

Request for Proposals (RFP)

Data and Voice Network Services

San Mateo Consolidated Fire Department

**1040 E Hillsdale Blvd
Foster City CA, 94404**

DATE: February 8, 2019

Proposals Due: March 1, 2019

Joan Schoening

RFP Project Manager

jschoening@smcfire.org

A. RFP Overview

1. Introduction

The San Mateo Consolidated Fire Department (herein referred to as SMCF) plans to implement new data and Voice over IP (VoIP) services for the new Department.

The formation of a Joint Powers Agreement merges three fire departments into a single fire agency, providing all fire, rescue, EMS, and related emergency services to the three cities. In addition, this new fire department will be responsible for fire prevention, inspection, and investigation services, as well as all necessary support services for this new stand-alone fire service agency.

SMCF is requesting proposals from qualified vendors to provide a managed data network, internet connectivity, and hosted Voice over Internet Protocol (VoIP) Telephone, Voicemail, and Unified Messaging System. These systems will be a new installation as all existing network connections and phone systems will be replaced with the proposed technology.

2. Vendor Information

Vendor responses will be evaluated based on the details provided. Preferences will be afforded to the vendor that provides a comprehensive, cost-effective solution for current specifications, future capacity requirements, relevant experience, and ongoing service and support.

- a. **INTERPRETATION OR CORRECTION OF CONTRACT DOCUMENTS:** The vendor shall, before submitting its proposal, carefully study and compare the components of the documents, and the conditions under which the work is to be performed.
- b. The vendor shall review the RFP documents to determine if there are any particular requirements for this project which may impact the preparation of the proposal, including requirements (if any) for: Bid Security, Bonds, Insurance, and any other requirements.
- c. In the event the vendor has any questions regarding the meaning of any part of the documents, or finds any error, omission, inconsistency, or ambiguity in the documents, the vendor shall make a written Request for Clarification prior to submitting its proposal. Requests for clarification or interpretation of documents shall be addressed only to the Project Manager designated above. It shall be the vendor's responsibility to ensure that any such request is submitted to the SMCF in a timely manner, in order to allow the SMCF to issue a written Addendum.
- d. If necessary, the SMCF shall make clarifications, interpretations, corrections, and changes to the documents by Addendum issued as provided in these instructions. Purported clarifications, interpretations, corrections, and changes to the Documents made in any other manner shall not be binding on the SMCF, and Vendors shall not rely upon them.
- e. **REPLY FORMAT:** The vendor's proposal and signed acknowledgment of terms and conditions, as well as all attachments, must be returned by the due date to the above email address. Vendors must submit one (1) copy of the proposal in electronic format (pdf or Word) via email to the Project Manager listed above. Vendors are required to clearly identify any limitations or exceptions to the requirements defined in this RFP. Alternative approaches will be given consideration if the approach clearly offers increased benefit to the SMCF. The SMCF is not responsible for non-receipt or mis-delivery and it is the bidder's responsibility to ensure we have received their communication.

- f. **VENDOR QUALIFICATIONS:** The vendor has been in business doing this type of work for at least the last three years. Specifically, the vendor has done similar projects for other government agencies.
- g. **RESPONSIVENESS AND SELECTION PROCESS:** The decision for selection will be made on a combination of criteria, including: comprehensiveness of proposal, responsiveness and adherence to format; quality and completeness of proposal; qualifications and experience of the firm or partnership, with same or similar equipment/services, and Vendor's ability to perform in a timely fashion; technical merits of specifications, system capabilities, reliability, and flexibility; system design and implementation; total cost (including ongoing operating costs); local project team and subcontractor/consultant qualifications; reputation of Vendor and products in similar installations; the SMCF's perception of Vendor's stability within the industry.
- h. The SMCF reserves the right to reject any and all proposals or waive any minor errors, discrepancies, or irregularities. The selection will be at the discretion of the SMCF and may be made in any manner that best meets the needs of the SMCF.
- i. **SUBCONTRACTORS:** The SMCF prefers a proposal with a single or primary vendor. If a vendor partnership submits a proposal, a primary vendor who will be responsible for all hardware, software, integration, and implementation services shall be identified. This primary vendor will be responsible for the satisfactory performance of all subcontractors performing work under this contract.
- j. **PAYMENT TERMS:** The SMCF payment terms are net 30 days after receipt of all goods and/or services and receipt of an accurate invoice and associated warranties.
- k. **FIRM PRICES:** All quotes shall be held firm for a minimum of one-hundred twenty (120) days after the proposal due date to allow adequate time for the SMCF to consider each proposal and make an award. Upon receipt of its proposal by the SMCF, the Vendor shall be presumed to be thoroughly familiar with all aspects of this work. The failure or omission to examine any location, equipment, form, instrument, or document shall in no way relieve the Vendor from any obligation with respect to this proposal.
- l. **LITIGATION:** In the event of litigation between the parties concerning this Agreement, the prevailing party shall be entitled to reasonable attorney's fees and associated costs. The laws of the State of California shall govern this Agreement. If any provision of this Agreement becomes invalid or unenforceable, the remainder of this Agreement shall not be affected.
- m. **ASSIGNMENT:** This Agreement, nor any part of this Agreement, may be assigned without the written consent of the other party.

