



REQUEST FOR PROPOSAL 3166

Cloud Connect for Webex Calling

Prepared by
Community College of Allegheny County
Purchasing Department – Office of College Services
800 Allegheny Avenue
Pittsburgh, Pennsylvania 15233

ALL QUESTIONS REGARDING THIS RFP SHOULD BE SUBMITTED VIA EMAIL TO
mcvetic@ccac.edu NO LATER THAN

August 7 at 12:00 NOON

RESPONSES TO THIS RFP MUST DELIVERED TO THE PURCHASING DEPARTMENT NO
LATER THAN:

August 12, 2026 at 2:00 p.m.

1. Project Overview

The Community College of Allegheny County (CCAC) is seeking competitive proposals from qualified enterprise-grade SIP trunking providers capable of delivering highly available, secure, and fully compliant voice connectivity. The selected provider will support our organization's enterprise-wide transition to a cloud-first communication architecture.

MANDATORY ARCHITECTURAL REQUIREMENT:

Proposals will only be accepted from certified Cisco Cloud Connected PSTN (CCP) partners offering a direct-to-cloud peering architecture with Cisco Webex Calling. Any solution requiring an on-premises Local Gateway (LGW), virtual or physical CUBE routers, or any local signaling hardware will be immediately disqualified.

2. Scope of Work & Technical Specifications

2.1 Capacity, Scalability & Bursting Logic

- **Baseline Capacity:** The platform must natively support a minimum committed capacity of fifty (50) concurrent call paths from day one.
- **Peak Scale Elasticity:** The network must dynamically scale to support a maximum peak of two hundred (200) concurrent call paths during high-traffic events.
- **Bursting Architecture:** Vendors must outline their technical and commercial execution for bursting past the baseline 50-channel commitment. Detail whether bursting is handled via a soft-cap overage rate per minute, an automated temporary channel provision, or tiered elasticity. Specify any structural limits on burst durations or frequency.

2.2 Security, Trust & Compliance Frameworks

- **STIR/SHAKEN Compliance:** Complete support for STIR/SHAKEN is mandatory. The provider must guarantee Level A (Full) Attestation for all outbound caller ID strings originating from our ported phone number blocks.
- **Media and Signaling Encryption:** The solution must support TLS (v1.2 or higher) for session signaling and SRTP for media streams traversing between the provider's Session Border Controllers (SBCs) and the Cisco Webex Cloud framework.
- **Inbound Spam Mitigation:** Describe native platform capabilities to mitigate spam, automated robocalls, and malicious traffic, including behavioral analytics, real-time 'Spam Likely' tagging, and configurable inbound call treatment rules.

2.3 Number Portability & Inventory

The successful vendor must manage the complete porting lifecycle of our existing production inventory consisting of exactly 2,331 Direct Inward Dial (DID) numbers currently assigned to Verizon

SIP services. Bidders must deliver a clear project management schedule and operational rollback plan for the scheduled maintenance downtime window.

3. Proposal Evaluation & Institutional Terms

- Right of Refusal: The College reserves the right to reject any or all bids, or to waive any informality in the proposals received when such waiver is in the best interest of the college.
- Service Level Agreement (SLA): The final contract must include an enterprise-grade SLA guaranteeing a minimum 99.99% network uptime and a clearly defined Mean Time to Repair (MTTR) for emergency service restoration.
- Confidentiality: All proprietary configurations, infrastructure metrics, and pricing configurations submitted in response to this RFP will be kept strictly confidential by the CCAC evaluation committee.

APPENDIX A: VENDOR RESPONSE FORM

(Vendors must complete this section in its entirety and include it with their formal submission)

1. Vendor Profile

- Vendor Name: _____
- Corporate Address: _____
- Account Executive Contact (Email/Phone): _____

2. Support, Maintenance, & Commitments

[] Provider acknowledges and agrees that active service and Cisco CCP integration must be fully validated.

[] Provider confirms Level A Attestation will be fully supported across all 2,331 numbers.

[] Provider agrees to provide formal LOA/CFA documentation within 5 business days of setup completion.

