



Contract 4656P

Consulting Services - Network Engineering

1. Introduction

The City of Richmond (the “City”) proposes to engage the services of a Network Engineer (the “Consultant”) for the City’s Extreme Networks equipment.

The objective of this request for proposal is to provide the City with qualified proponents capable of carrying out the work herein defined. The subsequent proponent submissions will form the basis for evaluation, interview and selection.

2. Definitions

2.1 Throughout this Request for Proposal the following definitions apply:

- a) “BC Bid” means the electronic tendering service maintained by the Province of British Columbia located online at www.bcbid.ca, or any replacement website;
- b) “City” means the City of Richmond, British Columbia;
- c) “Contract” means the written agreement resulting from this Request for Proposal executed by the City and the Vendor for the Work;
- d) “Lead Proponent” is the Proponent whose Proposal, as determined through the evaluation criteria described in this RFP, provides the best overall value in meeting the requirements of the RFP, and with whom a Contract will be considered;
- e) “Proposal” means a proposal submitted by a Proponent in response to this Request For Proposal;
- f) “Proponent” means an individual or a company that submits, or intends to submit, a Proposal in response to this Request for Proposal;
- g) “RFP” or “Request for Proposals” means this request for proposals, inclusive of all appendices and any addenda that may be issued by the Owner;

- h) “Submission” means a proposal submitted by a Proponent in response to this RFP;
- i) “Successful Proponent” means the same as “Vendor”
- j) “Vendor” means the Successful Proponent to this Request for Proposal who enters into a written Contract with the City to perform and to oversee the Work and
- k) “Work” means the provision of all labour, services, material and equipment, and any action as necessary for the Preferred Proponent to complete and perform its obligations in accordance with the terms and conditions of the Contract.

3. Submission Details

- 3.1 Three (3) copies of proposals marked “**4656P - Network Engineering Consultant**” addressed to the Purchasing Section, will be received at the Information Counter, Main Floor, Richmond City Hall, 6911 No. 3 Road, Richmond BC V6Y 2C1, until **12:00pm local time on Friday, April 13, 2012**. Submissions received after this time will be returned to the sender.

4. Pre-Bid Meeting – Intentionally Omitted

5. Enquiries

- 5.1 Clarification of terms and conditions of the proposal process shall be directed to:

Purchasing

Sumita Dosanjh

Buyer II - Contracting Specialist

Purchasing Section

City of Richmond

E-mail: purchasing@richmond.ca

- 5.2 The City, its agents and employees shall not be responsible for any information given by way of oral or verbal communication.

- 5.3 The City will only respond to questions that are submitted in writing. Any questions that are received and answered by City of Richmond Staff that affect the Proposal Process, any interpretation of, additions to, deletions from, or any other corrections to the Request for Proposal document, may be issued as written addenda by the City of Richmond. It is the sole responsibility of the potential Proponents to check with the following websites to ensure that all available information has been received prior to submitting a proposal:

- a) City of Richmond: <http://www.richmond.ca/busdev/tenders.htm>

b) BC Bid: <http://www.bcbid.gov.bc.ca/open.dll/welcome?language=En>

5.4 Enquiries will be received up until 3:00pm local time, Thursday, April 5, 2012.

6. Terms of this Request for Proposal

- 6.1 Proposals shall be open for acceptance for 90 days following the submission closing date.
- 6.2 The City reserves the right to cancel this Request for Proposal for any reason without any liability to any proponent or to waive irregularities at its own discretion.
- 6.3 Proposals may be withdrawn by written notice only provided such notice is received at the office of the City's Purchasing Section prior to the date/time set as the closing time for receiving proposals.
- 6.4 Except as expressly and specifically permitted in these instructions, no Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in the RFP, and by submitting a proposal each proponent shall be deemed to have agreed that it has no claim.
- 6.5 Proponents are advised that the City will not necessarily accept any Proposal and the City reserves the right to reject any or all Proposals at any time without further explanation or to accept any Proposal considered advantageous to the City.
- 6.6 A Proposal which contains an error, omission, or misstatement, which contains qualifying conditions, which does not fully address all the requirements of this RFP, or which otherwise fails to conform to the requirements in this RFP may be rejected in whole or in part by the City at its sole discretion.
- 6.7 The City may waive any non-compliance with the RFP, specifications, or any conditions including the timing of delivery of anything required by the RFP and may, at its sole discretion, elect to retain for consideration Proposals which are non-conforming, which do not contain the content or form required by the RFP or because they have not complied with the process for submission set out herein.
- 6.8 The City may choose, at its sole discretion, to proceed with all of the components of the Work, none of the components or selected components of the Work.
- 6.9 All Proposals will remain confidential, subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

7. Negotiations

- 7.1 The award of the contract is subject to negotiations with the Lead Proponent. Such negotiations include, but are not limited to, the following:
- a) changes or work refinements in the service requirements or scope of work proposed by the Lead Proponent;
 - b) price – if directly related to a change or refinement in the proposed scope of work proposed by the Lead Proponent and
 - c) specific contract details as deemed reasonable for negotiation by the City of Richmond.
- 7.2 If a written contract cannot be negotiated within 60 days of notification to the Lead Proponent, the City may, at its discretion at any time thereafter, terminate negotiations with the Lead Proponent and either enters into negotiations with the next qualified Proponent or cancels the RFP process and not enters into a contract with any Proponent.

