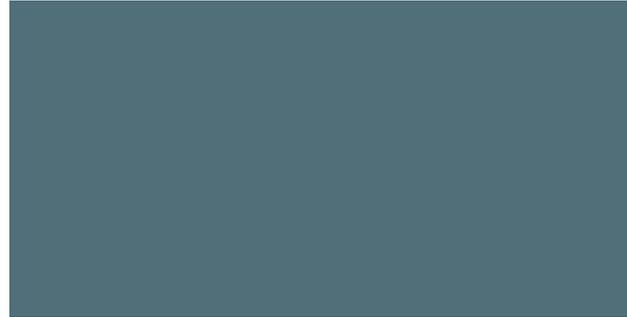




Judicial Branch of Puerto Rico
Office of Court Administration



**REQUEST FOR PROPOSAL
NO. 21-07RFP SECURITY
AND
TELECOMMUNICATION
INFRASTRUCTURE
SOLUTION**

Office of Courts Administration
World Plaza Building
268 Muñoz Rivera Ave. 14th Floor, Hato Rey, PR



Confidentiality

All information contained in this request for proposal (RFP) and its attachments is considered "confidential information" and must be treated as such. Any proposer who receives this document can only share it with its personnel, partners or associates for this proposal, or third parties that have a role in the proposer's proposal on a need-to-know basis. The information herein cannot be used as part of an advertising campaign or a promotional tool. Likewise, the Office of Courts Administration (OAT by its Spanish acronym) will not share the responses to this RFP with individuals or organizations beyond the RFP evaluation and selection processes.

OAT guarantees will maintain the content of all submitted proposals in the strictest confidentiality. Any proposal received by OAT in response to this RFP will become its property upon submission.

All proposers must take the necessary precautionary measures to safeguard the confidentiality of any part of their proposal that may constitute a business secret or be protected by legislation.

If a proposer does not agree with these conditions, it must return this document immediately to OAT.

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1 Introduction

The mission of the Judicial Branch of Puerto Rico (the Judicial Branch) is to impart justice by resolving cases and controversies submitted for adjudication with independence, diligence, sensitivity, and impartiality, while guaranteeing everyone's constitutional rights and freedoms. The organizational structure of the Judicial Branch is divided into two areas: judicial and administrative. The judicial setting is comprised of the Supreme Court of Puerto Rico as the forum of last instance; the Court of Appeals as the intermediate appellate forum, and the Court of First Instance as the primary forum. These three court levels constitute the General Court of Justice. The administrative setting is embodied in the Office of Courts Administration (OAT by its Spanish acronym), in which the Administrative Director of the Courts is the most senior executive. This officer is appointed by the Chief Justice of the Supreme Court of Puerto Rico (Chief Justice) to support, by delegation, the administrative functions of the Judicial Branch; offer administrative direction to the judicial system; approve regulations, rules, and administrative procedures for the General Court of Justice; as well as ensure that the Judicial Branch follows them accordingly.

Like the Executive and Legislative branches of the Commonwealth of Puerto Rico, the Judicial Branch faces a fundamental challenge: controlling operational and administrative costs of the services it offers, ensuring effective service delivery to the population, and complying with applicable state and federal regulations.

To take on these challenges, the Judicial Branch has adopted several strategies that leverage the use of information technology. OAT's current priority is to use information technology as a mechanism to achieve greater access to justice, automate processes to expedite the resolution of disputes brought before the courts, and achieve improved efficiencies. Therefore, it is crucial that OAT's information technology (IT) services and the underlying IT infrastructure are aligned with these goals.

The purpose of this request for proposal (RFP) is to procure IT solutions required by the Judicial Branch within a cost-effectiveness framework that reflects Puerto Rico's current fiscal situation. The solution components requested through this RFP may be offered by proposers individually or as a set of integrated components. That is, a qualified proposer may submit a proposal for one, some, or all the requested solution components in the RFP, based on their credentials. All proposals must be submitted in compliance with the requirements established in this RFP.

2 Current Situation

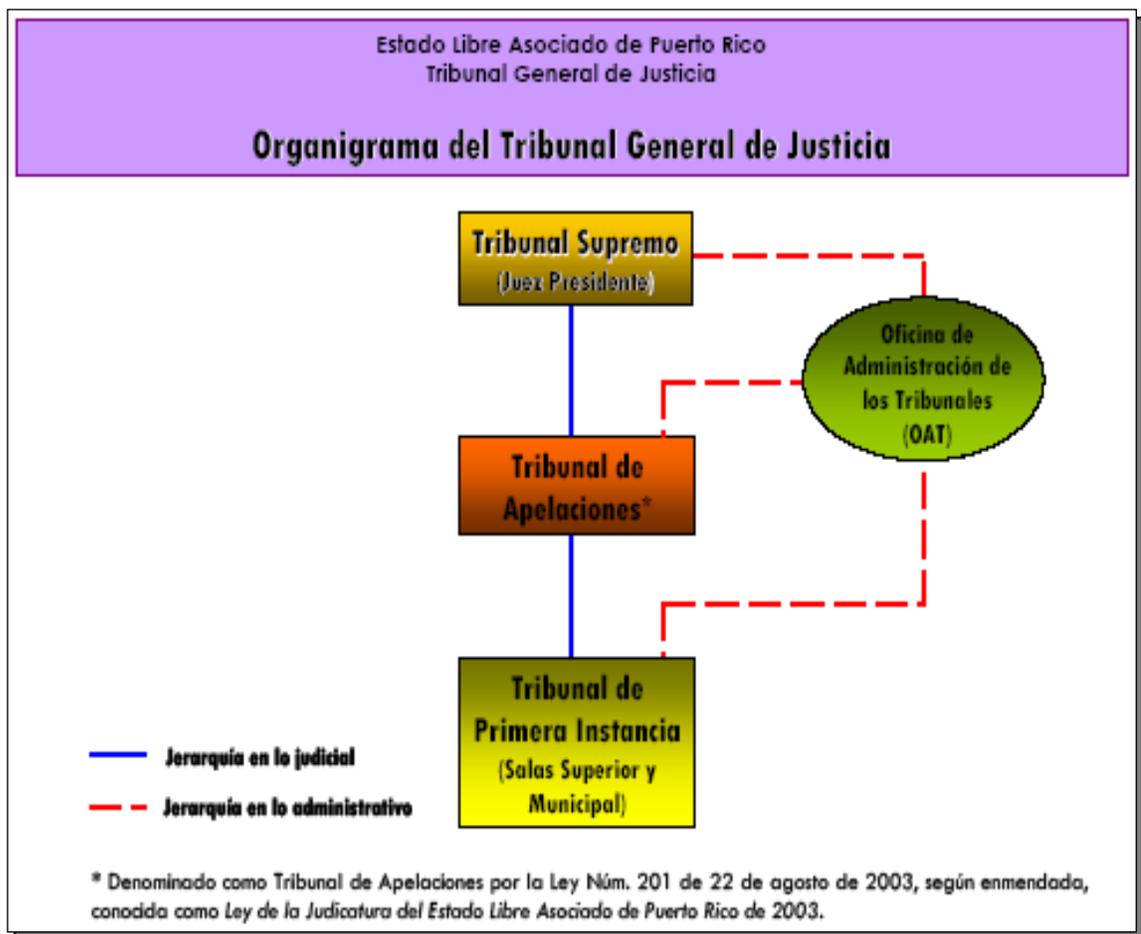
The solution components being procured through this RFP is currently contracted to external service providers under the monitoring, supervision, and direction of OAT's Directorate of Information Technology. Due to the upcoming expiration of the contracts associated with these services, OAT has decided to initiate this RFP process.

2.1 Description of the Judicial Branch of Puerto Rico

2.1.1 Organizational Chart of the General Court of Justice

Article V of the Constitution of the Commonwealth of Puerto Rico establishes a unified judicial system with regards to jurisdiction, operation, and administration, and expressly creates the Supreme Court of Puerto Rico as the last instance court. Consistent with the current legal framework, the position of Administrative Director of the Courts assists the Chief Justice in performing administrative duties. As for the other courts that comprise the judicial system, the Puerto Rico Legislative Assembly has the authority to create, modify, or eliminate them as well as determining their competence and organization.

As previously mentioned, the organizational structure of the Judicial Branch is made up of the judicial and administrative areas. The judicial area includes the Supreme Court, the Court of Appeals, and the Court of First Instance. The administrative area is embodied in the Office of Courts Administration.



The Puerto Rico Supreme Court (PRSC) is comprised of a Chief Justice and eight (8) Associate Judges, all of which serve until the age of 70. The PRSC's main function is interpreting the Constitution and the laws of the Commonwealth of Puerto Rico. It is also tasked with determining the constitutional validity of any state-level statutes and any official government action. In addition,

the PRSC has eleven (11) offices or dependencies that support the implementation of its judicial and administrative functions under the current legal system:

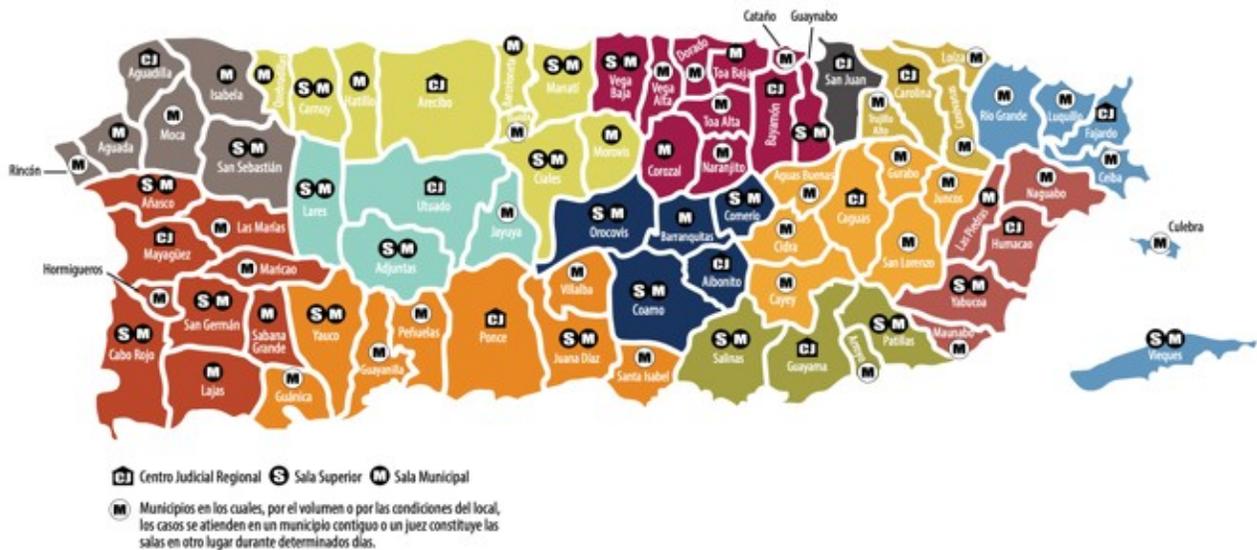
1. Secretary of the Supreme Court
2. Library of the Supreme Court
3. Board of Bar Examiners
4. Judicial Evaluation Commission
5. Bureau of Translations
6. Office of the Central Investigation Panel
7. Secretariat of the Judicial and Notarial Conference
8. Bureau of Administrative Services
9. Office for Notary Inspection (ODIN)
10. Office of The Compiler and Publicist
11. Continuing Legal Education Program

The Court of Appeals is comprised by 39 Appeals Judges working in panels of 3 or 7 judges who are appointed for 16 years, or serve until the age of 70, whichever occurs first. The Court of Appeals reviews judicial decisions or opinions of the Court of First Instance as well as final decisions of administrative agencies of the executive branch. The Chief Justice assigns the panels to review cases from the judicial regions and can assign panels to deal with appeals depending on a case's subject area or its characteristics. The Court of Appeals is based in San Juan, Puerto Rico.

The Court of First Instance is a Court of original general jurisdiction with the authority to act in any case or controversy that arises within the national demarcation of Puerto Rico. The Court of First Instance is comprised of 253 Superior Judges and 85 Municipal Judges, who are appointed for 12 years, or serve until the age of 70, whichever occurs first. The 2003 Law of the Judiciary, as amended, defines the competence of Superior and Municipal Judges.

The Court of First Instance is divided into thirteen (13) Judicial Regions, each with its assigned geographic area. Each Judicial Region has a Judicial Center in each region's host municipality, with both Superior and Municipal courtrooms. In addition, there are Superior and Municipal courtrooms in other municipalities attached to each region.

The judicial regions are: 1) Aguadilla, 2) Aibonito, 3) Arecibo, 4) Bayamón, 5) Caguas, 6) Carolina, 7) Fajardo, 8) Guayama, 9) Humacao, 10) Mayagüez, 11) Ponce, 12) San Juan and 13) Utuado. Each Judicial Region is directed by a Regional Administrating Judge, who is supported from a managerial standpoint by a Regional Executive Director, a Regional Secretary, and a Regional Marshall.



2.1.2 Organizational Chart of the Office of Courts Administration (OAT)

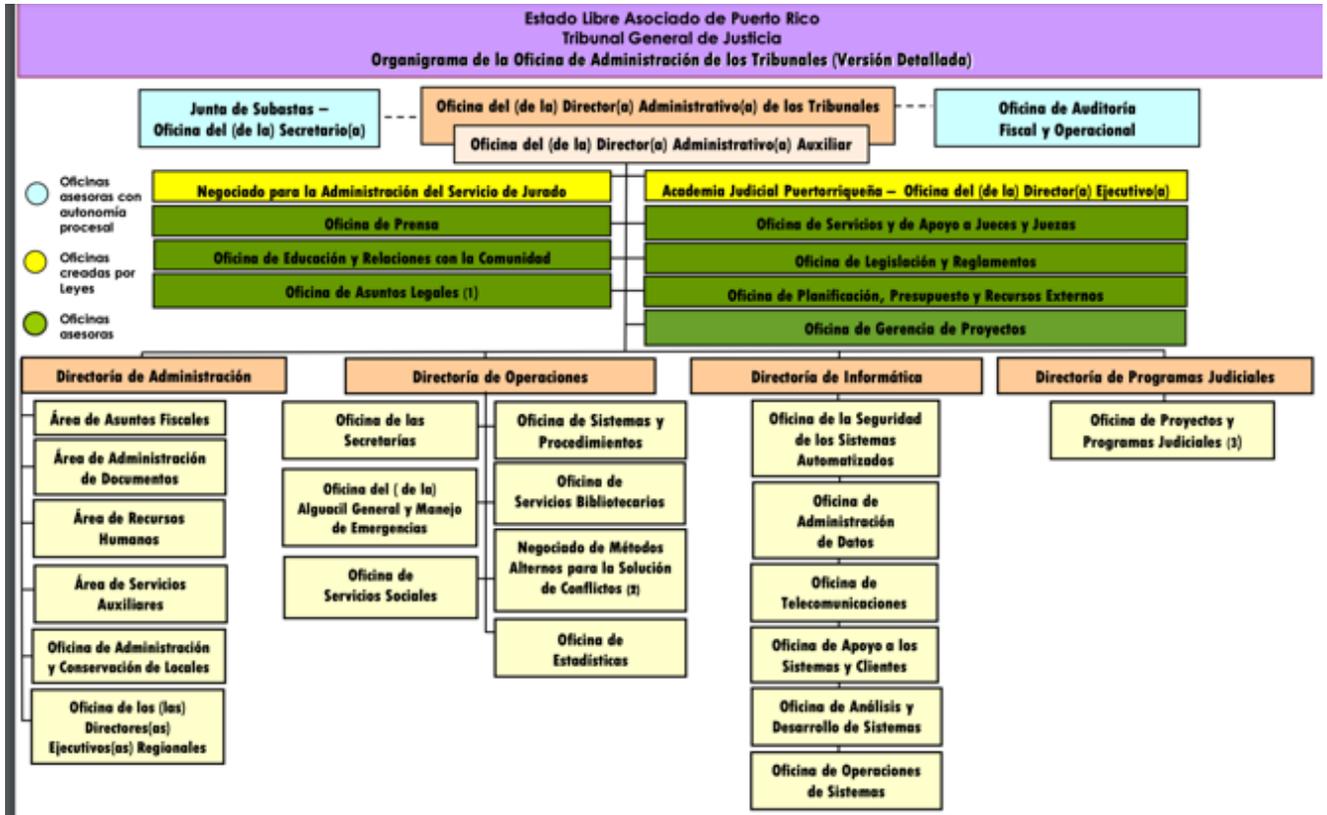
The Constitution of the Commonwealth of Puerto Rico entrusts the Chief Justice with the administration of the Judicial Branch and provides for the appointment of an Administrative Director of the Courts to lead administrative functions. The full Supreme Court also has an important function in this regard, as it has the authority to approve the administrative rules that govern the Judicial Branch.

For the administration of the courts system, the Chief Justice is supported by the Office of Courts Administration (OAT by its Spanish acronym), which is led by the Administrative Director. OAT's general functions are as follows:

- Implement a uniform administrative system to support and expedite judicial processes.
- Enforce the established administrative procedures to ensure consistency, continuity, and efficiency in service provision.
- Request and justify the public funds required for operation of the Judicial Branch.
- Serve as a facilitator of the courts system, providing adequate human resources, physical facilities, and fiscal support within established budgets.
- Implement and maintain IT systems that serve as an instrument for the dissemination, planning, direction, operation, and evaluation of the Judicial Branch's administrative activities.
- Evaluate the impact that legislative measures may have on the judicial system.
- Investigate matters of misconduct by the personnel of the Judicial Branch, including judges, except for Supreme Court judges.
- Legally represent the Judicial Branch and its personnel in judicial proceedings when legal representation is not assigned to the Puerto Rico Department of Justice.

- Make recommendations to the Chief Justice on operational improvements to the courts system, judge assignments and transfers, and implementation of orders issued by the Chief Justice to improve administration of the General Court of Justice.

Both the Court of Appeals and the Judicial Regions of the Court of First Instance have Regional Administrating Judges and Regional Executive Directors who answer to the Chief Justice and the Administrative Director of the Courts with regards to compliance with administrative rules and Judicial Region operations. All Regional Administrating Judges are members of a consulting body called the Judicial Advisory Council.



2.1.2.1 Directorate of Information Technology

The Directorate of Information Technology (IT Directorate) develops and implements the information technology and communications infrastructure plan for the Judicial Branch, maintains the administrative information systems, and protects the data of the Judicial Branch. The IT Directorate provides services such as maintenance and repair of IT equipment as well as training, support, and recommendations on the use of technology. Additionally, it continuously reviews the operation and efficiency of the computing equipment to identify improvements or adjustments to optimize performance. Likewise, the IT Directorate establishes security requirements for all information systems and associated equipment.

The IT Directorate developed the specifications in this RFP.

3 RFP Content

OAT has organized this document to ensure that proposers can gain an adequate understanding of the overall design and requirements associated with the solution components, the expected service levels agreements (SLA's), and the deliverables to be contracted. This RFP is aligned with current law and the rulemaking of the Judicial Branch regarding procurement of goods and services.

Please note that all diagrams included in this RFP are in Spanish.

3.1 Disclaimer

All statistical and fiscal information in this RFP, including its appendices and attachments, reflect data and records available in OAT at the time the RFP document was prepared. OAT does not guarantee the accuracy of such information, and will not be responsible for errors or omissions, including those that may be identified later. Any information or statistical data in this RFP is provided for the sole purpose of providing a frame of reference to proposers and should not be construed as a guarantee of accuracy.

