



**Request for Proposal**  
**For**  
**Ethernet Wide Area Network**  
  
**EVENT 549**

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# 1 Statement of Work

## 1.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a fixed price proposal to implement an Ethernet Wide Area Network for Guilford County. The RFP provides vendors with the relevant operational, performance, and architectural requirements of the system.

The following is a list of high level business needs to be met with implementation of this project:

- Fiber based Ethernet Connectivity from Main (Host) Data Center located at 201 W. Market St, Greensboro, NC to all current Guilford County locations identified in the Appendix
- Bandwidth options from 20Mbps up to 10 Gbps
- Full turnkey solution including all hardware, software and licensing
- 24/7 Secured access to online portal for monitoring and reporting
- Scalability for future growth

## 1.2 Coverage & Participation

The intended coverage of this RFP, and any agreement resulting from this solicitation, shall be for the use of all departments at Guilford County. The RFP is requesting a proposal from Suppliers that are capable of delivering and implementing all or some of the requirements listed below. Suppliers are permitted to collaborate with additional parties to address all mandatory requirements; and Guilford County may elect to contract with multiple suppliers to satisfy their requirements.

All Request for Proposals must be submitted in hard copy with **one signed original and Five copies** by the event close date and time listed in the RFP.

All Proposals must be submitted to:

Guilford County Purchasing Department, Attn: Shayla Parker, Senior Buyer

301 West Market Street, Old Courthouse, B-32, Greensboro, NC 27401, in hard copy form with **one signed original and five copies** by the event close date and time of **3:00 PM (EST) on Tuesday, January 17, 2017**. Late deliveries will not be considered or accepted. Proposals submitted must be binding for not less than ninety (90) days from date of fully executed contract.

### **1.3 Contractual Requirements**

The County expects the selected/awarded Supplier(s) to comply with the contractual requirements listed below as to licensing, maintenance, payments, and performance. The contract will require the following properties:

1. The RFP, Supplier's response, clarifications, and all addendum(s) will be part of the final contract and Proposal.
2. Prices must be held firm for 90 days from date of fully executed contract.
3. Payment is dependent on acceptance procedures and must be agreed upon by the awarded supplier and Guilford County.

#### **Payment terms will be as follows:**

1. Monthly Recurring Charges
  - a. As agreed by Guilford County and Supplier/s during contract negotiation.
2. One-Time (Non Recurring) Charges if any:
  - a. Upon completion of accepted service 100%

**All payments are expected to be net 30 days.**

## **2 General Information**

### **2.1 Original RFP Document**

Guilford County shall retain the RFP, and all related terms and conditions, exhibits and other attachments, in original form in an archival copy. Any modification of these, in the vendor's submission, is grounds for immediate disqualification. There will be no changes to your original RFP submission.

## **2.2 Organization**

Guilford County hosts its primary Data Center at 201 W. Market Street, in Greensboro, NC.

Our architecture consists of Network equipment, Servers and Data storage from various vendors

This RFP is issued to identify one or more suppliers to provide full turnkey solution for dedicated Ethernet Wide Area Network connectivity from our primary data center to all County buildings identified in Appendix A

## **3 Business Objectives, Scope of Work, Specifications & Requirements**

### **3.1 Business Objectives**

- Fiber based Ethernet Connectivity from Main (Host) Data Center located at 201 W. Market St, Greensboro, NC to all current Guilford County locations identified in the Appendix
- Bandwidth options from 20Mbps up to 10 Gbps
- Full turnkey solution including all hardware, software and licensing
- 24/7 Secured access to online portal for monitoring and reporting
- Scalability for future growth with the possibility of on-demand bandwidth adjustments.

### **3.2 Core Requirements**

#### **Installation and Configuration:**

- Ethernet Fiber connectivity to all county buildings as described in Appendix A
- Required Network equipment in all the buildings.
- Any related fiber jumpers/connectors required for connectivity to switches.
- Detailed Service Level Agreement specifying SLA targets, Service Availability, Latencies, maintenance timeframes and procedures and remedies for not meeting SLA.

#### **Testing:**

- Assist Guilford County with execution of testing of connectivity between all the sites.

- Resolve any issues that may be as a result of connectivity.

