



9/15/2015

Purchasing Department
Rhode Island College
600 Mt. Pleasant Avenue
Building #5
Providence, Rhode Island 02908

Subject: 150814

To Whom It May Concern:

Cox Business (Cox) works hard to understand our customers' business issues and objectives before designing relevant solutions. This proposal demonstrates that philosophy.

If selected as your communications partner Cox will efficiently implement the services selected from this RFP, but the work won't stop there. Our goal is to ensure that you not only benefit from Cox's technical expertise, but also from our innovative approaches to support your internal and external communications, enhance your business operations and improve your efficiency.

Cox appreciates the unique circumstances that affect organizations like RIC and we have proven experience as a responsive technology partner. We are diversified in many different technologies to accommodate a wide variety of needs for RIC. Cox provides high speed transport services, telephone, Internet and video over our proprietary, nationwide IP network.

With Cox, you get the advantage of responsive, onsite expertise combined with substantial resources from the nation's third largest cable entertainment and broadband services provider. We have been in the telecommunications industry for 50 years. Twenty-two thousand Cox employees serve over six million customers, including more than 300,000 commercial and business customers. Many outstanding features distinguish Cox in the marketplace, but we like to celebrate our entrepreneurial spirit, our commitment to education and our dedication to the communities we serve.

Thank you for inviting Cox to propose customized, value-added solutions for RIC. We believe the attached response meets or exceeds all of the requirements defined in your RFP. Nevertheless, we will gladly address any remaining questions or clarifications and look forward to moving forward in your selection process.

Sincerely,

Brad French
Senior Account Executive
Cox Business
401-615-1336
brad.french@cox.com

9 JP Murphy Highway West Warwick, Rhode Island 02881



Response to Rhode Island College

RFP 150814

9/15/2015 Cox Rhode Island Telcom, LLC
Cox Business (Cox Rhode Island Telcom, LLC) is responding to
Rhode Island College
Purchasing Request for Proposal #150814
Solution for Residence Hall Cable Television

Cox Confidential & Proprietary



Executive Summary

Technological innovation and growing business demands require that organizations like Rhode Island College stay competitive in their use of campus wide services to its students. These systems, when designed and implemented properly, have an enormous effect on client satisfaction, retention, and overall quality of the services being provided. They also affect operating budgets and the ability to invest in important strategic initiatives.

Knowing the integral role that telecom services play at RIC, Cox offers this comprehensive proposal for Cable Television/Video services. The proposal clearly describes Cox's expertise and ability to meet your technology goals, your customer service needs; and more important, it demonstrates our appreciation for how Cox can positively affect your operation.

Cox has extensive experience working with organizations like RIC that have similar challenges and goals. Based on this experience we believe that we have a good understanding of your highest priority objectives. Specifically, we think you want to accomplish the following:

Although decreasing operating costs is important, RIC also wants to improve its operating margins by increasing productivity and efficiency. You need telecommunications solutions that help employees work faster and smarter. You also want to ensure that your on campus video services enhance your competitive advantage and provide the best possible experience for students, staff and other people you deal with.

Give your students, staff, and visitors an ideal resource to stay on top of all the latest sports, news and entertainment programming, up-to-the-minute financial information and more with Cox Business TV. Cox offers flexible programming options, and access to advanced technologies, high-definition channels and Music Choice, with over 45 channels of commercial-free music and CD-quality sound to create an inviting atmosphere that will make everyone feel welcome.

Offer more choice with our flexible programming options, and pick from a wide variety of sports, entertainment, network and news channels, plus much more.

Quality and reliability: Our superior network delivers crystal-clear picture and sound. Our service does not fade in inclement weather, and our "uptime" ranks among the industry's highest.

Easy installation: Our expert staff will take care of everything. Installation and any included inside wiring will be done during normal business hours with the utmost discretion.

Exceptional service and support: Local and responsive, we monitor our own state-of-the-art network 24/7, and we are always ready to help you get the most from your TV service.

More channels. More information. More entertainment. More reasons to choose Cox Business TV.

About Cox

About Cox Enterprises

Cox Enterprises is a leading communications, media and automotive services company with revenues of nearly \$15 billion and more than 50,000 employees. Cox is privately held, with independent board members and its corporate office is based in Atlanta, Georgia. One in three Americans touch or encounter a Cox brand every day through one of the company's major operating subsidiaries, including Cox Communications, Inc. (cable television distribution, telephone, high-speed Internet access, commercial telecommunications and advertising solutions); Manheim, Inc. (vehicle auctions, repair and certification services and web-based technology products); Cox Media Group, Inc. (television and radio stations, digital media, newspapers, advertising sales rep firms, Valpak and Cox Digital Solutions); and AutoTrader.com (online automotive advertising and Kelley Blue Book, vAuto, HomeNet Automotive and VinSolutions subsidiaries). Additionally, Cox operates Kudzu.com.

About Cox Communications

Cox Communications, a wholly owned subsidiary of Cox Enterprises, is a broadband communications and entertainment company, providing advanced digital video, Internet and telephone services over its own nationwide IP network. The third-largest U.S. cable TV company, Cox serves approximately 6 million residences and businesses. Cox Business is a facilities-based provider of voice, video and data solutions for commercial customers, and Cox Media is a full-service provider of national and local cable spot and new media advertising.