- Guaranteed Network Availability SLA (%): _____%
- Emergency Mean Time to Repair (MTTR) (Hours): _____ Hours
- Projected Deployment Timeline: _____ Days from Contract Execution

3. Commercial Pricing Matrix

Vendors must submit firm fixed pricing for both Monthly Recurring Costs (MRC) and Non-Recurring Costs (NRC) across 1-year, 3-year, and 5-year lease terms.

Cost Component / Line Item	1-Year Term Cost	3-Year Term Cost	5-Year Term Cost
Cisco CCP Trunking (50 Commits) - MRC			
Bursting Channel Surcharge Rate - Per Unit/Min			
One-Time LNP Porting Fee (2,331 DIDs)			
Monthly DID Maintenance / Subscription Fee			
Regulatory, E911, & Mandatory Fees - MRC			

Authorized Vendor Signature: _____

Title: _____

Date: _____

4. Submission Instructions

- Proposals must be submitted electronically in PDF format
- Submission deadline: August 12, 2026, no later than 2:00 p.m.
- Submit proposals to: mcvetic@ccac.edu. Please make sure that you receive a confirmation of receipt from Mike Cvetic.

5. Terms and Conditions

The Community College of Allegheny County (CCAC) reserves the right to reject any or all proposals, request additional information, and negotiate terms with selected vendors. Submission of a proposal does not constitute a commitment to award a contract.

All services must comply with applicable Commonwealth of Pennsylvania regulations, CCAC policies, and relevant public-sector procurement requirements.

6. MWDBE Participation: CCAC is committed to providing maximum opportunities for qualified minority-owned business enterprises (“MBE’s”), economically disadvantaged group-owned business enterprises (“DBE’s”), and/or women-owned business enterprises (“WBE’s”), and has established an overall goal of having 13% MBE and 7% WBE/DBE participation in its contracts and external procurements. In accordance with these goals, responding firms are asked to include the following information in their submissions: (1) if applicable, proof of certification as an MBE/WBE/DBE business or, if qualified but not yet certified, actions that it will take to obtain appropriate certification as an MBE, WBE or DBE; and (2) actions that it will take to ensure that MBE, WBE DBE’s are appropriately considered as subcontractors, if applicable.

7. Awardee Documents:

Insurance Requirements in accordance with the attached “Form B”.

Master Services Agreement (see attached).

COMMUNITY COLLEGE OF ALLEGHENY COUNTY

800 ALLEGHENY AVENUE PITTSBURGH, PA 15233

INSURANCE REQUIREMENTS

(AWARDEE ONLY)

FORM B

Indemnification. To the fullest extent permitted by law, Contractor shall defend, indemnify and hold harmless the Community College of Allegheny County (CCAC), its agents, officers, employees, and volunteers from and against all claims, damages, losses, and expenses (including but not limited to attorney fees and court costs) arising from the acts, errors, mistakes, omissions, work or service of Contractor, its agents, employees, or any tier of its subcontractors in the performance of this Contract. The amount and type of insurance coverage requirements of this Contract will in no way be construed as limiting the scope of indemnification in this Paragraph.

Insurance. Contractor shall maintain during the term of this Contract insurance policies described below issued by companies licensed in Pennsylvania with a current A.M. Best rating of A- or better. At the signing of this Contract, and prior to the commencement of any work, Contractor shall furnish the CCAC Purchasing Department with a **Certificate of Insurance** evidencing the required coverages, conditions, and limits required by this Contract at the following address: Community College of Allegheny County, Purchasing Department, 800 Allegheny Avenue, Pittsburgh, PA 15233.

The insurance policies, except Workers' Compensation and Professional Liability, shall be endorsed to name Community College of Allegheny County, its agents, officers, employees, and volunteers as Additional Insureds with the following language or its equivalent:

Community College of Allegheny County, its agents, officers, employees, and volunteers are hereby named as additional insureds as their interest may appear.

All such Certificates shall provide a 30-day notice of cancellation. Renewal Certificates must be provided for any policies that expire during the term of this Contract. Certificate must specify whether coverage is written on an Occurrence or a Claims Made Policy form.

