



UNITED STATES  
NUCLEAR REGULATORY COMMISSION

REGION I  
2100 RENAISSANCE BLVD.  
KING OF PRUSSIA, PA 19406-2745  
August 25, 2016

Offerors:

Subject: REQUEST FOR PROPOSAL (RFP) FOR PURCHASE ORDER UNDER  
SOLICITATION NUMBER: RFP-R1-16-0033 ENTITLED: AVAYA AURA  
CONFERCING SYSTEM MAINTENANCE/WARRANTY SERVICES

The U.S. Nuclear Regulatory Commission (USNRC) Region I office is soliciting responses in accordance with FAR, Part 8 & 13. The full scope of this requirement is below. Your written quote must be submitted no later than 4:00pm on September 13, 2016 to the U.S. Nuclear Regulatory Commission, Region I, 2100 Renaissance Blvd, King of Prussia, PA 19406. Electronic and facsimile quotes may be accepted. Electronic quotes may be sent to [Rebecca.barr@nrc.gov](mailto:Rebecca.barr@nrc.gov). Facsimile quotes may be faxed to 610-337-6941. Quotes must contain company DUNS number.

#### Background

The USNRC, Region I office requires a maintenance and warranty service agreement for the Avaya Aura Conferencing System (Release 7) in the Incident Response Center (IRC) at 2100 Renaissance Boulevard, King of Prussia, PA 19406.

#### Requirements

See attached Statement of Work (SOW) for the full scope of the work.

#### Security

Any personnel must have ID (valid driver's license) to gain access to any locations in our building located at 2100 Renaissance Boulevard, King of Prussia, PA 19406 and will be escorted at all times while in secure areas.

#### Payment Information

The USNRC requires the prospective awardee to be registered in the System for Award Management (SAM) database prior to award, during performance and through final payment of the resulting contract in accordance with the Federal Acquisition Regulation (FAR). Registration in SAM (<https://www.sam.gov>) database is free.

Should you have any questions regarding this request, please contact Becky Barr at 610-337-5238 or email at [Rebecca.barr@nrc.gov](mailto:Rebecca.barr@nrc.gov).

David P. Rule, Contracting Officer, USNRC, Region I

**A. Notice Type: Request For Proposal**

**U.S. NRC Region I Building Avaya Aura Conferencing System Maintenance and Warranty Services**

This is a request for proposal to conduct maintenance and warranty service for the Avaya Aura Conferencing System (Release 7) in the Incident Response Center (IRC) at 2100 Renaissance Blvd, Suite 100, King of Prussia, PA (scope of work included below).

The U.S. NRC (the Government) is not obligated to and WILL NOT pay for information received as a result of this announcement.

**B. Period of Performance: One Year: October 1, 2016 to September 30, 2017**

**C. Scope Of Work**

- C.1. The Contractor Shall provide management, supervision, labor, materials, equipment, and supplies and shall be responsible for the efficient, effective, economical, and satisfactory operation, scheduled maintenance and unscheduled/emergent repair of the Avaya Aura Conferencing System (Release 7) in the Incident Response Center (IRC) at 2100 Renaissance Blvd, Suite 100, King of Prussia, PA. The Avaya material designations are 230458 (SA ON-SITE 8.5 APPL LG SRV 3YAN) – 1 Units and 257948 (SA PREF CONF R7 MULTIMEDIA 3YAN) – 1000 Units.
- C.2. The Contractor shall (at a minimum):
  - C.2.1. Expedited On-Site Support: Dispatch a technician to 2100 Renaissance, Blvd within one (1) business day of notification that a high-priority service site visit is required (a system or equipment malfunction rendering all or a portion of the system inoperable when required for mission operations as determined by NRC Region I management).
  - C.2.2. Standard On-Site Support: Dispatch a technician to 2100 Renaissance, Blvd within two (2) business days of notification that a standard service site visit is required (any service request not designated as “expedited”).
  - C.2.3. Periodic Preventive Maintenance Visit: Develop and adhere to a schedule for performing on-site manufacturer-recommended general/scheduled maintenance and testing.
  - C.2.4. Manufacturer Warranty Support: Provide liaison services for all applicable manufacturer warranties.
  - C.2.5. Critical Product Loaner: Provide loaner products, if available, while the original equipment is being repaired.
  - C.2.6. Help Desk: Provide 24 hours/day, 7 days/week phone support to address high-priority system failures (to resolve via phone or dispatch technicians).
  - C.2.7. Service Ticket Tracking: Provide summary reports of all service calls via web based portal.
  - C.2.8. Be responsible to make the management and operational decisions to meet the quality standards required under this contract.

- C.2.9. Use innovation, technology and other means and methods to develop and perform the most efficient services for the building.
- C.2.10. Implement an effective Quality Control Plan (QCP). *(The Federal Acquisition Regulation (FAR), Part 46-Quality Assurance, Subpart 46.2-Contract Quality Requirements, requires that the "contracting officer shall include in the solicitation and contract the appropriate quality requirements. The type and extent of contract quality requirements needed depends on the particular acquisition and may range from inspection at time of acceptance to a requirement for the contractor's implementation of a comprehensive program for controlling quality." Having a well-documented quality assurance (QA) program in place is intended to assure the government that the contracted company will provide quality products/services that conform to the requirements of the contract. These programs should be written down and typically provide a systematic approach for evaluation, inspection, testing, calibration or whatever is needed to monitor and assure the quality of the product/service provided.)*
- C.2.11. Implement an effective service call system that results in prompt, professional, and courteous resolution of tenant concerns.
- C.2.12. Keep the Contracting Officer (CO) or designee informed of the impact and schedule for future work, the current status of work when being performed, and provide other pertinent information needed by the CO or designee.
- C.2.13. Reduce the environmental impacts of work performed under this contract by using, to the maximum extent, environmentally sound practices, processes, and products.
- C.2.14. Provide training to their employees that will stress stewardship in maintenance practices i.e., the proper use, disposal, recycling of chemicals, dispensing equipment and packaging. Ensure that their employees are properly licensed and/or certified to operate necessary building systems or equipment for which licensed and/or certified personnel are required by federal, state or local law, codes or ordinances (H.15. Personnel Qualifications).
- C.2.15. Federal Requirements: The Contractor shall comply with all applicable Federal, state and local laws, regulations and codes, including any supplements or revisions. The Contractor shall obtain all applicable licenses, training, and permits. If a change in law or regulation requires the Contractor to implement an action that will result in an increase or decrease in Contract price, the Contractor shall implement the required action and within 30 calendar days submit to the CO or their designee a price proposal for such change. If the CO or their designee determines an equitable adjustment is substantiated a modification to the Contract will be issued.

Responses must be submitted to this office in writing, by email or regular mail by 4:00 PM EST on September 13, 2016. Submit response and information via email to: [Rebecca.barr@nrc.gov](mailto:Rebecca.barr@nrc.gov).

Electronic mail responses are preferred. Facsimile responses will NOT be accepted. Submittals will not be returned. Telephonic responses will not be honored. This notice does not constitute any commitment by the Government. Prime contractors doing business with the Federal Government must be registered in the System for Award Management (SAM) database at [www.sam.gov](http://www.sam.gov).