



**REQUEST FOR PROPOSAL
ON-CALL NETWORK SERVICES
AND
INSTALLATION**

The Town of Front Royal, VA is soliciting sealed proposals from qualified firms for on-call network services and installation. It is the Town's intent to enter into a Contract for Services (SAMPLE COPY ATTACHED), as described within the scope of work. The term of the contract shall be a one-year period, with the option of renewal for two additional one-year periods. It is understood that this contract shall be subject to annual appropriations by the Town of Front Royal Town Council. Should the Council fail to appropriate funds for this contract, the contract will be terminated when funds are exhausted. There shall be no penalty should the Council fail to provide annual appropriations for this contract.

A pre-proposal meeting will be held at 3:00 P.M., Thursday, February 9, 2012, in the Third Floor Conference Room of the Town Hall, 16 N. Royal Avenue, Front Royal.

Sealed proposals will be received in the Purchasing Department until 2:00 P.M., Friday, February 17, 2012. All proposals received after that date and time will not be accepted. Fax or email proposals will not be accepted.

Proposals are to be mailed to Town of Front Royal, ATTN: Cynthia A. Hartman, Purchasing Agent, P.O. Box 1560, Front Royal, VA 22630. Proposals may also be hand delivered until the scheduled date and time shown above to the Purchasing Department, 15 N. Royal Avenue, Front Royal, VA 22630. The outermost envelope for which a proposal is contained therein must be clearly marked "RFP – NETWORK SERVICES". The Town of Front Royal is not responsible for delays in the delivery of the mail by the U.S. Postal Service, private couriers, or the inter-office mail system. It is the sole responsibility of the offeror to ensure that its proposal reaches the Town of Front Royal Purchasing Department by the designated date and hour.

The Town of Front Royal reserves the right to accept or reject any or all proposals; to waive informalities; to negotiate with the lowest qualified bidder in order to stay within the available budget funding; and to award the project as deemed in its judgment to be in the best interest of the Town of Front Royal.

All inquires for information concerning these services should be directed to Todd Jones, Manager of Information Technology, tjones@frontroyalva.com

I. PURPOSE

The Services solicited by this request will include a full range of basic and specialty professional services for the project including network design, hardware and software experience and expertise, WAN/LAN/MAN development, systems integration and network cabling services. The selected contractor will assist the Town with system testing, system operation, and identify future needs to expand or modify the network.

II. SCOPE OF WORK

- A. The selected Contractor shall review and diagram current network infrastructure as well as review and document changes to the Town network infrastructure as required by the Town to conduct the following work tasks:
 1. Existing Network Site Survey: Provide a complete documentation package for the town's network backbone cabling and network equipment. The completed package will include but not limited to:
 - a) Collect all IT documentation that past contractors may have developed.
 - b) Develop a Town map with all town buildings, fiber routing, fiber type, fiber count, internet connections, wireless connections, and any other pertinent connectivity information.
 - c) Develop a Town backbone network schematic with all network equipment models, ports used and available, connectivity, IP addressing scheme, and any other pertinent network information.
 2. Network Requirements Analysis: Develop the requirements of the Town's IT needs. The work will include but not limited to conducting meetings with each Department Head to determine what IT methods they are using at present and what IT plans each may have for the future. Determine the size of staff, location of staff, and any future moves to other locations. A meeting agenda should be developed with questions that will be asked. The agenda should be approved by the Town then distributed to each Department Head one week prior to the meeting.
 3. Phased Town network upgrade: With the information obtained in steps 1 and 2 above, a phase upgrade approach will be developed and documented. This plan will be developed primarily by the selected Contractor but will include a group of Town employees. The phased plan will document triggers of when each phase should be implemented such as a failing switch or a move or renovation.