Cox is known for its pioneering efforts in cable telephone and commercial services, industry-leading customer care and its outstanding workplaces. For seven years, Cox has been recognized as the top operator for women by Women in Cable Telecommunications; for five years, Cox has ranked among DiversityInc's Top 50 Companies for Diversity, and the company holds a perfect score in the Human Rights Campaign's Corporate Equality Index.

About Cox Business

Cox Business is the commercial component of Cox Communications and offers a variety of advanced high-speed Internet and phone and digital video services over our own IP network. Since 1998, more than 300,000 business customers of all sizes, including healthcare providers, K-12 and higher education, financial institutions and federal, state and local government organizations have chosen Cox Business.

The organization also serves most of the top tier wireless and wireline telecommunications carriers in the U.S. through its wholesale division. According to Vertical Systems Group, Cox Business is one of the largest providers of business Ethernet services in the U.S. based on customer ports and has been consistently recognized for its leadership among small/midsize business data service providers. Cox is currently the seventh largest voice service provider in the U.S. and supports over one (1) million business phone lines.

Cox has invested more than \$16 billion in the communities we service through infrastructure upgrades and more than 125,000 miles of metro fiber and hybrid fiber coax services to homes and businesses in the company's service area. Cox maintains over 6 million customer relationships with over 20,000 employees. Cox supports the local communities through cash, grants and in-kind contributions, providing more than \$100 million annually.

Cox Northeast (a.k.a. Cox RI Telcom, LLC)

Cox has a long history of providing telecommunications services and is an established and trusted provider within the States of Rhode Island and parts of Connecticut. Cox Business has provided local business, industry and government with commercial telephony since 2001. In the last 5 years alone, Cox has invested more than \$160 Million in communities of Rhode Island, Cleveland and Connecticut that we service through infrastructure upgrades and more than 2,200 fiber miles delivering video, phone and high-speed Internet service to homes and businesses in the company's service area. Within our Northeast footprint, Cox employs 1,575 local residents and supports the local communities through cash, grants and in-kind contributions, providing more than \$5M to more than 130 non-profit organizations.

Conclusion

Cox has a long history of providing telecommunications services and is an established and trusted provider. Unlike some providers that have a one-size-fits-all approach, Cox's responsive local team will customize our solutions for RIC's unique needs. Reliability, scalability and award-winning customer care are hallmarks of Cox's solutions and we look forward to applying these attributes to your telecommunications infrastructure.

Thank you again for considering Cox as your supplier for your on campus cable television services.

RIC Residence Hall Cable Television Request for Proposal with Cox Responses and Acknowledgements

SECTION 1: INTRODUCTION

Rhode Island College, is soliciting proposals from qualified cable television offerors to provide television and maintenance services for the Six (6) Residence Halls on campus in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.gov. The initial contract period will begin approximately October 1, 2015 for Three (3) Years with an option to renew for One (1) Year.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Rhode Island College Purchasing Office pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Purchasing Office at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the RIC Purchasing Office.

7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the college for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and nonclassified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information visit the website www.mbe.ri.gov

Cox Business acknowledges all statements made in Section I

SECTION 2: BACKGROUND

Rhode Island College is located on a 180-acre campus in the Mount Pleasant section of Providence. This location combines easy access to the benefits and resources of the metropolitan area with a suburban atmosphere. Rhode Island College has undergone expansion in recent decades at both the undergraduate and graduate levels. It now serves approximately 9,000 students in courses and programs both on and off campus. The College is the oldest of the three public institutions of higher education that operate under the aegis of the Board of Governors for Higher Education.

Six residence halls, located in the South West portion of the campus, house approximately 1,200 students. The College currently owns a cable television system, consisting of signal processors, modulators, amplifiers, and distribution cables and taps. This system serves the residence halls as well as classroom locations throughout the campus.

The current CATV system carries programming derived from satellite receivers atop Weber Hall. RIC also has (2) additional campus channels. The infrastructure supporting this system has been installed over the last sixteen years.

Cox Business acknowledges all statements made in Section 2

SECTION 3: SCOPE OF WORK

General Scope of Work

- Establish long term fixed pricing for programming.
- Initiation of long-term maintenance and support contract with successful vendor.
- Future expansion of the programming available to the student residence halls.
- Future reconfiguration of the head end equipment to support carriage of this programming.
- Balancing and tuning of the CATV distribution plant.

Cox Business acknowledges all statements made in Section 3

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: The separate technical proposal should address specifically each of the required elements:

1. Qualifications
2. Service & Support Requirements
3. Deliverable System Requirements

Vendor Qualifications

Rhode Island College places considerable emphasis on the solidarity and resourcefulness of the vendor. Of special concern is the continuity of the maintenance of the system in the event that the selling vendor leaves the marketplace.

