



Request for Proposals (RFP)

IT Managed Services

San Mateo Consolidated Fire Department

1040 E Hillsdale Blvd  
Foster City CA, 94404

DATE: February 20, 2019

Proposals Due: April 22, 2019

Joan Schoening

RFP Project Manager

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1. **RFP Overview**

1a. Introduction

- 1a1. The San Mateo Consolidated Fire Department (herein referred to as SMCF) needs to contract with an IT Managed Services provider to provide outsourced IT Managed Services per the requirements identified in this RFP.
- 1a2. Recently three fire departments merged 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 standalone fire service agency.

1b. Vendor Information

- 1b1. 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.
  - 1b1a. **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.
  - 1b1b. 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: Bid Security, Bonds, Insurance, and any other requirements.
  - 1b1c. 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 SMCF in a timely manner in order to allow SMCF to issue a written addendum.
  - 1b1d. If necessary, 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 SMCF, and vendors shall not rely upon them.
  - 1b1e. **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 SMCF. SMCF is not responsible for non-receipt or mis-delivery, and

it is the bidder's responsibility to ensure we have received their communication.

- 1b1f. **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.
- 1b1g. **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; SMCF's perception of Vendor's stability within the industry.
- 1b1h. 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 SMCF and may be made in any manner that best meets the needs of SMCF.
- 1b1i. **SUBCONTRACTORS:** 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.
- 1b1j. **PAYMENT TERMS:** SMCF payment terms are net 30 days after receipt of all goods and/or services and receipt of an accurate invoice and associated warranties.
- 1b1k. **FIRM PRICES:** All quotes shall be held firm for a minimum of 120 days after the proposal due date to allow adequate time for SMCF to consider each proposal and make an award. Upon receipt of its proposal by 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.
- 1b1l. **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.
- 1b1m. **ASSIGNMENT:** This agreement may be assigned without the written consent of the other party.

1c. General RFP Submittal Information

- 1c1. SMCF’s designated staff will evaluate proposals received. SMCF reserves the right to retain all proposals submitted.
- 1c2. 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.
- 1c3. Submission of a proposal indicates the firm’s acceptance of the conditions contained in this Request for Proposals document, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between SMCF and the consultant selected.
- 1c4. 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 SMCF shall become properties of SMCF and will not be returned.
- 1c5. 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.
- 1c6. The vendor may recommend other tasks that it deems appropriate to achieve the objectives set forth in this RFP.
- 1d. RFP Questions
  - 1d1. Questions with regard to this RFP should be submitted by email to Joan Schoening, RFP Project Manager, at [jschoening@smcfire.org](mailto:jschoening@smcfire.org) by 4:00 pm PST on March 1, 2019. All firms sending questions will receive response to all questions and any other addenda that may be released via email on March 7, 2019.
- 1e. Schedule

**Table 1 - Schedule**

Schedule	Date
Release RFP	February 20, 2019
Deadline for Questions	March 1, 2019, 4:00 PM
Response to Questions	March 7, 2019
Proposals Due	April 22, 2019, 4:00 PM
SMCF Review	April 2019
Vendor Award	Early May 2019