3. General RFP Submittal Information

SMCF's designated staff will evaluate proposals received. SMCF reserves the right to retain all proposals submitted.

Public Records and Proprietary Information: Proposers' attention is drawn to the fact that all proposal documents submitted are subject to California Code Section 6250 et seq., commonly known as the Public Records Act. Information contained in the proposals may be made public after the review process has been completed, negotiations have concluded, and a recommendation for award has been officially placed on the agenda for Board consideration, and/or following award of contract, if any, by the Board.

Submission of a proposal indicates the firm’s acceptance of the conditions contained in this Request for Proposals, unless clearly and specifically noted in the proposal submitted, and confirmed in the contract between SMCF and the consultant selected.

The preparation of the RFP will be at the total expense of the Proposer. There is no expressed or implied obligation for SMCF to reimburse responding proposers for any expense incurred in the preparation of proposals in response to this RFP. All proposals submitted to the SMCF shall become properties of the SMCF and will not be returned.

The SMCF reserves the right to reject any or all proposals, in whole or part, to waive any informality in any proposal, and to accept the proposal which, in its discretion, is in the best interest of SMCF.

The Vendor may recommend other tasks that it deems appropriate to achieve the objectives set forth in this RFP.

4. RFP Questions

Questions with regard to this RFP should be submitted by email to Joan Schoening, RFP Project Manager, at jschoening@smcfire.org by 4:00 pm PST on February 14th, 2019. All firms sending questions will receive response to all questions and any other addenda that may be released via email on February 20th, 2019.

5. Schedule

	Date
Release RFP	February 8, 2019
Deadline for receiving questions regarding RFP due to Joan Schoening	4:00 p.m., February 14 th , 2019.
Response to Questions	February 20 th , 2019
Proposals Due 4:00 p.m.	4:00 p.m. March 1 st , 2019
SMCF Review	March, 2019
Vendor Award	Early April, 2019

B. SCOPE AND SPECIFICATIONS

1. Data Network and Internet Connectivity

Currently, each agency’s City IT supports their separate network using all the technologies mentioned below. A new data and voice network are needed to connect and support the organization.

The agency requires a new secure, private network to run their operation that will need to include internet services (ISP). From within each current data center, SMCF will continue to use existing fiber paths at certain locations. New connections (identified in list below) are required to complete the connected network.

Current Data Center Locations:

Foster City Data Center: 1040 East Hillsdale Blvd, Foster City, CA will be the core data center connecting San Mateo and Belmont networks.

San Mateo Data Center: 330 W 20th Avenue, San Mateo, CA will be the data center hub, connecting four (4) locations of the SM Fire Stations. San Mateo Data Center will then connect to Foster City Data Center.

Belmont Data Center: 1 Twin Pines Ln, Belmont, CA 94002 will be the data center hub to connect two (2) of the Belmont Fire Stations. Belmont Data Center will then connect to Foster City Data Center.