Any vendor supplying equipment under this contract, that is not a corporate member of the equipment manufacturer (this implies ownership) shall attach a letter to the RFP response, addressed to Rhode Island College and signed by a corporate officer of the manufacturer. This letter shall commit the manufacturer corporation to at least the following: In the event of the selling vendor default on service, installation or repair, the manufacturer will, without litigation, dispatch parts, material and labor to provide continuing service to the College during the period of default. Guarantees and/or distributor fee schedules will be honored by the manufacturer as they would apply to the distributor. This covenant letter will become a part of the contract at the time the sales agreement is signed and will serve to enroll the manufacturer as a defacto participant in the agreement between parties.

- **4.1** Other documentation requests pertaining to the vendor's qualification follow. Replies to the following questions, plus any other references or materials attesting to the firm's qualifications, will permit the evaluation of vendor's resources especially in the Providence area.
- **4.2** How many technicians are there in this firm's employment in the Providence area that would serve RIC?

Cox Business's coverage in the Providence-Rhode Island area is considerable. We offer 27 technicians Monday through Saturday between the hours of 8am to 6:30pm, which we consider normal business operations. After hours support is supported by on call technicians who would be dispatched to the appropriate location accordingly.

- **4.3** How many technicians are certified on the equipment being installed?

Cox Business has 27 certified technicians on the network equipment.

- **4.4** Identify the locations where the technicians are based who would be expected to provide services to Rhode Island College.

Our resources are located throughout all of Rhode Island, with our main dispatch coming from our Cranston, RI Tech Center.

- **4.5** How many similar systems have been installed by this vendor in the New England area? Please provide dates, locations and sizes of installations.

Cox provides and supports many Cable TV systems throughout RI and the United States.

In Rhode Island, our systems can be found at:

College Name	Installation Date	Location	Size of System
Providence College	2009	Providence, RI	1931
RISD	2005	Providence, RI	583
Univ of Rhode Island	2003	Kingston, RI	3700
Salve Regina	2005	Newport, RI	737
Johnson & Wales Univ	2005	Providence, RI	2404
Roger Williams Univ	2007	Portsmouth, RI	2059

• 4.6 How does the College summon emergency repair service on weekends, holidays or during nonstandard working hours? Give telephone numbers, alternate telephone numbers and identify parties who will respond.

For Trouble Reporting, the following outline guides users and RIC (IT & Administrative) personnel to the appropriate customer support person.

Trouble Reporting 1-866-222-7686

This section provides a detailed contact list for inquiries related to Network Trouble and Billing Support.

Customer Support, Escalation, Billing Inquiries:

<u>Technical/Service Support & Escalation</u>	<u>Billing Support</u>
1.) Customer Service Line (24/7): RI: 1-866-222-7686 or 1-401-383-6100	1.) Customer Service Line (24/7): RI: 1-401-383-6100 CT: 860-432-6000
2.) Customer Support Coordinator Mary Lefebvre Business Phone: 401-615-1211 mary.lefebvre@cox.com	2.) Account Services Manager: Michael Langlois Business Phone: 401-615-1316 michael.langlois@cox.com
3.) Test Desk Supervisor: Jessica Soto	

Business Phone: 401-615-7510 jessika.soto@cox.com	
4.) SOC Technical Supervisor: Nancy Halstead Business Phone: 401-615-1211 Cell Phone: 401-641-0871 Nancy.Halstead@cox.com	

• **4.7** Pertaining to any future project at Rhode Island College, would the vendor complete the job using employees of the vendor or would the installation/maintenance be completed by a subcontractor? Please include the names of companies and locations within the New England area where the work of the vendor and/or the subcontractor(s) can be inspected and references checked.

Cox may use a combination of resources ranging from Cox employees to subcontractors that typically assist us during installations of this scope. The subcontractors that we use may come from one of the following organizations:

- **TeleNetwork Services – Telenetworks - George Cancel 561 Scituate Ave Cranston, RI 02921**
- **New England Line – Offices in Rhode Island, New Hampshire and New Jersey.**

The work of these companies can be found in various organizations across New England. Some examples are Cox, URI, Target, Starbucks, UPS, various colleges and Universities, and hundreds of other sites. If RIC should require more information about their clients or would like to take a visit to their work sites, Cox will work with both parties on those arrangements.

• **4.8** List customer references. Include customer name, contact person and phone number and dates of exchange cutover.

Cox has provided many Cable TV systems throughout RI and the country. In Rhode Island, our references include:

College Name	Contact Name	Phone #	Installation Date	Location	Size of System
Providence College	Carmine Piscopo	401-865-2727	2009	Providence, RI	1931
RISD	Judi Tanzi	401-454-6561	2005	Providence, RI	583
Univ of Rhode Island	Bob Viens	401-874-5199	2003	Kingston, RI	3700
Salve Regina	Glenn Clark	401-341-2400	2005	Newport, RI	737
Johnson & Wales Univ	Marie Moniz	401-598-1710	2005	Providence, RI	2404
Roger Williams Univ	Jim Glaib	401-254-3690	2007	Portsmouth, RI	2059

- 4.9 Submit the most current audited financial report for the vendor (or the vendor’s parent company). Any other documentation that the vendor wishes to have considered may be attached to the RFP response.