Insurance coverage required under this Contract is:

- 1) **Commercial General Liability** insurance with a limit of not less than \$1,000,000 per occurrence for bodily injury, property damage, personal injury, products and completed operations, and blanket contractual coverage, including but not limited to the liability assumed under the indemnification provisions of this Contract.
- 2) **Automobile Liability** insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to Contractor's owned, hired, and non-owned vehicles.
- 3) **Workers' Compensation** insurance with limits statutorily required by any Federal or State law and **Employer's Liability** insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

Exhibit A

1.0 Insurance

1.1 General. Vendor shall procure, before the Contract Services are commenced hereunder, and maintain at its own cost and expense, during the entire period of the performance under this Agreement, the types and amounts of insurance listed in this Section 1 with insurance companies with a Best's Rating of not less than A-, VII .

1.2 Worker's Compensation and Employer's Liability.

- (a) Workers' Compensation - Statutory Limits
- (b) Employer's Liability in an amount not less than:

\$1,000,000 Each Accident
\$1,000,000 Disease - Policy Limit
\$1,000,000 Disease - Each Employee

Note:

(i) Coverage shall be provided in accordance with the laws of the applicable State(s) where such Contract Services are performed.

1.3 Commercial General Liability/ Umbrella Liability.

In an amount not less than:

\$5,000,000 General Aggregate
\$1,000,000 Personal and Advertising Injury
\$1,000,000 Each Occurrence
\$1,000,000 Product Liability
\$5,000,000 Umbrella

1.4 Business Automobile Liability.

With a Combined Single Limit not less than:

\$1,000,000 Each Accident

Notes with respect to 1.3 and 1.4 above:

(i) Policies shall provide that Community College of Allegheny County (CCAC), Its Schools, officers, employees, agent and board members be named as an Additional Insured for Vendor's full limits of coverage on a primary basis, but in no case less than the limits specified. Policies shall be endorsed with a waiver of subrogation clause to the extent the claim is or should have been covered by insurance.

(ii) If Claims Made coverage is provided, the policy retroactive date shall be effective prior to the date of this Agreement and the extended reporting period or policy renewal must provide that the policy will respond to claims made for at least 24 months after completion of the Contract Services.

1.5 Crime Insurance - Provide a limit of at least \$1,000,000 Per loss including Customer's Property Coverage in favor of CCAC and its Subsidiaries. In addition, CCAC shall be named as a Loss Payee for any claims involving CCAC and/or its Subsidiaries' Property.

1.6 Professional Liability (E&O) - Provide a limit of at least \$2,000,000 including coverage for the services provided by Vendor to CCAC as outlined in the contract with CCAC. If the coverage is written on a claims-made basis, coverage shall be continued for a 2 year period beyond the termination of the contract covering the work performed under this contract or a 2-Year Tail Policy shall be purchased at the time the contract ceases.

1.7 Cyber Coverage - Provide Network Security, Privacy and Technology Errors & Omissions Coverage at a limit of \$10,000,000 including CCAC and its Subsidiaries as Additional Insureds as respects the services provided by Vendor for CCAC [however, no Insured v. Insured Exclusion shall apply to claims by CCAC against Vendor). If the coverage is written on a claims-made basis, coverage shall be continued for a 2 year period beyond the termination of the contract covering the work performed under this contract or a 2-Year Tail Policy shall be purchased at the time the contract ceases.

1.8 Inland Marine that includes Transit and All Site Storage Coverage - In the amount that covers the value of the contract. This will need to cover the products in your care custody and control and in transit.

1.9 Approval. vendor shall not commence work under this Agreement until it has forwarded to CCAC, for review and approval, certificate(s) of the insurance required. CCAC shall be given a minimum of 30 days' notice in the event of a material change or cancellation of any of the insurance required. The fact that vendor has obtained the insurance required in this Agreement shall in no manner lessen nor affect Vendors other obligations set forth in any provision of this Agreement.

1.10 WAIVER OF SUBROGATION.

Companies providing required insurance must waive all rights against Community College of Allegheny County (CCAC), affiliates and subsidiaries, all of their respective officers, directors, employees, and agents for recovery of damages to the extent these damages are covered by the above referenced insurance.