The scope of work includes:

A detailed technical document and solution, which provide a clear and thorough plan to provide data and voice network services (including ISP) to support the locations and services:

- Transport Service Options
- Ability to support Layer 2 and 3 data network requirements
- Ability to support Office365, VoIP, hosted servers, and cloud-based applications
- A high available network with redundant options for the SMCF network at key locations (each current City Data Center)
- Next Generation Firewall that supports the agency implementing the firewall best practices (standards such as NIST and SANS)
 - Ability to apply agency requirements
 - Reporting capability options
 - Monitoring/Notifications
- Managed Services for new network
 - Service Level Agreement (SLA) Options and Explanation
 - Pricing per service
 - Reporting Options
 - Monitoring/Notification
 - Termination Options
 - Ownership of Equipment

The table below lists by location the approximate number of devices (desktops, laptops, printers, copiers), the current connection used, and where a new connection is needed. Foster City will serve as the center of the network to connect San Mateo and Belmont locations. All primary connections will be asynchronous. SDWan secondary connections must be provided at the three main data center locations.

Internet connectivity shall be 100Mb asynchronous. The firewall described herein shall be provided and managed by the proposer.

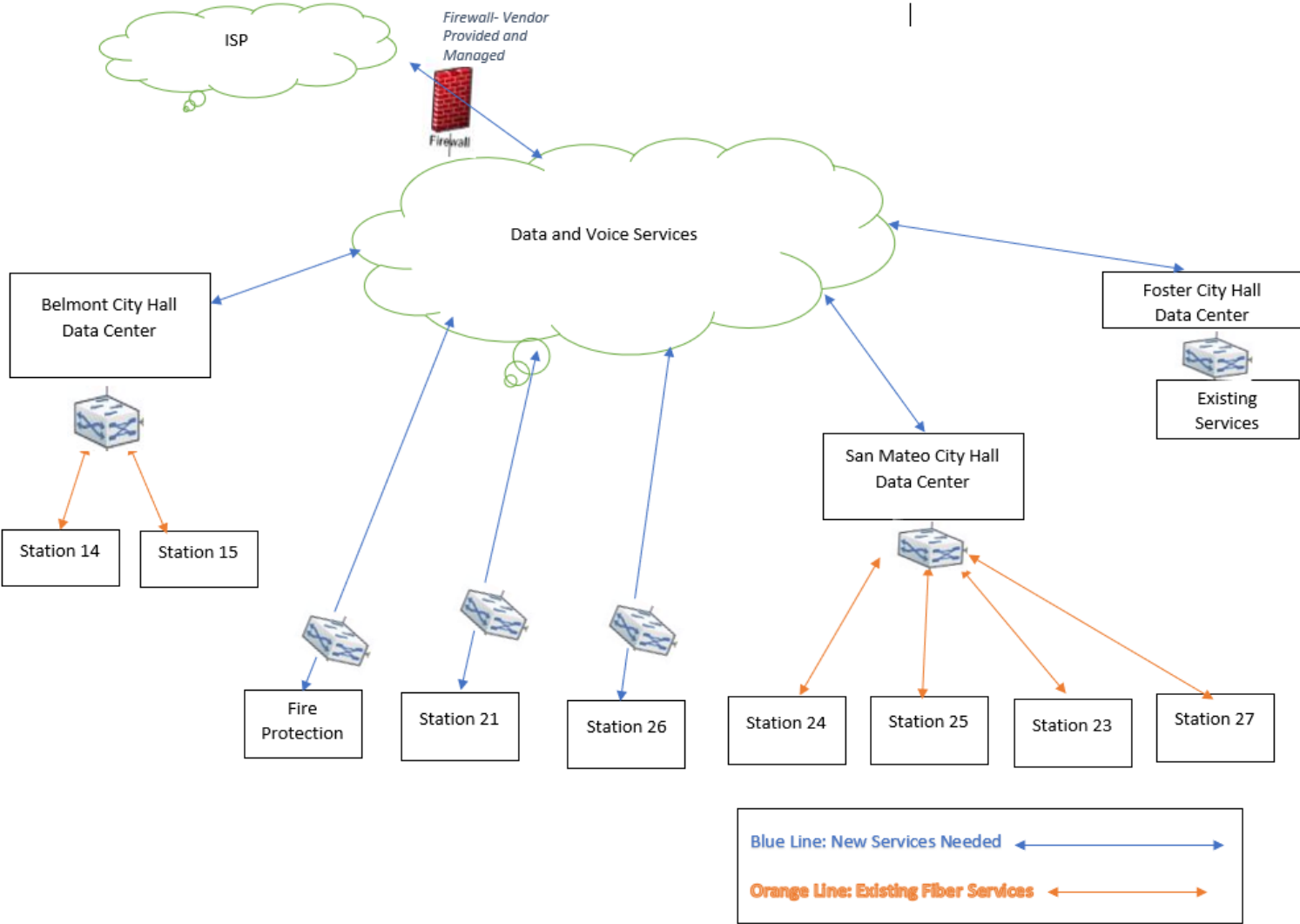
a. Maintenance and Support

The Vendor shall provide SMCF with a complete listing of available service and support plans. These shall include the range of offered services, including all levels of support plus escalation plans.