Cox Financials

To provide the best overall customer experience it’s important that your provider has the financial strength, reliability and resources to deliver dependable, high-performance access to communication systems. Additional information can be access at

<http://www.coxenterprises.com/about-cox/annual-review/revenues.aspx>

Cox Revenues

In 2014, Cox Enterprises had a record year in revenue and a solid financial performance. We exceeded our plan of \$17 billion in revenue. Above are our companies’ revenue figures for recent years, including 2014. Please note the following revenues figures for the last five years for Cox Enterprises.



Ratings

	Long Term Debt Ratings	Short Term Debt Ratings	Outlook
Fitch	BBB+	F2	Stable
Moody's	Baa2	P2	Stable
Standard & Poor's	BBB	A2	Stable

Financials and Background Cox Communications

Cox Communications, Inc. (CCI) is financially strong with revenues of \$10.48B in 2014. See the following CCI Consolidated Revenues over the past 7 years:

2014	\$10.48B
2013	\$9.9B
2012	\$9.6B
2011	\$9.4B
2010	\$9.1B
2009	\$9.0B
2008	\$8.7B

Internal Controls and Audits

Cox management believes that our structure as a private company is an advantage—to our customers and to our organization. The status of private ownership allows us to take the decisive actions to compete effectively and offer our customers cutting-edge solutions in a fiscally responsible manner.

Cox maintains stringent internal controls in accounting compliance and external auditing. Our compliance group develops and implements an internal controls matrix and performs quarterly testing of these controls. Deloitte & Touche conducts annual audits of our financial results and ensures that we maintain accountability for our decisions. This combination of internal strategy and external oversight ensures that Cox can conduct business in ways that best serve our customers, and remain compliant with generally accepted accounting principles.

Cox's Financial Commitment to our Community

Local Cox support programs and initiatives benefit the residents, civic groups and local governments within our broadcast footprint. Cox provided cash and in-kind services worth millions of dollars within the local communities we serve.

Cox Conserves is a corporate-wide conservation effort. We pride ourselves on being good corporate citizens, and being an environmental leader is a way for us to continue this tradition. Locally, Cox uses solar panels, on-site fuel cells and full recycling of paper, plastic, aluminum and batteries.

Cox Communications and the James M. Cox Foundation have been philanthropic partners of Boys & Girls Clubs of America and local Clubs since 1977. In 2003, Cox became the national technology partner for Boys & Girls Clubs of America, providing Video and Internet Technology at no cost. Cox has given these clubs over one million dollars in cash contributions and twenty million dollars in in-kind services.

Cox Charities, a grant-giving body funded primarily by employees within the Cox markets, provides grants to local non-profit organizations within the community. The education grants focus on science, technology, engineering and math education. Since inception, Cox Charities has awarded millions of dollars to local organizations.

Cox supports the local business community in a myriad ways through membership in, and cash/in-kind support of local Chambers of Commerce and other business development organizations. A goal of Cox is to be a financially stable partner for business, government and industry within the markets we serve.

Rhode Island College staff may conduct inspection tours of the vendor's maintenance and installation facility. Inspections of repair facilities, stores, training, remote trouble diagnostic stations, dispatching and customer record keeping may be made. Tools, test equipment, parts and procedures pertaining to the vendor will be observed in detail and employees interviewed. Vendor escort is expected. In the event that any tasks are to be subcontracted, the subcontractor may be subject to similar inspection.

Cox acknowledges and agrees.

Section 5 - SYSTEM REQUIREMENTS

The requirements described herein apply to all solutions and vendors. In other words, the CATV system must meet the requirements stated herein. In the event that a particular specification does not apply to the particular offering of a vendor, vendor should respond with "Not applicable". Vendors are encouraged to respond to as many of the requirements as possible, as the College reserves the right of final determination as to what is applicable.

5.1. Channel Lineup Requirements –

5.1.1. Current line up

Rhode Island College Cable TV Channel Lineup (2015)

#	Call Letters	Channel Name
2	WLWC	CW
3	Anchor TV	
4	WPRI	CBS
4.1	WBZHD	CBS HD
5.1	WCVBDT	ABC HD
5.2	MeTV	MeTv
6	WLNE	ABC
6.1	WLNEHD	ABC HD
6.2	Grit	Grit TV
6.3	Escape	Escape TV
7	WUNI	Univision
8	myTV38	My TV
10	WJAR	NBC
10.1	WJACDT	NBC - HD
11	WNAC	Fox
12	WSBE	Rhode Island PBS
12.1	WPRIHD	CBS HD
12.2	Bounce	Bounce TV
15	A&E	A & E
17	TOON	Cartoon Network
18	COMEDY	Comedy Central
22	NICK	Nickelodeon
23	TVLAND	TV Land
24	DSC	Discovery Channel
25	HIST	History Channel
26	TLC	The Learning Channel
27	TWC	The Weather Channel
28	CSPAN	CSPAN
28.1	WLWCHD	CW - HD
28.2	WLWC-SD	CW - SD
29	CSPAN2	CSPAN 2
30	HLN	Headline News
31	CNN	CNN