- B. Future service could include:
1. Provide network cabling services as needed by the Town in and to its various locations as directed by the IT Manager.
 2. Cabling may include Cat5e, Cat6, Fiber or other connectivity options as required.
 3. Cabling within various buildings for connectivity to Town LAN\WAN\MAN
 4. Cabling within various building for connectivity to Closed Circuit TV systems.
 5. Cabling within various buildings for connectivity to phone systems.
 6. Cabling between various buildings for proper LAN\WAN\MAN connectivity.
 7. Oversee the LAN\WAN\MAN implementation on behalf of the Town.
 8. Installation of equipment shall be Ortronics Structured Cabling Products in various locations throughout the Town properties. Ortronics products must be used in order to match existing systems based on evaluation of quality, warranty and applications needs existing in the Town properties.
 9. To assure a quality installation, the selected Contractor shall offer and support all Ortronics warranties.
 10. Review the Town's telephone system and provide recommendations for improvements as necessary.
- C. Work orders
1. Work orders shall be described in a work order request issued by the IT Manager.
 2. Selected Contractor shall provide a work order proposal summarizing all work efforts with costs identified.
 3. IT Manager shall issue work order upon review and approval by Town or Town Council as necessary.
 4. No work shall be performed or payment processed without approved work orders.

III. Standards of Installation

- A. All products shall be installed in compliance with manufacturer's specifications and proper installation practices.
- B. The Town of Front Royal has adopted the following internal standards for installation of structured cabling systems:
1. All cables shall be left long enough in the office area to extend down any wall where practical. This cable will be stored in a service loop in the plenum area. It shall be neatly tied with plenum rated ties.
 2. All communication links shall be in full compliance with manufacturer's installation standards including length, EMF noise readings, loss and cross talk. Test results are to be provided with the

invoice for installation.

3. Labeling shall be done in compliance with directive of the IT Manager.
4. The installation shall be made to look like it was part of original construction whenever possible. Cables shall be concealed in wall cavity conduits. Selected Contractor shall use existing conduits when possible, even if existing abandoned cables must be removed in order to free conduit space.
5. Contractor shall use Ortronics parts, equipment and cabling products.
6. When existing conduits are not available and fishing the wall cavity is not feasible because of mortar filled blocks, etc. surface mounted raceways (SMRs) may be used. SMRs shall be Ortronics, colored to match existing paint scheme, normally beige molded plastic. The Ortronics raceway has been adopted as a standard by the Town of Front Royal to ensure the interchangeability of parts. Installation shall be in a neat, efficient manner, minimizing the visibility of the SMR. Installation of vertical SMR risers shall be done in room corners or return walls to make the installation as inconspicuous as possible. Installation height shall be as specified by the IT Manager. If receptacle is not being used, the selected Contractor shall install blank cover plates on all receptacles. The selected Contractor shall ensure that entering the plenum area with raceway, all penetrations shall be neat and properly trimmed with end caps.
7. The selected Contractor shall install cable in plenum, using plenum-rated, Teflon jacketed cable. All cables shall be grouped together, bound with plenum-rated wire ties extended through bar joists or cable tray, where available. The selected Contractor shall bundle multiple cable runs together with ties and not install cables loose in plenum. Prior to exiting the installation area, the selected Contractor shall close all junction boxes, panel covers, etc. and reinstall all ceiling tiles. As new cable is installed, the selected Contractor shall remove all abandoned cable for which no immediate use is planned, after confirming status with the IT Manager.
8. When wall penetrations are required, penetrations shall be sleeved through the wall with EMT or rigid conduit and sleeves sealed with mortar or other acceptable firestop material. In instances where the sleeve is tight, it may be bushed. All penetrations, including those not fire-rated walls, shall be performed in this fashion.
9. Personnel performing installations shall be responsible for ensuring that no asbestos containing materials are disturbed as a result of the work. If a question arises concerning the composition of material to be disturbed, contact IT Manager to determine whether the material contains asbestos.
10. **Proper adherence to fire codes is mandatory.** The selected Contractor should ensure that all installers are advised of proper installation practices for fire code compliance. Any work that is not

in compliance will not be billable and must be corrected immediately.