**2. Scope and Specifications**

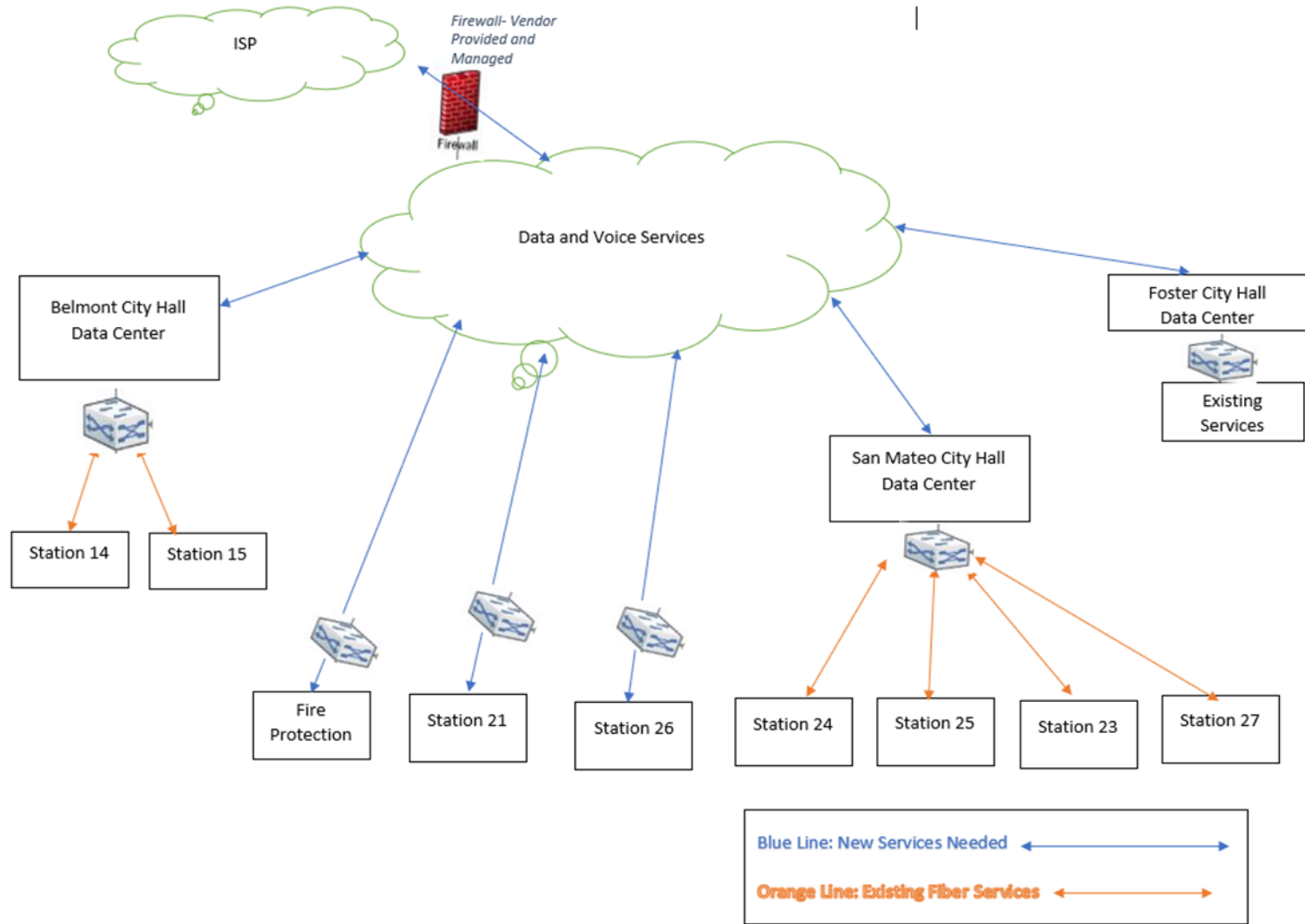
2a. Overview and Approach

- 2a1. Approach: Proposer must include in this section its approach to providing efficient and effective IT support services. Include proposed administrative

procedures, areas of responsibility, and a discussion of service delivery such as method of contact and assignments, etc. Proposers should provide descriptions of their approach to the following:

- 2a1a. Help Desk Support
  - 2a1b. Help Desk Availability and Response Times
  - 2a1c. Service-Level Metrics
  - 2a1d. After-Hours Support
  - 2a1e. Support Tracking
  - 2a1f. Desktop Applications Support
  - 2a1g. Active Directory Administration (add, change, delete users)
  - 2a1h. Office 365 Administration
  - 2a1i. Network Administration
  - 2a1j. Security Administration
  - 2a1k. Managed Services Technology
  - 2a2. Proposer shall also list any resources, assistance, or other items expected to be provided by SMCF (computer, office, etc.)
- 2b. Current Technology Environment
- 2b1. There are 90 desktops and laptops and 18 printer/copiers. The apparatus utilize iPads, and these will continue to be maintained by Foster City.
  - 2b2. Existing workstations are a mixture of Windows 7 and Windows 10. A project to upgrade all workstations to Office 365 is underway and will be completed before this contract is finalized. All electronic mail and files will have been migrated to Office 365 in a newly created SMCF Office 365 Active Directory structure. It will be the responsibility of the winning proposer to migrate all existing workstations to a newly designed Active Directory structure. SMCF organizational unit and group policy design will be completed by Foster City.
  - 2b3. The Organization's website is hosted externally.
  - 2b4. SMCF computers are currently located on the individual City networks. A separate procurement has been issued for SMCF Internet connectivity, wide area network, and VoIP services (see "SMCF Data Network Connectivity and VoIP" RFP), dated Friday, February 8. Internet firewall(s) and WAN routers will be managed by the WAN provider. The winning proposer will be responsible for coordinating Internet, WAN, and VoIP problem resolution and upgrades with the vendor and SMCF. The winning proposer will be responsible for VoIP MAC orders (moves, adds, and changes)