Main Data Centers	Address	Approx. # of Devices	Approx. # of VoIP Phones Needed	Current Connection	New (N) or Existing (E)	New Network	Proposed Primary Network Speeds
Foster City Data Center – City Hall	1040 East Hillsdale Blvd., Foster City, CA	Contains Active Directory and RMS	N/A	N/A	N	Requires data network services	250Mb
San Mateo Data Center– City Hall	330 West 20th Avenue, San Mateo, CA	N/A	N/A	N/A	N	Requires data network services	50Mb
Belmont Data Center– City Hall	1 Twin Pines Ln, Belmont, CA 94002	N/A	N/A	N/A	N	Requires data network services	50Mb
SM Consolidated Fire Main Campus	Address	Approx. # of Devices	Approx. # of VoIP Phones Needed	Current Connection	New (N) or Existing (E)	New Network	Proposed Primary Network Speeds
Fire Administration Offices	1040 East Hillsdale Blvd. Foster City CA	16	30	Fiber and Cat6 within Building	E	Internal connection to be provided by others	
Station 28 (3 rd Floor) and Apparatus Bay	1040 East Hillsdale Blvd. Foster City CA	10	Included above	City Fiber within building	E	Existing connection	
SM Consolidated Fire Remote Locations	Address	Approx. # of Devices	Approx. # of VoIP Phones Needed	Current Connection	New (N) or Existing (E)	New Network	Proposed Primary Network Speeds
Fire Station 14	911 Granada St, Belmont, CA 94002	6	8	iNet Private Fiber to Belmont City Hall	E	Existing Fiber connection to Belmont City Hall	
Fire Station 15	2701 Prindle Rd, Belmont, CA 94002	5	7	iNet Private Fiber to Belmont City Hall	E	Existing Fiber connection to Belmont City Hall	

Fire Station 21	120 S Ellsworth Ave, San Mateo, CA 94401	7	14	iNet Private fiber to SM City Hall	N	Requires data network services	20Mb
Fire Station 23 Battalion Chief's Office	31 W. 27th Ave San Mateo, CA 94403	7	12	iNet Private fiber to SM City Hall	E	Existing fiber connection to SM City Hall Data Center	
Fire Station 24	319 S Humboldt St, San Mateo, CA 94401	4	6	iNet Private fiber to SM City Hall	E	Existing fiber connection to SM City Hall Data Center	
Fire Station 25	545 Barneson Ave, San Mateo, CA 94402	4	4	iNet Private fiber to SM City Hall	E	Existing fiber connection to SM City Hall Data Center	
Fire Station 26	1500 Marina Ct, San Mateo, CA 94403	4	8	iNet Private fiber to SM City Hall	N	Requires data network services	20Mb
Fire Station 27	1801 De Anza Blvd, San Mateo, CA 94402	4	7	iNet Private fiber to SM City Hall	E	Existing fiber connection to SM City Hall Data Center	
Bureau of Fire Protection and Life Safety	1900 O'Farrell Street Suite 375 San Mateo, CA 94403	20	13	Private Fiber to SM City Hall	N	Requires data network services	50Mb

Figure 1- Proposed Data Network Location



C. VOICE SYSTEMS

1. Future Telephone System

Currently, each of the three agencies use the phone systems operated by their parent city. SMCF will need to implement a new hosted VoIP telecommunication solution to be deployed at all SMCF locations. The new system shall include all equipment, material, and labor necessary to complete the project. SMCF wants a system that is current and functional for a business of their size and type, as well as one that can quickly and inexpensively be updated to accommodate changes in technology and needs.