32	MTV	MTV
33	VH1	VH1
34	BET	BET
35	TNT	TNT
36	USA	USA Network
37	Syfy	Syfy Channel
38	TBS	TBS
39	LIFE	Lifetime Network
40	NESN	New England Sports Network
41	ESPN	ESPN
42	ESPN2	ESPN2
43	ESPNCLS	ESPN Classic
44	ESPNEWS	ESPN News
45	FOOD	Food Network
46	SPIKE	Spike TV
47	AMC	AMC
48	BRAVO	Bravo
49	IFC	IFC
50	FX	FX Network
51	MSNBC	MSNBC
52	FNC	Fox News Network
53	ABCFAM	ABC Family
54	HGTV	HGTV
55	TRAVEL	Travel Channel
56	WE	WE TV
57	BBC	BBC America
58	E!	Entertainment!
59	ANIMAL	Animal Planet
60	BTN	Big 10 Network
61	CHILL	Chiller TV
62	CNBC	CNBC
63	DIS	Disney Channel
64	OWN	Oprah Winfrey Network
64.1	WNACHD	Fox HD
64.2	MyRITV	My Rhode Island TV
65	DFH	Discovery Fit & Health
66	FMC	FX Movie Channel
67	FUSE	Fuse TV

68	COOK	Cooking Channel
69	GSN	Game Show Network
70	LMN	Lifetime Movie Network
71	LINK	Link TV
72	LOGO	Logo TV
73	MTV2	MTV 2
74	NGC	National Geographic Channel
75	NFL	The NFL Network
76	OXYGN	Oxygen Network
77	REELZ	Reelz
78	SCI	Science
79	AHC	American Heroes Channel
80	truTV	Tru TV
81	TVONE	TV One
82	VH1CL	VH1 Classic
83	TWN	The Word Network
84	NBCSP	NBC Sports

The proposed Cox video lineup will include the following channels:

Channel	Name	Channel	Name
2	WGBH-PBS	45	Fox Business
2.1	WGBH HD	46	CNBC
3	RI Gov	47	Fox News
4	Public Access	48	BET
5	WJAR-OSN	49	E!
6	WLNE Ch.6-ABC	51	QVC
6.1	WLNE HD	52	MTV
7	WPXQ-ION	53	Headline News
7.1	WPXQ HD	54	HGTV
8	WSBE Ch36	55	Syfy

8.1	WSBE Ch36 DT	56	Bravo
9	WLWC Ch.28-CW	57	Travel Channel
9.1	WLWC HD	58	Cartoon Network
10	WJAR Ch.10-NBC	59	History Channel
10.1	WJAR HD	60	Animal Planet
11	WNAC Ch.64-Fox	61	VH1
11.1	WNAC DT	62	Velocity
12	WPRI Ch.12-CBS	70	TVLand
12.1	WPRI HD	96	TruTV
15	WNAC MyRITv		
15.1	MYRITV HD		
18	MSNBC		
20	CNN		
22	EWTN		
24	FX		
25	TNT		
26	Discovery Channel		
27	Spike TV		
38	AMC		
39	Food Network		
40	Comedy Central		
41	Lifetime Television		
42	A&E		
43	Disney		
44	Nickelodeon		

5.2. Programming Sources

The College expects that multiple vendors will respond to this RFP, and that these vendors may have very different design approaches and methods for delivering content. For example, the local cable company may respond with delivery of programming via their citywide system, while another vendor may propose installation of satellite signal receivers and head end equipment to process and modulate the signals. Vendors should respond with detailed information on how they intend to provide the programming signals.

Cox Business intends to provide the CATV programming service via fiber services to the College from the Cox optical backbone. To provide the necessary programming signals, Cox receives these from multiple sources, including, by direct fiber, off-air antenna, satellite and broadcast links. This is a business system solution. We will provide these off of the local loop from our local fiber presence which has no tie in to the local residential neighborhood cable TV services.

5.2.1. Current Equipment

Currently all channels are provided by multiple satellite receivers located at our video head end. At the head end, these signals are received, processed, and modulated onto their assigned channels. These channels are then combined and amplified before leaving the head end via the coaxial cable system. The same outbound signal that goes to the residence halls also goes to academic buildings on campus, connecting through to classroom spaces.

Cox Business acknowledges all statements made in Section 5.2.1. Cox would make changes to this system using different amplifiers, Taps, and a new MiniNode at the Head-end that currently exists today. This will allow Cox to provide better service and support on the RIC campus should it be needed.

5.3. Cable distribution infrastructure

5.3.1. There is coaxial cable between the head end and each of the residence halls. In most cases this is ½” or .625 hard-line. This cable is available for reuse upon request.

5.3.3. In each residence hall, the hard line cable transitions to coaxial riser cable in the basement. These riser cables feed Intermediate Distribution Frames (IDFs) in the building.

5.3.4. Each room is wired with RG-6 cable, home run to the nearest IDF. At the IDF, the RG-6 is terminated on multiple port taps.