Figure 1 - Data and Voice Services



- 2b5. For each data center (Belmont, San Mateo, and Foster City), a new switch, UPS, and any necessary patch cables will be purchased by the owner and must be installed and configured as a part of this deployment.

**Table 2 - Main Data Centers**

Main Data Centers	Address
Foster City Data Center – City Hall	1040 East Hillsdale Blvd., Foster City, CA
San Mateo Data Center– City Hall	330 West 20th Ave., San Mateo, CA
Belmont Data Center– City Hall	1 Twin Pines Ln, Belmont, CA 94002

- 2b6. SMCF wishes to standardize on Juniper switches. Below is an inventory of existing switches. The owner will purchase new switches to replace the non-Juniper models and all necessary patch cables. All new and existing switches must be reconfigured to function as a single network.

**Table 3 - SM Consolidated Fire Locations**

SM Consolidated Fire Main Campus	Address	Approx. # of Devices	Approx. # of VoIP Phones	Network Switches
Fire Administration Offices	1040 East Hillsdale Blvd. Foster City CA	16	30	Juniper EX3300-24P
Station 28 (3 <sup>rd</sup> Floor) and Apparatus Bay	1040 East Hillsdale Blvd. Foster City CA	10	Included above	HP – 24 ports
SM Consolidated Fire Remote Locations	Address	Approx. # of Devices	Approx. # of VoIP Phones Needed	Network Switches
Fire Station 14	911 Granada St. Belmont, CA 94002	6	8	Entersys – 24 ports
Fire Station 15	2701 Prindle Rd. Belmont, CA 94002	5	7	Entersys – 24 ports
Fire Station 21	120 S Ellsworth Ave. San Mateo, CA 94401	7	14	Juniper EX2200-48P
Fire Station 23 Battalion Chief's Office	31 W. 27th Ave. San Mateo, CA 94403	7	12	Juniper EX3300-48P
Fire Station 24	319 S Humboldt St. San Mateo, CA 94401	4	6	Juniper EX2200-C-12P
Fire Station 25	545 Barneson Ave. San Mateo, CA 94402	4	4	Juniper EX2200-C-12P
Fire Station 26	1500 Marina Ct. San Mateo, CA 94403	4	8	Juniper EX3300-24P
Fire Station 27	1801 De Anza Blvd. San Mateo, CA 94402	4	7	Juniper EX2200-24P
Bureau of Fire Protection and Life Safety	1900 O'Farrell St., Suite 375 San Mateo, CA 94403	20	13	Juniper EX3300-24P

2c. Network Design and Configuration Services

2c1. IP address segmentation, VLANs, DHCP, and other network services design will be the responsibility of the winning proposer. Design will be developed in conjunction with Foster City IT and the Data Network Provider.

2d. Wireless

2d1. Each SMCF facility has existing City-owned wireless, which the winning vendor will replace. Assume that all cabling is sufficient. Wireless is to be integrated with Active Directory using RADIUS. Only controller-less (cloud-based) wireless systems will be considered. Approved vendors are:

2d1a. Aerohive

2d1b. Aruba HPE

2d1c. Meraki

2d1d. Ruckus

2d2. Minimum requirements include:

2d2a. Multiservice legacy support for 802.11a, b, g, n, ac, ac – second wave

2d2b. Coverage for both the 2.4Ghz and 5Ghz spectrum

2d2c. Support of 20 dBm (100 mW) Transmit Power

2d2d. 3x integrated or external single or dual band, 2.4-2.5 GHz with Omni-directional antennas – 2.0 dBi gain

2d2e. 3x integrated or external single band, 5.1-5.8 GHz with Omni-directional antennas – 2.0 dBi gain

2d2f. Ceiling and wall mounting

2d2g. 1 Gbps network interface minimum

2d3. A minimum of three wireless networks will be required:

2d3a. SMCF Staff

2d3b. SMCF Guest

2d3c. SMCF IoT

2d4. Foster City will provide a virtual instance to host the RADIUS server. Note that separate Union-owned wireless may exist in some facilities and will be retained.