### **Final Preparation, Go Live and Post Go Live Support**

- Work with the County to develop and document a detailed cut-over plan, perform risk assessment, and develop contingency plan.
- Participate in the readiness assessment to determine if all tasks are complete and issues resolved and to obtain go-live authorization.
- Provide post go-live support for 30 business days immediately after deployment into production.

The County reserves the right to modify, and/or remove principal services at negotiated costs if in the best interest of the County to do so.

### **Term of Contract:**

A contract will be for a period of four years to begin on or about April 1, 2017 with the option to extend for two additional one year periods as agreed upon in writing by the awarded supplier and Guilford County.

### **Optional**

- N/A.

## **3.3 Project Management Requirements**

The awarded vendor/supplier will provide professional services for overall project management of the implementation and work with the Guilford County Project Manager to achieve the following:

- Establish a project charter that includes scope, project resources, roles, responsibilities, key deliverables and success criteria.
- Create and maintain a detailed project plan using Microsoft Project 2013, identifying tasks to ensure successful project implementation and monitor progress against the plan.
- Create and submit a list of project milestones.
- Determine and manage risks which may jeopardize project success.
- Supervise deliverables, create and ensure quality.

- Incorporate a communication plan to ensure communication between vendor, County resources and 3<sup>rd</sup> party resources as needed.
- Create and provide weekly project status reports including prior week accomplishments and planned future activities.
- Organize and conduct weekly status update conference calls and/or meetings with Guilford County. The awarded Vendor must ensure that any 3<sup>rd</sup> party sub-contractors are also present in status calls that require update for deliverables to be completed by the sub-contractors. Additionally, the awarded vendor will ensure that weekly status reports are sent prior to the status update conference calls and/or meetings.
- Provide a risk management plan, identify risks and develop risk mitigation strategies.
- Identify, resolve and/or escalate project issues timely.
- Participate in steering committee meetings.
- Ensure on-time completion of project and success criteria.

The awarded supplier/vendor's project manager will be responsible for managing supplier's resources, budgets and schedules.

The project is scheduled to start no earlier than March 1, 2017 and needs to be completed no later than April 30, 2017.

### **3.4 Resources to be provided by Guilford County**

In support of this project, Guilford County will identify and provide access to the following internal staff:

- An internal Project Manager

## 4.1 General Information and Guidelines

### 4.2 General Information

Electronic copies of this Request for Proposal are available at Guilford website address:  
<http://www.myguilford.com/sourcing>

All official County responses to prospective Bidder/Supplier's questions and official addenda regarding RFP revisions or additional information will be communicated by the County through the Lawson Strategic Sourcing Q/A function tab within this event.

**ALL QUESTIONS** must be submitted electronically by means of the Q & A Feature included within this bidding event.

NOTE: NO QUESTIONS will be answered by telephone, email, written correspondence or other means except as described herein. Answers to electronic questions properly submitted will be sent out electronically by means of the above described Q & A feature to all properly registered suppliers who received the Initial Notification of bidding event. Those suppliers who registered after the Event Preview date and time will not receive electronic correspondence relative to this Event. There shall be **no communication** with any Guilford County employees other than by means of the Q & A Feature or at the **Pre-Proposal Teleconference**. Violation of this requirement may invalidate your proposal.

**Pre-Proposal Teleconference Date/Time:** Wednesday, January 4, 2017 at 2:00 pm EST this will not be a mandatory meeting. The teleconference number is: 336-641-4200.

All RFP Bid Submissions shall be submitted by hard copy which shall consist of **one signed original and five copies of the RFP proposals** must be received by the Guilford County Purchasing Department,

Attn: Shayla Parker, Buyer,

301 West Market Street, Old Courthouse, Suite B 32 Greensboro, NC 27401,

By the event close date and time, per the date/time stamp in the Guilford County Purchasing Department, of **Tuesday, January 17, 2017 at 3:00 pm EST.**

Deadline for all Suppliers' Q & A questions regarding the RFP is **Friday, January 6, 2017 at 12:00 pm EST.**

**AWARD CRITERIA:** Guilford County may award to one supplier or multiple suppliers whichever is in the best interest of the County



## 4.3 Procurement Timetable

The timetable for the RFP solicitation process is summarized below. Note that these are target dates and are subject to change by the County.

