

***This document is a draft Scope of Services/Technical Specifications for a future competitive contract Miami-Dade County anticipates entering into. Scope of Services/Technical Specifications is subject to change without notice.***

***This is not an advertisement.***

Miami-Dade County, Florida

Project Title: Voice/Data Communication, Products and Services

## **SCOPE OF SERVICES**

### **3.1 SCOPE OF WORK/TECHNICAL SPECIFICATIONS**

Suppliers/Vendors shall be capable of providing Avaya, Ciena, Extreme, Aruba and Cradlepoint Voice/Data Communications Products and Services such as network switches, network software, optical networking router wireless hardware/software, network security, unified communications, maintenance, engineering support and professional services. The services will be utilized by Miami-Dade County in support of the County's communications infrastructure. These types of purchases will be procured on an as needed basis through future spot market quotations.

### **3.2 GOODS/SERVICES TO BE PROVIDED**

Suppliers/Vendors may be required to provide the following competency areas that the County intends to procure under this pool, the list is neither exclusive nor complete, the County may add new products and services as needs are identified.

#### **a. Network Switches**

Provide various network switches for the County's communications infrastructure and other industrial environment including but not limited to ethernet switches, stand-alone, outside wiring closets, rack-mounted switches for use in an equipment rack or enclosures, DIN Rail mounted for use in industrial environment and small installation switches, mounted into a cable duct, floor box or communications tower, as found, for example, in fiber infrastructures.

#### **b. Network Software**

Provide communications software as may be needed for operation of communications networks that operate as follows:

- i. runs on a server, or within the Cloud, and enables the server to manage data, users, groups,
- ii. manages security, applications, and other networking functions. The network operating system is designed to allow transfer of data among multiple computers in a network, typically a local area network (LAN), a private network or to other networks. Networking software capabilities shall include the following:

- restartable process;
- high availability options;
- targeted operating systems, i.e. DC, campus, core, wan, etc.; and
- operating system efficiencies.

#### **c. Optical Networking**

Provide high-capacity networks based on optical technology and components that provide routing, grooming, and restoration at the wavelength level as well as wavelength-based services.

Specifically, the Ciena 6500 Packet Optical Platform utilized by the County, which requires annual support services.

#### **d. Routers**

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Provide hardware and be certified to support complex router configurations in a large enterprise communication network.

**e. Wireless Hardware/Software**

Provide materials to support the County's wireless network.

**f. Unified Communications Services**

Provide a set of products that provides a consistent unified user interface and user experience across multiple devices and modes of communications. Unified Communications is able to provide services such as session management, voice, video, messaging, mobility, and meeting solutions (i.e., web, audio, Instant Message & Presence (IM&P), file sharing, white boarding, guest support, etc.). It can also provide the foundation for advanced unified communications capabilities of IM and presence-based services and extend telephony features and capabilities to packet telephony network devices such as IP phones, media processing devices, Voice over IP.

Additionally, Suppliers/Vendors shall provide materials and services support in maintaining the integration of various communication methods utilized by the County's communications operations such as e911 and Miami International Airport.

**3.3 PRODUCTS AND SERVICES**

**a. OEM Materials Supplies**

Suppliers/Vendors shall provide OEM parts, supplies, components, systems, sub-systems, and other related supplies.

**b. Maintenance and Support Services**

Suppliers/Vendors shall support existing County communication systems and be capable of transferring support arrangements to future award. The County has agreed to various multi-year support arrangements with the OEMs. These arrangements will need to be transferred to any new contract.

- i. County infrastructure, applications and service management
- ii. Remote Management Services including, but not limited to, continuous monitoring, incident management, problem management, change management, and utilization and performance reporting that may be on a subscription basis.

**c. Engineering Support**

The County may need engineering support services to assist County communications engineers in configuring new communication solutions, establishing and maintaining consistency of a product's performance. Suppliers/Vendors shall provide:

- i. Data Communications Architectural Design Services to develop architectural strategies and roadmaps for transforming and upgrading the County's existing network architecture

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and communications operations

ii. Testing services include, but not limited to, testing the availability, reliability, security and performance of the County's existing infrastructure or new solution.

**d. Solutions Implementation**

Suppliers/Vendors shall implement turnkey solution for large and complex communication projects including the following:

- i. Implementation Services including, but not limited to, basic installation and configuration or end-to-end integration and deployment.
- ii. Statement of Work (SOW) Services describing customer-specific tasks to be accomplished and/or services to be delivered based on customer's business and technical requirements.

**e. Training**

Suppliers/Vendors shall provide training for IT professionals on networking technologies, including but not limited to designing, implementing, operating, configuring, and troubleshooting network systems. After implementation of new solutions, if required, training shall be provided by OEM or designee and shall be scheduled at the County facility.

**f. Professional Services**

Suppliers/Vendors shall provide technical assistance in solving communication issues that County engineers do not have the expertise or training to resolve, including, but not limited to:

- i. Survey/ Design Services — Troubleshooting, design, architecture, review/validation, and readiness assessment;
- ii. Optimization — assessing operational environment readiness, identify ways to increase efficiencies throughout the network, and optimize; and
- iii. Consulting/Advisory Services —assessing the availability, reliability, security and performance of customer's existing solutions.