2d5. Cell phones and mobile broadband services are not in the scope of services for this RFP. Support of remote access to email on cell phones and tablets (through Microsoft ActiveSync) is in scope.

2d6. Video camera surveillance systems at each facility are external to the data network and managed through a separate support agreement.

3. **Outsourced Technology Scope of Services**

3a. Service Delivery Operations

3a1. Help Desk management, maintenance, and monitoring activities for the operation and performance of network equipment, desktops, peripherals, and telephone equipment.



- 3a2. Contractor shall provide a full-service Help Desk from 8:00 a.m. to 5:00 p.m., with ability to provide on-site resources (as needed) Monday through Friday that will include escalation resources, as well as 24 hour on-call resources for urgent priorities that may need immediate response on-site and/or remotely. Contractor proposal must include how the end users will be serviced for all hours as well as specific information regarding off-hour requests (i.e., evenings, weekends, and holidays).
- 3a3. Contractor shall manage all aspects of Help Desk service delivery as a single point of contact, including:
  - 3a3a. Tier 1, 2, and 3 problem resolution
  - 3a3b. Service request tracking
  - 3a3c. Problem management
  - 3a3d. Call escalation management
  - 3a3e. Dispatch
  - 3a3f. Knowledge management
  - 3a3g. Self help
  - 3a3h. Manage the team providing services to the SMCF
  - 3a3i. Manage the performance of contractor's personnel and services and continually seek opportunities to enhance and improve performance
  - 3a3j. Provide SMCF with access to the data used to calculate its performance against the service levels and the measurement and monitoring tools and procedures utilized to generate such data for purposes of audit and verification
- 3a4. Operations will be focused on delivering exceptional customer service. The Contractor will be required to measure and monitor customer service and provide monthly reports on customer service delivery. Contractor will also provide a process for customer service escalations and remediation.
- 3a5. Throughout this section, please note any third-party software tools that SMCF will be required to procure or that the proposer will be licensing on SMCF's behalf. Include all costs in your proposal.
- 3b. Desktop Hardware / Software Maintenance Support
  - 3b1. Service provided in this area supports desktop hardware, laptops, desktop software, and the peripheral devices attached to them. A wide variety of applications are in use across the departments.
  - 3b2. Desktop Client Services include:
    - 3b2a. Hardware break/fix
    - 3b2b. Software break/fix
    - 3b2c. Peripheral break/fix (i.e., printers, scanners, copiers, fax, audio/visual equipment)
    - 3b2d. Technology refresh
    - 3b2e. Installations, moves, adds, and changes
    - 3b2f. Troubleshoot and fix desktop (on site or remotely) and network issues

- 3b3. Desktop Application Services include:
  - 3b3a. Basic troubleshooting/connectivity support to SMCF applications
  - 3b3b. Image management
  - 3b3c. Patch management (all applications)
  - 3b3d. Implement antivirus automated scheduled scans and automatic definition updates (no manual updates or scan)
  - 3b3e. Electronic software distribution
  - 3b3f. Integration and testing
  - 3b3g. Mobile Device Management for all laptops, tablets, and cell/smart phones
- 3b4. Asset Management Services include:
  - 3b4a. Physical inventory
  - 3b4b. Asset receiving
  - 3b4c. Asset tracking
  - 3b4d. Software license management
  - 3b4e. Asset cascading and disposal
- 3c. Communications/Network Administration, Maintenance, and Projects
  - 3c1. Communications/Network Administration includes maintaining and monitoring the communication through the SMCF network, ensuring optimal performance. This includes, but is not limited to, VoIP infrastructure, protocol, handsets, mobile devices, switches, and VLANs.
  - 3c2. The communication/network responsibilities include regular patching, updates, firmware and service pack updates, network operating system upgrades, and the monitoring, maintaining, and optimization of all the services and devices. The network projects include documenting and ensuring standardizations across the network (e.g., VLANs, device management).
  - 3c3. The network projects will also include maintaining the current environment, as well as changes and improvements to existing operations, including new capabilities. Network projects may be scheduled in advance or may be required on an as-needed basis.
  - 3c4. The responsibilities include, but are not limited to:
    - 3c4a. Maintaining all WAPs, controllers, switches, and VPNs; provide network design and engineering expertise to maintain network
    - 3c4b. Evaluating and applying security patches and upgrades
    - 3c4c. Monitoring network performance and capacity
    - 3c4d. Identifying potential limitations before traffic on the network increases to the point that it affects system performance
    - 3c4e. Managing, monitoring, and maintaining all VoIP infrastructure and software