The new hosted Voice over Internet Protocol (VOIP) Telephone, Voicemail, and Unified Messaging system design should provide a uniform communication system for all SMCF facilities and shall be expandable at the convenience of SMCF. The new system must provide a single system in terms of dialing, feature access, and administration. SMCF intends to have the new system hosted off-site by the vendor. The system may be administered locally, or by the vendor. Voice services desired include, but are not limited to, the following;

- Phone and Voicemail services (Approximately 160 Employees / approximately 110 phones)
- Local site survivability
- E-911 location services
- 911 call routing to the local PSAP with internal notifications
- Integration with existing hardware and software solutions used for paging

2. Network Assessment

The local area network(s) will be VoIP ready. All current locations are using VoIP without any reported problems. We expect to continue to utilize the VoIP phone to connect workstations to the network. SMCF does not have sufficient cabling to completely separate voice and data services.

3. Required Services

- a. Telephone, Voicemail, Unified Messaging - SMCF envisions a VoIP system that provides four-digit dialing between locations, a centralized voicemail system that can be used transparently by all locations, and the ability for all locations to appear to be part of a single phone system.
 - The vendor shall propose any possible options to achieve this with full functionality and minimal impact on services. Preferably, users could opt to have messages only in their email inbox and not on the phone handset.
 - The vendor shall also provide any costs necessary for licensing that may be required to achieve this.
- b. Automated Attendant – Phone trees (easy to configure and manage), Interactive dialog will be based upon DTMF, with errors (incorrect entries) being sent to an informational message and returned to the earlier point in the menu; Ability to record and change messages remotely.

c. Phone Handsets

1. The vendor will conduct station reviews with each station and finalize exact phone counts by location. The station review phone quantities will be used as a basis for the final bill of material and equipment order.
2. The equipment shall be new models and in current production. Reconditioned, remanufactured, or demo models will not be accepted.
3. The proposal should include 100 phone handsets that contain 40 character by 5 line displays that are capable of displaying basic information and some graphics. These phone sets will have up to 4 line appearances.
4. The proposal should include 10 phone handsets that contain 40 character by 5 line displays that are capable of displaying basic information and some graphics. These phone sets will have up to 8 line appearances.
5. The proposal should include 40 wall mounts to be distributed throughout the Department. Assembly and installation of wall mounts must be included in the proposal.
6. Propose the following conference room phones:

Phone or Equivalent	Quantity
ShoreTel 655 or equivalent	6
Polycom SoundStation 2 or equivalent VoIP model	2
Polycom SoundStation 7000 or equivalent	1

- d. Paging – Please propose an analog paging system connection at each location.
- e. Call Accounting – A basic Call Accounting System (CAS) is required and must be part of the base proposal. The system should include the ability to track inbound, outbound, and internal calls as well as usage reports.
- f. 911 Services - Emergency 911 Services are mandated for this system. The vendor shall provide a solution for 911 dialing from within the network that achieves all of the expected performance of a 911 system without substantially changing any of the expected normal operations of the system.
 1. Dialing 911 at any location must result in forwarding to the appropriate PSAP (each City operates a separate emergency dispatch center) with the originating location’s 911 information.
 2. SMFC would prefer the capability to create multiple 911 zones for Foster City Fire Administration and Station 28 and/or Station 21. Each zone would publish unique 911 information to dispatch.
 3. Additional capabilities expected from the emergency call procedure include the ability to initiate an emergency call to be automatically routed to other desks within SMCF, and to have an email be sent to a designated contact (email or cell number) when a 911 call is placed.

4. Feature Set and Technical Requirements

Below is a **partial list** of features that have been identified. It is provided as a baseline and as a starting point for the expected operations of the system. SMCF expects the successful vendor will have had experience with corporations and other local government agencies of similar size to SMCF and will be able to provide consulting advice, input, and insight into what other organizations are using and will be able to provide suggestions that will enhance the usability and functionality of the system.

Please identify which features are included, not included, or available at an added cost.