4 Information about the RFP

4.1 Invitation for Proposal Submissions

OAT hereby encourages qualified proposers interested in participating in this RFP process to submit a proposal according to the rules, requirements, and dates established herein.

4.2 Purpose

The purpose of this RFP is to provide potential proposers with enough information to allow them to prepare and submit proposals for OAT's consideration. For a proposal to be acceptable, it must adhere to the rules, requirements, and dates established herein.

The IT Directorate, on behalf of the Judicial Branch, will be reviewing proposals from qualified proposers interested in providing the solution components requested in this RFP.

4.3 Scope

This RFP establishes the requirements for all proposals to be submitted and includes:

- Instructions regarding the proposals to be submitted and the materials to be included.
- Mandatory requirements that the proposal must address to be eligible for consideration.
- Other requirements that must be met by proposers in the delivery of the solution and/or services.
- Conditions established by OAT related to the contract award.

4.4 Contact Information

This RFP is published by OAT's Procurement Office, on behalf of the Judicial Branch. The Procurement Office is the **sole point of contact** for all matters related to this RFP.

Proposers **may submit written questions only** to request clarification of any requirement included in this RFP. All questions shall be addressed to:

Office of Courts Administration
Procurement Office
Request for Proposal No. 21-07RFP
World Plaza Building
268 Muñoz Rivera Ave. 14th Floor
Hato Rey, Puerto Rico

(787) 641-6600 ext. 5481 / 5485

Questions can also be submitted via email to the following address:

- rfptelecom@ramajudicial.pr

Written responses to duly submitted questions will be promptly distributed to potential proposers who send in a letter of intent for this RFP. Written responses to the questions will be considered an integral part of the RFP process. The responses will be incorporated into the official RFP documents and will be part of the resulting contract between OAT and any selected proposer(s).

4.5 Itinerary and Key Dates

The following is the proposed itinerary for the RFP process:

Dates	Description
April 22, 2021	RFP publication date
April 26, 2021	Deadline to submit letters of intent
April 29, 2021	Deadline to submit questions about specifications
May 5, 2021	Deadline to notify replies to questions
May 14, 2021	Deadline to submit proposals
June 11, 2021	Projected notification date for selection(s)

Unless specified otherwise in this RFP, the cut-off time for each stated **deadline is 5:00 PM** Atlantic Standard Time (AST) (UTC-04). (Puerto Rico time-zone) of the respective date.

A proposer can withdraw its proposal on or before the date and time established as the proposal submission deadline.

Any amendment to the RFP document will be notified up to two (2) working days before the deadline established for proposal submission when the amendment pertains to requirements

modification or additional information that must be included in the proposal, or one (1) working day before the deadline established for proposal submission when the amendment does not impact proposal presentation.

Proposers interested in participating in this RFP must take into consideration all amendments when responding to the RFP.

4.6 Letter of Intent

All proposers interested in submitting proposals in response to this RFP must notify OAT in writing before the deadline specified in the itinerary. The Procurement Office must receive the letter of intent signed in **blue ink** no later than 5:00 PM AST on the date indicated in section 4.5 (Itinerary and Key Dates), at the following address:

Office of Courts Administration
Procurement Office
Request for Proposal No. 21-07RFP
World Plaza Building
268 Muñoz Rivera Ave 14th Floor
Hato Rey, Puerto Rico

(787) 641-6600 ext. 5481 / 5485

The letter of intent must include: the name, title, mailing and physical address, telephone number, and email of the executive or official authorized to enter contractual obligations with OAT on behalf of the proposer. Any amendments to the RFP issued after the original publication will be sent to all proposers that submitted a letter of intent within the established deadline.

Notwithstanding the above, the proposer can email a scanned letter of intent in advance, as an attachment, with the original signed in blue ink. The Procurement Office must receive the email message with the scanned copy of the letter of intent no later than the date and time established in Section 4.5 (Itinerary and Key Dates), and from the email address identified in the letter of intent. The email can be sent to the following address:

- rfptelecom@ramajudicial.pr

If the proposer ultimately submits a proposal, it must include the original letter of intent signed in blue ink.

4.7 Availability

This RFP will be available on the web portal of the Judicial Branch. Any proposer who did not receive a direct invitation may obtain a copy of the RFP at the following office:

Office of Courts Administration
Procurement Office
World Plaza Building
268 Muñoz Rivera Ave. 14th Floor
Hato Rey, Puerto Rico

5 General Requirements

To be eligible for the contract award resulting from this RFP, a proposer must submit a proposal that complies with all the requirements established in this document, including the format and content requirements established herein.

5.1 Proposal Submission

Proposals must be submitted in a sealed package and must include the following:

- One (1) original proposal in hard copy
- One (1) copy of the proposal in hard copy
- One (1) electronic copy on a USB drive with the proposal content, using files in Word, Excel, Project, and PDF formats, as further explained in this section.

To properly identify the files during the proposal evaluation phase, the USB must contain a separate file for each requirements section (Administrative, Technical, and Financial), which must follow the same structure as the printed version requested in Section 5.3 (Sections and Binding). The proposer must use the following naming convention for each file:

- For the administrative section: "21-07RFP_ADM_XXXXX_YYMMDD", where "XXXXX" represents 5 characters that identify the proposer, and YYMMDD is the submission date.
- For the technical section: "21-07RFP_TEC_XXXXX_YYMMDD", where "XXXXX" represents 5 characters that identify the proposer, and YYMMDD is the submission date.
- For the financial section: "21-07RFP_FIN_XXXXX_YYMMDD", where "XXXXX" represents 5 characters that identify the proposer, and YYMMDD is the submission date.
- Examples:
 - 21-07RFP_ADM_Comp1_210415
 - 21-07RFP_TEC_Comp1_210415
 - 21-07RFP_FIN_Comp1_210415

Special provision for the Technical Section: The file corresponding to the Technical Section must be presented in readable and searchable PDF format.

The entire documentation package, including the USB drive, must be delivered at the following address no later than 5:00 PM AST on the date indicated in section 4.5 (Itinerary and Key Dates):

Office of Courts Administration
Procurement Office
Request for Proposal No. 21-07RFP
World Plaza Building
268 Muñoz Rivera Ave. 14th Floor

Hato Rey, Puerto Rico

(787) 641-6600 ext. 5481 / 5485

Any submitted proposal, along with its attachments and documents, will not be returned to the proposer and will be and remain the property of the Judicial Branch. All information contained in the proposals will be treated confidentially and will not be disclosed or discussed with competitors, except as required or permitted by state law.

5.2 Submission Deadline

Each documentation package must be submitted no later than 5:00 PM AST on the date indicated in Section 4.5 (Itinerary and Key Dates). Proposals sent via fax or email will not be accepted.

5.3 Sections and Binding

Every proposal must contain **all sections** (administrative, technical, and financial).

- Each section must be presented and bound separately so that it can be handled and reviewed separately from the other sections. However, the **Financial Section** must be in a **sealed envelope separate** from the administrative and technical sections. The information requested in the administrative, technical, and financial sections, including the USB drive, will comprise the documentation package.
- Each response must indicate the section number and page number of the RFP to which the response refers and **must be numbered identically to the corresponding requirement of the request for proposal** (i.e.: the response to section 7.1.4.2 must be identified in the proposal identically as 7.1.4.2 or indicate the section and/or exact page where the answer to section 7.1.4.2 can be found).

5.4 Identification of Sections

Each printed and bound section must include the following information on its cover:

1. Name and address of the proposer
2. Request for Proposal No. 21-07RFP – Security and Telecommunication Infrastructure Solution
3. Administrative / Technical / Financial Section (whichever applies)
4. Date set as the deadline for submitting the proposal.

5.5 Table of Contents

Each section (Administrative, Technical, and Financial) must include an individual table of contents. Each section must be presented and itemized in the same order as specified in the RFP, consistent with the second bullet in Section 5.3 (Sections and Binding).

5.6 Document Signatures

Each section (Administrative, Technical, and Financial) must include a cover letter signed in **blue ink** by the proposer's authorized representative from the letter of intent. If a Corporate Resolution is required to credit the person's capacity to appear on behalf of the proposer, a Corporate Resolution must be included.

5.7 Oral Presentations

The Evaluation Committee may request oral presentations from proposers or that proposers make their facilities available for a site visit. The Evaluation Committee will have the sole discretion of determining the allotted time for the presentations and their format.

5.8 Proposal Content Acceptance

Once a proposer submits a proposal, and without prejudice to the contract negotiation phase by OAT, its content can be contractually binding with OAT if the proposer(s) is(are) selected. Limitations or inconsistencies attributable to the proposer that prevent compliance with proposed terms and conditions will be sufficient cause for OAT to end negotiations or terminate a signed contract, and pursue any legal remedies available to OAT.

5.9 Proposal Selection

OAT's Evaluation Committee will send out a written notification regarding an established order of negotiation or the cancellation of the request for proposal, only to those proposers that submitted proposals in response to the RFP.

Once a decision to negotiate is notified and after the term to request reconsideration has expired, the Administrative Director may designate a Negotiating Committee that will initiate contract negotiations, following the formalities required in government procurement, or may delegate this task to OAT's Bid Board. If the date established for contract execution in the notice to negotiate is not met, OAT reserves the right to terminate negotiations and negotiate with the next proposer, based on the order established as a result of the proposal evaluation process.

Once a decision has been made with regards to proposal negotiation and before contract execution, OAT will retain the ultimate discretion, according to its operational needs, to determine whether to acquire the proposed solution in part or in whole.

For services to be contracted as a result of this RFP, OAT may, on the same grounds, eliminate or reduce the scope of one or more solution components. OAT will have a notification and tracking mechanism in place so that the service provider's invoicing reflects the adjustments in the scope.

5.9.1 Evaluation criteria

The evaluation process for the selection of one or more proposals will be rigorous.

OAT will appoint an Evaluation Committee (EC) responsible for responding to questions related to the RFP and for evaluating and selecting goods and services offered in submitted proposals.

Each solution component will be evaluated individually, which could result in the selection of a different proposer for each solution component and/or the selection of the same proposer for more than one solution component.

Proposal selection will be based on a scoring system for the Administrative, Technical, and Financial sections according to the requirements established in the RFP. The proposer with the highest total score for the solution component will be selected to initiate negotiations.

At any moment during the evaluation phase, OAT and/or the EC reserve the right to request additional information from proposers or clarifications to validate compliance with the requirements of the RFP after the proposal submission deadline.

Prior to selecting a proposer to initiate negotiations, meetings may be held with specific proposers to clarify aspects related to their compliance with RFP requirements or to make presentations regarding technical aspects of their proposals.

Providing false or fraudulent information, including documentation, as part of the proposal submitted in response to this RFP will lead to rejection of the proposal and removal from further consideration. In addition, any proposer that submits such false or fraudulent information, including documentation, will be referred to OAT's Office of Legal Affairs and pertinent government agencies to initiate further administrative, civil, and/or criminal actions.

The evaluation weights assigned to each section (Administrative, Technical, and Financial) are included at the end of chapters 6, 7, and 8 respectively in subsections 6.6, 7.1.10, 7.2.10, 7.3.9, and 8.2.

5.10 Awarding of Contract

OAT will award a contract(s) to the proposer(s) whose proposal is considered to best meet RFP requirements based on its technical approach, financial offer, and other evaluation criteria for the requested solution components.

The contract(s) to be awarded will be drafted and approved by OAT's Office of Legal Affairs, according to the specifications, provisions, terms, and conditions of this RFP and representations in the selected proposal(s).

The proposed language in the contract drafted by OAT will not be subject to negotiation, including, but not limited to, terms and conditions associated with liability limits, insurance policies, compliance with tax or government contracting laws, and contract resolution or termination. In addition, the following clauses will not be subject to modification or negotiation, except in circumstances where applicability can vary according to laws and regulations, if a clause or clauses are not applicable to the proposer, and/or if the clauses are not in the best interest of the Judicial Branch:

- (a) Clauses regarding the description and nature of the goods and services to be acquired or contracted by OAT according to the specifications of this RFP and the content of the selected proposal(s).
- (b) Invoicing
- (c) Waivers or limitations of liability

- (d) Pecuniary interest
- (e) No employee relationship or contract incompatibility
- (f) Fringe benefits
- (g) Workers' compensation
- (h) Duty of loyalty
- (i) Confidentiality
- (j) Compliance with professional standards
- (k) Breach of contract, negligence, or abandonment
- (l) Prohibition of assignment
- (m) Prohibition of delegation
- (n) Subcontracting
- (o) No waiver
- (p) Termination
- (q) Governing law, interpretation, and jurisdiction
- (r) Entire agreement
- (s) Rendering services without a contract
- (t) Comptroller's Office registration

OAT will reject the addition of any clauses or contractual responsibilities that are contrary to the specifications of this RFP, or that in any way condition, modify, or alter the scope of the requested services and the selected proposal(s). Likewise, no additional contractual clauses or responsibilities that conflict with the terms and conditions herein will be accepted.

5.11 Proposal Rejection

OAT reserves the right to reject any or all proposals; waive, at its discretion and for just cause, any requirement in the submitted proposals, and accept or reject any portion of a proposal in the best interest of the Judicial Branch.

5.12 Cancellation of Request for Proposal

OAT reserves the right to cancel this request for proposal at any time, without any penalty or further obligation, before contract signing.

5.13 Challenge to the Request for Proposal

Any organization interested in submitting a proposal who does not agree with the request for proposal process, has the right to challenge it within three (3) business days following notification of the availability of the RFP document.

The challenge to the request for proposal process must be submitted in writing to the Head of Purchasing. The communication must detail the specific objections and the basis for such objections. The Head of Purchasing will refer the communication for consideration by the Evaluation Committee once it is appointed.

Within five (5) business days after the challenge has been filed, the Evaluation Committee will make one of the following determinations:

1. reject the challenge and order that the RFP process continue;
2. amend the request for proposal and reissue it; or
3. cancel the request for proposal.

If the challenger is not satisfied with the Evaluation Committee's determination, it will have a term of five (5) business days to submit a request for reconsideration to OAT's Administrative Director.

5.14 Request for Reconsideration

Any party adversely affected by any of the following determinations may request reconsideration by the Administrative Director of the Courts:

1. the award of a negotiated purchase;
2. a determination by the Evaluation Committee regarding a challenge to the request for proposal or;
3. the proposer order established by the Evaluation Committee for proposal negotiation.

The request for reconsideration must be submitted in writing within five (5) business days from the date the copy of the notification of the challenged determination is filed on record. If the notification's filing date is different from the mailing date, the term will be calculated from the mailing date. If the date is different, the petitioning party has the burden of proving the date on which the notification was made.

The request for reconsideration must contain clear, reasonable, and specific grounds, and be accompanied by documentary evidence supporting the allegations, if applicable. The request must specify the RFP number.

In addition, the petitioner must certify that a copy of the reconsideration has been delivered to each of the parties notified in the contested determination, to the Head of Purchasing, and to the Evaluation Committee. Any request for reconsideration that does not comply with the requirements established in this subsection will be rejected outright.

The presentation of any request for reconsideration will paralyze the process for the solution components or items specified in the request for reconsideration.

5.14.1 Reconsideration Procedure

1. The Administrative Director of the Courts will refer the request for reconsideration to the Office of Legal Affairs, which will investigate and issue a recommendation in response to the referral once the investigation is completed.
2. The Evaluation Committee will submit its comments to the Office of Legal Affairs within a term of ten (10) working days from the presentation of the request for reconsideration. The Office of Legal Affairs will examine the submitted comments, the corresponding file and any other pertinent evidence, and may summon witnesses if deemed necessary.
3. The petitioning party may request an informational meeting with the Office of Legal Affairs to present evidence that is considered essential towards resolving the request for reconsideration. The petitioning party must submit a request in writing with all the grounds that justify granting such a meeting. The Office of Legal Affairs will have the discretion to grant or deny the request for a meeting, based on the grounds outlined in the meeting request.
4. Once the review and analysis of all collected evidence is completed, the Office of Legal Affairs will issue its recommendation to the Administrative Director.
5. The Administrative Director will consider the recommendation and issue his/her final determination.
6. The Office of Legal Affairs will notify the Administrative Director's final determination to all interested parties within a term of five (5) days after determination issuance. The notification will certify that all parties have been properly notified. The notification will be sent by regular mail.

5.15 Judicial Review

Any party adversely affected by the Administrative Director's determination may present an appeal in the Court of Appeals within a term of ten (10) days from the date the copy of the final notification is filed on record. If the determination's filing date is different from the mailing date, the term will be calculated from the mailing date. If the date is different, the petitioning party has the burden of proving the date on which the notification was made. The appellant must also notify such action to the Administrative Director and all interested parties.

The presentation of an appeal for judicial review before the Court of Appeals shall not have the effect of paralyzing the proceedings associated with the Administrative Director's determination. However, postponing the contract execution should be evaluated as a precautionary measure when it is in the best interests of the Judicial Branch.

5.16 Incurred Expenses

OAT will not be responsible for any expenses incurred by proposers as a result of preparing and submitting proposals or as a result of activities related to contract negotiation and execution.

5.17 Participation by Local Businesses

One of OAT's goals is to promote the participation of local corporations, service providers, and small businesses in the delivery of the requested solution components. Therefore, local businesses should be employed whenever and wherever possible.

5.18 Funds Availability

The financial obligations that can be incurred by the Commonwealth of Puerto Rico's government each fiscal year depend on the funding levels approved by the Legislature in its consolidated budget. For this reason, non-availability of funds will be sufficient grounds for OAT, at its sole discretion, to not execute the contract, rescind it, or reduce the contracted financial obligations.

5.19 Indemnification

The proposer shall indemnify OAT, its employees and representatives or agents, for all claims, damages, expenses, and attorney's fees incurred as a result of any negligence, culpable act, or omission by the proposer or its employees, agents, and sub-proposers or sub-contractors, according to the terms and conditions of the contract resulting from this RFP.

6 Administrative Section

6.1 Executive Summary

The administrative section must contain an executive summary of no more than 5 pages that **includes** the following information:

- A detailed description that demonstrates the proposer's clear understanding of the requirements in this RFP.
- A description of how the proposer can address OAT's goals, including the proposer's approach and the solution and services to be provided.
- A corporate resolution that confers the executive or official signing the letter of intent the authority to enter contractual obligations with OAT on behalf of the proposer. If a corporate resolution is not applicable, an affidavit conferring such authority to the person signing the letter of intent.

6.2 Experience

This RFP requires that proposers have at least five (5) years' experience in each offered solution component. Experience of proposers and any sub-proposers participating in the proposed solution component must be informed to OAT.

Proposers must include three (3) client references (other than OAT) that can validate the required qualifications, as follows:

1. The length of time the proposer has provided services and/or solutions to the client, (including start/end service dates).
2. Name and contact information for an individual in the client organization that can corroborate the reference. The proposer must indicate if it operated under a different commercial name or corporate entity at any time during the service dates.

6.2.1 List of all Sub-proposers and/or Suppliers

The proposer must include a list of all the sub-proposers and/or suppliers that participate in the proposed solution and describe their role in terms of the RFP.

6.3 Additional Content

Each proposer must include the following information in the Administrative Section of their proposal.

6.3.1 Signed Letter of Intent

The proposer must include a copy of the signed letter of intent that was sent to according to Section 4.5 (Itinerary and key dates). If the letter of intent was sent in advance to OAT as a digital scan as permitted by Section 4.6, the proposer must include the signed original.