| Activity                                     | Target Date              |
|--|--------------------------|
| <u>Event Preview Date</u>                    | 12/20/16 at 10:00 am EST |
| <u>Pre-Proposal Teleconference Date/Time</u> | 01/04/17 at 2:00 pm EST  |
| Event Q & A Opens                            | 12/20/16 @10:30 am EST   |
| Event Q & A Closes                           | 01/06/17 at 12:00 pm EST |
| RFP Proposals - Close Date/Time              | 01/17/17 at 3:00 pm EST  |

## 4.4 Confidentiality

**All proposals submitted shall be regarded as public record**, unless there is proprietary information, and then each such page must be marked CONFIDENTIAL.

## 5.0 Preparing Proposals: Required Information

### 5.1 Response

For ease of handling and reference, potential Bidders must submit their detailed Proposal *for **Event 549 in hard copy form, with one (1) signed original and five (5) copies by the event close date and time.*** All proposals must be received by the Guilford County Purchasing Department, 301 W. Market Street, Suite B-32, Old Courthouse, Greensboro, NC 27401, and must include:

#### 1. Cover Letter

Include a brief history of your firm and a brief description of the services your firm proposes to provide Guilford County, including the mailing address, phone and fax numbers and email address of the individual signing the cover letter as well as contact information for your firm's primary contact for this RFP, if different.

#### 2. Qualifications and Experience of Firm

- List the number of years the Bidder's firm has been in operation and number of years the firm has been providing Ethernet WAN solutions.

- List any certifications or awards the Bidder's firm has received for same or similar solutions.
- Describe and list similar projects performed in the past five (5) years that best characterize the firm's capabilities.
- List at least three (3) similar services the firm has provided to other public sector agencies in the past five (5) years. List should include Company Name, and Contact details.

**3. Description of solution:**

- Explain your process of access to the site during regular business hours and after hours.
- Describe your process of problem resolution and process for escalation.
- How often and for how long has your facility been down in the last 10 years?
- Has there ever been any security breach at your facility? If so, what steps have you taken since then to ensure better safeguards against any future breach?
- If you provide connectivity solution, what degree of reliability do you guarantee? Provide a detailed Service Level Agreement (SLA)

**4. Price Proposal –** Please provide as shown below in the example, a “fixed” price proposal for a four (4) year term. **Please use the location, City and Bandwidth information from the Appendix A attached to this RFP.**

| <b>Guilford County<br/>Location</b> | <b>City</b> | <b>Bandwidth</b> | <b>Monthly<br/>Recurring cost</b> | <b>One-time non-<br/>recurring cost</b> |
|-------------------------------------|-------------|------------------|-----------------------------------|---|
|                                     |             |                  |                                   |   |
| Total costs:                        |             |                  |                                   |   |

## 5. Project Plan

For each section described in Scope of Work of this RFP, include the following:

- Describe your 1) proposed work tasks and activities; 2) approach and methods that will be used to accomplish these tasks and activities; and 3) specific personnel assigned to project tasks and activities.
- Describe the proposed work product or deliverable that will result from each task or activity.
- Identify the time frame estimated to complete each task.
- Describe how quality control and risk mitigation will be addressed in your work and that of subcontractors (if applicable).
- List any additional resources (staff, materials, access, etc.) anticipated to be provided by Guilford County to complete this project beyond those listed in this RFP.
- Furnish a time line and work breakdown structure of personnel to support scope of work activities.

## 6. Value Added Propositions – Please propose items in this category separately from the key components of this RFP:

- Discuss and list your discounts available.
- Discuss and list any special services or products your firm is willing to provide with this proposal.

## 5.2 Evaluation Method

All Proposals that meet the specifications and scope of this RFP should be evaluated in accordance with the criteria listed below:

### 1. Awarding Authority/Evaluation Committee

This RFP is issued by the Guilford County Purchasing Department.

An evaluation committee comprised of staff from the Information Services Department and other diverse departmental representatives will have responsibility for reviewing and evaluating all Proposals submitted in hard copy form in response to this RFP. The County reserves the right to include outside consultants to assist in the evaluation process; and, the County reserves the right to reject any and all proposals if in the best interest of Guilford County to do so.