8. Project Description

Background

The City uses wired network equipment supplied by Extreme Networks. This includes four network cores at the City's two main sites (City Hall and Public Works Yard; connected by multiple fibre-optic links), and numerous edge switches at over 35 sites (connected by fibre-optic links, leased fibre, and internet VPN).

The City will soon be installing a wireless network built by Meru Networks. This will be integrated with the City's wired network.

Currently, the ICT Infrastructure section at the City has one staff member on leave for approximately four months. Due to the backlog of projects, the City requires temporary assistance from a Network Engineer certified on Extreme Networks.

Objective

The City requires assistance in order to undertake the following projects:

- Working with the ICT Infrastructure team and Extreme Networks Support Engineers, re-introduce the fourth network core, rebuild network redundancy features.
- Working with the team and external contractors, integrate the Meru WLAN and VoFi equipment.
- Working with the team, enhance network edge security.

- Working with the team, design a new DMZ to accommodate dual internet feeds.
- Working with the team, maintain network availability and performance.

9. Project Scope

Consultant Duties

The Consultant will be required to:

- Work closely with ICT Infrastructure team members.
- Submit proposed configuration changes in writing to management.
- Liaise with Extreme Networks Support Engineers and other City vendors.
- Make changes to the network equipment when approved.
- Document the network configuration.
- Add or remove network equipment as required.
- Perform research and submit design recommendations.
- Monitor the network for performance and unwanted traffic.
- Troubleshoot network and VoIP problems.

10. City Provided Items

- Work area
- City Hall Access card
- Transportation to remote sites
- Testing & monitoring equipment
- Computer

11. Project Schedule

The project is to be completed by 31 July 2012, with work commencing as soon as possible in April 2012.

12. Proposal Submissions

All proponents are required to provide the following information with their submissions, and in the order that follows:

1. A Corporate profile of their firm outlining its history, philosophy and target market.
2. A detailed listing of the consultant's network experience, indicating XOS versions used.

3. A minimum of three (3) client references from projects of a similar size and scope.
4. The Consultant shall submit a proposal based upon an estimate of approximately 500 hours of work.

13. Review of Proposals

- 13.1 The City will review the Proposals submitted to determine whether, in the City's opinion, Proponents have demonstrated the required experience and qualifications to fulfill the obligations of the services identified in this RFP.
- 13.2 The City, in its sole discretion and without having any duty or obligation to do so, may conduct any inquiries or investigations, including but not limited to contacting references, to verify the statements, documents, and information submitted in connection with the Proposal and may seek clarification from the Proponent's clients regarding any financial and experience issues.
- 13.3 Proposals shall be evaluated to determine the best value offered to the City against conformance to the following criteria:
 - a) Experience and Qualifications of those staff to be assigned to the project.
 - b) Value for Money.
 - c) References.
- 13.4 Proponents may be scheduled for an interview at the discretion of the City.

14. Non-Conforming Proposals

- 14.1 Proposals which fail to conform to the Format Requirements or which fail to conform to any other requirement of this RFP may be rejected by the City. Notwithstanding the foregoing or any other provision of this RFP, the City may at its sole discretion elect to retain for consideration Proposals which deviate either materially from the format requirements set out in hereto or which otherwise fail to conform to any other requirement of this RFP except the requirement of delivery of the Proposal prior to Closing Time.

15. RFP Process

- 15.1 The City may unilaterally take the following actions, and shall not be liable for any such actions:
 - a) amend the scope and description of the products and services to be procured as described in this RFP, and the qualifications that may be required to meet those requirements;

- b) reject or accept any or all Submissions;
- c) cancel the RFP process at any time and reject all submissions; or
- d) cancel the RFP process and recommence in respect of the same RFP with the same or an amended set of documents, information and requirements.

15.2 The Proponent acknowledges and agrees that any RFP is in no way whatsoever an offer to enter into an agreement and submission of a Request of Proposal by any Proponent does not in any way whatsoever create a binding agreement. The Proponent acknowledges that the City has no contractual obligations whatsoever arising out of the RFP process.

16. Working Agreement

16.1 The successful proponent will enter into a contract for services with the City based upon the information contained in this request for proposal and the successful proponent's submission and any modifications thereto.

17. Information Disclaimer

17.1 The City and its directors, officers, employees, agents, consultants and advisors are not liable or responsible for any verbal or written information, or any advice, or any errors or omissions, which may be contained in this RFP or otherwise provided to any Proponent pursuant to this RFP.

17.2 The Proponent shall conduct its own independent investigations and interpretations and shall not rely on the City with respect to information, advice, or documentation provided by the City. The information contained in this RFP is provisional and will be superseded by other agreement documents.

17.3 The City makes no representation, warranty, or undertaking of with respect to this RFP and the City and its directors, officers, employees, agents, consultants and advisors, shall not be liable or responsible for the accuracy or completeness of the information in this RFP or any other written or oral information made available to any interested person or its advisors, and any liability however arising, is expressly disclaimed by the City.