5.3.5. The current distribution system is roughly 16 years old and has been reliable and stable since its installation.

5.3.6. The local cable provider may wish to provide signal to the head end via an underground feed. In this case, conduit access may be available in the College's existing underground conduit system. A site survey will be required to identify the nearest entrance to the campus, and a route verified through the conduit system. The vendor will be responsible for all costs associated with this feeder cable and/or conduit installation.

Cox Business acknowledges all statements made in Section 5.3

5.4. General Installation specifications and notes

5.4.1. As stated earlier, the existing distribution facilities in the Residence Halls is operating well and has been reliable and stable since its installation in the summer of 1999. Service to New Hall was added in September, 2007.

5.4.2. Signal levels at the room jack shall be 6 dB +/- 3 dB. Signal to Noise ratios shall be 40 or better. Tilt shall not exceed 8dB.

5.4.3. All components installed under this project shall be rated up to 1,000 MHz.

Cox Business acknowledges all statements made from Section 5.4.1 to 5.4.3.

5.4.4. Vendor shall provide a head-end diagram and a cable map for their proposed installation.

Cox Business will provide a documented head-end diagram on approval of an award of this RFP.

5.4.5. As part of the installation, Contractor will perform sweep testing on entire system and ensure that the meets all applicable performance standards and FCC requirements. Photocopies of sweep results and all other documentation shall be provided with as built to be used for future maintenance efforts.

Cox Business acknowledges and agrees to the statement made in Section 5.4.5.

5.4.6. Vendor should include in their proposal any power requirements for operation of their equipment. RIC will install electrical outlets as requested.

Cox will require up to six (6) 110v electrical outlets as part of our installation process. This may vary depending on the final design of the project. Cox will be providing UPS systems at various locations where needed.

5.4.7. Unless otherwise agreed upon in writing, all cabling installed on campus becomes the property of RIC.

Cox Business acknowledges and agrees

5.4.8. All installation work requires prior coordination with and approval from the RIC project manager.

Cox Business acknowledges and agrees

5.4.9. Conduit paths between the Weber roof and the head-end have little, if any, spare capacity, so any new cables will require installation of a new pathway. Any pathways created under this project should be sized to allow for 100% future growth. Coordinate with the RIC project manager.

Cox Business acknowledges and agrees

5.4.10. Rooftop access will be allowed. Only non-penetrating mounts should be proposed.

Cox Business acknowledges and agrees

5.4.11. Printed Channel Charts (Quantity 1,300) shall be provided (annually) to the College for distribution to the Residence Halls. These custom charts must be approved in writing by the customer prior to printing. The College may wish to add logos, contact information, or other information to the chart.

Cox Business acknowledges and agrees

5.5. Optional service to other buildings

5.5.1. The current CATV system feeds the main campus academic buildings. Most academic buildings are connected to the existing hard line distribution system. Some classrooms have active CATV outlets. Many more have cable but are not connected through at the building entrance. The exact count is unknown.

Cox Business acknowledges to the statement made in Section 5.5.1.

5.5.2. The College is interested in identifying the additional cost, if any, to activate these outlets with the new programming. Please supply this cost information below in section 4.

Cox Business acknowledges and agrees

5.6. Occupancy Schedule –

During the period between Spring and Fall semester (from here on referred to as ‘summer months’) residence halls may still have partial and time-limited occupancy. Before Vendor schedules any form of maintenance or installation work in the residence halls. Vendor needs to

contact the College's Office of Residential Life and Housing to coordinate such work. The College will provide reasonable accommodations in order for Vendor to complete their work on time, under the premise that Vendor started the work on time.

Cox Business acknowledges and agrees to the statement made in Section 5.6.

5.6.1. Residence Halls may be considered fully occupied from the months of September through May.

Cox Business acknowledges and agrees

5.6.2. Vendor should use the above information to calculate the costs associated with providing service to the residence halls. Include in your response your methodology for calculating programming charges, as this information will be used to update cost information in later years if occupancy/use changes.

Regarding the costs associated with providing services to the residence halls and our methodology for calculating programming charges, Cox Business charges on a per active-port basis. RIC has identified 1443 active ports on campus. Should new ports be activated, additional per port charges will apply to the Monthly or Yearly Charges.

6. ONGOING SUPPORT & SERVICE REQUIREMENTS

6.1. Initial Guarantee

The following definitions shall prevail throughout this document and the eventual sales agreement with the vendor:

Cutover Date: This is the date when the new or upgraded, fully functional system begins to deliver the new programming to the residence halls.

Acceptance Date: The date of the letter written by the customer's telecommunications representative or designate consultant engineer certifying that the installation substantially meets the specifications of this RFP and the terms of the Sales Contract between the parties. This letter is herein referred to as the Certificate of Conformance. The Certificate of Conformance will be issued after three continuous weeks of operation (21 calendar days) with no Class 1 trouble reports. The issuance of the Certificate of Conformance triggers final payment to the vendor and the beginning of the Warranty Period.