IV. ESTIMATES OF LABOR

- A. The Town of Front Royal requests that the selected Contractor provide an estimate number of actual hours required to complete specific installations in advance of the approval of the job.
- B. The Town of Front Royal requests that the selected Contractor be able to provide an estimate of actual hours required to complete each specific request at no charge to the Town.
- C. The selected Contractor work estimates shall not exceed 20 percent of the actual costs over the original estimate.
- D. Work completed under the estimate time shall be billed at the hourly rate for the hours work performed

V. SUBMISSION REQUIREMENTS

- A. Three signed proposals shall be submitted in a sealed envelope to the advertised location. The sealed envelope shall be identified on the face with the following information:
 - Name and address of the Firm
 - Project name

Proposals shall be as thorough as necessary to establish the Firm's ability to complete the project in a successful manner.

- B. A demonstration of the firm's experience with local governments, its understanding of local government operations, and its commitment to the public sector.
- C. A list of three (3) references, preferably governments, for which the Firm has performed installations within the past two years substantially similar to this project. This list is to include the client name, address, contact person, phone number, and project name or identification number
- D. Identification of your firm's methodology or approach to achieving the objectives of this RFP.
- E. Type of equipment used for evaluation, installation and configuration network cabling and infrastructure.
- F. Technician/Installer hourly pay rate must be included.
- G. The firm's single point of contact through the proposal acceptance, including email address, mailing address, phone number, and fax number. The Town shall communicate solely through this contact regarding all issues of acceptance.

VI. EVALUATION CRITERIA

These criteria are to be utilized in the evaluation of qualifications for development of contractors to be considered for interviews and/or potential negotiations. Individual criteria will be assigned the following weights to reflect relative importance. Contractors are required to address each evaluation criteria in the order listed and to be specific in presenting their qualifications.

- A. Understanding of the Town's requirements and the vendor's statement of work. **30%**
 - 1. The selected Contractor shall be located or have a regional office within a 30 mile radius of the Front Royal area therefore allowing rapid response time in providing quotes for installation and actual installation requirements. Travel time shall NOT be billed. Only time spent at the job site will be billable.
- B. Project team qualifications and experience. **30%**
 - 1. Specific experience in and knowledge of local government information technology operations.
 - 2. Overall knowledge and experience in information technology.
 - 3. General experience of firm. Overall level of education and experience on small as well as larger projects. Prior experience in working with municipal electric utilities. Be specific on level of experience of each consultant, his or her location and how many years you have worked together. Proposal shall include resumes of all personnel who will work on this project (including consultants) and list their roles/responsibilities.
 - 4. Experience with Ortronics Structured Cabling Products.
- C. Managerial capabilities. **20%**
 - 1. Prior experience in administering networking projects.
 - 2. Ability to manage several projects simultaneously; Include present and anticipated workload.
 - 3. Firm's approach to the projects and methodology.
 - 4. References describing quality of previous work, timeliness, diligence, and ability to meet budget and schedule. Proposals must include a list of clients for whom similar projects have been performed, including contact person, address and telephone number.
- D. Costs involved for labor and materials. **20%**
 - 1. Hourly cost of installation services per technician.
 - 2. Price lists of Ortronics parts and equipment must be provided.

VII. General Requirements

Once proposals have been evaluated, selection shall be made on the basis of the factors as stated herein. Interviews and negotiations shall be conducted by the procurement method of competitive negotiation as defined in Section 2.2-4301 of the Code of Virginia (1950) as amended. This Request for Proposal indicates, in general terms, the nature of as appropriate. If a contract can be satisfactorily

negotiated at a fair and reasonable price, then an award shall be made to that proposer, after acceptance by Town Council.

If a proposal contains information of a proprietary nature, that information must be noted and an explanation submitted on separate cover.

Firms conducting business in the Town of Front Royal, to include contractors and subcontractors, are required to have a Town business license.

Bid proposals submitted are to be in effect for 90 days from the proposal deadline.

The Town of Front Royal will not be responsible for any expenses incurred by a firm in preparing and submitting a proposal in response to this request. All proposals submitted, shall become the property of the Town of Front Royal.