- 3c4f. Keeping inventory and maintenance records for all network equipment and ensuring documentation and recoverability of network device configurations
- 3c4g. Providing or scheduling repairs and maintenance necessary to continue operations and meet approved service levels
- 3c4h. Coordinating and communicating maintenance and upgrades with SMCF to minimize impact to SMCF operations
- 3c4i. Diagnosing, investigating, and identifying root cause to network problems
- 3c4j. Providing support for telecom services and coordinating third-tier support
- 3c4k. Support connections to some county-wide shared networks
- 3c4l. Integration with other Agencies / Applications
  - 3c4l1. Ensure applications are available for internal/external access
- 3d. Microsoft Server Administration, Office 365, and Security
  - 3d1. This section includes the maintenance of all aspects of information security, incident management, physical security, system security and integrity, virus and malware protection, access control, and auditing. Contractor responsibilities include, but are not limited to:
    - 3d1a. Microsoft server administration; with access provided by SMCF, set up users, manage access to resources (file shares/printers), and implement security for each per SMCF requirements
    - 3d1b. Support Office 365 (email, one drive, SharePoint)
    - 3d1c. Maintain security settings, software, and firmware on all network equipment, computers, and laptops
    - 3d1d. Ensure devices have the latest available security patches and firmware installed
    - 3d1e. Implement a remote access tool to maintain a secure remote access environment using appropriate technologies
    - 3d1f. Provide remote access administration that comply with SMCF policies
    - 3d1g. Provide assistance to maintain Active Directory and Group Policies
    - 3d1h. Apply and maintain SMCF policies for file system security and user access
    - 3d1i. Utilize NIST security framework and standards to manage the SMCF's network security program
    - 3d1j. Provide and maintain security on the desktops (antivirus)
    - 3d1k. Provide and support an antivirus solution (solution requires approval by SMCF)
    - 3d1l. Ensure SMCF security policies are enforced on endpoints
    - 3d1m. Perform regular maintenance and auditing to ensure security on all devices
    - 3d1n. Monitor and respond to logs on endpoints, antivirus, patching

3e. Purchasing

- 3e1. The majority of maintenance agreements with vendors are managed and maintained by SMCF. However, contractor may be responsible for purchasing IT-related equipment and software as requested. Contractor will be responsible for obtaining quotes for maintenance or warranty renewals.
- 3e2. Contractor will follow all SMCF purchasing policies.
- 3e3. Outsourced IT Services: Contractor will provide original quote from vendor and stated mark-up. All purchases of hardware and software shall be updated in an asset database with serial numbers, warranties, and expiration dates and will be reflected in the annual Tech Audit.

3f. Documentation

- 3f1. Contractor shall create and maintain accurate and updated technology documentation, including, but not limited to:
  - 3f1a. Device configuration version control
  - 3f1b. Change control documentation, including thorough test plans
  - 3f1c. Standard procedures (i.e., patch management)
  - 3f1d. Updated equipment/application/warranty/license lists
  - 3f1e. Vendor contact list
  - 3f1f. Network diagrams
- 3f2. The documentation shall be audited and inventoried on an annual basis. A quarterly update will be sent to the designated IT contact for review.