- Automatic callback
- Call Forward Busy / No Answer / All Calls
- Call Redirect
- Call Hold / Release
- Call Park / Pickup
- Call Transfer (calls transferred to any location on or outside the network)
- Call Recording
- Simultaneous Ring a cell phone
- Inbound Calling Line ID Name and Number
- Multiple Calls per Line Appearance
- Outbound Caller ID Name and Number (Ability to block Caller ID)
- Hunt groups
- Speaker Phone Capable
- Auto / Speed Dial (directory and user entered)
- Programmable Buttons with paperless labels
- Intercom/Paging and Group Paging
- Workgroups (Groups)
- Conference Calls (Include maximum number of participants)
- Integrated messaging with email (Office365)
- Temporary call relocation to another extension
- Built in switch on phone sets to provide connectivity to the computer
- Flexible support for PoE or local power
- Shared Extension on Multiple Phones
- Wall-Mount Option
- Bridged Call Appearances
- Support of American Disability Act (ADA) requirements, including amplified handsets and support of TTY devices for those with a hearing disability
- FAX support (features like Fax/eFax Management/Fax to email/Fax Server may be presented as an option for consideration by SMCF)

- SMCF staff to be provided with online browser based administration of above phone features
- a. Voicemail:
- Access to all voicemail features from multiple locations (i.e., Ability to allow remote change of greetings and passwords)
 - Voicemail options for users without an assigned phone
 - Password required for login / ability to modify own password
 - Voicemail message easily set by user from any location
 - Voicemail forward as an audio attachment to email and Selection of Message Storage Location (on handset, email only, or both)
 - SMCF uses Office 365 for electronic mail
 - Voicemail Light Indicator
 - Voicemail speech-to-text conversion
 - Automated attendant features
 - Ability to support multiple system prompts to greet callers with a ring, no answer message, or a busy message
 - System must support “zero out” to the attendant to another station
 - Provide notification that the limits have almost been reached in regard to the maximum total number of minutes of messages that can be stored in a single voice mailbox
- b. Management:
- Remote management through a web interface with the ability to make internal changes such as renaming of extensions, voice mail configurations and changes to the auto attendant, reset password, etc.
 - Allow various levels of calling privileges such as long distance and international calling to be programmable by extension.
 - Ability to reroute to alternative phone backup system on failure of system.
 - Multiple levels of administrators with each having different capabilities of system access and each with a unique password.
 - Administrator activity logging.
- c. Emergency Services:
- Notification to several users when 911 is dialed from anywhere in SMCF.
 - Pop up notification on desktop computers of assigned Administrator(s) when 911 call is placed.
 - Allow all users to call 911 to reach emergency services with and without dialing 9 first.
 - Each and every site on the network will be able to place a 911 call that will send the correct address of the site and the handset location.

5. Redundancy/Failover

It is the intent of this proposal to have a hosted system that has failover capabilities in case of system failure and an acceptable level of redundancy in case of power failure or other incidents. The proposed solution needs to meet the requirement that the hosted system is operational 24/7.

6. System Administration

The SMCF designated vendor will administer the system. Installation of the new VOIP system will include training for staff in system administration. Remote administration of the system must be available to technical and operations staff. Respondent is to supply all additional equipment and software needed for the system programming and operation.

7. Security

The system should have set security features built in that allow the administrator to remotely administer security levels of users. It should fully integrate with SMCF Active Directory and should allow the administrator to control class of service and class of restriction. The system will meet all the requirements in order to be SIP compliant. The winning bidder will also supply ALL local system level passwords to SMCF.

8. Expansion

- Add Handset – Provide the cost to add an additional handset.
- Add Extension – Provide the cost to add an additional phone line.
- Add Line Appearance – Provide the cost to add an extension that only appears as a line appearance on an existing phone.
- Add Voicemail Box – Provide the cost to add an additional voicemail box.
- Remove Extension – Provide the cost to remove or cancel a phone line.
- Identify any additional expansion costs typically included in hosted VoIP solutions.

9. Other

- Please provide pricing for necessary DID blocks as SMCF will need new DID's.
- Please provide a photograph of each type of phone being proposed along with the user's guide for each.
- Please provide information on ADA headsets and lifters that are compatible with the proposed phones.
- Please provide handset and any other equipment required at SMCF locations, both as an upfront purchase and included in the monthly service cost as an alternative. In the monthly service cost option, specify if and when the equipment would become SMCF property.

10. Please Answer the Following Questions

1. What remote diagnostics are available?
2. Can administrators see and access any alarms or alerts from remote terminals?
3. What information is included in your system monitoring reports?

4. Describe the IP call processing hardware platform – is it standard or proprietary?
5. Describe call quality reports available to SMCF and the metrics included such as jitter, MOS scores, etc.
6. Describe the redundancy provided by your system solution and how databases are synchronized.
7. How does a switchover occur in your redundant system?
8. Where are the data centers located that would service SMCF's system both primary and redundant sites?