Submittal of a proposal indicates acceptance by the proposer of the conditions contained in this request. The Town of Front Royal reserves the right to reject without prejudice any or all responses. The Town of Front Royal reserves the right to waive informalities and negotiate with any proposer. The Town of Front Royal reserves the right to amend the specifications of the RFP and request new and/or updated proposals at any time prior to award of contract.

Vendors shall carefully examine this RFP and any addenda. Vendors should seek clarification of any ambiguity, conflict, omission or other error in the RFP in writing. If the answer materially affects the RFP, the information will be incorporated into an addendum and mailed to vendors. Oral questions or comments will not be binding.

Any variations to the requirements of this proposal must be separately and clearly identified in the proposal

SAMPLE

CONTRACT FOR SERVICES

THIS CONTRACT FOR SERVICES is made and entered into this _____ day of _____, 20____, by and between **THE TOWN OF FRONT ROYAL, VIRGINIA**, a Municipal Corporation, whose address is 16 North Royal Avenue, Front Royal, Virginia 22630 (hereinafter referred to as the "Town"), and _____, a State of _____ Corporation, whose street address is _____, and whose mailing address is _____ (hereinafter called the "Service Provider").

WITNESSETH:

That for and in consideration of the mutual promises contained herein, the Town agrees to purchase and the Service Provider agrees provide the following described services:

1. Place of Service Performance/Delivery:

2. Time of Service Delivery:

3. Term of Contract: This Contract shall be in effect for a term of _____ months beginning _____, and continuing (if not otherwise terminated pursuant to the terms of this agreement) through _____.

4. Payment: The Town shall pay to the Service Provider the sum of _____
_____ for the services described in Attachment "A" _____. The service Provider shall monthly furnish an invoice to the Town for services rendered that month. The Town shall forward a check to the Service Provider at the mailing address indicated above within thirty (30) days of the receipt of such invoice.

5. Reports: Service Provider shall complete, maintain, and submit to the Town all records and reports and lists of services rendered when such services are rendered.

6. Services Rendered: Service Provider shall perform all services to be rendered pursuant to this Contract at the location specified above. Service Provider agrees to maintain all facilities and equipment used by Service Provider under this Contract in clean, sanitary, and safe condition and free from defects of every kind.

7. Licenses and Permits: Service Provider agrees that it has procured all licenses, permits, or other like permission required by law to conduct or engage in the activity provided for in this Contract; that it will procure all additional licenses, permits, or like permission required by law during the term of this Contract; and that it will keep such licenses, permits, and permissions in full force and effect during the term of this Contract.

8. **Independent Contractor:** Service Provider understands and agrees that the relationship of service provider to the Town arising out of this Contract shall be that of independent contractor. It is understood that the Service Provider, or its staff and employees, are not employees of the Town and are, therefore, not entitled to any benefits provided employees of the Town. Service Provider shall be responsible for reporting and accounting for all State, Federal, Social Security, and local taxes where applicable.

9. **Non-Discrimination:** During the performance of this agreement Service Provider agrees that Service Provider will not discriminate against any employee or applicant for employment because of race, religion, color, sex, or natural origin except where religion, sex, or natural origin is a bona fide occupational qualification reasonably necessary for the normal operation of the Service Provider. Service Provider agrees to post in conspicuous places available to employees and applicants for employment notices setting forth the provisions of this non-discrimination clause. Service Provider in all solicitations or advertisements for employees placed by or on behalf of Service Provider will state that Service Provider is an equal opportunity employer. Service Provider will include the provisions of this paragraph in every sub-contract or purchase order of over \$10,000.00 so that the provisions will be binding upon each sub-contractor or vendor.

The Town of Front Royal does not discriminate against faith-based organizations.

10. **Compliance with Federal Immigration Law:** The Contractor does not, and shall not during the performance of the Contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.

11. **Compliance with State Law:** The Contractor shall comply with section 2.2-4311.2 of the Code of Virginia pertaining to foreign and domestic businesses authorized to transact business in the Commonwealth.

