024.** copies of each proposal should be submitted to:

Anthony Hopkins

ahopkins@kfcyumcenter.com

KFC Yum Center

One Arena Plaza

Louisville, Kentucky 40202

To the extent appropriate, practical or feasible, the Arena Authority will respond to questions concerning this RFP. Questions must be written and addressed to Anthony Hopkins, ASM Global via email AHopkins@kfcyumcenter.com. Questions must be submitted by no later than 2:00 p.m. local time on **May 2nd, 2024.** Answers to such questions will sent to all participants in the pre-bid meeting no later than **May 4th, 2024** and may be posted on the Louisville Arena Authority website (in anonymous format). The Louisville Arena Authority reserves the right to provide responses and/or clarifications to inquiries from its website, or to make no response at all. Firms submitting inquiries are advised not to rely on any verbal advice/instruction, and only to rely on written instructions from the Arena Authority.