11. Training – VoIP System

For every product application proposed, provide a detailed description of the training, both on-site and web-based, the vendor will provide to the VoIP system administrators and users.

SMCF will utilize a Train-the-Trainer concept for phone handset functionality. Please propose a minimum of two on-site Train-the-Trainer classes.

12. System Documentation Requirements

Respondent will provide documentation showing call handling and device addressing schemes, and an initial inventory of equipment for each completed location, including model.

13. Maintenance and Support

Vendor shall provide SMCF with a complete listing of available service and support plans. These shall include the range of offered services with all levels of support, plus the escalation plan, as follows:

- Ongoing Maintenance cost
 - Vendor shall assume responsibility for problem resolution of PSTN (dial tone) carrier interface related problems.
- Forecast any cost increases for the next three (3) years for hardware, software maintenance, and licensing needs
- Details of local support, hours, or limits of coverage for service and repairs
- Maintenance plan options with four hour or less response times
- Software upgrade plans inclusive in maintenance
- During the warranty period, the firm must supply no more than a 4-hour response to major problems, 24 hours per day, 7 days per week
- Respondent shall describe their definitions of major and minor problems
- Provide the availability of spare parts maintained in the area for the critical hardware and software
- Software upgrades and updates to be provided at no charge for the duration of the contract
- Explain in detail the SLA (Service Level Agreement), components included in support or excluded from support.

D. IMPLEMENTATION

1. Project Management

Vendor is expected to provide a project manager for this installation that will interface and become the main contact with the SMCF project manager for the duration of the project. The vendor project manager will be assigned to this project for the life of the project. SMCF reserves the right to request a change in project management based on performance. SMCF requires implementation of the proposed services by June 30, 2019. **The vendor is requested to present a proposed schedule that includes projected completion by June 30, 2019. If June 30 is not feasible, the proposer should outline all reasons for a delayed implementation date.** The implementation will be coordinated with SMCF schedules in order to minimize any disruptions to the normal operations.

2. Transition Plan and Implementation Schedule

SMCF expects the installation of the new system to have limited impact on ongoing operations. Vendor is expected to have experience in this area and to provide SMCF with a detailed plan to accomplish the transition from the current system to the new system, with minimized disruption to staff.

All documentation, installation, reports, and materials must be provided to SMCF prior to commencement of installation, followed by submission of any Moves, Adds, Changes (MAC).

Respondent will be expected to interface as needed with SMCF's telecommunication and internet providers for any necessary changes during the transition.

E. Submittal Instructions

Please submit an electronic copy via email of the proposal by 4:00 PM on Friday, March 1, 2019 signed by the firm's authorized agent to Joan Schoening, with subject title "Data Network Services". The proposal must be received before the specified time. Late RFP's will not be considered. All questions, proposals, and comments must be submitted in writing via email only to:

Joan Schoening, RFP Project Manager
Email: jschoening@smcfire.org

Interested parties shall not directly contact any SMCF staff member or appointed officials. All responses to questions will be in writing via email and will be provided to all known potential responders.

1. Submission Requirements

- All proposals must be written within a single document in PDF or MS Word Format
 - a. Title Page: Should include the subject of the proposal, the proposing company's name and postal address, the name, email address, and telephone numbers of a contact person, the date of the proposals, and signature of a duly authorized official representing the vendor.
 - b. Table of Contents

- c. Executive Summary
- d. Company Background (Number of years actively providing professional services for data and voice implementation services, location of office from which service will be provided, company's normal business hours (pacific standard time) for office providing services)
- e. Explanation of staff related to certifications, knowledge, and experience:
 - The proposed data network
 - The proposed hosted VoIP system
- f. A statement indicating whether or not your firm, in the event of award, would be able to provide insurance meeting or exceeding the requirements, and acceptance of SMCF's standard consultant agreement.
- g. Description of any claims, lawsuits, or legal settlements your firm has had in the past and/or those that are currently pending.
- h. Project Experience and a minimum of three (3) References
- i. Scope of Services Response and Implementation Plan
- j. Support Services - Indicate the level and nature of support available
- k. Cost Proposal – By location, itemized by service (ISP, data network, VoIP)
- Proposals must include:
 - a. The firms' qualifications and experience performing similar projects.
 - b. A list of the proposed staff members who will be assigned to this project, and their qualifications.
 - c. A list of references from at least three government agencies within California for whom the firm has provided similar services.
 - d. A project plan with a timeline for delivery of the requested proposed scope of work.
 - e. A cost sheet showing any and all charges for performing the services in the proposed scope of work.
 - f. Proposals shall be signed and dated by an authorized officer with a guarantee that the proposal will be valid for a minimum of 120 days.