6.3.2 Proposer's Contact

The proposer must include the contact information (name, address, telephone number, and email) of the executive or official authorized to enter contractual obligations with OAT on behalf of the proposer.

6.3.3 Corporate Resolutions

The proposer must include corporate resolution(s), as applicable.

6.3.4 Documentation Certifying Financial Stability

Proposers must demonstrate the financial capacity to take on the obligations resulting from this RFP. To comply with this requirement, the proposer may submit a copy of the Corporations Report submitted to the Department of State of the Commonwealth of Puerto Rico or **audited** financial statements for the last five (5) years.

In submitting their proposal, the proposer and its sub-proposers, if any, represent that they have the financial capacity to provide the proposed solution component(s) and service(s) to OAT.

6.3.5 Bid Bond

Any proposer submitting a proposal must post a bid bond to guarantee the proposal price. The amount of the deposit must be 15% of the offered price.

All required bonds must designate the **Secretary of the Treasury** as obligee. The acceptable forms of bond are: (1) certified check, (2) postal or bank money orders, or (3) insurance bond issued by an insurance company duly licensed by the Commissioner of Insurance of Puerto Rico. Bonds will not be accepted for amounts less than those required or designating an obligee that is not the Secretary of the Treasury. Failure to comply with this requirement **will lead to the rejection of the proposal or annulment of the proposer's selection.**

If proposal(s) are selected, and no requests for reconsideration have been submitted within the five (5) working days granted for their submission, OAT will return all the submitted bid bonds, except those of the selected proposing parties. The bid bonds corresponding to those parties will be returned upon contract execution.

If a request for reconsideration is submitted, all bid bonds will be held until the reconsideration request is resolved. Once the Procurement Office is notified that all reconsiderations have been resolved, the bid bonds will be returned following as per the previous paragraph.

6.3.6 Performance Bond

The selected proposer must submit a performance bond to the Procurement Office no later than ten (10) business days following notification of its selection. The performance bond will guarantee the execution of the contract. The amount of the performance bond must be equivalent to 15% of the total contracted cost for the proposed solution(s). OAT will return this deposit when the term of the contract expires.

All required bonds must designate the **Secretary of the Treasury** as obligee. The acceptable forms of bond are: (1) certified check, (2) postal or bank money orders, or (3) insurance bond issued by an insurance company duly licensed by the Commissioner of Insurance of Puerto Rico. Bonds will not be accepted for amounts less than those required or designating an obligee that is not the Secretary of the Treasury. Failure to comply with this requirement **will lead to the rejection of the proposal or annulment of the proposer's selection.**

The bond must be issued by an insurance company duly licensed by the Commissioner of Insurance of Puerto Rico.

6.3.7 Affidavit of Government-Funded Contracts (Appendix 9.1)

The proposer must submit an affidavit as per Act No. 2-2018 (Anti-corruption Code of Puerto Rico) as detailed in Appendix 9.1 (Affidavit of Government-Funded Contracts).

6.3.8 Certification for the Administrative Section (Appendix 9.2)

The proposer must complete and submit Appendix 9.2 (Certification for the Administrative Section).

6.3.9 Affidavit on Independent Price Determination (Appendix 9.3)

The proposer must submit an affidavit as detailed in Appendix 9.3 (Affidavit on Independent Price Determination).

6.3.10 Litigation

The proposer must detail and describe any current litigation; complaints, grievances, or administrative proceedings; or actions such as misdemeanors or unsatisfactory interpretation involving municipal, state, or federal government related to the solution components in this RFP.

If there are no such current litigation, complaints, grievances, or proceedings the proposer must certify so in this section. If said certification is incorrect, incomplete, or false, OAT and/or the Evaluation Committee may proceed in accordance with section 5.9.1 (Evaluation criteria).

6.3.11 Exceptions to Specifications, Terms and Conditions, and Requirements

OAT invites proposers to submit questions and/or concerns about contractual terms and conditions, requirements, and/or demands in the RFP prior to the deadline in Section 4.5 (Itinerary and dates).

Any exceptions, warnings, expectations, or additional information regarding the specifications, terms, and conditions, and/or requirements in the RFP must be submitted in writing and enumerated, with clear explanations and cross-references to applicable RFP sections.

OAT may authorize exceptions to this RFP as a result of responding to proposer questions and/or concerns, and only under the condition that such exceptions do not substantially alter the RFP's terms and conditions. OAT may accept requests for exceptions to the specifications and requirements stated herein. If a proposer's request for exceptions is rejected, the proposer may withdraw their proposal prior to the deadline to submit proposals, as stated in Section 4.5 (Itinerary and Key Dates). OAT reserves the right, at its sole discretion, to accept or reject any exceptions requested by proposers.

Notwithstanding the foregoing, OAT reserves the right, at its sole discretion, to accept or reject additional information from a selected proposer such as appendices, documents, terms, or conditions, that is presented after proposal submission.

6.3.12 Comments, Limitations, or Additional Information

Any exceptions, warnings, or additional information regarding the proposer's responses to any section of the RFP must be submitted in writing and enumerated, with clear explanations and cross-references to applicable RFP sections. OAT reserves the right to disqualify a proposer's response if, after the contract was awarded, such exceptions or warnings are shown to negatively impact the performance of a selected proposer.

6.3.13 Penalties

OAT will apply penalties or discounts to the monthly invoices submitted by the selected proposer(s) due to non-compliance with the established service levels, as provided in the associated contract.

In order to ensure that the selected proposer(s) provide uninterrupted service as contractually agreed, OAT has established service and performance standards in the Technical Section of this RFP for the requested solution component. OAT is interested in ensuring compliance with the outlined service standards through payment retention mechanisms, as well as adjustments to the payments to be made under a duly awarded contract.

The foregoing does not preclude OAT from exercising its right to present any claims against the selected proposer(s) due to breach of contract, negligence, culpable acts, or omissions in its execution.

In submitting a proposal, the proposer accepts that OAT may apply penalties or discounts to its monthly invoices due to non-compliance with the established service levels.

6.4 Administrative and Personnel Security and Safety

The proposer will be responsible for ensuring the integrity of its operations with regards to OAT and the continuity of any personnel assignments. The proposer must guarantee it has evaluated the personnel that will be part of its OAT client team to ensure that the delivery of contracted services is adequately carried out.

6.5 Inspections, Checks, and Investigations

OAT reserves the right to inspect, examine, investigate, or review the facilities, files, reports, personnel, and any other aspect related to the services contracted with the selected proposer(s).

6.6 Evaluation Weight of the Administrative Section

The administrative section of all submitted proposals will be evaluated in terms of format and content according to the requirements established in the following sections:

- 6.1 Executive Summary
- 6.2 Experience
- 6.3 Additional Content and its subsections
- 6.4 Administrative and Personnel Security and Safety

- 6.5 Inspections, Checks, and Investigations

Evaluation of the administrative section will be based on the proposer's compliance with the administrative requirements established in the current chapter (6 Administrative Section) and/or any other information that OAT and/or its Evaluation Committee may require.

The proposer's score in the administrative section of the proposal will have a relative weight of 5% towards the total score for the proposed solution.

7 Technical Section

For each solution component that a proposer chooses to submit a proposal for, the proposer will be subject to producing whatever information, documents, or certifications, as required, in the context of judicial or administrative procedures.

The information that must be included under the technical section of the proposal is described below.

Please note that Annex 9.4 through 9.9 include technical information related to the solution components requested for this RFP.

7.1 Telecommunications and Networking (LAN/WAN)

Proposers are expected to include a narrative description, along with diagrams and other documentation, that states their understanding of the technical requirements of this request for proposal and that they intend to fully and optimally meet the requirements set out for each solution component for which a proposal is submitted. The Proposer must include how their proposed solution meets the minimum requirements established in each section. The proposal must refer to each applicable section of the specifications in this request for proposal.

7.1.1 Description

The Office of Courts Administration (OAT by its Spanish acronym) is requesting proposals from service providers to contract and integrate transport circuits to its current telecommunications and security infrastructure. OAT will be evaluating service provider proposals based on optical fiber networking infrastructure. The proposed solution may consist of a combination of several networking technologies, as long as it meets the established capacity and security requirements and is compatible with the rest of the proposed services. However, at least **one (1)** of the transports (primary or redundant) must be optical fiber. Therefore, the Proposer may offer redundancy through an alternate transport mechanism that is not optical fiber, as long as the primary transport is optical fiber. The proposed solution must include all the necessary equipment to support communication among Judicial Branch facilities.

The connections in the proposed solution must be unlimited in terms of the amount of data that is transported (unmetered). The bandwidth must be dedicated and must not be shared with other customers. Due to security and confidentiality requirements, the provider must not capture or record the data packets transmitted through the circuits. In addition, traffic must not be scanned indiscriminately, unless it is necessary to address or identify an incident or event with the network. OAT seeks an integrated solution scope that includes management, installation, configuration,

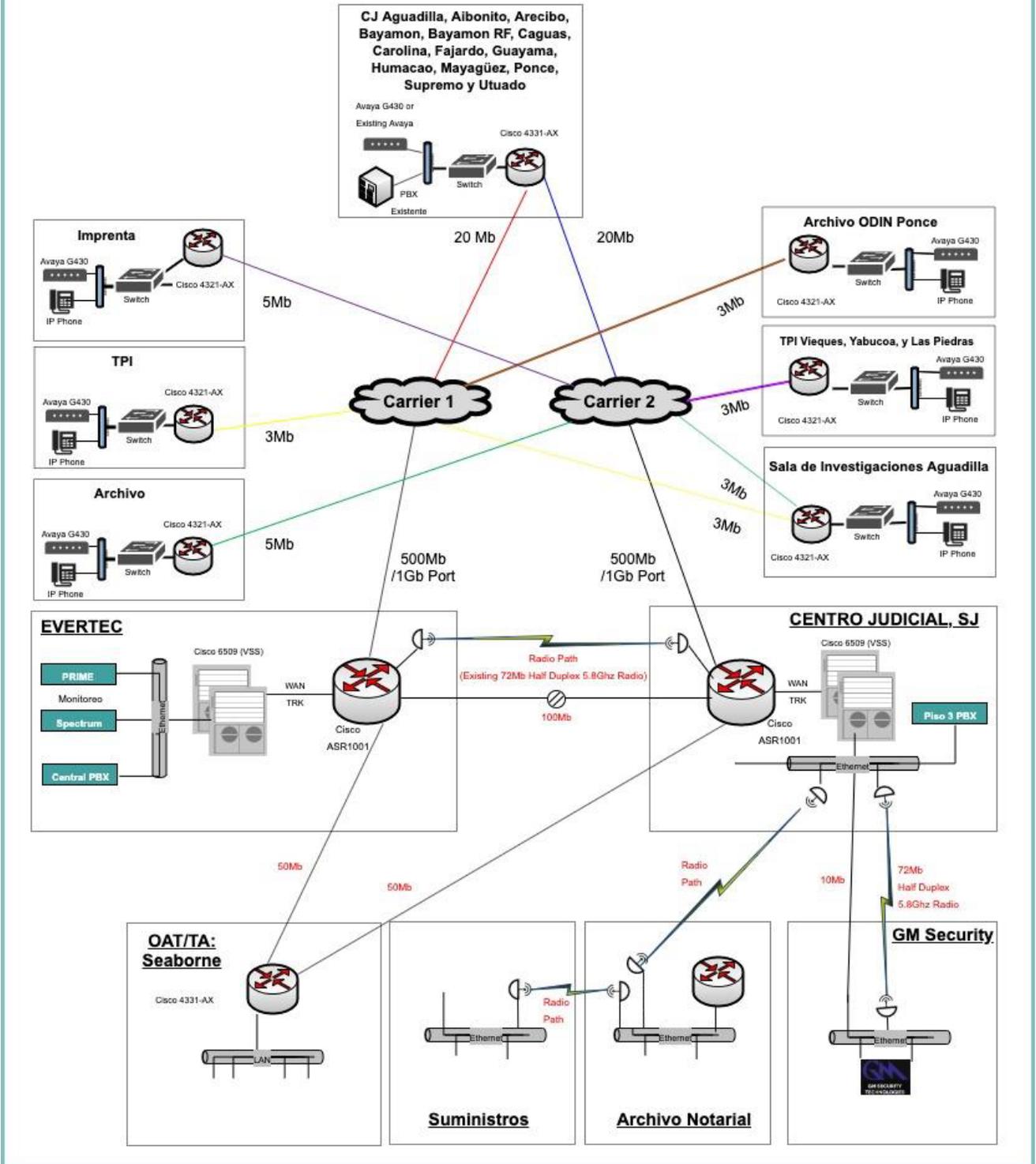
monitoring, and technical support for the local networks in the facilities associated with the Court of First Instance (TPI by its Spanish acronym).

7.1.2 Current Architecture

OAT's technology infrastructure services currently support approximately fifteen thousand (15,000) external users and five thousand (5,000) internal users. These services include access to platforms and portals to query information about court cases, mass communications, e-mail access, and production applications, among others. OAT has in place a contract with a service provider for all the necessary telecommunications and networking infrastructure necessary to interconnect all OAT facilities. This service provider, in turn, contracts third-party service providers to provide redundant circuits to some of OAT's facilities.

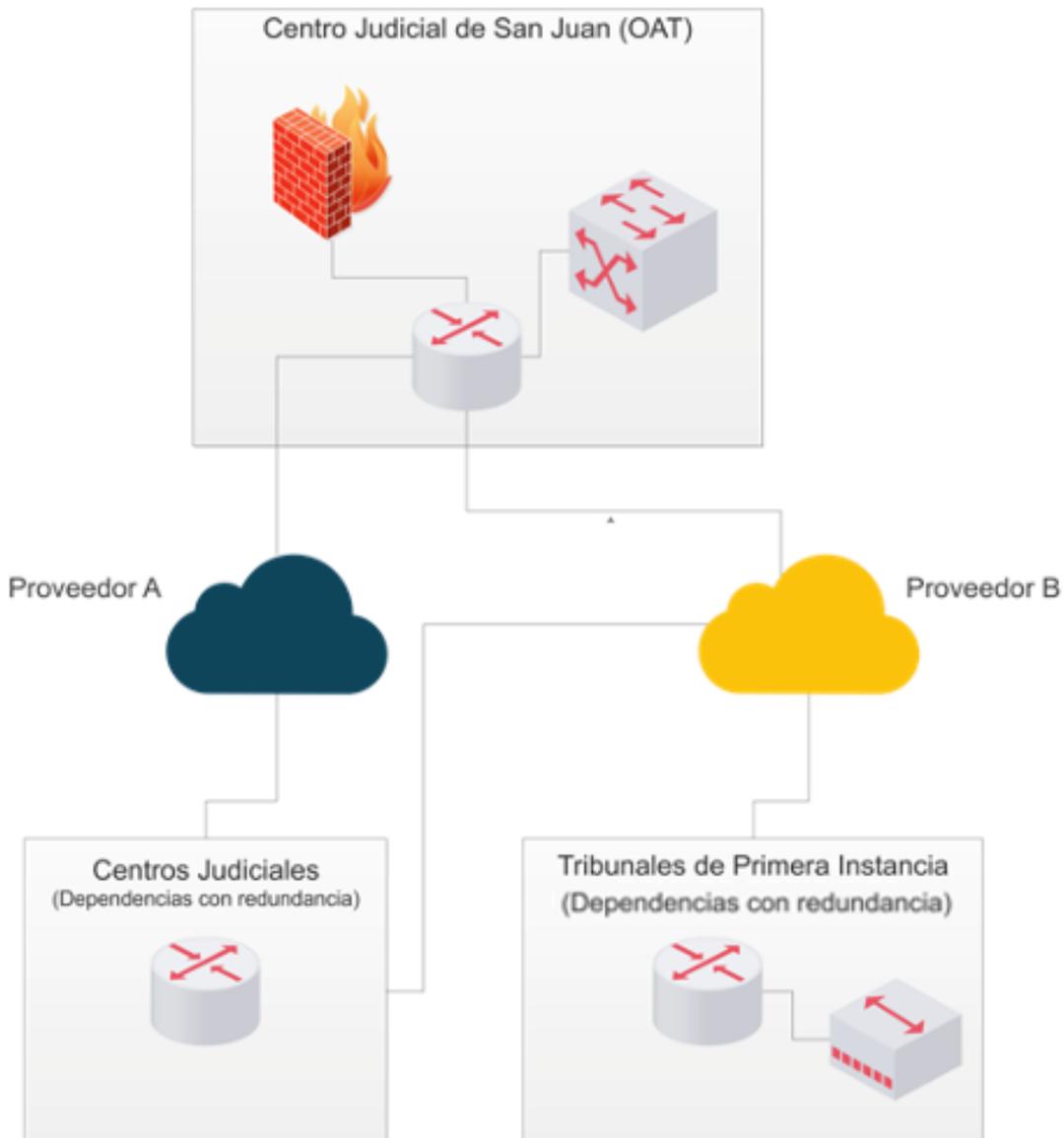
A diagram of the current telecommunications and networking architecture is shown in the next page:

Diagrama de Red



7.1.3 Conceptual Architecture

The services to be contracted must be able to satisfy OAT's needs to communicate the different dependencies of the Judicial Branch in a secure manner. The proposer's solution must be consistent with the detailed tables included elsewhere in this RFP. These tables identify the locations to be connected, the bandwidth requirements and the fault tolerance levels (redundancy requirements). The proposer must evaluate OAT's needs and recommend an architecture, including equipment, third-party service providers, and configurations, that meet or exceed OAT's requirements. The conceptual architecture can be summarized as follows:



This request for proposal seeks to ensure service availability in all facilities, both to internal and external users, as well as to OAT resources that rely on the networking infrastructure. The proposed solution must allow for future growth and offer resilience in the telecommunications and

security infrastructure. For the purposes of this request for proposal, redundancy is not required for the data centers. The proposer must offer alternative routing to the computer center in the San Juan Judicial Center.

7.1.4 Requirements

The requirements associated with this service are as follows.

7.1.4.1 Capacity

- The proposer must allow for growth capacity to increase interconnection speeds as required by OAT.
- The proposer will be responsible for providing all the necessary equipment and communication circuits to support the services requested through this RFP. The connections (lines or transports) that arrive to the following locations **must be** optical fiber:
 - main data center,
 - Judicial Centers (all),
 - Supreme Court,
 - OAT, and
 - Court of Appeals

For all the other locations, at least **one (1)** of the transports must be optical fiber.

- The proposer must include all the necessary installation, configuration, maintenance, and monitoring services as well as the integration to the current telecommunications infrastructure using multiprotocol label switching (MPLS).
 - The proposer may present alternatives to MPLS as long as it includes MPLS and similar technologies as an option, and the alternatives can be adequately justified.
- The equipment installed by the selected proposer must have the ability to segment and prioritize traffic (QoS, traffic shaping, VLAN, among others).
- In all facilities, the proposer must offer two connectivity paths to be provided by one or more telecommunications service providers and it must demonstrate that different routes are actually used to reach each location. The proposer must include the route maps as part of their proposal.
- In the event that one of the connectivity alternatives fails, the alternate circuit must continue to operate.
- The bandwidths for the two connectivity alternatives must have the ability to be aggregated to offer the sum of the bandwidth of both alternatives during normal operations.
- The proposer must indicate the telecommunications providers that will be used to implement its design.
- Any construction costs must be borne by the proposer.
- The proposer must identify all costs associated with equipment and configuration, among others.