3g. Service Levels

- 3g1. This Statement of Work and Service Level Agreement (SLA) aims to ensure that the contractor meets SMCF's business requirements for availability, reliability, and secure services that are backed by service levels. By meeting these objectives, SMCF aims to:
  - 3g1a. Improve end-user experience and productivity
  - 3g1b. Standardize the environment (hardware and software)
  - 3g1c. Improve security, data management, and backup
  - 3g1d. Improve asset management and control
  - 3g1e. Improve total cost of ownership management while supporting SMCF's initiatives
- 3g2. Contractor shall adhere to the following minimum service levels. Contractor shall deliver a monthly report (SLA Report) documenting performance according to the agreed-upon service levels set forth below. Any SLA that is not met will require a remediation plan included in the SLA Report that will be implemented in less than 30 days.

**Table 4 - Priority Levels**

Priority	Response Time	Resolution Time
Urgent (multiple staff members unable to function)	2 hours	90% resolved in less than 4 hours
High Priority (single system down or critical function unavailable)	4 business hours	90% resolved in less than 8 hours
Medium Priority (a single program or function does not work)	8 business hours	75% resolved in less than 16 business hours
Low Priority (issue reduces productivity, but work around exists)	16 business hours	75% resolved in less than 1 week

3h. Account Administration, Management, and Reporting

3h1. Contractor is responsible for maintaining a high level of service and accurate reporting on that service. Account administration includes, but is not limited to, the following services and reports:

3h1a. Prepare and deliver Service Level Agreement Reports (monthly)

3h1b. Report of all Help Desk tickets or reported incidents that have been open more than three days (weekly)

3h1c. Summary report of all tickets opened, closed, or worked during the month, with a status for each

3h1d. Prepare and conduct an IT Satisfaction Survey (annually)

3h1e. Perform Annual Technology Audit to include current state of all hardware, software, licenses, vendors, diagrams, and recommendations for improvements, innovation, new technology, including improvement and sustainability projects

3h1f. Attend IT meetings (as required)

3h1g. Provide current status of service request or project (as needed)

3h2. Vendor will be required to sign a Management Control Agreement

3i. Transition/Onboarding

3i1. Each of the three fire departments that now make up SMCF are supported by their City's IT function. Foster City will continue to support Active Directory servers and the CAD/RMS system. Proposer must describe how they will transfer applicable knowledge from the current providers to the proposer's staff and implement their services as a part of SMCF operations.

3i2. The winning proposer will be responsible for adding every workstation (desktop, laptop, mobile devices, and peripherals to the new SMCF network).

**4. Proposal Costs**

4a. Provide proposed costs for personnel for an average of eight hours of on-site support per week, excluding organization holidays. On-site support to include IT management, reporting, and budgeting. Special projects and project-related work are not included in on-site support. Using the table below, please provide monthly costs for support services.

**Table 5 - Help Desk Tasks**

Task	Monthly Cost
On-site problem diagnosis and Help Desk resolution	
On-site network administration, MAC orders, management, and monthly status updates	
Help Desk Services and Remote Support	
Total Monthly Cost	

- 4b. Managed Services - Using the table below, please provide monthly costs for support services. SMCF expects managed services to include 8 x 5 Help Desk support. Note that the purchase and installation of managed services software will be the responsibility of the vendor.
- 4c. SMCF reserves the right to select specific services from the below list for a final managed services contract.

**Table 6 - Managed Service Costs**

Managed Services	Monthly Cost
Desktops	
Laptops	
1 Switch	
3 Access Points	
Total Monthly Cost	

- 4d. Projects and project-related work are not included in on-site support services. Using the table below, please provide proposed costs for the following projects:

**Table 7 - Project Costs**

Project	Equipment Cost	Installation Cost
Detailed Network Design – In conjunction with Foster City and project manager	N/A	
Network Configuration – Configure new and existing switches, connect to new internet provider	N/A	
Wireless		
RADIUS		
Desktop and peripheral conversion to new Domain and network	N/A	
Onboarding, Help Desk set up, knowledge transfer, initial documentation	N/A	

- 4e. Note: Provide a separate detailed bill of material for all proposed hardware or software costs.

- 4f. Special projects that are outside of normal support and planned projects may be requested by the organization from time to time. In the table below, please provide an hourly rate schedule for additional services and special projects.