2. Selection Process

RFP proposals will be reviewed by a cross-functional team that is representative of SMCF staff. The evaluation will be based on vendor's response to **Submission Requirements (E-1)**.

An unsatisfactory rated RFP will not be considered further by SMCF. Reference checks may consist of phone and/or email inquiries to any current or past customer of vendor, either provided by proposer or contacted independently by SMCF. All vendors will be notified by email at the conclusion of the selection process.

3. Insurance Requirements

MINIMUM SCOPE OF INSURANCE

Coverage shall be at least as broad as:

1. **Commercial General Liability (CGL):** Insurance Services Office (ISO) Form CG 00 01 12 07 covering CGL on an "occurrence" basis, including products-completed operations, personal & advertising injury, with limits no less than **\$2,000,000** per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location, or the general aggregate limit shall be twice the required occurrence limit.
2. **Automobile Liability:** ISO Form Number CA 00 01 covering any auto (Code 1), or if Consultant has no owned autos, hired, (Code 8) and non-owned autos (Code 9), with limit no less than **\$1,000,000** per accident for bodily injury and property damage.
3. **Workers' Compensation:** As required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than **\$1,000,000** per accident for bodily injury or disease.
4. **Professional Liability (Errors and Omissions):** Insurance appropriate to the Consultant's profession, with limit no less than **\$1,000,000** per occurrence or claim, **\$2,000,000** aggregate

If the Contractor maintains higher limits than the minimums shown above, the Department requires and shall be entitled to coverage for the higher limits maintained by the Contractor.

Other Insurance Provisions

The insurance policies are to contain, or be endorsed to contain, the following provisions:

Additional Insured Status

The Department and its elected and appointed officials, employees, and agents are to be covered as insureds on the auto policy for liability arising out of automobiles owned, leased, hired, or borrowed by, or on behalf of the Contractor, and on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Contractor's insurance (at least as broad as ISO Form CG 20 10, 11 85 or both CG 20 10 and CG 20 37 forms if later revisions used).

Primary Coverage

For any claims related to this contract, the **Contractor's insurance coverage shall be primary** insurance as respects the Department, its elected and appointed officials, employees, and agents.

Any insurance or self-insurance maintained by the Department, its elected and appointed officials, employees, or agents shall be excess of the Contractor's insurance and shall not contribute with it.

Notice of Cancellation

Each insurance policy required above shall provide that **coverage shall not be canceled, except after thirty (30) days' prior written notice** (10 days for non-payment) has been given to the Department.

Waiver of Subrogation

Contractor hereby grants to Department a waiver of any right to subrogation which any insurer of said Contractor may acquire against the Department by virtue of the payment of any loss under such insurance. Contractor agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation, but this provision applies regardless of whether or not the Department has received a waiver of subrogation endorsement from the insurer.

Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions must be declared to and approved by the Department. The Department may require the Contractor to purchase coverage with a lower deductible or retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention.

Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII, unless otherwise acceptable to the Department.

Verification of Coverage

Contractor shall furnish the Department with original certificates and amendatory endorsements or copies of the applicable policy language effecting coverage required by this clause. All certificates and endorsements are to be received and approved by the Department before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor's obligation to provide them. The Department reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.

Special Risks or Circumstances

Department reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

Subcontractors

Contractor shall require and verify that all subcontractors maintain insurance meeting all the requirements stated herein, and Contractor shall ensure that SMCF is an additional insured on insurance required from subcontractors.

4. Agreement

Proposers should carefully review this RFP and all attachments including but not limited to the San Mateo Consolidated Fire standard Consulting Services Agreement. The selected vendor will be required to sign SMCF's agreement. Comments or objections to any terms of the SMCF's agreement must be made in writing and received with the proposal submission. Vendor should note any objections, or if none note that as well in the proposal submission.