- The proposer must include standby power sources / battery backup (UPS) for all equipment installed as part of the proposed solution with the exception of the equipment installed in the main data center.

7.1.4.2 *Bandwidth*

- The detailed bandwidth requirements for each facility and the redundancy requirements are as follows:

Facility	Line 1 Bandwidth	Line 2 Bandwidth	Physical Address	Coordinates
San Juan Judicial Center	1Gbps	1Gbps	Ave. Muñoz Rivera, Esq. Coll y Toste Pda. 37, Hato Rey	18.412065, -66.056210
OAT / TA (World Plaza)	200Mbps	200Mbps	268 Av. Luis Muñoz Rivera, Hato Rey	18.4244121, -66.0597433
GM Security	10Mbps	10Mbps	Ponce de León 1590, Sector El Cinco, San Juan	18.380976, -66.068635
Aguadilla	100Mbps	100Mbps	Calle Progreso 101, Edificio Plaza del Mercado, Aguadilla	18.423237, -67.153896
Aibonito	100Mbps	100Mbps	Urb. Los Robles, Calle 18, Aibonito	18.137752, -66.257252
Arecibo	100Mbps	100Mbps	553 Ave. José A. Cedeño, Arecibo, PR	18.468684, -66.728932
Bayamón	100Mbps	100Mbps	Carr. 2, Km. 10.4 Esq. Calle Esteban Padilla, Bayamón	18.395100, -66.149358
Bayamón Family Relations and Minors	100Mbps	100Mbps	Carr. 167, Bo. Pájaros, Bayamón	18.374625, -66.183813
Caguas	100Mbps	100Mbps	Carretera Estatal #1, Int. #189, Caguas, PR (Entrada Norte Urb. Bairoa)	18.238977, -66.034148
Carolina	100Mbps	100Mbps	Ave. 65 Infantería, Carr. 3, Km. 11.7, Entrada Urb. Mansiones de Carolina	18.374670, -65.947003
Fajardo	100Mbps	100Mbps	Ave. Marcelito Gotay, Esq. Barriada Jerusalén, Fajardo	18.327854, -65.647516
Guayama	100Mbps	100Mbps	Desvío José Torres, Entrada Urb. La Hacienda	17.971512, -66.114927

Facility	Line 1 Bandwidth	Line 2 Bandwidth	Physical Address	Coordinates
			(al lado Comandancia Policía), Guayama	
Humacao	100Mbps	100Mbps	Ave. Nicanor Vázquez (al lado del Fondo del Seguro del Estado), Humacao	18.144975, -65.818011
Mayagüez	100Mbps	100Mbps	91 Ave. Hiram David Cabassa, Esq. Carr. 2, Mayaguez	18.186447, -67.148727
Ponce	100Mbps	100Mbps	2150 Ave. Santiago de los Caballeros, Ponce	17.992386, -66.604313
Supreme Court	100Mbps	100Mbps	Ave. Ponce de León, Pda. 8, Puerta de Tierra, San Juan	18.463553, -66.088154
Utua	100Mbps	100Mbps	Carr. 611, Intersección Carr. 111, 24 Ave. Fernando L. Rivas Dominicci, Utua	18.269709, -66.696877
Printing Press	10Mbps	10Mbps	461 Calle Francia, Hato Rey	18.419519, -66.046357
San Juan Archive (Barbosa Ave.)	100Mbps	100Mbps	Ave. Barbosa 427, Edif. Barbosa, Hato Rey	18.417657, -66.043060
Aguadilla, Investigations Courtroom	20Mbps	20Mbps	70 Calle Progreso, Aguadilla	18.425849, -67.154601
ODIN Ponce	10Mbps	10Mbps	Edificio Biblioteca Municipal (espacio en lado Sur)	18.012340, -66.603399
ODIN San Juan	10Mbps	10Mbps	572 interior Ave Ponce de León San Juan	
Supply Depot	10Mbps	10Mbps	7 Calle Vela, Hato Rey	18.414196, -66.055385

Courts of First Instance:

Facility	Line 1 Bandwidth	Line 2 Bandwidth	Physical Address	Coordinates
Adjuntas	10Mbps	10Mbps	Calle Rodolfo González (final) (al lado del Cuartel de la Policía), Adjuntas	18.166944, -66.724913

Facility	Line 1 Bandwidth	Line 2 Bandwidth	Physical Address	Coordinates
Aguada	10Mbps	10Mbps	Ave. Nativo Alers (Desvío Sur) Anexo Mueblería la 15, Aguada	18.378191, -67.191470
Añasco	10Mbps	10Mbps	Calle Soto Ramírez, Carr. 109, Km. 2.7 (frente al Cuartel de la Policía), Añasco	18.280941, -67.144498
Barceloneta	10Mbps	10Mbps	Centro de Gobierno Juan Cancel Ríos, Bo. Cataluña, Carr. 140, Km. 68.6, Barceloneta	18.450611, -66.538427
Barranquitas	10Mbps	10Mbps	Bo. Pueblo, Carr. 156, Km. 17.1, Barranquitas	18.184905, -66.299274
Cabo Rojo	10Mbps	10Mbps	Calle José de Diego (al lado del Cuartel de la Policía) Cabo Rojo	18.090153, -67.145395
Camuy	10Mbps	10Mbps	Ctro. Gobierno de Camuy, Ave. Amador 485, Camuy	18.487455, -66.847356
Ciales	10Mbps	10Mbps	Calle Lino Corretjer (al lado del Cuartel de la Policía) Ciales	18.337522, -66.470149
Coamo	10Mbps	10Mbps	69 Calle Baldorioty (al lado del Cuartel de la Policía) Coamo	18.080766, -66.362596
Comerio	10Mbps	10Mbps	16 Calle Georgetti, Comerío	8.222357, -66.225992
Corozal	10Mbps	10Mbps	Bo. Cibuco (frente a Urb. Silva) Carr. 818, Km. 0.8, Corozal	18.345196, -66.326244
Guaynabo	10Mbps	10Mbps	Ctro. Gubernamental, Carr. 20, Km. 5, Guaynabo	18.362052, -66.111686
Hatillo	10Mbps	10Mbps	Calle Ferrocarril Esq., Carr. 130 (al lado de la Academia de Belleza), Hatillo	18.362052, -66.111686
Isabela	10Mbps	10Mbps	Bo. Mora, Carr. 2 Km. 110.9, Isabela (Marginal llegando a Isabela Mall)	18.473498, -67.016358
Juana Díaz	10Mbps	10Mbps	Ctro. Gubernamental, Urb. Esperanza, Juana Díaz	18.047790, -66.506716
Lajas	10Mbps	10Mbps	17 Calle Victoria (Frente a Plaza de Recreo)	18.040047, -67.057279

Facility	Line 1 Bandwidth	Line 2 Bandwidth	Physical Address	Coordinates
Lares	10Mbps	10Mbps	1 Calle Felipe Arana (al lado del Cuartel de la Policía), Lares	18.296312, -66.877183
Las Piedras	10Mbps	10Mbps	Calle Jesús T. Piñero Núm. 77 interior, Las Piedras	18.179951, -65.872649
Manatí	10Mbps	10Mbps	Carr. 2 Ctro. Gobierno de Manatí, (al lado del Cuartel de la Policía), Manatí	18.432203, -66.482369
Orocovis	10Mbps	10Mbps	9 Calle Hospital (Salida Villalba) (al lado del Cuartel de la Policía), Orocovis	18.224608, -66.392161
Patillas	10Mbps	10Mbps	Carr. 3, Salida hacia Maunabo (al lado de la Comandancia de la Policía), Patillas	18.003231, -66.013253
Yauco at Sabana Grande	10Mbps	10Mbps	Bo. Santana, Carr. 121, Km. 39.2, Sabana Grande	18.080715, -66.977682
Salinas	10Mbps	10Mbps	Calle Miguel Ten (final) Esq. Calle Carrión Maduro, Salinas	17.975103, -66.298543
San Germán and Sábana Grande	10Mbps	10Mbps	Ave. Angel Casto Pérez (al lado del Cuartel de la Policía), San Germán	18.080845, -67.034937
San Sebastián	10Mbps	10Mbps	Calle Severo Arena (al lado del Cuartel de la Policía), San Sebastián	18.334303, -66.990914
Toa Alta	10Mbps	10Mbps	Bo. Contorno, Calle Muñoz Rivera (al lado del Cuartel de la Policía), Toa Alta	18.386553, -66.252240
Toa Baja	10Mbps	10Mbps	Centro Comercial Levittown Plaza I, Urb. Levittown, Carr. 165, Toa Baja	8.462748, -66.178719
Vega Baja	10Mbps	10Mbps	Carr. 2, Km. 38.3 (al lado del Ctro. Gubernamental), Vega Baja	18.447037, -66.386548
Vieques	10Mbps	10Mbps	Carr. PR 200, Km. 10, Vieques	18.143910, -65.442394
Yabucoa	10Mbps	10Mbps	Ctro. Gubernamental, 2 Calle Catalina Morales (al	18.047203, -65.879998

Facility	Line 1 Bandwidth	Line 2 Bandwidth	Physical Address	Coordinates
			lado del Cuartel de la Policía), Yabucoa	

7.1.4.3 Local Area Networks (LANs)

- The proposer must have the capacity to manage and maintain the Courts of First Instance LANs and those in other remote locations according to the following table that indicates the number of ports per location. The equipment scope includes, but is not limited to, routers and switches.
- The switches to be installed must have at least the number of ports indicated in the following table. The switches will be located in the same cabinet within the facility where they are currently located. The proposer must install the switches taking into consideration that there could be space limitations in the facilities. Therefore, proposers should aim for the highest port density per switch.

Facility	Ports
Adjuntas	48
Aguada	48
Añasco	24
Barceloneta	48
Barranquitas	24
Cabo Rojo	48
Camuy	48
Ciales	48
Coamo	48
Comerío	24
Corozal	24
Guaynabo	96
Hatillo	48
Isabela	24
Juana Díaz	48
Lajas	24
Lares	48
Las Piedras	48

Facility	Ports
Manatí	48
Orocovis	48
Patillas	48
Yauco at Sabana Grande	48
Salinas	48
San Germán and Sábana Grande	48
San Sebastián	48
Toa Alta	48
Toa Baja	48
Vega Baja	48
Vieques	24
Yabucoa	48
Printing Press	48
ODIN Ponce	24
ODIN San Juan	144
Aguadilla, Investigations Courtroom	96
Notary Archive	24
Supply Depot	24

- The equipment to be installed must have the ability to segment and prioritize traffic including VoIP (e.g., QoS, traffic shaping, VLAN, among others).
- At a minimum, the switches must allow a throughput of 1Gbps per port in copper.
- The switch must have the capacity to offer maximum power in accordance with PoE standards (IEEE 802.3af and 802.3az) simultaneously in each port.
- OAT has cabinets or racks in all the aforementioned locations. The proposer must indicate the space necessary for the installation in each location.
- If more than one switch is needed in any location, the connectivity between switches must be 10Gbps.
- The proposer must supply all the patch cables and/or fibers for interconnecting equipment within the communication rooms.
- The proposed routers and the switches must have redundant power supplies.

7.1.4.4 *Main Data Center*

- The proposer must offer two (2) core switches to be installed in the main data center.
- Core switches should be configured to be resilient to equipment failure. This includes:
 - Redundant power supplies
 - Redundant connectivity between them
 - Any other component necessary for the proposed equipment to operate even if some components fail.
- Switches must have a minimum of 16 40GbE fiber optic ports.
- Switches must have a minimum of 24 10GbE fiber optic ports.
- Switches must have a minimum of 48 1Gbps ports.
- The proposer must include two (2) routers to be installed in the main data center.
- The proposer must include transceivers for all ports that require them.
- The proposer must include all the cables, fibers, and other materials necessary for interconnecting the proposed equipment.

7.1.4.5 *Security*

- The proposer must offer as part of its solution the firewalls that will be used for external communications.
- The proposer will offer firewalls in identical configurations, including redundancy for the main Internet circuit in the main data center and the secondary circuit in the Caguas Judicial Center. OAT reserves the right to install both equipments in their main data center.
- Firewalls must be configured redundantly in both the main data center and in the Caguas Judicial Center as well as offer redundancy in terms of connections and power supplies.
- The firewalls must have the capability to detect and stop attacks based on detected behavior and/or using external databases that provide information on vulnerabilities detected in other environments.
- The firewalls must be capable of detecting and stopping attacks at layers 2 through 7 of the OSI model.
- The firewalls must be capable of connecting redundantly to the main switch at 40GbE in the main data center in the San Juan Judicial Center and 10GbE for the additional circuit in the Caguas Judicial Center.
- The firewalls must have the capability to inspect SSL traffic at a speed of at least 20Gbps.
- The firewalls must have the capability to detect and stop attacks at a speed of at least 20Gbps.
- The firewalls should the capability to be monitored by common monitoring tools beyond the ones provided by the equipment manufacturer. The equipment must support common monitoring protocols such as SNMP and other features such as exporting activity logs, among others.

- Firewalls should have the capability to allow remote users to connect to the network through VPN. Authentication to the VPN must be able to be configured through LDAP, thus taking advantage of OAT's Windows Active Directory identification and access infrastructure.
- The firewall must have the capability to establish point-to-point VPN connections, including with equipment from other manufacturers using common protocols such as IPSec and L2TP, among others.
- The firewall must have the capability to be managed through a SSL protected web console and a text console using SSH.
- The firewall must include web content filtering services for Internet use and control, including application control and intrusion prevention.
- The proposed solution must include e-mail management and control services (e.g., quarantine, anti-spam, phishing, content filtering, among others)
- The proposed solution be capable of supporting a minimum of 5,000 concurrent VPN connections.

7.1.5 Maintenance and Service Warranties

- The proposer will certify that during the contract period, it will provide all updates that apply to the proposed equipment free of any additional cost. These updates include patches, firmware, drivers, among others.
- The service warranty will start upon OAT's acceptance of the installed equipment/service and will continue through the contract period.
- Proposals must include the warranty terms and conditions associated with the proposed services. This information must be presented as part of the technical proposal, in a separate section, under the title "Service Warranties", with the specific warranty conditions, as well as any exclusions.

7.1.6 Technical Support and Service Hours

- The proposer must assign two (2) resident resources for technical support. One of the resources will be assigned to the Information Systems Security Office and the other one to the Telecommunications Office. Both resources must be deployed primarily at OAT's main data center.
 - Coordination of substitute resources to cover vacation, sick leave, or other leave types of the resident resources, or replacement of the resident resources will be the responsibility of the selected proposer. However, any temporary or permanent resource substitution must be communicated to OAT at least two weeks in advance. This period will allow for access authorization and establishment for the substitute resource, as well as filling out any required documentation so that the substitute resource can provide the contracted services. Any candidate for assignment as a permanent or temporary resident resource must be previously approved by OAT and must meet the certification requirements in the next section.

- Any substitute resource must be available and deployed in OAT at least 2 weeks before the departure of the originally assigned resource at no additional cost to OAT.
- The technical support must include, at a minimum, migration of the existing provider to the contracted platform, the configuration of new services that will use the platform, diagnosis, and resolution of incidents, including replacement of parts or damaged components of the proposed solution, management of day to day operations, among others.
- Technical support must include, at a minimum:
 - Incident diagnosis and resolution
 - Configuration changes
 - Port assignments
 - Configuration and modification of utilization plans such as QoS, priority, among others
 - VLAN creation
 - Routing changes
 - Configuration optimization.
- OAT's business hours are Monday through Friday from 8:00 AM to 5:00 PM AST. In addition, the proposer must have resources available to provide support during scheduled maintenance windows and to address incidents that prevent the proper functioning of the infrastructure outside business hours, weekends, and holidays (if their participation is required) at no additional cost to OAT

7.1.6.1 *Certifications*

- The proposer must have certified resources in the proposed solution components and available to provide technical support (both remotely and on-site) to OAT's data center if required.
- The proposer must include its proposed resources' technical certifications, which must be consistent with the manufacturer equipment models of the equipment that will be installed and configured, and/or the contracted services, as applicable.
- The selected proposer must include certified personnel in the team that will assist OAT in installing and implementing the proposed solution. The personnel's certifications must be consistent with not only the equipment included in the solution, but also with all proposed service components.

7.1.6.2 *Service Levels*

- The proposer must guarantee 98.5% service availability on a monthly basis.
- The proposer must guarantee 98.5% availability of the contracted bandwidth.
- The proposer must guarantee a packet loss rate that is less than or equal to 0.75%.
- The proposer must guarantee a network latency that is less than or equal to 10ms.

- The proposer must guarantee network jitter that is less than or equal to 20ms.
- The proposer must carry out proactive monitoring that includes alarms and event logging. This includes, but is not limited to, issuing notifications within the times established in the service level agreement.

Any changes in the terms of service must be approved in writing by OAT's designated personnel.

7.1.6.3 *Service Management, Metrics, and Reports*

- Authorized OAT personnel will require real-time visibility of telecommunications and security services performance. This can be implemented using a tool or utility included in the proposer's solution and/or a different one OAT may choose to adopt. The statistics displayed by the tool or utility must reflect no more than a 5 five-minute delay from real time. This does not release the proposer from its obligation to carry out its own monitoring process and to proactively manage incident resolution.
- All installed equipment must be capable of being monitored through standard protocols such as SNMP and/or common third-party monitoring tools or utilities.
- The proposer must assist OAT staff in configuring the equipment so that it can be monitored through the tools or utilities to be implemented by OAT.
- The proposer must annually prepare and present a capacity plan to designated OAT personnel that includes growth projections based on utilization data captured by the monitoring tools or utilities during the previous year, among others.
- The proposer must back up equipment configurations before implementing any changes and store these backups historically for the term of the contract. All configuration backups must include the following information:
 - A copy of the configuration
 - Date and time the configuration was made
 - Brand, model and serial number of the equipment associated with the backup
 - Equipment location
 - Reason for configuration change
- The selected proposer must submit semi-annual report that includes a detailed work plan of pending update activity of all equipment that is within the scope of the contract (hardware, software, firmware, among others) and must coordinate installation with OAT personnel. This requirement excludes emergency updates because they impact security or critical performance metrics, in which case, the selected proposer must immediately notify OAT so that it can take any required corresponding action.
- The proposer must notify designated OAT personnel about emergency updates that may be required for security or equipment operation reasons as soon as it becomes aware of such need. The proposer must coordinate installation with OAT personnel as soon as possible.

This communication should include the following:

- Description of the update
- Impact if not installed

- Installation time
- Recovery plan (*Rollback* plan)
- The proposer must have the capability to generate any of the following reports on a monthly basis or on demand as requested by authorized OAT personnel:
 - Utilization report
 - Traffic statistics
 - Alarm or event reports and associated service calls
 - Creation and update of firewall rulesets
 - VPN access profiles
 - Wi-Fi connections
 - Spam filtering
 - Firewall traffic
 - Any other report associated with the contracted service
- The proposer must have the capability to generate any of the following reports on an annual basis or on demand as requested by authorized OAT personnel:
 - Equipment configurations
 - Inventory of equipment included in the contracted service
 - Any other report associated with the contracted service

7.1.6.4 *Incident Notifications and Resolution Times*

- The proposer must provide details as to the contact persons to whom OAT will request services, notify breakdowns, and communicate regarding the contracted solution and services.
 - The list must include at least the name of the person, position, telephone number, and email.
 - There must be at least one point of contact available 24 hours a day, 365 days a year.
- The proposer must describe the escalation procedures associated with the contact persons.
- The proposer must immediately notify OAT both orally and in writing of any incident. This includes delays in customer service performance, failure to meet service levels, or due dates that will be missed. Similarly, OAT will notify the proposer orally and/or in writing about any incident.
- Both in the notification of incidents and in their resolution, the proposer must maintain an open line of communication to ensure OAT's active participation in the planning, execution, and evaluation of any corrective action taken.
- In case of incidents related to the solution, the proposer must have the capacity and ability to resolve the incident in collaboration with other service providers (e.g., carriers, business

partners) to meet the established requirements, as well as the procedures to be established with OAT in the case of the selected proposer.

