



**Request for Proposal  
For  
Internet Service**

Issue Date: Monday May 16, 2016

**Due Date and Time: Wednesday June 8, 2016,  
3:00 PM Mountain Time**

**Receipt Location:**

City of Cottonwood Heights  
City Recorder's Office  
1265 E Fort Union Blvd Ste 250  
Cottonwood Heights, Utah 84047

**Project Description:** Cottonwood Heights (the "City") is constructing a new Municipal Center at 2277 East Bengal Boulevard, Cottonwood Heights, UT 84121 and will assume occupancy of the building by September 12, 2016. The City is seeking proposals for **Internet Service** to this location.

The City currently employs approximately 85 full time employees and provides municipal services to approximately 34,500 citizens. The new facility will house administrative and police staff. Body cameras (to be implemented in the fall of 2016) for the police will create a new demand not currently found on the system. With the potential for a voice over IP communication system and cloud based email and data storage (City is seeking proposals at this time), internet service is an essential link to the success of the City. GIS, planning, and finance data sharing; video conferencing, public Wi-Fi and a host of other communication demands are an essential part of the City's operations.

This RFP is intended to elicit the information necessary to assess leading vendor alternatives in order to determine what opportunity is best for the City. The City will not be obligated to move forward with any vendor and will not provide reimbursement for any expenses incurred in providing a response.

**Scope of Services:**

a. Specifications:

1. ISP shall provide no less than 50 Mb/s (symmetrical) of business class internet connectivity without bursting capabilities. Please provide pricing alternatives between 50 Mb/s and 300 Mb/s.
2. ISP shall provide proof of two redundant upstream providers.
3. ISP shall provide bandwidth 24 hours per day, 365 days per year.
4. ISP shall have network engineering support 24 hours per day, 365 days per year.
5. ISP shall maintain network monitoring capability and notify the City at the point of any disruption of service, at no time shall it take longer than thirty (30) minutes to send notification from the time the outage occurs.
6. ISP shall provide web-based bandwidth utilization reporting.
7. ISP shall grant the City primary and authoritative control over the services.
8. ISP shall install all services and equipment included in the proposal.
9. ISP shall guarantee quality of service – minimum uptime 99.999% per month with minimum of four (4) hours response and resolution to problems, with documented discounts given for outages that exceed four (4) hours. The City will allow for brief pre-arranged outages during off-hours for maintenance between the hours of 1:00 am and 4:00 am.
10. Network/Transit delay shall not exceed an average of 80milliseconds over a 5-minute period where the circumstances are under the ISP's control.
11. Packet loss shall not exceed an average of .1% over a 5-minute period where the circumstances are under the ISP's control.

b. General Terms:

1. Contract Term. The ISP Services Contract will begin August 1, 2016 and last for three years with the City having an option to renew the Contract for an additional three year term.
2. Pricing. Pricing shall be quoted on the three (3) year contract initial term and include an option to extend for an additional three (3) years. Pricing shall be quoted as a monthly cost and will note any potential discounts. For the add-alternative option, pricing shall also be quoted as a monthly cost.

**For the evaluation process, please provide responses to the following (15 pages maximum):**

**Section 1: Introduction**

**Section 2: Organization and Team Experience, Past Performance and List of References** (five minimum references with preference given to vendors that have worked with govt. organizations).

**Section 3: System Architecture**

The City is seeking vendor solution that provides investment protection long term. Attention will be given to products that offer reliability, long term function, and manufacturer support. We prefer industry standards based solutions that lean away from proprietary systems which require proprietary endpoints and hardware, but leave it up to each vendor to design the solution that they believe will best meet the needs of the City.

System redundancy and feeds from two directions (conduit is available on the west and north ends of the building) is highly desired and solutions that can provide proven redundancy to enhance service reliability will be given special consideration.

**Section 4: Proposed Solution(s)**

Describe how your system meets the expectations defined above, will serve the current and future needs of the City and integrates with office software (currently using Microsoft system), and other features related to this subject.

**Section 5: Implementation Process**

Explain how the system will be designed, delivered, installed and made operational by the deadline of **August 1, 2016**.

**Section 6: Training**

Describe what training may be needed by the user and how you will provide that training to system administrators and users (if necessary).

**Section 7: Hardware and Software Warranty:**

Describe the warranty for system hardware and related components, any software including all updates, and upgrades or system updates.

**Section 8: Labor Support**

Describe the response times for repair in the event of a system failure, annual maintenance fees or hourly repair rates, component replacement availability, if off-site (remote) service is available, and availability of support 24x7x365.

**Section 9: Cost**

Provide an itemized price quote for the system including all licenses, equipment, labor, etc.

