



Washington City, Utah

REQUEST FOR PROPOSAL INTERNET SERVICE PROVIDER

Washington, Utah is located on I-15 in Southwestern Utah and is part of the St George Metropolitan area. Washington currently has a population of approximately 22,000.

Washington City (City) is a progressive organization regarding the use of technology solutions. Due to the need for more robust services and richer media experiences the City's bandwidth needs have grown. With this proposal we wish to obtain more bandwidth than is currently needed in order to prepare for inevitable growth. Details of our needs will be described in figure 2.

As a government agency a sound robust internet access service is required to serve as the foundation to the City's WAN and LAN connectivity and vendors will be required to provide priority levels for repairs and services that will allow the City to maintain its availability in support of government operations.

Current City Infrastructure

City Hall is the Network Operations Center (NOC) and is the hub for the City's network and VOIP system. The primary Internet connection is through a static 10Mbps/10Mbps Ethernet link provided by TDS Telecommunications. This connection is to a Cisco ASA which provides the Virtual Private Network (VPN) tunneling to other City facilities as well as remote access VPN. We have Fiber and wireless connections to our other buildings, meaning all service and internet bandwidth runs through City Hall. We currently reside on the Interlinx fiber network.

Figure 1. Listing of City Facilities Current Connections

Facility	Address	Current Connections
City Hall	111 N 100 E	Static 10Mbps/10Mbps Ethernet

Specifications for Internet Service Provider

The City reserves the right to reject any and all bids and to waive any informalities in proposals received. Vendors may elect to submit a proposal for all or any portion of the connections.

1. Specifications:

- a. ISP shall provide at minimum the recommended connections as listed in Figure 2 below.
- b. ISP shall provide 6 or more clean(not listed on blacklists or spam lists) static IP addresses for use by the City's own configurations.

- c. ISP shall provide bandwidth 24 hours per day, 365 days per year.
- d. ISP shall have network engineering support 24 hours per day, 365 days per year. Two points of contact will be provided.
- e. ISP shall maintain network monitoring capability and notification to the City at the point of any disruption of service.
- f. ISP shall install all services and equipment included in proposal.
- g. ISP shall guarantee quality of service – minimum uptime 99% per month with the minimum response time as listed in Figure 2 below with documented discounts given for outages exceeding 4 hours. The City does allow for pre-arranged outages during off-hours for vendor maintenance.

2. Pricing:

- a. The City normally enters into agreements for one year with options to renew for a subsequent year. However for this RFP the City will entertain longer periods of contracts if advantageous to the City.
- b. Pricing shall be quoted cost per month inclusive of any fees and taxes.
- c. If applicable, please quote multiple service tiers you would like evaluated.
- d. Detail costs for setup/installation per facility.
- e. Termination of service policies. City prefers no more than a 45 day cancellation notice policy.

Figure 2. Listing of City Facilities Requirements

Facility	Address	Minimum/Desired Connection Speed	Response Times
City Hall	111 N 100 E	250Mbps / >500Mbps	2 Hours

Evaluation Process

A one-step process shall be used. Vendors shall submit Offers combining specifications and price information together. The City will evaluate proposals thoroughly.

Selection shall be based upon determining the lowest/best price and technically acceptable offer. Past performance may be factored based on experience of the evaluation committee. The evaluation committee shall review the technical proposals against the specifications previously listed and shall record such evaluations as “exceptional”, “acceptable” or “unacceptable”. Award shall be based upon evaluation and ranking of the lowest/best price offered.

Bid Submissions

Alternatives, variations and exceptions must be clearly stated.

The City reserves the right to consider proposals based on their relative merit, risk and value to the City.

The City reserves the right to negotiate with any vendor. The successful vendors may be asked to participate in negotiations and be asked to make revisions to their proposals based on these negotiations.

The City may cancel the procurement at any time or reject any or all bids in whole or in part

choosing services from differing vendors that fit the needs and connectivity requirements for each City facilities connection.

This RFP does not commit the City to award a contract, to pay any costs incurred in the preparation of a response to this request, or to procure or contract for services or equipment.

Where the quantity purchased affects the price per unit, the vendor is to indicate the price break points in relation to the number of units.

The vendor's proposal will indicate the product's availability and a delivery timetable.

All bids must be itemized and include the per unit and total extended cost of items. Any and all delivery, shipping, and insurance charges must also be listed.

In submitting a bid, each vendor represents that they have read and understand these requirements.

Bid Packages

Sealed bids must be clearly marked "RFP-ISP" and received by the office of the City Recorder, Danice Bulloch, at City Hall located at 111 N 100 E, Washington, UT, prior to 5:00pm on August 19, 2016.

Electronic proposals will be accepted in .pdf format; Emails will be sent to dbulloch@washingtocity.org, Subject RFP-ISP prior to 5:00pm on August 19, 2016.

No proposals will be accepted by Fax.

Bids will be publicly opened at 2:30pm on August 22, 2016 in the City Council Chambers located at 111 N 100 E, Washington, UT, 84780.

The City of Washington assumes no responsibility for delays caused by the U.S. Postal Service or any other delivery service to include email. Late proposals will not be accepted.

The awarded vendor(s) to include subcontractors will be required to obtain a business license within one(1) week of being awarded the bid. This pertains to any business selling a product or providing a service of any kind, even if the business location is not within the city limits. Fees due to the City will be required payment prior to execution of contract. Applicants must also provide a statement from the Department of Revenue stating no taxes are due.

Responding vendors may request clarifications regarding specifications outlined in this RFP. Clarifying questions will be answered directly. Any clarifying questions and associated answers will also be posted on the website at washingtocity.org on the Public Notices page, located at <http://washingtocity.org/notices>.

Requests for clarifications can be directed to the City IS Department:

Steven Whittekiend, IS Director: (435) 646-6364 steven@washingtocity.org