- The proposer’s initial response time to begin diagnosis wherever the equipment is located **must not exceed four (4) hours** from the time the service call is made with the exception of those locations that are identified as critical. For critical locations, the proposer’s initial response time to begin diagnosis **must not exceed two (2) hours**.
- The **maximum resolution time** for this service will depend on the priority assigned by OAT. The maximum resolution time applies beyond the previously established **maximum initial response time**.
 - The maximum resolution times according to each priority level are as follows:

Priority	Maximum Resolution Time (Hours)
Critical	4
High	8
Medium	24
Low	48

- The priority level for each facility is indicated in the following table

Judicial Regions	Priority
Office of the Administration of the Courts	Critical
Printing Press	Medium
Supply Depot	Medium
San Juan Archive (Barbosa)	Critical
Court of Appeals	Critical
Supreme Court	Critical
Ponce ODIN Archive	Medium
San Juan ODIN Archive	Medium
Office of Notary Inspections (ODIN)	Critical
Aguadilla Judicial Center	Critical
Aguadilla Investigations Municipal Courtroom	Critical
Court of First Instance - Aguada	Medium
Court of First Instance - Isabela	Medium
Court of First Instance - San Sebastián	High
Aibonito Judicial Center	Critical
Court of First Instance - Barranquitas	Medium
Court of First Instance - Coamo	Medium
Court of First Instance - Comerio	High
Court of First Instance - Orocovis	High
Arecibo Judicial Center	Critical
Court of First Instance - Barceloneta	Medium

Judicial Regions	Priority
Court of First Instance - Camuy	High
Court of First Instance - Ciales	Medium
Court of First Instance - Hatillo	Medium
Court of First Instance - Manatí	Critical
Bayamón Judicial Center	Critical
Family Relations and Minors (Bayamón)	Critical
Court of First Instance - Corozal	Medium
Court of First Instance - Guaynabo	High
Court of First Instance - Toa Alta	High
Court of First Instance - Toa Baja	Medium
Court of First Instance - Vega Baja	High
Caguas Judicial Center	Critical
Carolina Judicial Center	Critical
Fajardo Judicial Center	Critical
Court of First Instance - Vieques	Medium
Guayama Judicial Center	Critical
Court of First Instance - Patillas	Medium
Court of First Instance - Salinas	High
Humacao Judicial Center	Critical
Court of First Instance - Las Piedras	Medium
Court of First Instance - Yabucoa	High
Mayagüez Judicial Center	Critical
Court of First Instance - Añasco	Medium
Court of First Instance - Cabo Rojo	High
Court of First Instance - de Lajas	Medium
Court of First Instance - Yauco at Sabana Grande	High
Court of First Instance - San Germán and Sábana Grande	High
Ponce Judicial Center	Critical
Court of First Instance - Juana Díaz	High
San Juan Judicial Center	Critical
Utua Judicial Center	Critical
Court of First Instance - Adjuntas	High
Court of First Instance - Lares	High

- Each oral and written notification must be addressed in compliance with the response time(s) established for all contracted services. Also, the proposer will have a maximum of 48 hours after initial notification in which they must report to OAT a description of the nature of the incident, the actions/steps taken to correct the incident, an action plan to avoid similar situations in the future, and the proposer's staff that participated in resolving the incident.

- The proposer must describe its procedure to address and report incidents, resolution times, and any measures it will adopt in case of a catastrophic event.

7.1.6.5 *Maintenance Windows*

- All maintenance windows must be notified and approved by designated OAT personnel in writing (via email) at least 7 working days in advance. The maintenance tasks will be carried out during the periods authorized by OAT.

7.1.7 **Implementation**

Requirements associated with migration include the following:

- The selected proposer must provide a detailed implementation plan as part of its proposal. The implementation scope comprises all the tasks necessary for the successful migration from the current equipment and services to the equipment to be installed and configured by the proposer, as well as the contracted services.
- The period allotted for the implementation and commissioning of the new infrastructure will begin upon delivery of the equipment to OAT’s facilities.
- The implementation and commissioning time must not exceed the period stipulated herein:

<i>Solution component</i>	<i>The maximum period to complete migration (calendar days)</i>
Telecommunications and Networking (LAN/WAN) and Security	180 days

- The contracted service levels will be in place as of OAT’s certification of the commissioning of each solution component.
- If the proposer does not comply with the contractually agreed implementation project delivery commitments, it will be responsible for all expenses incurred by OAT as a result of said non-compliance. Additionally, OAT reserves the right to terminate the contract and make claims on any performance guarantee, bond, or other forms of guarantee included in the contract intended to protect OAT’s interests.
- The main implementation activities must include, at a minimum:
 - Confirmation of the information and representations that have been included in this request for proposal and request for any additional information required to commission the contracted solution.
 - Migration of the current security rules in OAT’s firewalls.
 - Requests for information and coordination of activities involving third parties (other service providers or other OAT areas beyond those directly involved in the project) through the selected proposer’s assigned contact person. Whenever possible, the implementation activities should seek to reuse technology, equipment, and processes currently available in OAT to reduce the cost of implementation without impacting the established service levels.
 - Execution of solution planning, design, testing, and implementation tasks.

- Laying the groundwork to ensure compliance with the established service levels.
- Migration should be planned and coordinated to be completed as quickly as possible while minimizing the possibility of operational interruptions or impact to services provided by the Judicial Branch.
- Each proposer must carry out the tasks associated with the implementation process according to pre-approved plans and in good faith concerning all involved parties.
- In the event that a contract resulting from this request for proposal is terminated for any reason, OAT will have the right to issue necessary directives to guarantee a complete, orderly, and efficient transition to ensure the continued effectiveness of its operations. The contractors will be obligated to comply with OAT's directives and to take any available measures to minimize any loss associated with contract termination. In addition, the contractor must collaborate with the successor contractor so that the latter can assume their corresponding obligations.

For clarification purposes, until the contracted solution is implemented and fully operational, the current provider will continue to operate the service at the current contracted service levels and invoiced at the prices established in the current contract.

7.1.7.1 *Work Plan*

- The proposer must include a work plan with an estimated start date, the equipment delivery, installation, and configuration periods along with any interdependencies, as well as all deliverables.
 - For purposes of the work plan, day 0 will be the contract execution date. The dates in the work plan will be denominated from day 0 as "+ n days or - n days from day 0", where n is the number of days.
- The proposer must comply, as a minimum, with the following:
 - Submit a work plan that demonstrates the feasibility of completing the deliverables within the period established in the implementation section. The work plan must include, at a minimum, the tasks defined as requirements in the following sections:
 - Implementation,
 - Scripts and Tests,
 - User Acceptance Tests and
 - Requirements for Knowledge Transfer, Training, and Documentation of Products, Services, and/or Processes.
 - Demonstrate the proposer's commitment to supporting OAT's concurrent efforts associated with this project and your organization's capability of assuming the responsibilities associated with this contract.
 - Identify how the proposer will monitor the project progress against planned tasks and activities.
 - Identify and address risks, including the flexibility to allocate additional resources, if necessary, to ensure the timely completion of project milestones and deliverables.

- Describe experiences with similar projects where the methodologies, approaches, and processes used therein can be brought to bear to mitigate, eliminate, and address unexpected risks.

7.1.7.2 *Scripts and Tests*

The selected proposer must prepare and submit for OAT's approval test scripts for the proposed solution. The scripts must contemplate all technical and operational areas of the proposed solution and indicate the expected result for each specific test. The tests must be completed ten (10) working days before the contracted solution is commissioned. This time requirement must be considered in the preliminary work plan to be submitted as part of this request for proposal.

7.1.7.3 *User Acceptance Tests*

Each proposer must prepare and submit for OAT's approval test scripts for user acceptance tests. User acceptance tests must be completed at least ten (10) days before the contracted solution is commissioned. The purpose of these tests is to provide OAT the opportunity to fully test the functionality and operational readiness of the proposed solution and validate compliance with the requirements established in the request for proposal. The scope of the user acceptance test must include, at a minimum, the following components: security, recovery, interoperability, and system interfaces, among others.

7.1.7.4 *Requirements for Knowledge Transfer, Training, and Documentation of Products, Services, and/or Processes*

Each proposer must meet, at a minimum, the following requirements:

- Knowledge transfer should start during equipment installation. It must be aimed at the users who will monitor and/or directly use the contracted equipment and/or service, as well as any designated OAT technical personnel (database administrators, programmers, telecommunications, and security specialists, among others).
- Knowledge transfer should occur during equipment installation but separately from application and solution maintenance training sessions.
- Knowledge transfer should be part of the deliverables included in the project work plan.
- The proposer must provide adequate access and training (knowledge transfer) related to the tools that will be used by designated OAT personnel to operate the solution.
- All training materials and documentation will be subject to OAT's prior approval.
- OAT will retain ownership of all training materials generated by the selected proposer.
- Training materials and documentation associated with the contracted solution should be updated throughout the life of the support and maintenance contract to reflect design changes, policy changes, and modifications to operational procedures.
- The selected proposer will be responsible for designing and developing methods to ensure adequate training and operational effectiveness. The selected proposer should indicate the quality assurance methods to be used with regards to training and operational effectiveness.
- All the documentation related to the project, including the proposal for the proposer's solution, must be generated in Spanish.
- The selected proposer's project manager or contact person for solution implementation, as well as the resources that interact with OAT personnel assigned to the project, must be fluent in Spanish.

7.1.8 **OAT Roles and Responsibilities**

The selected proposer must implement the proposed solution in collaboration with OAT's IT Directorate. The personnel assigned to the implementation project by the IT Directorate will have the following roles and responsibilities:

- A designated OAT contact person will validate all functional and technical specifications related to the purchased equipment.
- Specify in writing any changes to technical configurations, management protocols, incident reporting processes, and any other relevant specifications so that the selected proposer can meet the stipulated service levels.
- Provide contact lists of telecommunications, security, and infrastructure offices in all OAT facilities, as applicable.

- Inform the selected proposer's project manager or contact person regarding any non-working days of the Judicial Branch.
- Coordinate required activities with Judicial Branch personnel.
- Submit any requests for planned downtime due to required changes or maintenance to OAT's Change Advisory Board (CAB).
- Escort selected proposer staff in restricted Judicial Branch facility areas to support service coordination and provision.

7.1.9 Out of Scope

- Cabinets or racks.
- Switches for the Judicial Centers, **except for the main data center** in the San Juan Judicial Center.

7.1.10 Evaluation Weight of the Technical Section

The proposer's score in the technical section of the proposal will have a relative weight of 45% towards the total score for the proposed solution component.

7.2 Voice over IP (VoIP) Telephony System and Gateways

Proposers are expected to include a narrative description, along with diagrams and other documentation, that demonstrates their understanding of the technical requirements of this request for proposal and that they intend to fully and optimally meet the requirements set out for each solution component for which a proposal is submitted. The proposer must include how their proposed solution meets the minimum requirements established in each section. The proposal must refer to each applicable section of the specifications in this request for proposal.

7.2.1 Description

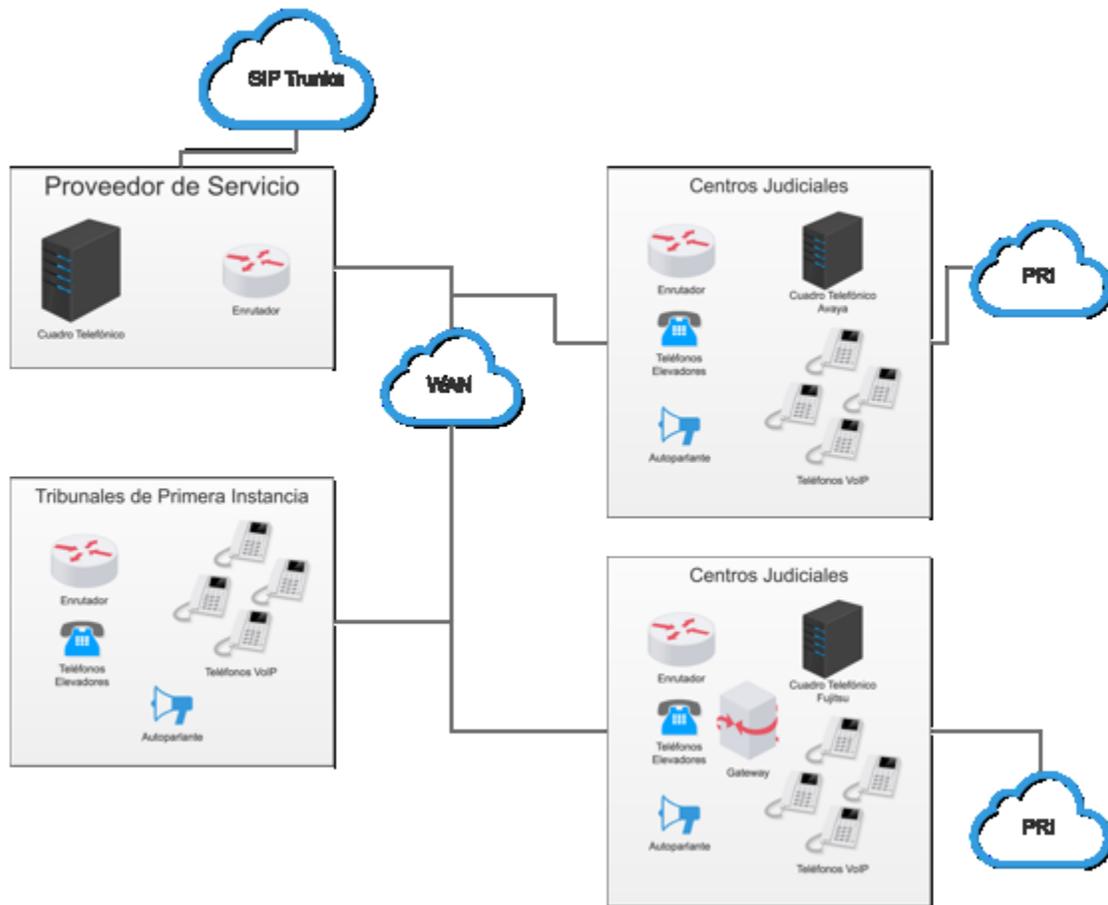
The Puerto Rico's Office of Courts Administration (OAT) is requesting proposals from service providers for the implementation and management of its telephony system as specified in the requirements herein. The scope of the requested services include:

- The design, planning, installation, monitoring, and management of OAT's telephony system.
- OAT has a hybrid telephony system that combines legacy components and VoIP components. The selected proposer will carry out the migration of legacy components such as PRI lines to SIP trunking and digital telephones to VoIP telephones.
- In addition, the selected proposer must implement redundancy for the telephony service, make configuration changes throughout the term of the contract, and manage the physical telephone inventory, including supplying the equipment, configuration, and other tasks necessary for the proper functioning of the system.
- The proposed solution must be integrated to the current telecommunications and security infrastructure and maximize use of existing equipment.
- The equipment and telephones that will be replaced are detailed in the table that appears in the Equipment List section, including their physical location.
- The proposer must train all OAT personnel in the facilities where telephones will be installed as per the requirements in this document.

7.2.2 Current Architecture

OAT provides telephony services to the Judicial Branch using a hybrid decentralized telephony network. The telephony network consists of Avaya model System Platform R6 and Fujitsu model 9600 telephone systems. In addition, a managed service is contracted with a service provider for the telephone system used in the Courts of First Instance (TPI). This telephone system is installed in the managed service provider's facilities. Digital, analog, and IP telephones are connected to these systems depending on the location. In the TPIs, all of the infrastructure is VoIP, and analog ports are used for the public announcement or paging system. OAT has Avaya and Fujitsu systems installed in the Judicial Centers. These are owned by OAT and use a combination of VoIP, digital, and analog phones. The paging system in the Judicial Centers are owned by OAT while the TPIs belong to the existing service provider.

The following diagram conceptually describes the current configuration. For additional details, please refer to the tables in section 7.2.4.4 (Equipment Requirements).

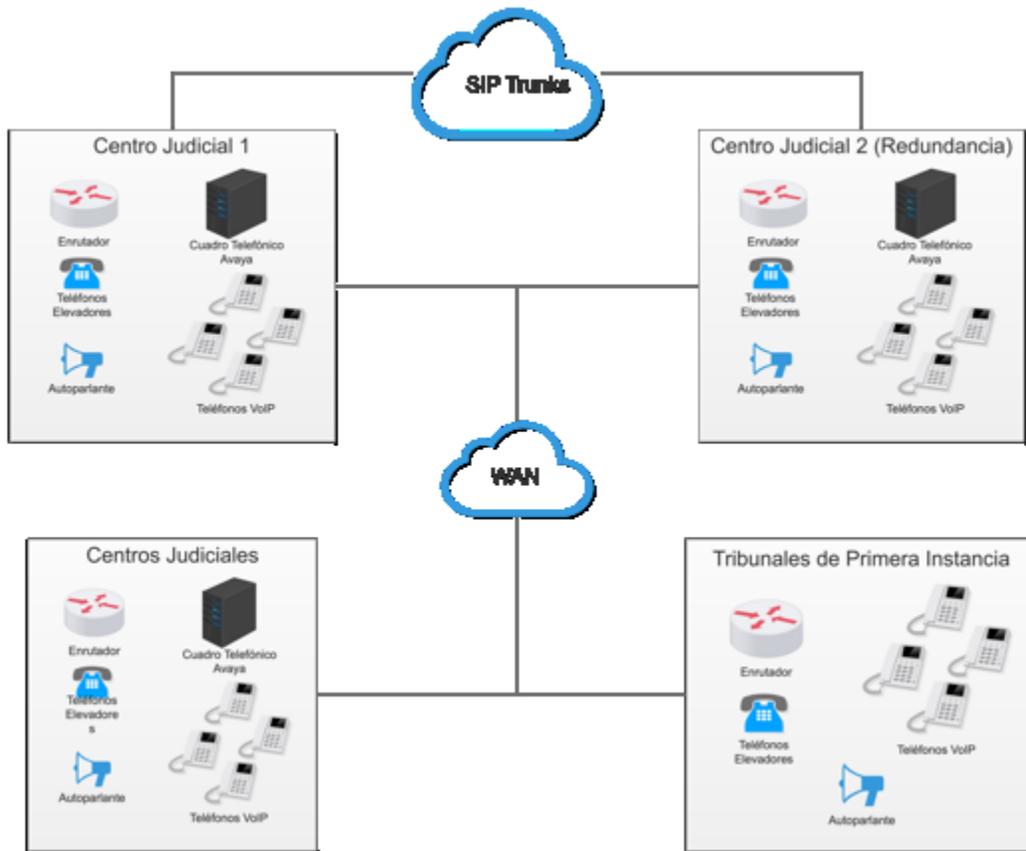


7.2.3 Conceptual Architecture

OAT seeks to convert its telephony network to VoIP, so that it can take advantage of the benefits this technology can provide, including the centralization of telephony system administration. OAT recently acquired three VoIP Avaya systems. OAT is interested in using as part of the telephony solution, **as much as possible**, two of these systems: OAT/TA as the main one and Caguas as the secondary (redundancy) one. If used as part of the proposed solution, these two systems must have the capacity to handle all the locations in the event one fails. These systems are located in:

Facility	Physical Address	Coordinates
OAT / Court of Appeals (Seaborne Building)	268 Av. Luis Muñoz Rivera, Hato Rey	18.4244121, - 66.0597433
Caguas	Carretera Estatal #1, Int. #189, Caguas (Entrada Norte Urb. Bairoa)	18.238977, - 66.034148

The following diagram depicts OAT's desired configuration. The telephone systems in the diagram are the recently acquired Avaya systems or those proposed by the selected proposer.