## **2. Selection of Qualified Proposals**

The Director of Information Services and the evaluation committee will review the Proposals submitted by all Bidders to determine whether the minimum qualifications set forth herein are met. On the basis of the evaluation criteria set forth in the RFP. The Director of Information Services and the evaluation committee will recommend award of the contract to the Guilford County Purchasing Department for the most qualified Supplier(s) which best meets the needs and requirements of the County, and provides the most cost-effective solution. The members of evaluation committee may at any time investigate a Bidder's ability to perform the work.

The County may, in addition to references supplied, request additional information about a company, and its experience with previous contracts. Bidders may choose not to submit information in reply to the County's requests; provided however, that if failure to submit such information results in the inability of the County to obtain needed facts regarding the Bidder's qualifications, or their ability to perform. The County may at its discretion discontinue further consideration of a particular Proposal.

The County may use sources of information not supplied by the Bidder **concerning the ability of the Bidder to perform the work. Such sources may include current or past customers of the organization;** current or past suppliers; articles from data processing, communications and related publications; articles from other published sources made available to the County. However, Guilford County is under no obligation to obtain any additional information other than that supplied by the Bidder in response to this RFP.

### **5.3 Selection Criteria**

The Bidder's written response and their supplied documentation will constitute the primary basis for assessing the merits of a Bidder's offer. The basis for the evaluation of proposals received is included, but not limited to, the following considerations:

- The Bidder's performance record in meeting the requirements of their existing customers.

- Price.
- Adherence to the requested RFP proposal format. This includes the thoroughness of the proposal, the project plan as well as the format of the presentation.
- The number, type, experience and availability of local Bidder's staff.
- The Bidder's ability to support the total system solution, including monitoring services, on-going support, accessibility to the site availability and reliability of connectivity and SLA.
- Responsiveness to requirements outlined in this RFP.

## **Appendix A**

| <b><u>Location</u></b>                         | <b><u>City</u></b> | <b><u>Minimum Bandwidth required</u></b> |
|--|--------------------|--|
| 1203 Maple St.                                 | Greensboro         | 1 Gbps                                   |
| 1100 East Wendover Ave.                        | Greensboro         | 1 Gbps                                   |
| 1002 Meadowood Dr.                             | Greensboro         | 200 Mbps                                 |
| 301 North Raleigh St.                          | Greensboro         | 100 Mbps                                 |
| 508 Industrial Ave.                            | Greensboro         | 100 Mbps                                 |
| 15 Lockheed Ct.                                | Greensboro         | 100 Mbps                                 |
| 1103 West Friendly Ave.                        | Greensboro         | 100 Mbps                                 |
| 5834 Bur-Mil Club Road (Bur-Mil park)          | Greensboro         | 20 Mbps                                  |
| 5207 West Wendover Ave (Gibson Park)           | Greensboro         | 20 Mbps                                  |
| 6409 Boaters Way (Southwest park)              | Greensboro         | 20 Mbps                                  |
| 6 Dundas Circle                                | Greensboro         | 100 Mbps                                 |
| 3309 Burlington Road (AG Center)               | Greensboro         | 100 Mbps                                 |
| <b>201 West Market Street (Host Site)</b>      | Greensboro         | 1 Gbps                                   |
| <b>201 S. Eugene Street (Backup Host Site)</b> | Greensboro         | 1 Gbps                                   |
| 2138 Bishop Road                               | Greensboro         | 20 Mbps                                  |
| 501 East Green St.                             | High Point         | 1 Gbps                                   |
| 211 Hillstone Place                            | Jamestown          | 100 Mbps                                 |
| 7506 Summerfield Road                          | Summerfield        | 100 Mbps                                 |
| 5440 Millstream Road (Stoney Creek)            | Mcleansville       | 100 Mbps                                 |
| 3050 County Farm Road (Shooting Range)         | Gibsonville        | 100 Mbps                                 |
| 3441 North East Park Drive (North East Park)   | Gibsonville        | 20 Mbps                                  |
| 5920 Hagan stone Park Drive (Hagan Stone Park) | Pleasant Garden    | 20 Mbps                                  |

**\*Please note: Location information current as of the writing of this RFP and may change prior to the contract being approved. Vendors are requested to provide for additions/deletions as necessary.**