Warranty Period: The vendor shall respond to service calls and maintain the entire installation in full working order for a period of twelve (12) months from the date of Acceptance. The customer expects that the new equipment installed will be under warranty. However, the existing (reused) equipment may have maintenance costs associated with it during the 12-month warranty period. Vendor shall imbed these maintenance costs in their proposal costs, and shall take

responsibility for maintenance of all systems and peripherals for the duration of the 12 month warranty period. The vendor shall not assign the maintenance responsibility to any third party without the written authorization from the customer. All installed components that carry a guarantee from the OEM (manufacturer) that is longer than 12 months shall be guaranteed for the duration of the manufacturers guarantee. In addition, vendor shall certify that any hardware proposed will be supported by the vendor for a period of at least ten (10) years after the Acceptance date, and the customer will not be required to upgrade hardware to be eligible for that support.

Cox Business acknowledges and agrees to the statement made in Section 6.1.

6.2. Service Calls and Response

Note: The terms trouble report and service call are synonymous. Distinct from these are calls for moves, additions, removals or changes. Response to a trouble call means that a craftsperson is at the proper site with tools and replacement parts and prepared to begin servicing the equipment. A craftsperson is one trained and certified by the equipment manufacturer to perform service on the specific system to which he has been dispatched. The vendor shall respond to service calls accordingly:

Class 1. Service Calls: 4 hours maximum, 8:00 AM - 5:00 PM, M-F

Class 2. Service Calls: Before 3 p.m. of the next working day.

A Class 1 service call is a report by a designated staff member that there is a system wide disruption of signal (static or distortion or loss that affects all stations), or an outage (no signal) of more than 8 station drops.

A Class 2 trouble report is a report by the customer that there is a trouble other than that included in the Class 1 listing above.

The customer will designate one Residential Life control staff member and one telecom technician for placing trouble reports. Only these persons will be authorized to initiate and log Class 1 and Class 2 trouble reports.

Cox Business acknowledges and agrees to the statement made in Section 6.2.

6.3. After Guarantee Services

After the expiration of the guarantee period, the vendor shall offer the College the opportunity to continue the same level of service with the same response times as existed under the initial guarantee. In the RFP response, please respond to the questions that follow:

1. What is the yearly cost of a full service maintenance contract?

Please refer to Cox's response in section 7.1.1 below. Cox Business does not include charges for a full service maintenance contract on equipment. All equipment is owned and operated by Cox Business. Any outages or issues related to such equipment, to provide programming services to the College, will be handled by Cox Business employees or its subcontractors directly. No charges will be directed at the College for ongoing

maintenance of the Cox provided equipment. If RIC has issues with equipment that is currently not owned and operated by Cox, Cox will charge an hourly fee to handle such issues.

2. Will the vendor cap the maintenance cost as quoted above for a period of 5 years, with an annual renewal option for the College?

Please refer to Cox's response in section 6.3.1 above. There is no cost for an annual maintenance contract.

3. What is the cost to perform a system sweep and documentation for FCC certification? Can this be included in the annual maintenance contract, and if so, at what additional cost?

Please refer to Cox's response in section 6.3.1 above. There is no cost for an annual maintenance contract.

4. What other service options do you have available? Please describe.

Please refer to Cox's response in section 6.3.1 above. If RIC has issues with equipment that is currently not owned and operated by Cox, Cox will charge an hourly fee to handle such issues.

5. What are your hourly labor rates for a time and materials maintenance call?

Should it be necessary for RIC to hire Cox technicians for any work to be performed outside the scope of the normal maintenance services we provide as part of our video services, the ongoing rate will be \$90 per hour.

RIC DROP COUNTS				
	Student Bedrooms	Front Doors	Total active outlets	Total outlet including inactive
Browne	157	21	178	1
Sweet	211	108	319	4
Thorp	145	21	166	1
Weber	181	21	202	2
Willard	104	16	120	1
New Hall	362	96	458	5
Total Residence drops	1,160	283	1,443	1,7
Academic/Classrooms*			30	2

*Classrooms are connected to the Weber head end via existing cable distribution system. The majority of the academic CATV outlets are not active. The front doors listed are known active locations.

Cox acknowledges the Drop Counts specific in this section.

SECTION 7: COST PROPOSAL

7.1. Equipment, installation, and maintenance

7.1.1. Provide a detailed equipment list and costs for all equipment required for system performance and continued maintenance under this contract.

Should Cox be awarded the contract, Cox will be able to provide a detailed equipment list to RIC at the end of the installation period. For continued maintenance, please refer to section 6.3.1 and please also acknowledge that should it be necessary for RIC to hire Cox technicians for any work to be performed outside the scope of the normal maintenance services we provide as part of our video services, the ongoing rate will be \$90 per hour.

7.1.2. Itemize these costs by equipment, installation labor, testing, etc.

Should Cox be awarded the contract, Cox will be able to provide a detailed equipment list to RIC at the end of the installation period. For continued maintenance, please refer to section 6.3.1 and please also acknowledge that should it be necessary for RIC to hire Cox technicians for any work to be performed outside the scope of the normal maintenance services we provide as part of our video services, the ongoing rate will be \$90 per hour.

7.1.3. Provide an option to either purchase the equipment up front and the cost to pay over time.

Cox does not have an option for RIC to purchase equipment up front. All equipment that Cox provides as part of our service will remain the property of Cox and have ongoing maintenance provided by Cox. Should it be necessary for RIC to hire Cox technicians for any work to be performed outside the scope of the normal maintenance services we provide as part of our video services, the ongoing over rate will be \$120 per hour.