7.2.4 Requirements

This request for proposal seeks to guarantee telephony service availability to all OAT facilities, in addition to centralizing system management and administration. The associated requirements are further detailed in this section.

7.2.4.1 Capacity

- The proposer will be responsible for providing all the necessary equipment and services to operate the telephony service. This includes, but is not limited to, computers, servers, phones (where needed), licenses, applications, and materials.
- The proposer must install a redundant processor in the main and secondary locations that are part of the proposed solution. Independently, if they are using or not existing OAT equipment mentioned on section 7.2.3 Conceptual Architecture.
- All phone licenses must provide the ability to configure a softphone.
- In addition, the proposer must include the installation, configuration, maintenance, and integration to both OAT's telecommunications infrastructure, as well as the migration from PRI PSTN technology to SIP trunking technology in all OAT facilities. Contracting the SIP trunks is not part of this request for proposal.

- The PRI trunks will be maintained in each location until they are eventually consolidated into SIP trunking for a total of 700 ports per location (primary and secondary).
- The proposer must include *Session Border Controller* or a **similar functionality** in both locations (primary and secondary).
- The proposer must integrate the existing public announcement systems into their solution.
- The proposed service must include any configuration changes (both for the telephones and other equipment) as well as new configurations that OAT personnel may request at no additional cost.
- The proposed solution must include the following features:
 - Call accounting system.
 - This system must provide reports of made and received calls both internally and externally.
 - Call Attendant
 - Auto Attendant
 - Programming more than one extension on the same phone
 - Programmable buttons
 - Voicemail capability
 - Calls on hold
 - Conference calls
 - Volume control
 - Speakerphone
 - Call Pickup
 - Call Transfer
 - Softphone
 - The proposed softphones must have the same capabilities and functionalities of the proposed physical phones.
 - All telephones in the proposed solution must include the required licensing.
 - Direct Inward Dialing (DID)
 - Caller ID
 - Music on Hold
 - Emergency calls to the 911 system and Enhanced 911 (E911) capability
- The proposer must include standby power sources / battery backup (UPS) for all equipment installed as part of the proposed solution with the exception of the equipment installed in the main data center.

7.2.4.2 *Technical Requirements*

- The proposer must include the design to implement and integrate the telephone system with the current infrastructure. Related systems such as servers, administration servers, among others, will be installed in locations to be indicated by designated OAT personnel. In remote facilities, equipment will be installed in telecommunication rooms to be indicated by designated OAT staff.
- OAT will be using a third party to provide the switches and routers necessary for the integration of the telephones to the telephony infrastructure.
- The proposer must indicate the bandwidth requirements for the different locations. OAT, in collaboration with the networking service provider, will configure the network to provision the required bandwidth.

7.2.4.3 *Telephones*

- The proposer must supply telephones for the different facilities according to the table in the following section.
- The telephones must have the following features:
 - Monochrome screen of at least 3.5 diagonal inches.
 - Physical buttons with indicators for phone, messages, contacts, history, interface navigation, volume control, handsfree use, and muting.
 - Support for wideband audio for both the handset and the speaker.
 - Full duplex technology in hands-free mode.
 - Compatibility with electronic hearing aids.
 - Indicator of pending messages.
 - Mute key with optional mute alerting.
 - Multiple ring capability.
 - Desk and wall base.
 - Two (2) Gigabit Ethernet Interfaces (10/100/1000).
 - Support for PoE (IEEE 802.3af and 802.3az).
 - Auxiliary power source, if necessary.
 - Support for SIP & H.323 protocols.
 - Support for standard encoders: G.711, G.726, G.729A / B, G.722.
 - Multi-language support, including English and Spanish.

7.2.4.4 *Equipment Requirements*

- The proposer must provide the number of telephones and analog ports indicated in this section. These will be distributed among OAT locations as part the following tables, which include expected future growth in telephony service usage.

Facilities Court of First Instance	IP Telephones	Analog Ports
Bayamón Region		
• Toa Alta	27	2
• Corozal	5	2
• Guaynabo	29	2
• Toa Baja	11	2
• Vega Baja	22	2
Humacao Region		
• Las Piedras	9	2
• Yabucoa	11	2
Mayagüez Region		
• Añasco	11	2
• Cabo Rojo	16	2
• Lajas	8	2
• Yauco at Sabana Grande	24	2
• San Germán and Sabana Grande	21	2
Ponce Region		
• Juana Díaz	19	2
Fajardo Region		
• Vieques	11	2
Aguadilla Region		
• Aguada	13	2
• Isabela	7	2
• San Sebastián	21	2
Guayama Region		
• Patillas	11	2
• Salinas	16	2
Aibonito Region		
• Barranquitas	6	2
• Coamo	12	2
• Comerio	11	2
• Orocovis	11	2
Utua Region		
• Adjuntas	17	2
• Lares	16	2
Arecibo Region		
• Barceloneta	13	2
• Camuy	13	2
• Ciales	14	2
• Hatillo	9	2

Facilities Court of First Instance	IP Telephones	Analog Ports
• Manatí	21	2
Other Facilities		
• Printing Press	13	N/A
• ODIN Ponce	6	N/A
• ODIN San Juan	64	N/A
• Aguadilla, Investigations Courtroom	31	2
• Notary Archive	8	N/A
• Supply Depot	6	N/A
Sub-Total (TPI IP Telephones)	563	62

Facilities Judicial Centers	Telephones	Analog Ports
Non-IP Telephones		
Aguadilla	161	4
Aibonito	84	5
San Juan Archive (Ave Barbosa)	37	3
Arecibo	204	6
Bayamón	314	7
Carolina	249	6
Fajardo	231	5
Humacao	196	7
Mayaguez	220	9
Bayamón Family Relations and Minors	260	9
Ponce	390	7
San Juan	622	9
Supreme Court	191	17
Utado	127	2
Sub-Total <i>(Non-IP Telephones Judicial Centers)</i>	3,286	93
IP Telephones*		
Caguas	302	10
Guayama	220	6
OAT/TA	620	7
Sub-Total <i>(IP Telephones Judicial Centers)</i>	1,142	23
Total	4,991	178
Estimated Growth	3%	N/A
Total Including Estimated Growth	5,141	178

* This section refers to existing VoIP phones that OAT owns and the proposer could use the existing telephones as part of the proposed solution.

7.2.4.5 *Redundancy*

The proposer must implement a redundant solution to ensure continued operation in the event of an incident or failure in the telephony service system. The redundancy elements must be in place and active 24x7. The new design's redundancy measures must be operational 24/7. The new design should consider alternate means to connect the SIP trunks.

7.2.4.6 *Extension Configuration*

- Currently, OAT uses two dialing plans. To make calls internally within a facility, it uses a 4-digit format (an extension). However, to make calls between facilities, OAT uses a seven-digit format: "8" + a number that identifies the location (two digits) + the desired extension at the location (four digits). The proposer can keep the current dialing plans and configure the extension directory in the solution to be implemented. The location codes and extensions will be provided to the selected proposer prior to implementation.

7.2.4.7 *Security*

- The proposer must establish security measures to protect OAT's system and network from any attack or unauthorized access. In addition, OAT will establish different access levels for users authorized to perform administrative tasks in the telephony system locally and remotely.

7.2.5 *Maintenance and Service Warranties*

- The proposer will certify that during the contract period, it will provide all updates that apply to the proposed equipment free of any additional cost. These updates include patches, firmware, drivers, among others.
- The service warranty will start upon OAT's acceptance of the installed equipment/service and will continue through the contract period.
- Proposals must include the warranty terms and conditions associated with the proposed services. This information must be presented as part of the technical proposal, in a separate section, under the title "Service Warranties", with the specific warranty conditions, as well as any exclusions.

7.2.6 *Technical Support and Service Hours*

- The proposer must provide technical support as needed for the service requested.
- The support service must be available 24 hours a day, 7 days a week, 365 days a year.
- Technical support must include, at a minimum:
 - Identification and resolution of incidents that impact telephone communications.
 - Installation and configuration of new telephones and associated devices.

- Extension configuration and configuration of call routing rules.
- Call center configuration.
- Any tasks necessary to operate the Judicial Branch's telephony service as requested by authorized OAT personnel.
- OAT's business hours are Monday through Friday from 8:00 AM to 5:00 PM AST. In addition, the proposer must have resources available to provide support during scheduled maintenance windows and to address incidents that prevent the proper functioning of the telephony system outside business hours, weekends, and holidays (if their participation is required) at no additional cost to OAT.

7.2.6.1 *Certifications*

- The proposer must have certified resources in the proposed solution components and available to provide technical support (both remotely and on-site).
- The proposer must include its proposed resources' technical certifications, which must be consistent with the manufacturer equipment models of the equipment that will be installed and configured, and/or the contracted services, as applicable. The certifications must focus on the following:
 - Administration
 - Implementation both of the initial solution and additional functionality to be implemented at a later date.
 - Technical support
- The personnel's certifications must be consistent with not only the equipment included in the solution, but also with all proposed service components.

7.2.6.2 *Service Levels*

- The proposer must guarantee 98.5% service availability on a monthly basis.
- The proposer must carry out proactive monitoring that includes alarms and event logging. This includes, but is not limited to, issuing notifications within the times established in the service level agreement.

Any changes to the selected proposer's service scope must be approved in writing by designated OAT personnel.

7.2.6.3 *Service Management, Metrics, and Reports*

- The proposer must submit detailed reports of all maintenance tasks and equipment replacement activities performed.
- The proposer must annually prepare and present a capacity plan to designated OAT personnel that includes growth projections based on utilization data captured by the system during the previous year.
- The selected proposer must submit semi-annual report that includes a detailed work plan of pending update activity of all equipment that is within the scope of the contract

(hardware, software, firmware, among others) and must coordinate installation with OAT personnel. This This requirement excludes emergency updates because they impact security or critical performance metrics, in which case, the selected proposer must immediately notify OAT so that it can take any required corresponding action.

- The proposer must notify designated OAT personnel about emergency updates that may be required for security or equipment operation reasons as soon as it becomes aware of such need. The proposer must coordinate installation with OAT personnel as soon as possible.

This communication should include the following:

- Description of the update
- Impact if not installed
- Installation time
- Recovery plan (*Rollback* plan)
- The selected proposer must perform an annual equipment inventory and deliver the results in a report.
- The selected proposer must generate a monthly report detailing all service calls and alarms generated by the system.

7.2.6.4 *Incident Notifications and Resolution Times*

- The proposer must provide details as to the contact persons to whom OAT will request services, notify breakdowns, and communicate regarding the contracted solution and services.
 - The list must include at least the name of the person, position, telephone number, and email.
 - There must be at least one point of contact available 24 hours a day, 365 days a year.
- The proposer must describe the escalation procedures associated with the contact persons.
- The proposer must immediately notify OAT both orally and in writing of any incident. This includes delays in customer service performance, failure to meet service levels, or due dates that will be missed. Similarly, OAT will notify the proposer orally and/or in writing about any incident.
- Both in the notification of incidents and in their resolution, the proposer must maintain an open line of communication to ensure OAT's active participation in the planning, execution, and evaluation of any corrective action taken.
- In case of incidents related to the solution, the proposer must have the capacity and ability to resolve the incident in collaboration with other service providers (e.g., developers, business partners) to meet the established requirements, as well as the procedures to be established with OAT in the case of the selected proposer.
- The proposer's initial response time to begin diagnosis wherever the equipment is located **must not exceed four (4) hours** from the time the service call is made with the exception

of those locations that are identified as critical. For critical locations, the proposer's initial response time to begin diagnosis **must not exceed two (2) hours**.

- The **maximum resolution time** for this service will depend on the priority assigned by OAT. The maximum resolution time applies beyond the previously established **maximum initial response time**.
 - The maximum resolution times according to each priority level are as follows:

Priority	Maximum Resolution Time (Hours)
Critical	6
High	10
Medium	24
Low	48

- The priority level for each facility is indicated in the following table.

Judicial Regions	Priority
Office of the Administration of the Courts	Critical
Printing Press	Medium
Supply Depot	Medium
San Juan Archive (Barbosa)	Critical
Court of Appeals	Critical
Supreme Court	Critical
Ponce ODIN Archive	Medium
San Juan ODIN Archive	Medium
Office of Notary Inspections (ODIN)	Critical
Aguadilla Judicial Center	Critical
Aguadilla Investigations Municipal Courtroom	Critical
Court of First Instance - Aguada	Medium
Court of First Instance - Isabela	Medium
Court of First Instance - San Sebastián	High
Aibonito Judicial Center	Critical
Court of First Instance - Barranquitas	Medium
Court of First Instance - Coamo	Medium
Court of First Instance - Comerio	High
Court of First Instance - Orocovis	High
Arecibo Judicial Center	Critical
Court of First Instance - Barceloneta	Medium
Court of First Instance - Camuy	High
Court of First Instance - Ciales	Medium
Court of First Instance - Hatillo	Medium

Judicial Regions	Priority
Court of First Instance - Manatí	Critical
Bayamón Judicial Center	Critical
Family Relations and Minors (Bayamón)	Critical
Court of First Instance - Corozal	Medium
Court of First Instance - Guaynabo	High
Court of First Instance - Toa Alta	High
Court of First Instance - Toa Baja	Medium
Court of First Instance - Vega Baja	High
Caguas Judicial Center	Critical
Carolina Judicial Center	Critical
Fajardo Judicial Center	Critical
Court of First Instance - Vieques	Medium
Guayama Judicial Center	Critical
Court of First Instance - Patillas	Medium
Court of First Instance - Salinas	High
Humacao Judicial Center	Critical
Court of First Instance - Las Piedras	Medium
Court of First Instance - Yabucoa	High
Mayagüez Judicial Center	Critical
Court of First Instance - Añasco	Medium
Court of First Instance - Cabo Rojo	High
Court of First Instance - de Lajas	Medium
Court of First Instance - Yauco at Sabana Grande	High
Court of First Instance - San Germán and Sábana Grande	High
Ponce Judicial Center	Critical
Court of First Instance - Juana Díaz	High
San Juan Judicial Center	Critical
Utado Judicial Center	Critical
Court of First Instance - Adjuntas	High
Court of First Instance - Lares	High

- Each oral and written notification must be addressed in compliance with the response time(s) established for all contracted services. Also, the proposer will have a maximum of 48 hours after initial notification in which they must report to OAT a description of the nature of the incident, the actions/steps taken to correct the incident, an action plan to avoid similar situations in the future, and the proposer's staff that participated in resolving the incident.
- The proposer must describe its procedure to address and report incidents, resolution times, and any measures it will adopt in case of a catastrophic event.

7.2.6.5 Maintenance Windows

- All maintenance windows must be notified and approved by designated OAT personnel in writing (via email) at least 7 working days in advance. The maintenance tasks must be carried out during periods authorized by OAT.

7.2.7 Implementation

Requirements associated with migration include the following:

- The selected proposer must provide a detailed implementation plan as part of its proposal. The implementation scope comprises all the tasks necessary for the successful migration from the current equipment and services to the equipment to be installed and configured by the proposer, as well as the contracted services.
- The period allotted for the implementation and commissioning of the new infrastructure will begin upon delivery of the equipment to OAT's facilities.
- The implementation and commissioning time must not exceed the period stipulated herein:

<i>Solution component</i>	<i>The maximum period to complete migration (calendar days)</i>
Voice over IP (VoIP) Telephony System and Gateways	180 days

- The contracted service levels must be in place as of OAT's certification of the commissioning of each solution component.
- If the proposer does not comply with the contractually agreed implementation project delivery commitments, it will be responsible for all expenses incurred by OAT as a result of said non-compliance. Additionally, OAT reserves the right to terminate the contract and make claims on any performance guarantee, bond, or other forms of guarantee included in the contract intended to protect OAT's interests.
- The main implementation activities must include, at a minimum:
 - Confirmation of the information and representations that have been included in this request for proposal and request for any additional information required to commission the contracted solution.
 - Migration of the current security rules in OAT's firewalls.
 - Requests for information and coordination of activities involving third parties (other service providers or other OAT areas beyond those directly involved in the project) through the selected proposer's assigned contact person. Whenever possible, the implementation activities should seek to reuse technology, equipment, and processes currently available in OAT to reduce the cost of implementation without impacting the established service levels.
 - Execution of solution planning, design, testing, and implementation tasks.
 - Laying the groundwork to ensure compliance with the established service levels.

- Migration should be planned and coordinated to be completed as quickly as possible while minimizing the possibility of operational interruptions or impact to services provided by the Judicial Branch.
- Each proposer must carry out the tasks associated with the implementation process according to pre-approved plans and in good faith concerning all involved parties.
- In the event that a contract resulting from this request for proposal is terminated for any reason, OAT will have the right to issue necessary directives to guarantee a complete, orderly, and efficient transition to ensure the continued effectiveness of its operations. The contractors will be obligated to comply with OAT's directives and to take any available measures to minimize any loss associated with contract termination. In addition, the contractor must collaborate with the successor contractor so that the latter can assume their corresponding obligations.

For clarification purposes, until the contracted solution is implemented and fully operational, the current provider will continue to operate the service at the current contracted service levels and invoiced at the prices established in the current contract.

7.2.7.1 *Work Plan*

- The proposer must include a work plan with an estimated start date, the equipment delivery, installation, and configuration periods along with any interdependencies, as well as all deliverables.
 - For purposes of the work plan, day 0 will be the contract execution date. The dates in the work plan will be denominated from day 0 as "+ n days or - n days from day 0", where n is the number of days.
- The proposer must comply, as a minimum, with the following:
 - Submit a work plan that demonstrates the feasibility of completing the deliverables within the period established in the implementation section. The work plan must include, at a minimum, the tasks defined as requirements in the following sections:
 - Implementation,
 - Scripts and Tests,
 - User Acceptance Tests and
 - Requirements for Knowledge Transfer, Training, and Documentation of Products, Services, and/or Processes.
 - Demonstrate the proposer's commitment to supporting OAT's concurrent efforts associated with this project and your organization's capability of assuming the responsibilities associated with this contract.
 - Identify how the proposer will monitor the project progress against planned tasks and activities.
 - Identify and address risks, including the flexibility to allocate additional resources, if necessary, to ensure the timely completion of project milestones and deliverables.

- Describe experiences with similar projects where the methodologies, approaches, and processes used therein can be brought to bear to mitigate, eliminate, and address unexpected risks.

7.2.7.2 *Scripts and Tests*

The selected proposer must prepare and submit for OAT's approval test scripts for the proposed solution. The scripts must contemplate all technical and operational areas of the proposed solution and indicate the expected result for each specific test. The tests must be completed ten (10) working days before the contracted solution is commissioned. This time requirement must be considered in the preliminary work plan to be submitted as part of this request for proposal.