MASTER SERVICES AGREEMENT

(Awardee Only)

RFP

THIS MASTER SERVICES AGREEMENT ("Agreement") is made and entered into as of this ____ day of _____, 2026, by and between **Community College of Allegheny County**, with a business office located at 800 Allegheny Avenue, Pittsburgh, PA 15233 (hereinafter referred to as the "College"), and _____ (hereinafter referred to as "Contractor").

RECITALS

WHEREAS, the College has issued a Request for Quotation, Bid Solicitation, Request for Proposal, and/or a Purchase Order (hereinafter individually and collectively referred to as the "Order"), pursuant to

Bid Proposal No.	
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which College seeks to procure certain work and services, as more fully described on the Order; and

WHEREAS, Contractor has submitted a proposal to the College to provide the services described in the Order, a copy of which is attached hereto as Exhibit A (hereinafter the "Proposal") and incorporated by reference;

WHEREAS, the College desires to engage Contractor to provide the services, pursuant to and in accordance with the terms and conditions that this Agreement set forth herein.

NOW, THEREFORE, in consideration of the premises and covenants that this Agreement contains, the receipt and adequacy of which are hereby acknowledged, the parties, intending to be legally bound, agree as follows:

1. Term. The term of this Agreement shall be as specified in the Order unless otherwise stated in the section below. If no date is specified, this Agreement shall begin with the date first stated above and terminate upon satisfactory completion of the services described herein.

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2. Services. Contractor shall fully and faithfully perform the work and services described in the Order and the Proposal and any specifications, scope of work or other documentation attached thereto. Contractor warrants that all work and services performed by or on behalf of it under this Agreement will conform to all terms and specifications set forth in the Order and in the Proposal.

3. Price/Fees: The College shall pay Contractor for the services and work performed by Contractor in accordance with the fees and/or prices set forth in the Proposal.

4. Terms and Conditions: This Agreement, and the services to be performed by Contractor hereunder, will be subject to and governed by College's Standard Terms and Conditions for the Purchase of Goods and Services ("Master Terms"), which are incorporated herein by reference. The Master Terms can be viewed and downloaded at <https://online.flippingbook.com/view/182546862/>. By signing below, Contractor acknowledges its receipt and acceptance of the Master Terms.

5. Insurance Requirements: In addition to the Master Terms, Contractor shall comply with the insurance and indemnification requirements set forth on Exhibit B, which are incorporated herein by reference. Prior to commencing performance of the Services, Contractor shall furnish to the College a properly executed certificate(s) of insurance which evidence all insurance required by Exhibit B. Said certificate(s) of insurance shall be attached herein as Exhibit C.

6. Assignment. Contractor may not assign or subcontract this Agreement or its performance thereof, in whole or in part, without the College's prior written consent.

7. Entire Agreement; Modification. This Agreement, together with the Exhibits and other documents referenced and incorporated herein, sets forth the entire agreement of the parties on the subject matter hereof and supersedes all previous or concurrent agreements between them, whether oral or written. Any proposal, quotation, acknowledgment, confirmation or other writing submitted by Contractor to the College shall not be deemed to amend or modify this Agreement, and will be of no legal effect except to the extent that it serves to identify the work and services to be performed by the Contractor. This Agreement, and the terms set forth in the Master Terms, will control over any conflicting terms or provisions contained in any proposal, invoice or other documentation submitted by Contractor to College. The terms of this Agreement may not be modified or changed except by a writing that both parties sign. This Agreement shall inure to the benefit of the College and Contractor and the College's successors and assigns.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the day and year first above written.

AWARDEE ONLY – COMPANY NAME

**COMMUNITY COLLEGE
OF ALLEGHENY COUNTY**

By: _____

By: _____

Signature: _____

Signature: _____

Title: _____

Title: Vice President for Finance

Date: _____

Date: _____

EXHIBITS - The following Exhibits are attached hereto and made a part of this Agreement for all purposes:

- ☐ **Exhibit A – CCAC's RFP**
- ☐ **Exhibit B - Contractor's Proposal Response**
- ☐ **Exhibit C - Insurance Requirements**
- ☐ **Exhibit D - Contractor's Certificate(s) of Insurance**