

**REQUEST FOR QUOTES**  
**FOR**  
**PHONE MAINTENANCE – IPC IQMX TURRET SYSTEM**

**Issued by the**  
**State of New Jersey**  
**Department of the Treasury**  
**Division of Investment**  
<http://www.state.nj.us/treasury/doinvest/>

**Date Issued: August 13, 2019**

**Responses Due: September 13, 2019**

## I. PURPOSE AND INTENT

The purpose of this Request for Quotes (RFQ) is to solicit quotes from vendors for phone maintenance of, including a limited number of parts for, the Division of Investment's (DOI) existing turret (trader) phone system for a one-year term, effective the date of contract.

## II. MINIMUM REQUIREMENTS

Bidder(s) must have documented experience and ability providing maintenance to legacy IPC turret hardware (Alliance MX phones and equipment) and software. Additionally, bidder must have the necessary inventory of parts and handsets and/or have the ability to obtain necessary parts and handsets for fifteen (15) traders.

## III. QUOTE SUBMISSION

Bidders may submit quotes electronically or by mail. To submit electronically, bidders may submit the proposal, quote, and required forms with "Phone Maintenance RFQ" in the subject line, to the following email address: [DOI@treas.nj.gov](mailto:DOI@treas.nj.gov). Quotes must be received by the deadline.

Proposals may be mailed to the address below. Note that the United States Postal Service does not deliver directly to DOI's office. Additional time is necessary to receive such quotes by the deadline.

### Overnight Mail

NJ Division of Investment  
Department of the Treasury  
50 West State Street, 9<sup>th</sup> Floor  
Trenton, NJ 08608  
Attn: Gina Costello

### Regular Mail

NJ Division of Investment  
Department of the Treasury  
P.O. Box 290  
Trenton, NJ 08625-0290  
Attn: Gina Costello

**NOTE:** All required forms must be completed and submitted. A complete listing of all required forms is available under Section XI of this RFQ and the "Waiver and DPA Checklist" is available on DOI's website at the following link:

<http://www.state.nj.us/treasury/doinvest/rfp.shtml>.

All documents/information submitted in response to this solicitation shall be available to the general public as required by the New Jersey Open Public Records Act NJSA 47:1A-1 et seq.

Communications with representatives of the State concerning this request by you or on your behalf are not permitted during the submission and selection processes.

**No telephone inquiries will be accepted. All inquiries concerning this request should be directed**

in writing to: [Gina.Costello@treas.nj.gov](mailto:Gina.Costello@treas.nj.gov).

The State will not be responsible for any expenses in the preparation and/or presentation of the proposals and oral interviews or for the disclosure of any information or material received in connection with the solicitation, whether by negligence or otherwise.

The State reserves the right to reject any and all proposals, with or without cause, and waive any irregularities or informalities in the proposals. The State further reserves the right to make such investigations as it deems necessary as to the qualifications of any and all firms submitting proposals. In the event that all proposals are rejected, the State reserves the right to re-solicit proposals.

#### **IV. GENERAL INFORMATION**

The DOI internally manages the assets of the various public retirement systems. As of May 31, 2019, total assets under DOI management totaled approximately \$76 billion (unaudited), which is comprised of the State's Pension Funds, Cash Management Fund, and various other funds. The DOI manages the assets of the Pension Fund internally utilizing State staff. As part of the internal fund management process, the Division's trading desk operation uses the IPC Alliance MX turret system to interact and communicate with its various brokers. The IPC turret system is critical to trading operations for the Division and must be fully operational during the hours of 8am through 5pm EST, Monday through Friday.

#### **V. SCOPE OF SERVICES**

The Vendor shall provide the following minimum services:

1. Maintenance:
  - support for all hardware components relating to the DOI's IPC turret infrastructure; and
  - support for all software relating to the DOI's IPC turret system to keep the system fully operational.
2. Service Level Requirements:
  - provide support services Monday through Friday from 8am – 5pm EST;
  - provide a telephone number to a live support professional and email address to contact support during the hours stated above;
  - provide onsite support within four (4) hours of a reported outage that cannot be resolved remotely; and
  - provide a level of support that results in wait times of no more than 3 minutes to speak with a support professional during the hours stated above.

#### **VII. SELECTION PROCESS**

- All quotes will be reviewed to determine responsiveness. Non-responsive quotes will be rejected without evaluation. The following evaluation criteria categories, separate or combined in some manner, and not necessarily listed in order of significance, will be used to evaluate proposals received in response to this RFQ.
- The firm's approach and plans to perform the services required by the Scope of Services contained in this RFQ.
- The firm's documented experience in successfully completing contracts of a similar size and scope to those required by this RFQ.
- The qualifications and experience of the firm's personnel assigned to the engagement, with emphasis on documented experience in successfully completing work on contracts of similar size and scope to the services required by this RFQ.
- The overall ability of the firm to mobilize, undertake and successfully complete the Agreement. This judgment will include, but not be limited to the following factors: the resources of the firm; the number and qualifications of management, supervisory and other staff proposed by the firm to perform the services required by this RFQ; the availability and commitment to the Agreement of the firm's management, supervisory and other staff proposed; and the firm's contract management plan.
- The firm's cost proposal.

### **VIII. FEES**

Prices shall remain in effect for the duration of the term of the contract and for any mutually agreed upon contract extensions. The State reserves the right to negotiate final price with the vendor selected to provide the requested services.

### **IX. TERM**

The term shall be for one (1) year effective the date of contract.

### **X. FIRM SELECTION AND CONTRACT**

The State will select the quote(s) deemed most advantageous to the State, price and other factors considered.

The contract between the State and the firm(s) shall be comprised of this RFQ, any clarifications thereof, the firm(s) response thereto, any changes negotiated by the parties and the documents listed in Section XI Miscellaneous. Such contract can only be modified in a writing signed by the parties.

## **XI. MISCELLANEOUS**

All required forms must be completed and submitted. The “Waiver and DPA Checklist” is available on DOI’s website at the following link: <http://www.state.nj.us/treasury/doinvest/rfp.shtml>

Required forms include:

- Ownership Disclosure Form
- Disclosure Form of Investigations and Other Actions Involving the Vendor/Bidder Form
- Disclosure of Investment Activities in Iran Form
- Source Disclosure Certification Form
- MacBride Principles Form
- Vendor Certification and Political Contribution Disclosure Form
- Two Year Chapter 51 / Executive Order 117 Vendor Certification and Disclosure of Political Contributions Form
- Affirmative Action Supplement Form
- State of New Jersey Standard Terms and Conditions Certificate of Insurance/ACORD
- Notice to Bidders of Set Off for State Taxes

A copy of a valid New Jersey Business Registration must be submitted. If not already registered with the New Jersey Division of Revenue, registration can be completed on line at the Division of Revenue website: <http://www.state.nj.us/treasury/revenue/index.html>

NOTE: Selected bidders will be required to register with the State’s centralized accounting system through NJStart in order to be paid. Vendors not already registered may do so at: <https://www.njstart.gov/bsol/>

### **MISCELLANEOUS**

Notice to Bidders and Contractors Regarding P.L. 2012, c. 4.

“Organ and Tissue Donation: As defined in section 2 of P.L. 2012, c. 4 (N.J.S.A.52:32-33), contractors are encouraged to notify their employees, through information and materials or through an organ and tissue awareness program, of organ donation options. The information provided to employees shall be prepared in collaboration with the organ procurement organizations designated pursuant to 42 U.S.C. §1320b-8 to serve in this State.”