7.2.7.3 *User Acceptance Tests*

Each proposer must prepare and submit for OAT's approval test scripts for user acceptance tests. User acceptance tests must be completed at least ten (10) days before the contracted solution is commissioned. The purpose of these tests is to provide OAT the opportunity to fully test the functionality and operational readiness of the proposed solution and validate compliance with the requirements established in the request for proposal. The scope of the user acceptance test must include, at a minimum, the following components: security, recovery, interoperability, and system interfaces, among others. This schedule requirement must be considered as part of the preliminary work plan submitted as part of this request for proposal.

7.2.7.4 *Requirements for Knowledge Transfer, Training, and Documentation of Products, Services, and/or Processes*

Each proposer must meet, at a minimum, the following requirements:

- Knowledge transfer should start during equipment installation. It must be aimed at the users who will monitor and/or directly use the contracted equipment and/or service, as well as any designated OAT technical personnel (database administrators, programmers, telecommunications, and security specialists, among others).
- Knowledge transfer should occur during equipment installation but separately from application and solution maintenance training sessions.
- Knowledge transfer should be part of the deliverables included in the project work plan.
- The proposer must provide adequate access and training (knowledge transfer) related to the tools that will be used by designated OAT personnel to operate the solution.
- The proposer must train all OAT personnel, including the technical personnel that will be managing the telephony service. The training to be provided to all personnel must be in Spanish, in person (OAT personnel will coordinate the group and the location), and with training manuals in Spanish. The same training must be imparted to any newly hired OAT personnel.
- All training materials and documentation will be subject to OAT's prior approval.
- OAT will retain ownership of all training materials generated by the selected proposer.

- Training materials and documentation associated with the contracted solution should be updated throughout the life of the support and maintenance contract to reflect design changes, policy changes, and modifications to operational procedures.
- The selected proposer will be responsible for designing and developing methods to ensure adequate training and operational effectiveness. The selected proposer should indicate the quality assurance methods to be used with regards to training and operational effectiveness.
- All the documentation related to the project, including the proposal for the proposer's solution, must be generated in Spanish.
- The selected proposer's project manager or contact person for solution implementation, as well as the resources that interact with OAT personnel assigned to the project, must be fluent in Spanish.

7.2.8 OAT Roles and Responsibilities

The selected proposer must implement the proposed solution in collaboration with OAT's IT Directorate. The personnel assigned to the implementation project by the IT Directorate will have the following roles and responsibilities:

- A designated OAT contact person will validate all functional and technical specifications related to the purchased equipment.
- Specify in writing any changes to technical configurations, management protocols, incident reporting processes, and any other relevant specifications so that the selected proposer can meet the stipulated service levels.
- Provide contact lists of telecommunications, security, and infrastructure offices in all OAT facilities, as applicable.
- Inform the selected proposer's project manager or contact person regarding any non-working days of the Judicial Branch.
- Coordinate required activities with Judicial Branch personnel.
- Submit any requests for planned downtime due to required changes or maintenance to OAT's Change Advisory Board (CAB).
- Escort selected proposer staff in restricted Judicial Branch facility areas to support service coordination and provision.

7.2.9 Out of Scope

- SIP trunking service contracts.
- Cabinets or racks.

7.2.10 Evaluation Weight of the Technical Section

The proposer's score in the technical section of the proposal will have a relative weight of 45% towards the total score for the proposed solution component.

7.3 Internet Service

Proposers are expected to include a narrative description, along with diagrams and other documentation, that states their understanding of the technical requirements of this request for proposal and that they intend to fully and optimally meet the requirements set out for each solution component for which a proposal is submitted. The Proposer must include how their proposed solution meets the minimum requirements established in each section. The proposal must refer to each applicable section of the specifications in this request for proposal.

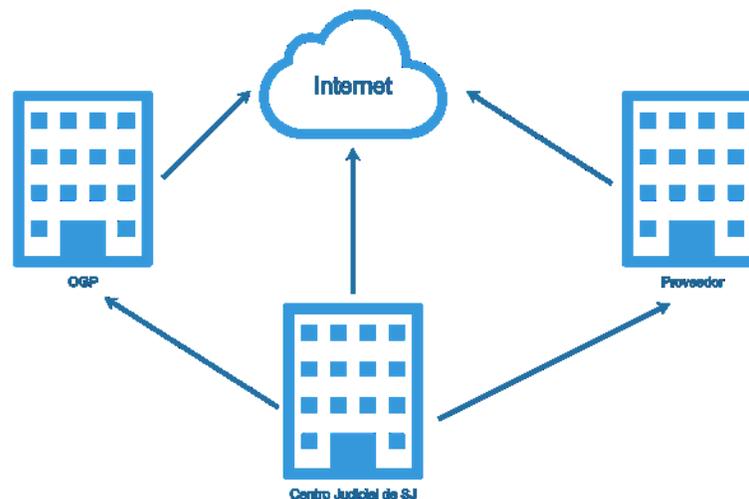
7.3.1 Description

The Office of Courts Administration (OAT by its Spanish acronym) is requesting proposals from service providers to contract two Internet connections, with a capacity of at least 1Gbps each. These connections may be installed both in the Computer Center of the San Juan Judicial Center, in which case one would be redundant to the other and the bandwidth would be added. As an alternative and at the discretion of the OAT, the second line would be installed in an alternate Judicial Center as redundancy.

7.3.2 Current Architecture

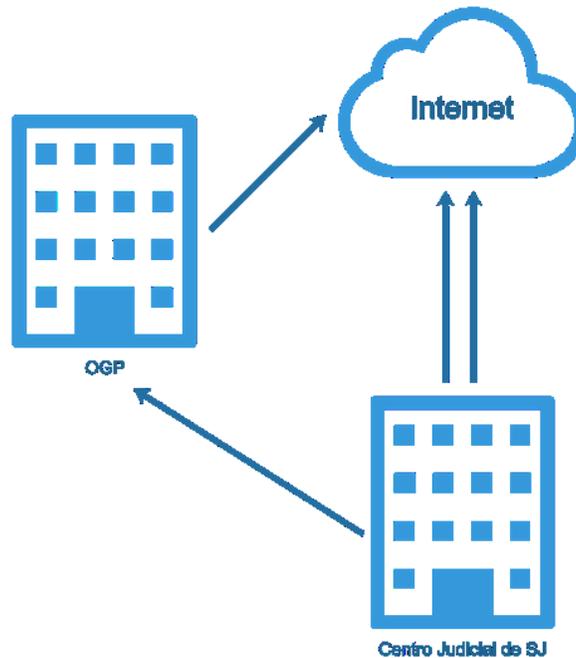
Currently, OAT has three Internet connections with a maximum capacity of 100Mbps ending at the main data center in San Juan. These connections are not configured in automatic redundant mode; however, OAT personnel have the ability to redirect traffic to any of them through configuration changes. The Internet service is used by OAT to provide users (internal/external) access to applications managed by the OAT and to provide employees access to the resources found on the Internet.

The following image is a conceptual representation of the existing connectivity:

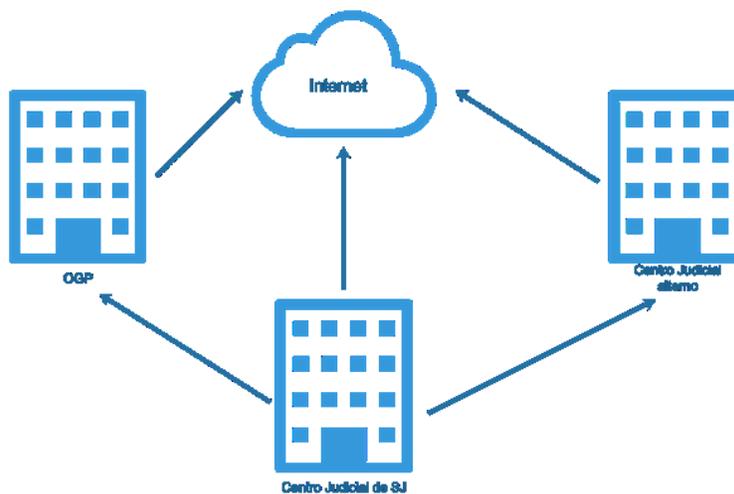


7.3.3 Conceptual Architecture

OAT will be connected through two separate connections to the Internet in addition to the existing connection to OGP that is used primarily for inter-agency communications. As part of the resilience and safeguard strategy, the OAT could choose to install both connections to its computer center in the San Juan Judicial Center.



As an option, OAT could choose to have two entry and exit points to the Internet through two different Judicial Centers, thus guaranteeing the availability of the Internet even if the San Juan Judicial Center goes offline. The following image conceptually demonstrates the architecture of the connections.



7.3.4 Requirements

The associated requirements are further detailed in this section.

7.3.4.1 General Requirements

- The proposer must provide two internet connections that will be installed in the main data center located in the San Juan Judicial Center or, at the discretion of the OAT, in different Judicial Centers. These connections must be from two different overseas providers or show that they arrive in Puerto Rico through different overseas fibers.
- As a minimum, each connection must be a fiber connection with 1Gbps capacity.
- The bandwidth must be symmetric.
- The proposer must allow for growth capacity to increase bandwidth as required by OAT.
- The proposer will be responsible for providing all the necessary equipment for the interconnection to OAT firewalls.
- The proposer must include all the necessary installation, configuration, maintenance, and monitoring services as well as support the integration to the current telecommunications infrastructure.
- In the event that both connections terminate in the same location, they must be able to be added to offer the sum of the bandwidth of both connections during normal operations.
- The proposer must include the telecommunications providers used in the proposed solution.
- Any construction costs must be borne by the proposer.
- The proposer must identify all costs associated with equipment and configuration, among others.

7.3.5 Maintenance and Service Warranties

- The proposer will certify that during the contract period, it will provide all updates that apply to the proposed equipment free of any additional cost. These updates include patches, firmware, drivers, among others.
- The service warranty will start upon OAT's acceptance of the installed equipment/service and will continue through the contract period.
- Proposals must include the warranty terms and conditions associated with the proposed services. This information must be presented as part of the technical proposal, in a separate section, under the title "Service Warranties", with the specific warranty conditions, as well as any exclusions.

7.3.6 Technical Support and Service Hours

- The proposer must provide technical support as needed for the service requested.
- The support service must be available 24 hours a day, 7 days a week, 365 days a year.
- Technical support must include, at a minimum:
 - Call center to notify incidents
 - Prompt troubleshooting and resolution of incidents
 - Configuration changes as requested by the OAT.

7.3.6.1 Service Levels

- The proposer must guarantee 99.95% network availability on a monthly basis.
- The proposer must guarantee 99.95% availability of the contracted bandwidth.
- The proposer must guarantee a packet loss rate that is less than or equal to 0.5%.
- The proposer must guarantee a network latency that is less than or equal to 50ms.
- The proposer must guarantee the same 16 public IP addresses throughout the contract period.
- The proposer must guarantee network jitter that is less than or equal to 20ms.
- The internet service must be available 24 hours a day, 7 days a week, 365 days a year.
- The proposer must carry out proactive monitoring that includes alarms and event logging. This includes, but is not limited to, issuing notifications within the times established in the service level agreement.

Any changes in the terms of service must be approved in writing by OAT's designated personnel.

7.3.6.2 Service Management, Metrics, and Reports

- The selected proposer must annually prepare and present a capacity plan to designated OAT personnel that includes growth projections based on utilization data captured by the system during the previous year.
- The selected proposer must notify designated OAT personnel about emergency updates that may be required for security or equipment operation reasons as soon as it becomes aware of such need. The proposer must coordinate installation with OAT personnel as soon as possible.

This communication should include the following:

- Description of the update
- Impact if not installed
- Installation time
- Recovery plan (*Rollback* plan)

- The selected proposer must generate a monthly report detailing all service calls and alarms generated by the system.
- The selected proposer must submit on a monthly basis an SLA compliance report based on service levels described in the previous section.

7.3.6.3 *Incident Notifications and Resolution Times*

- The proposer must describe the incident notification process.
- The proposer must describe the escalation procedures associated with the incident notification process.
- The proposer will immediately notify OAT both orally and in writing of any incident. This includes delays in customer service performance, failure to meet service levels, or due dates that will be missed. Similarly, OAT will notify the proposer orally and/or in writing about any incident.
- Both in the notification of incidents and in their resolution, the proposer must maintain an open line of communication to ensure OAT's active participation in the planning, execution, and evaluation of any corrective action taken.
- In case of incidents related to the solution, the proposer must have the capacity and ability to resolve the incident in collaboration with other service providers (e.g., developers, business partners) to meet the established requirements, as well as the procedures to be established with OAT in the case of the selected proposer.
- The proposer's initial response time to begin diagnosis wherever the equipment is located **must not exceed one (1) hour** from the time the service call is made.
- The **maximum resolution time is four (4) hours** beyond the previously established **maximum initial response time**.
- Each oral and written notification must be addressed in compliance with the response time(s) established for all services. Also, the proposer will have a maximum of 48 hours after initial notification where they will report to OAT a description of the nature of the incident, the actions/steps taken to correct the incident, the preventive measures taken and action plan to avoid similar situations in the future.
- The proposer must describe its procedure to address and report incidents, resolution times, and any provisions it will take in case of a catastrophic event.

7.3.6.4 *Maintenance Windows*

- All maintenance windows must be notified and approved by designated OAT personnel in writing (via email) at least 7 working days in advance. The maintenance tasks must be carried out during periods authorized by OAT.

7.3.7 **Implementation**

Requirements associated with migration include the following:

- The selected proposer must provide a detailed implementation plan as part of its proposal. The implementation scope comprises all the tasks necessary for the successful migration from the current services to the contracted services.
- The period allotted for the implementation and commissioning of the new infrastructure will begin upon delivery of the service to OAT's facilities.
- The implementation and commissioning time must not exceed the period stipulated herein:

<i>Solution component</i>	<i>The maximum period to complete migration (calendar days)</i>
Internet Service	90 days

- The contracted service levels must be in place as of OAT's certification of the commissioning of each solution component.
- If the proposer does not comply with the contractually agreed implementation project delivery commitments, it will be responsible for all expenses incurred by OAT as a result of said non-compliance. Additionally, OAT reserves the right to terminate the contract and make claims on any performance guarantee, bond, or other forms of guarantee included in the contract intended to protect OAT's interests.
- The main implementation activities must include, at a minimum:
 - Confirmation of the information and representations that have been included in this request for proposal and request for any additional information required to commission the contracted solution.
 - Requests for information and coordination of activities involving third parties (other service providers or other OAT areas beyond those directly involved in the project) through the selected proposer's assigned contact person.
 - Execution of solution planning, design, testing, and implementation tasks.
 - Laying the groundwork to ensure compliance with the established service levels.
 - Migration should be planned and coordinated to be completed as quickly as possible while minimizing the possibility of operational interruptions or impact to services provided by the Judicial Branch.
- Each proposer must carry out the tasks associated with the implementation process according to pre-approved plans and in good faith concerning all involved parties.
- In the event that a contract resulting from this request for proposal is terminated for any reason, OAT will have the right to issue necessary directives to guarantee a complete, orderly, and efficient transition to ensure the continued effectiveness of its operations. The contractors will be obligated to comply with OAT's directives and to take any available measures to minimize any loss associated with contract termination. In addition, the contractor must collaborate with the successor contractor so that the latter can assume their corresponding obligations.

For clarification purposes, until the contracted solution is implemented and fully operational, the current provider will continue to operate the service at the current contracted service levels and invoiced at the prices established in the current contract.

7.3.7.1 *Work Plan*

- The proposer must include a work plan with an estimated start date, the equipment delivery, installation, and configuration periods along with any interdependencies, as well as all deliverables.
 - For purposes of the work plan, day 0 will be the contract execution date. The dates in the work plan will be denominated from day 0 as "+ n days or - n days from day 0", where n is the number of days.

7.3.8 **OAT Roles and Responsibilities**

The selected proposer must implement the proposed solution in collaboration with OAT's IT Directorate. The personnel assigned to the implementation project by the IT Directorate will have the following roles and responsibilities:

- A designated OAT contact person will validate all functional and technical specifications related to the purchased equipment.
- Specify in writing any changes to technical configurations, management protocols, incident reporting processes, and any other relevant specifications so that the selected proposer can meet the stipulated service levels.
- Provide contact lists of telecommunications, security, and infrastructure offices in all OAT facilities, as applicable.
- Inform the selected proposer's project manager or contact person regarding any non-working days of the Judicial Branch.
- Coordinate required activities with Judicial Branch personnel.
- Submit any requests for planned downtime due to required changes or maintenance to OAT's Change Advisory Board (CAB).
- Escort selected proposer staff in restricted Judicial Branch facility areas to support service coordination and provision.

7.3.9 **Evaluation Weight of the Technical Section**

The proposer's score in the technical section of the proposal will have a relative weight of 45% towards the total score for the proposed solution component.

8 **Financial Section**

The information to be included under the financial section is detailed below.

8.1 **Cost Breakdown**

Proposers must provide the information requested in **ANNEX 9.4 (Cost Breakdown)**. Proposers are encouraged to offer the most cost-effective solution that optimally and fully meets the

requirements described in this request for proposal. The financial section must include prices for all products and services that are part of the proposer's solution.

OAT may request a best and final offer (BAFO) from any proposer after establishing an order of negotiation.

The prices offered will be understood to be valid for the duration of the Contract, as well as any amendments and/or renewals as appropriate.

8.2 Evaluation Criteria of the Financial Section

The proposer's score in the financial section of the proposal will have a relative weight of 50% towards the total score for the proposed solution component.

9 Appendixes and Annexes

9.1 Appendix - Affidavit of Government-Funded Contracts

SWORN STATEMENT (SAMPLE FOR REFERENCE)

I, _____, of legal age, single married, and resident of _____, on behalf of _____, organized as a corporation, association, private business or other (specify) _____, holding the position of _____ at the aforementioned organization, do hereby state the following under oath:

My name and personal circumstances are as stated above.

I understand and accept that any natural person or legal entity who wishes to participate in the award of a bid or contract with any government agency or instrumentality, public corporation, municipality, or the Legislative or Judicial Branch to provide services or the sale or delivery of goods, must submit an affidavit signed before a notary, as provided by Section 3.3 of Law No. 2-2018, known as the "Anticorruption Code for the New Puerto Rico."

The undersigned company, _____, or its chair, vice chair, director, executive director, or member(s) of a Board of Officers or Board of Directors, or person discharging similar duties for the legal entity:

- Has not been convicted of, nor has pleaded guilty to, any of the offenses listed in Section 6.8 of Law No. 8-2017, as amended, known as the "Law for the Administration and Transformation of Human Resources in the Government of Puerto Rico", or any of the offenses listed in Law No. 2-2018, known as the "Anti-Corruption Code for the New Puerto Rico."
- Has been convicted, or has pleaded guilty to, certain offenses listed in Section 6.8 of Law No. 8-2017, as amended, or certain offenses listed in Law No. 2-2018. In this case, the following is indicated:

Company's Name:

Name of its Subsidiary:

Full Name of the concerned person, as provided in Law No. 2-2018:

Position in the company:

Offense:

Date (M/D/Y):

Country:

Forum:

I understand and accept that the conviction or guilty plea for any of the offenses listed in the aforementioned laws will bar the natural person or legal entity from bidding or entering into contracts with a government agency or instrumentality, public corporation, municipality, or the Legislative or Judicial Branch for the period provided under Section 6.8 of Law No. 8-

2017, or for the term of ten (10) years from the date the sentence was served if no such period is provided. This ineligibility shall apply to any offense, as established above, or its equivalent in Puerto Rico, as well as in the jurisdiction of the United States of America, its states or territories, or any other country.