**Table 8 - Special Project Descriptions and Rates**

Title	Skill Set Description	Hourly Rate

4g. Compensation/Payment Schedule

- 4g1. Proposer is required to submit their cost proposal. Proposer must state if the proposed rate is guaranteed for the term of the contract or if it is subject to adjustments. If subject to adjustments, proposer must state the frequency of adjustments and how adjustments are determined. Travel expenses will not be paid by the organization as a part of this contract.
- 4g2. Invoicing shall be monthly for services rendered. Detailed invoicing for all time and expense charges shall include:
- 4g2a. Date of service
  - 4g2b. Who performed service
  - 4g2c. Description of service performed
  - 4g2d. Duration of chargeable time.

4h. Alternate Proposals

- 4h1. Any potential work not included within the proposed scope of services, or which has not been mentioned in this RFP, must be clearly identified, along with a suggested basis for payment, should those services be necessary or elected by the organization.

**5. Implementation**

5a. Project Management

- 5a1. Vendor is expected to provide a project manager for this installation that will interface and become the main contact with 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.

5b. Transition Plan and Implementation Schedule

- 5b1. 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.
- 5b2. 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).
- 5b3. Respondent will be expected to interface as needed with SMCF's telecommunication and Internet providers for any necessary changes during the transition.

6. **Submittal Instructions**

- 6a. Please submit an electronic copy via email of the proposal by 4:00 PM on Friday, April 22, 2019 signed by the firm's authorized agent to Joan Schoening, with subject title "IT Managed Services". The proposal must be received before the specified time. Late proposals 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](mailto:jschoening@smcfire.org)

- 6b. 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.

6c. Submission Requirements

- 6c1. All proposals must be written within a single document in PDF or MS Word format.
  - 6c1a. 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.
  - 6c1b. Table of Contents
  - 6c1c. Executive Summary
  - 6c1d. 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 [PST] for office-providing services)
  - 6c1e. Explanation of staff related to certifications, knowledge, and experience:
    - 6c1e1. The proposed data network
    - 6c1e2. The proposed hosted VoIP system



- 6c1f. A statement indicating whether or not the 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.
- 6c1g. Description of any claims, lawsuits, or legal settlements your firm has had in the past and/or those that are currently pending.
- 6c1h. Project Experience and a minimum of three (3) references
- 6c1i. Scope of Services Response and Implementation Plan
- 6c1j. Support Services – Indicate the level and nature of support available
- 6c1k. Cost Proposal – By location, itemized by service (ISP, data network, VoIP)
- 6c2. Proposals must include:
  - 6c2a. The firms' qualifications and experience performing similar projects
  - 6c2b. A list of the proposed staff members who will be assigned to this project and their qualifications
  - 6c2c. A list of references from at least three government agencies within California for whom the firm has provided similar services
  - 6c2d. A project plan with a timeline for delivery of the requested proposed scope of work
  - 6c2e. A cost sheet showing any and all charges for performing the services in the proposed scope of work
  - 6c2f. 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
- 6d. Selection Process
  - 6d1. 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 the *Submission Requirements* section.
  - 6d2. An unsatisfactory-rated proposal 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.
- 6e. Insurance Requirements – Minimum Scope of Insurance
  - 6e1. Coverage shall be at least as broad as:
    - 6e1a. **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.
    - 6e1b. **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.

6e1c. **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.

6e1d. **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

6e1d1. 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.

6f. Other Insurance Provisions

6f1. The insurance policies are to contain, or be endorsed to contain, the following provisions:

6f1a. Additional Insured Status

6f1a1. **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).

6f1b. Primary Coverage

6f1b1. 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.

6f1c. Notice of Cancellation

6f1c1. 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.

6f1d. Waiver of Subrogation

6f1d1. 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 affect 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.

6f1e. Deductibles and Self-Insured Retentions

6f1e1. 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.

6f1f. Acceptability of Insurers

6f1f1. 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.

6f1g. Verification of Coverage

6f1g1. 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.

6f1h. Special Risks or Circumstances

6f1h1. 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.

6f1i. Subcontractors

6f1i1. 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.

6g. Agreement

6g1. Proposers should carefully review this RFP and all attachments, including but not limited to, the San Mateo Consolidated Fire Standard Consulting Services Agreement (Attachment A). The selected vendor will be required to sign SMCF's agreement. Comments or objections to any terms of 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.