12. **Termination for Cause:** This Contract may be terminated by the Town upon

fifteen (15) days written notice to the Service Provider to the address first named above in the event of substantial failure or default of the Service Provider to perform in accordance with the terms hereof through no fault of the Town's.

13. **Termination for Convenience:** The obligation to provide further services under this Contract may be terminated by the Town for its convenience and not for cause upon fifteen (15) days written notice. Service Provider shall be compensated for work performed through the date of termination and for termination expenses, including any expenses directly attributable to termination and for which Service Provider is not otherwise compensated. Termination expenses shall not, however, include loss profits on services not performed as a result of such termination for convenience.

14. **Notice:** Any notice which is required to be given, or which may be given under this Contract, shall be sent to those mailing addresses noted in the first paragraph of this Contract.

15. **Non-Assignability:** Service Provider understands that this Contract is a contract with the personal services of Service Provider and that it is made by the Town in reliance on Service Provider's personal skills and knowledge in the activity to be conducted and as represented by Service Provider. Accordingly, this Contract is non-assignable by Service Provider without the express written advance permission of the Town.

16. **Insurance:** Contractor shall procure and maintain general liability insurance, *with the Town of Front Royal named as Additional Insured*, for protection from claims arising out of performance of services caused by a negligent error, omission or act for which he is legally liable. Contractor shall deliver to Owner upon execution of this Agreement, certificates of such insurance. Such insurance shall provide for coverage in the following amounts and be effective through the date of the end of the Project unless as further specified in general or supplemental conditions prepared by the

Engineer and made a part of this Agreement:

Comprehensive General Liability Insurance, naming the Town as Additional Insured

Automobile Liability, naming the Town as Additional Insured

Worker's Compensation

17. Amount of Insurance Required:

Comprehensive General Liability Insurance - \$1,000,000 Minimum per Incident

Automobile Liability Insurance - \$1,000,000 bodily injury and \$1,000,000 property damage

Worker's Compensation - As required by the Commonwealth of Virginia

18. Indemnification:

Service Provider agrees to defend, indemnify and hold harmless the Town for any and all actions, claims or disputes that may arise as a result of Service Provider's negligence, any sub-contractor's negligence and/or any joint negligence of the Town, Service Provider, or sub-contractor.

19. **Entire Contract:** This Contract constitutes the entire agreement between the parties pertaining to the subject matter of this Contract and supercedes all prior or contemporaneous agreements and understandings of the parties in connection with the subject matter. No modification of this Contract shall be effective unless made in writing and signed by both parties.

20. **Additional Terms and Conditions:** The following attachments are made a part of this Contract and are incorporated herein:

- (1) **Attachment "A" - Contractor's price quotation**
- (2) **Attachment "B" - Bid specifications**

21. **Standard of Care:** Service Provider shall perform the services herein described

expeditiously and diligently and in accordance with the standard of care and skill

ordinarily exercised under similar conditions by reputable members of its profession or trade practicing in the same or similar locality within the Commonwealth of Virginia existing as of the date such services are provided and in accordance with all applicable laws, codes, and regulations in effect as of the date such services are provided.

22. **Enforcement:** This Contract shall be governed by the laws of the State of Virginia. Any action maintained by either party for the enforcement or interpretation of the terms of this Contract shall be filed in the courts of Warren County, Virginia.

IN WITNESS WHEREOF, the undersigned parties hereto have made and executed this Contract as the day and year first above written.

(SEAL)
VIRGINIA

TOWN OF FRONT ROYAL,

Attest: _____

BY:

Type Name: _____

Type Name: Steven M. Burke

Title: _____

Title: Town Manager

Date: _____

(SEAL)

SERVICE PROVIDER:

Attest: _____

[Name of Contractor]

Type Name: _____

Title: _____

BY: _____

Type Name: _____

Title: President

Date: _____

APPROVED AS TO FORM:

DOUGLAS W. NAPIER, TOWN ATTORNEY

DATE: _____