The company, _____, represented by the undersigned officer, has the duty and promises to continuously and immediately inform if the undersigned, or the entity's chair, vice chair, director, executive director, or member(s) of a Board of Officers or Board of Directors, or person discharging similar duties for the legal entity, is ever convicted or found guilty, or is under investigation for the offenses listed in Section 6.8 of Law No. 8-2017, as amended, or any of the offenses listed in Law No. 2-2018.

I sign this sworn statement pursuant to Law No. 2-2018, and execute the same so that any government entity, public corporation, municipality, or the Legislative and Judicial Branch may know what is stated herein, and for any other administrative or legal purpose.

In witness whereof, I hereby set my hand to this sworn statement in _____, Puerto Rico, on this ____ day of _____.

Declarant's Signature

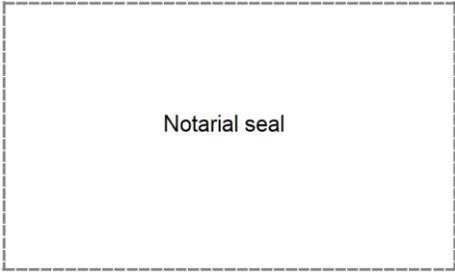
AFFIDAVIT NO. _____

Sworn and signed before me by _____, of the circumstances stated above and whom I identify through _____.

In _____, Puerto Rico, on this ____ day of _____.

Notary's Name

Notary's Signature



9.2 Appendix - Certification for the Administrative Section

CERTIFICATION FOR THE ADMINISTRATIVE SECTION OF THE REQUEST FOR PROPOSAL NO. 21-07

I, _____, holding the position of _____ at
[name of proposer], on behalf of said organization, hereby certify that the latter:

Has the intention and availability to enter into a contractual agreement under the terms and conditions, specifications, and requirements established throughout this request for proposal. If a contract is awarded as a result of this request for proposal, it acknowledges that the life of the contract shall be 5 years.

Acknowledges that the contents of its proposal will be effective for 180 days (or 6 calendar months) from the date of notification of the selection of proposals.

It will ensure that, if the contract is awarded, both it and its sub-proposers, if any, will not have contractual commitments that are in conflict or impede the successful performance of the contract.

Name of the Authorized Officer

Signature of Authorized Officer

9.3 Appendix - Affidavit on Independent Price Determination

SWORN STATEMENT (SAMPLE FOR REFERENCE)

I, _____, of legal age, single married, and resident of _____, on behalf of _____, organized as a corporation, association, private business or other (specify) _____, holding the position of _____ at said organization, do hereby state the following under oath:

My name and personal circumstances are as stated above.

For the purpose of the participating on behalf of [name of proposer] in Request for Proposal No. _____, published by the Office of Courts Administration on _____, _____, I hereby state the following:

The prices included in the proposal have been determined independently and without any assessment, communication or agreement with third parties outside [name of proposer] with the intention of restricting competition.

The proposer has not taken and shall not take any action to induce any other natural person or legal entity to submit or abstain from submitting a proposal with the intention of restricting competition.

I further state that:

[name of proposer] has not participated and will not participate in actions that are contrary to the preceding statement, and meets at least one of the following conditions:

- I am the person in the proposer's organization responsible for making decisions regarding the prices offered, or I have been authorized in writing to act as an agent for the persons responsible for such a decision.
- I am not the person in the proposer's organization responsible for making the decision regarding the prices offered here, but I have been authorized in writing to act as an agent for the persons responsible for such decision.

Everything stated herein is the truth to the best of my knowledge and belief, and so I sign this statement for all pertinent legal purposes.

Sworn and signed in _____, Puerto Rico, on this _____ day of _____.

Affiant's Signature

AFFIDAVIT NO. _____

Sworn and signed before me by _____, of the circumstances
aforementioned and whom I identify through _____.

In _____, Puerto Rico, on this _____ day of _____.

Notary' Name

Notary's Signature

Notarial seal

If you accessed the RFP document through the Judicial Branch’s web portal, you can request the following electronic *Excel* files (Annex 9.4 through Annex 9.9) from the Procurement Office using the contact information in Section 4.4 (Contact Information).

9.4 **Annex Cost Breakdown**

Please complete the *Excel* file attached to this request for proposal with the title ANNEX 9.4 (Cost breakdown). The document must be completed according to the instructions in this request for proposal and the instructions tab of Annex 9.4.

9.5 **Annex Cabinets and Racks**

Please refer to the attached Excel file for additional information.

9.6 **Annex Data Cable Category and Brand**

Please refer to the attached Excel file for additional information.

9.7 **Annex Extended Service Hours**

Please refer to the attached Excel file for additional information.

9.8 **Annex PBXs (Avaya and Fujitsu)**

Please refer to the attached Excel file for additional information.

9.9 **Annex IP Phone Model Equipment by Sites**

Please refer to the attached Excel file for additional information.

9.4 Annex Cost Breakdown

Cost Breakdown Instructions:

Proposers must provide the information requested herein (ANNEX 9.4 Cost Breakdown). Proposers are encouraged to offer the most cost-effective solution that optimally and fully meets the requirements described in the RPF. The financial section must include **all the costs** for all products and services that are part of the proposer's solution using the format presented in this document. This document will be used for the evaluation of section 8.1 (Cost Breakdown), to provide a standard evaluation for all proposers for each solution and/or service offered.

- The breakdown for the financial proposal is mandatory according to this annex and the request for proposal.
- The instructions for binding and submitting the financial proposal section were given in the request for proposal in section 5.0 and its respective subsections (Section 5 General Requirements).
- The proposer must set all its prices in United States dollars and must include all the charges for which the OAT would have a cost. That is, all expenses, charges, cost of assets and any other resources costs that the proposer incurred to provide the solution offered. If a charge is subject to special conditions, the proposer must specify those conditions and quantify their impact on the charges.
- The proposer must identify and specify any recurring annual charges to be assumed by OAT after the termination of the **contract or warranty** resulting from this request for proposal.

21-07RFP

SECURITY AND TELECOMMUNICATION INFRASTRUCTURE SOLUTION

Solution Component

Telecommunications and Networking (LAN/WAN) / Security

Implementation: The proposer should provide any initial one time setup costs related to the migration/implementation of the service.

Note: Any construction costs must be borne by the proposer.

Description	Cost	Description of the cost presented or clarifications
Migration / Transition Cost	\$ -	Please provide a detailed description for any cost included.
Initial Setup Cost	\$ -	Please provide a detailed description for any cost included.

Equipment Monthly Costs: The proposer must include unit cost per equipment and the monthly total cost per equipment type based on the proposed solution.

Description	Unit cost	Total cost (based on the amounts stated in the request for proposal)	Description of the cost presented or clarifications
<i>Equipment per facility (i.e. routers)</i>	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution. Costs must be provided per facility. Add a line for each facility.
<i>Equipment per facility (i.e. switches)</i>	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution. Costs must be provided per facility. Add a line for each facility.
<i>Equipment per facility (i.e. firewalls)</i>	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution. Costs must be provided per facility. Add a line for each facility.
<i>Equipment per facility (i.e. battery backup (UPS))</i>	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution. Costs must be provided per facility. Add a line for each facility.
<i>Additional equipment (not mentioned above but required for proposed solution).</i>	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution. Costs must be provided per facility. Add a line for each facility.

Bandwidth Monthly Costs: The proposer must include monthly unit cost per line per facility based on the proposed

Courts of First Instance

Facility	Line 1 Bandwidth	Line 2 Bandwidth	Monthly Unit Cost for Line 1	Monthly Unit Cost for Line 2	Description of the cost presented or clarifications
Adjuntas	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Aguada	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Añasco	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Barceloneta	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Barranquitas	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Cabo Rojo	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Camuy	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Ciales	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Coamo	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Comerio	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Corozal	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Guaynabo	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Hatillo	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Isabela	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Juana Díaz	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Lajas	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.

Lares	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Las Piedras	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Manatí	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Orocovis	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Patillas	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Yauco at Sabana Grande	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Salinas	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
San Germán and Sábana Grande	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
San Sebastián	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Toa Alta	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Toa Baja	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Vega Baja	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.

Judicial Centers and Other Facilities

Facility	Line 1 Bandwidth	Line 2 Bandwidth	Monthly Unit Cost for Line 1	Monthly Unit Cost for Line 2	Description of the cost presented or clarifications
San Juan Judicial Center	1Gbps	1Gbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
OAT / TA (World Plaza)	200Mbps	200Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
GM Security	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Aguadilla	100Mbps	100Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Aibonito	100Mbps	100Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Arecibo	100Mbps	100Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Bayamón	100Mbps	100Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Bayamón Family Relations and Minors	100Mbps	100Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Caguas	100Mbps	100Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Carolina	100Mbps	100Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Fajardo	100Mbps	100Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Guayama	100Mbps	100Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Humacao	100Mbps	100Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Mayagüez	100Mbps	100Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Ponce	100Mbps	100Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Supreme Court	100Mbps	100Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.

Utualdo	100Mbps	100Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Printing Press	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
San Juan Archive (Barbosa Ave.)	100Mbps	100Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Aguadilla, Investigations Courtroom	20Mbps	20Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
ODIN Ponce	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
ODIN San Juan	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Supply Depot	10Mbps	10Mbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.

Technical Support: Please provide the monthly technical support cost.		
Description	Monthly Cost for Technical Support	Description of the cost presented or clarifications
On-site Technical Support Telecommunications	\$ -	Please provide a detailed description for any cost included.
Description	Monthly Cost for Technical Support	Description of the cost presented or clarifications
On-site Technical Support Security	\$ -	Please provide a detailed description for any cost included.

21-07RFP

SECURITY AND TELECOMMUNICATION INFRASTRUCTURE SOLUTION

Solution Component

Voice over IP (VoIP) Telephony System and Gateways

Implementation: The proposer should provide any initial one time setup costs related to the migration/implementation of the service.

Note: Any construction costs must be borne by the proposer.

Description	Cost	Description of the cost presented or clarifications
Migration / Transition Cost	\$ -	Please provide a detailed description for any cost included.
Initial Setup Cost	\$ -	Please provide a detailed description for any cost included.

Equipment Monthly Costs: The proposer must include unit cost per equipment and the monthly total cost per equipment type based on the proposed solution.

Description	Unit cost	Total cost (based on the amounts stated in the request for proposal)	Description of the cost presented or clarifications
<i>Equipment per facility (i.e. telephones).</i> <i>Note: If different telephone models are used, proposer must include the cost per facility per model.</i>	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution. Costs must be provided per facility. Add a line for each facility.
<i>Equipment per facility (i.e. battery backup (UPS))</i>	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution. Costs must be provided per facility. Add a line for each facility.
<i>Additional equipment (not mentioned above but required for proposed solution).</i>	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution. Costs must be provided per facility. Add a line for each facility.

Technical Support: Please provide the monthly technical support cost that may not be included as part of the maintenance support.

Description	Monthly Cost for Technical Support	Description of the cost presented or clarifications
On-site Technical Support	\$ -	Please provide the monthly technical support cost that may not be included as part of the maintenance support.

21-07RFP

SECURITY AND TELECOMMUNICATION INFRASTRUCTURE SOLUTION

Solution Component

Internet Service

Implementation: The proposer should provide any initial one time setup costs related to the

Note: Any construction costs must be borne by the proposer.

Description	Cost	Description of the cost presented or clarifications
Migration / Transition Cost	\$ -	Please provide a detailed description for any cost included.
Initial Setup Cost	\$ -	Please provide a detailed description for any cost included.

Bandwidth Monthly Costs: The proposer must include monthly unit cost per connection per facility based on the proposed solution.

Facility	Connection 1 Bandwidth	Connection 2 Bandwidth	Monthly Unit Cost for Connection 1	Monthly Unit Cost for Connection 2	Description of the cost presented or clarifications
Option 1 - Both connections at the main data center located on San Juan Judicial Center					
San Juan Judicial Center	1Gbps	1Gbps	\$ -	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Option 2 - One connection at the main data center located on San Juan Judicial Center and a second connection at a different facility					
San Juan Judicial Center	1Gbps	-	\$ -	N/A	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.
Second Judicial Center (i.e. Caguas)	-	1Gbps	N/A	\$ -	Please provide a detailed description for any cost included. The cost must include all the solution components needed to meet the RFP requirements for this service/solution.

TELECOMMUNICATIONS AND NETWORKING (LAN/WAN)

ANNEX 9.5 CABINETS AND RACKS

Localities	Cabinet /Racks		
	Quantity	Brand	Size
Printing Press	2	CPI/Rack	6 Feet Floor
Aguadilla, Investigations CourtRoom	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Notary Archive	1	Rack	2 Feet Floor
ODIN San Juan	1	Rack	8 Feet Floor
ODIN Ponce	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Supply Depot	1	Rack	8 Feet Floor
Adjuntas	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Aguada	1	Panduit/Rack	6 Feet Floor
Añasco	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Barceloneta	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Barranquitas	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Cabo Rojo	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Camuy	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Ciales	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Coamo	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Comerio	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Corozal	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Guaynabo	1	Great Lakes/Cabinet	8 Feet Floor
Hatillo	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Isabela	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Juana Díaz	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Lajas	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Lares	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Las Piedras	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Manatí	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Orocovis	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Patillas	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Sabana Grande	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Salinas	1	Great Lakes/Cabinet	4 Feet Wall Mounted
San Germán	1	Great Lakes/Cabinet	4 Feet Wall Mounted
San Sebastián	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Toa Alta	2	Great Lakes and Black Box/Cabinet	4 Feet Wall Mounted/8 Feet Floor
Toa Baja	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Vega Baja	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Vieques	1	Great Lakes/Cabinet	4 Feet Wall Mounted
Yabucoa	1	Great Lakes/Cabinet	4 Feet Wall Mounted

TELECOMMUNICATIONS AND NETWORKING (LAN/WAN)

ANNEX 9.6 Data Cable Category and Brand

Sites	Cat 5	Cat 5e	Cat 66	Brand	
				Panduit	Ortronics / Superior
Centro Judicial de Aguadilla		X			X
Centro Judicial de Aibonito		X			X
Centro Judicial de Arecibo		X			X
Centro Judicial de Bayamón		X			X
Centro Judicial de Caguas			X	X	
Centro Judicial de Carolina		X			X
Centro Judicial de Fajardo					
Centro Judicial de Guayama		X			X
Centro Judicial de Humacao					
Centro Judicial de Mayaguez					
Centro Judicial de Ponce					
Centro Judicial de San Juan		X			X
Tribunal Supremo		X			X
Centro Judicial de Utuado		X			X
OAT			X	X	
TA			X	X	
Archivo Barbosa		X			X
ODIN San Juan		X		X	
ODIN Ponce		X		X	
Notary Archive		X		X	
Supply Depot		X		X	
All TPI's		X		X	

TELECOMMUNICATIONS AND NETWORKING (LAN/WAN)

Annex 9.7 Extended Service Hours

CJ/TPI'S	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Observations
CJ San Juan	8:00 am a 10:00pm	8:00 am a 10:00 am	Can extended hours					
CJ Bayamón	8:00 am a 10:00pm	8:00 am a 10:00 am	Can extended hours					
CJ Arecibo	8:30am a 7:00 pm	1:00pm a 7:00pm	1:00pm a 10:00pm	1:00pm a 7:00pm Holydays				
Aguadilla (Sala de Turno)	8:30am a 7:00 pm	1:00pm a 7:00pm	1:00pm a 7:00pm	1:00pm a 7:00pm Holydays				
CJ Mayaguez	8:00am a 8:00 pm	1:00pm a 6:00pm	1:00pm a 6:00pm	1:00pm a 6:00pm				
CJ Ponce	8:00am a 7:00 pm	3:00pm a 7:00pm	3:00pm a 7:00pm	3:00pm a 7:00pm Holydayas				
CJ Fajardo	8:30am a 7:00 pm	Subject to Judge on Duty	Subject to Judge on Duty	Subject to Judge on Duty				

Voice over IP (VoIP) Telephony System and Gateways
Annex 9.8 PBX,s (Avaya and Fujitsu)

Mayaguez	Humacao	Fajardo	OAT / TA	Caguas
Automated Attendant				
Voice Mail				
2 PRI	2 PRI	2 PRI	4 PRI	2 PRI
75 DID	54 DID	50 DID	176 DID	78 DID
20 IP ports for internal communication (between all court facilities, 8 + XX + XXXX)	20 IP ports for internal communication (between all court facilities, 8 + XX + XXXX)	20 IP ports for internal communication (between all court facilities, 8 + XX + XXXX)	20 IP ports for internal communication (between all court facilities, 8 + XX + XXXX)	20 IP ports for internal communication (between all court facilities, 8 + XX + XXXX)

Guayama	Ponce	RF y Menores
Automated Attendant	Automated Attendant	Automated Attendant
Voice Mail	Voice Mail	Voice Mail
2 PRI	2 PRI	2 PRI
50 DID	75 DID	49 DID
20 IP ports for internal communication (between all court facilities, 8 + XX + XXXX)	20 IP ports for internal communication (between all court facilities, 8 + XX + XXXX)	20 IP ports for internal communication (between all court facilities, 8 + XX + XXXX)

Voice over IP (VoIP) Telephony System and Gateways
Annex 9.8 PBX,s (Avaya and Fujitsu)

Aguadilla	Aibonito	Arecibo	Bayamón	Carolina
Automated Attendant				
Voice Mail				
1 PRI	1 PRI	2 PRI	2 PRI	2 PRI
74 DID	40 DID	51 DID	99 DID	74 DID
20 IP ports for internal communication (between all court facilities, 8 + XX + XXXX)	20 IP ports for internal communication (between all court facilities, 8 + XX + XXXX)	20 IP ports for internal communication (between all court facilities, 8 + XX + XXXX)	20 IP ports for internal communication (between all court facilities, 8 + XX + XXXX)	20 IP ports for internal communication (between all court facilities, 8 + XX + XXXX)

San Juan	Supremo	Utualdo	Archive Barbosa
Automated Attendant	Automated Attendant	Automated Attendant	Automated Attendant
Voice Mail	Voice Mail	Voice Mail	Voice Mail
2 PRI	1 PRI	1 PRI	10 troncales análogas
199 DID	40 DID	40 DID	NO DID
20 IP ports for internal communication (between all court facilities, 8 + XX + XXXX)	20 IP ports for internal communication (between all court facilities, 8 + XX + XXXX)	20 IP ports for internal communication (between all court facilities, 8 + XX + XXXX)	20 IP ports for internal communication (between all court facilities, 8 + XX + XXXX)

Voice over IP (VoIP) Telephony System and Gateways

Annex 9.9 IP Phone Model Equipment by Sites

IP Phone Model	Bayamón Family Relations and Minors	Caguas	Fajardo	Guayama	Humacao	Mayaguez	Ponce	TA	OAT	ODIN San Juan	ODIN Ponce	Printing Press	Aguadilla, Investigations Courtroom	Notary Archive	Supply Depot	TPI,s All
Avaya 6221	x		x		x	x	x									
Avaya 2420	x		x		x	x	x									
Avaya 9611G		x		x												
Avaya 9608G								x	x	x		x	x	x	x	x
Avaya 9641		x		x					x							