**Submission Details:**

Sealed proposals will be received by the Cottonwood Heights, City Recorder’s Office, 1265 E Fort Union Blvd Ste 250 Cottonwood Heights, UT 84047 until Wednesday, June 8, 2016, at 3:00 P.M.

Proposals, modifications, or corrections will not be accepted if they are not timely received by the City Clerk/Recorder's Office, regardless of the cause, whether or not by action or inaction of the City, including but not limited to delayed, lost, undelivered or misdirected mail. Facsimile transmitted proposals will not be accepted.

**CONTACTS**

Any administrative questions regarding bidding procedures should be directed to:  
Linda Dunlavy, City Recorder.

**LAST DAY FOR QUESTIONS**

The last day to submit questions is Friday, May 27, 2016 @ 3:00 pm (MST). This will allow sufficient time for any addenda to be issued by the City to all bidders. All questions must be submitted in writing via email to Linda Dunlavy, City Recorder at [Ldunlavy@ch.utah.gov](mailto:Ldunlavy@ch.utah.gov).

RFP documents may be obtained via email beginning Monday, May 16, 2016, from Linda Dunlavy, City Recorder, [ldunlavy@ch.utah.gov](mailto:ldunlavy@ch.utah.gov). When requesting RFP documents please include your full name, company name, address, phone and email address and which RFP you are referring to.

**SELECTION PROCESS**

A review committee will evaluate all responses to the RFP that meet the submittal requirements and deadline. Submittals that do not meet the requirement or deadline will not be considered. The review committee will rank the proposals and may arrange interviews with the finalist prior to selection.

The review committee will consider the following criteria equally when evaluating the proposals: quality and thoroughness of the proposal; references (including at least 2 municipalities); and cost proposal.

**SPECIAL INSTRUCTIONS TO BIDDERS**

I. Submission Requirements and Instructions (All bidder requirements in this section are **mandatory**).

- The City reserves the right to waive any non-material variation, or technicality in any statement received, if the City believes it would serve the best interest of the City. The City may reject any and all Request for Proposals.
- Request for Proposal must be in a sealed package and submitted via mail or hand-deliver, to the City Recorder’s office. Each submission must be marked on the outside with the Company’s name and the description of the proposal; “Request for Proposal for Internet Service.”
- Proposers shall submit five (5) hard copies of the Proposal to the City at the address identified above.
- Any RFP received after the schedule closing time for receipt of RFPs will **NOT** be opened and **NOT** returned to sender.
- Proposals and required attachments shall be submitted as specified. All costs incurred in the preparation of a proposal will be the responsibility of the bidder and will not be reimbursed by the City.
- Successful vendor shall possess and make proof available of Liability Insurance Coverage for \$1,000,000 or higher, Workers Compensation Coverage (State limits), Commercial and Auto

Liability Coverage \$100,000/\$100,000/\$500,000 or higher and indemnification of liability for the City of Cottonwood Heights and its agents.

**Requests for Supplemental Information**

The City reserves the right to require the submittal of additional information that supplements or explains proposal materials.

**Evaluation Criteria**

The evaluation criteria in the following table are intended to be the basis by which each proposal will be evaluated, measured, and ranked. The City hereby reserves the right to evaluate, at its sole discretion, the extent to which each proposal received compares to the stated criteria. The recommendation of the Evaluation Committee shall be based on the evaluations using the criteria.

<b>Criteria</b>	<b>Description</b>	<b>Maximum Score</b>
Business & Team	This criterion considers both the qualifications of the business and personnel proposed to provide the services solicited by this RFP.	20
Approach	This criterion considers the proposer’s understanding of the scope of work and the quality and clarity of the proposer’s written methodology, description of the proposed approach to accomplish the work, and ability to have the system installed, operational, and staff trained on or before the go-live date.	25
System Capabilities	This criterion considers the products functionality that are proposed to be used in performing the services solicited by this RFP. In evaluating the proposer’s products, the City will consider the business benefits and the business process improvements as a result of implementing the proposer’s products. Redundancy and reliability are key elements of this evaluation.	30
Cost	This criterion considers the price of the services solicited by this RFP. Proposers will be evaluated on their pricing scheme as well as on their price in comparison to the other proposers.	25

**AWARD OF CONTRACT**

The City reserves the right to reject any and all proposals, to contract work with whomever and in whatever manner the City decides, to abandon the work entirely and to waive any informality or non-substantive irregularity as the interest of the City may require and to be the sole judge of selection process. The City also reserves the right to negotiate separately in any manner to serve the best interest of the City. The City retains the right at its sole discretion to select a successful vendor(s).