7.1.4. Provide an the cost of the equipment if either option to pay up front or pay overtime at a one-year term

Cox does not have an option for RIC to purchase equipment up front. All equipment that Cox provides as part of our service will remain the property of Cox and have ongoing maintenance provided by Cox. Should it be necessary for RIC to hire Cox technicians for any work to be performed outside the scope of the normal maintenance services we provide as part of our video services, the ongoing over rate will be \$120 per hour.

7.1.4.1. The cost at a three-year term.

7.1.4.2. These costs can be shown as a total monthly payment, or an incremental per drop cost. If the latter, include the methodology you have used to determine the number of drops/month from the outlet information in section 8.

7.2. Monthly programming charges

Itemize the recurring costs associated with the channel programming. Show these costs organized by:

7.2.1. Mandatory channels to carry. **Please refer to the Channel Lineup guide provided.**

7.2.2. Preferred (is current channel lineup minus mandatory channels). **Please refer to the Channel Lineup guide provided.**

7.2.3. Optional channels. **Please refer to the Channel Lineup guide provided.**

7.2.4. Include any available package deals, or “bundles” that may be available. Detail the programming options, inclusions and omissions. **Please refer to the Channel Lineup guide provided.**

7.2.5. Provide the additional cost, per drop and total, for additional drops for academic use in classroom buildings.

Please refer to pricing section which can be found in the sealed envelope as instructed.

7.3 Monthly Service Fee

CABLE TELEVISION SERVICE TO THE RESIDENCE HALLS AT RHODE ISLAND COLLEGE - BROWNE HALL, SWEET HALL, THROP HALL, WEBER HALL, WILLARD HALL, AND THE NEW RESIDENCE HALL

Period	Monthly Cost
10/1/15 - 6/30/16	<u>\$</u>
7/1/16 - 6/30/17	<u>\$</u>
7/1/17 - 9/30/17	<u>\$</u>

Please refer to pricing section which can be found in the sealed envelope as instructed.

Additional Information – Labor Rates:

Labor requirements: The vendor shall charge labor rates based on two different category levels;

- a) Maintenance/Service
- b) Repair and/or replace any cables, equipment, rewiring.

NOTE: Repair and/or replace any damaged cables and equipment shall be considered Public Works per RI

General Laws 37-13-1, and therefore the awarded vendor shall be required to pay his/her employees the applicable prevailing wage rate.

Maintenance is considered preventative, therefor **does not** apply to Public Works requirements.

Should Cox be awarded the contract, Cox will be able to provide a detailed equipment list to RIC at the end of the installation period. For continued maintenance, please refer to section 6.3.1 and please also acknowledge that should it be necessary for RIC to hire Cox technicians for any work to be performed outside the scope of the normal maintenance services we provide as part of our video services, the ongoing rate will be \$90 per hour.

SECTION 8: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points. Rhode Island College reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Qualifications	15 Points
Service and Support Requirements	25 Points
Deliverable System Requirements	30 Points

Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

(low bid / vendors bid) * available points

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

SECTION 9: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Rhode Island College Purchasing Office jcimorelli@ric.edu no later than the date and time indicated on page one of this solicitation. Please reference **RFP #150814** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. Offerors are encouraged to submit written questions to the Purchasing Office. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked

“RFP#150814” to:

Rhode Island College
Purchasing Office
East Campus, Building #5
Providence, RI 02908

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Rhode Island College Purchasing Office by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the RIC Purchasing Office will not be considered. The official time clock is in the reception area of the Rhode Island College Purchasing Office.

RESPONSE CONTENTS

Responses shall include the following:

1. A completed and signed four-page bidder certification cover sheet.
2. A completed and signed W-9 per attached solicitation
3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation.
4. **A separate, signed and sealed Cost Proposal** reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked “original”.

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms And Conditions can be found at the following URL:
<http://www.purchasing.ri.gov/rulesandregulations/rulesAndRegulations.aspx>

Cox Pricing Guideline Response

7.2.5. Provide the additional cost, per drop and total, for additional drops for academic use in classroom buildings.

Cost per drop	1. Bulk Starter	\$1.70
	2. Essential	\$2.55

Please also refer to the pricing in section 7.3.

7.3 Monthly Service Fee

CABLE TELEVISION SERVICE TO THE RESIDENCE HALLS AT RHODE ISLAND COLLEGE - BROWNE HALL, SWEET HALL, THROP HALL, WEBER HALL, WILLARD HALL, AND THE NEW RESIDENCE HALL

Period	Monthly Cost
10/1/15 - 6/30/16	<u>\$ 6,260.25 based on 1473 Active Drops</u>
7/1/16 - 6/30/17	<u>\$ 6,260.25 based on 1473 Active Drops</u>
7/1/17 - 9/30/17	<u>\$ 6,260.25 based on 1473 Active Drops</u>

Cost per drop	1. Bulk Starter	\$1.70
	2. Essential	\$2.55