

Request for Proposals

COMMUNICATIONS NETWORK EQUIPMENT MAINTENANCE

Luzerne County Information Technology Department

LUZERNE COUNTY PENNSYLVANIA

DUE DATE: February 3, 2010 at 10:00 AM

Luzerne County Purchasing Department
Attention: Mr. Frank A. Pugliese, Jr.
Penn Place Office Building
20 North Pennsylvania Avenue
Wilkes-Barre, PA 18702

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Luzerne County Information Technology Department

REQUEST FOR PROPOSAL

LUZERNE COUNTY, PENNSYLVANIA

I. INTRODUCTION

A. General Information

Notice of Invitation – The Luzerne County Information Technology Department (LCITD) invites qualified vendors to submit a proposal to provide communications network equipment maintenance for the various Cisco network communications devices that are used throughout the County's computer network. The term of the one year contract will be February 1, 2010 through January 31, 2011. There is no expressed or implied obligation for LCITD to reimburse responding vendors for any expenses incurred in preparing proposals in response to this request.

1. Proposal Submission. Prospective providers should submit detailed proposals on or before February 3, 2010 by 10:00 AM. Proposals should be mailed or delivered to:

Luzerne County Purchasing Department
Attention: Mr. Frank A. Pugliese, Jr.
Penn Place Office Building
20 North Pennsylvania Avenue
Wilkes-Barre, PA 18702

Proposal cover letters should designate who can answer questions concerning the submitted proposals. A representative empowered to bind the vendor submitting the proposal must sign the proposal.

2. Proposal Format. One original and two copies of proposals should be submitted in the format outlined in Section III, "Proposal Document Instructions."

Questions: Call the Director of the Luzerne County I.T. Department, Stephen J. Englot at 570-825-1520 with any questions.

3. Contract Terms. The contract term is from February 1, 2010 to January 31, 2011. All vendors submitting a proposal shall agree to

not include a provision into a contract or agreement with LCITD requiring LCITD to hold harmless or indemnify any person, partnership, association, corporation or other form of entity. By responding to the RFP, the vendor is agreeing to the terms, conditions and requirements set forth herein, unless expressly noted in writing in the firm's written submission.

4. Schedule of key dates.
 - a. 2/3/10 Submit sealed proposals by 10:00 AM.
 - b. 2/3/10 After this date vendor will be notified when services will commence.
5. The RFP is not to be construed as creating a contractual relationship between LCITD and any vendor submitting a response to this RFP.
6. LCITD shall have no obligation or liability to any vendor responding to this RFP. All costs associated with responding to this RFP are borne solely by the respondent.
7. LCITD may require follow-up oral interviews with selected respondents and may require the respondents to participate in negotiations.
8. LCITD reserves the right to reject any or all responses, to modify the scope with one or more of the respondents, and to waive any/all requirements which LCITD deems to be in its or its employees' best interest.
9. By submitting this information the vendor represents that it has examined and understands this RFP and has become fully informed of all the requirements of the RFP. All terms and conditions set forth in this document are accepted and must be incorporated in the submission unless explicit exception is made to individual items and accepted by LCITD.
10. By submitting a response, the vendor represents that it has the ability to meet the requirements outlined herein.
11. After evaluation of the responses, LCITD will make its selection based on the response which best meets the needs of LCITD, in the sole discretion of LCITD. The Request for Proposals is not intended to create a public bidding process, and the proposal with

the lowest quoted fees will not necessarily be accepted, nor will any reason for the rejection of any proposal be indicated. LCITD reserves the right to privately negotiate with any firm with respect to the requirements outlined in this Request for Proposals.

B. Evaluation and Selection of Proposals

LCITD will perform the evaluation of proposals in accordance with the criteria set forth at Appendix A. The following criteria will also be considered in the evaluation:

1. The vendor has no conflicts of interest with regard to any other work performed for the County.
2. The vendor adheres to the instructions in this request for proposal on preparing and submitting the proposal.
3. The vendor's past experience and performance on comparable engagements.
4. The quality of the vendor's professional personnel to be assigned to the engagement and the quality of the vendor's management support personnel to be available for consultation
5. Other criteria as deemed prudent
6. The County reserves the right to retain all proposals submitted and use any idea in a proposal regardless of whether that proposal is selected.

C. Subcontracting

Vendors are not permitted to subcontract or assign any part of the work covered under the scope of the agreement, without the express prior to written consent of LCITD.

D. Minority and Women-owned businesses

Minority-owned firms and women's business enterprises are encouraged to apply.

II. NATURE OF SERVICES REQUIRED

A. Scope of Work: SMARTnet 8x5xNBD (SNT) maintenance coverage is required for the following Cisco equipment, except for the last item on the list (Cisco 2801) which requires SMB Support Assistant (SMBS) coverage.

PRODUCT NUMBER	SERVICE PRODUCT NO.	DESCRIPTION
WS-C3550-24-SMI	CON-SNT-C3550-24S	24-10/100 + 2 GBIC ports: SMI
WS-C3550-12G	CON-SNT-C3550-12G	10 GBIC ports + 2-10/100/1000 ports: EMI
WS-C6509-2500AC=	CON-SNT-WS-C6509	Catalyst 6509 Chassis w/ 2500W AC Power Supply
WS-C3550-48-SMI	CON-SNT-C3550-48S	48-10/100 + 2 GBIC ports: SMI
WS-C3550-12T	CON-SNT-C3550-12T	10-10/100/1000 ports + 2 GBIC ports: EMI
WS-C3550-48-SMI	CON-SNT-C3550-48S	48-10/100 + 2 GBIC ports: SMI
WS-C3550-24-SMI	CON-SNT-C3550-24S	24-10/100 + 2 GBIC ports: SMI
WS-C3750-48TS-E	CON-SNT-375048TE	Catalyst 3750 48 10/100 + 4 SFP + IPS Image
WS-C3750-48TS-E	CON-SNT-375048TE	Catalyst 3750 48 10/100 + 4 SFP + IPS Image
CISCO2801	CON-SNT-C2801	2801 w/AC PWR,2FE,4slots(2HWIC),2PVDM,2AIM, IP BASE,64F/128D
WS-C3750-24PS-S	CON-SNT-375024PS	Catalyst 3750 24 10/100 PoE + 2 SFP + IPB Image
WS-C2950T-24	CON-SNT-C2950T24	24 10/100 ports w/ 2 10/100/1000BASE-T ports, Enhanced Image
WS-C2950T-48-SI	CON-SNT-C2950T48	48 10/100 and 2 10/100/1000BASE-T uplinks, Standard Image
WS-C3750-24TS-S	CON-SNT-375024TS	Catalyst 3750 24 10/100 + 2 SFP + IPB Image
CISCO1841-T1	CON-SNT-C1841T1	1841 bundle w/WIC-1DSU-T1-V2, IP Base, 32FL/128DR
WS-C3750-48PS-E	CON-SNT-375048PE	Catalyst 3750 48 10/100 PoE + 4 SFP + IPS Image
WS-C4506	CON-SNT-WS-C4506	Catalyst 4500 Chassis (6-Slot),fan, no p/s
WS-C3750-24TS-E	CON-SNT-375024TE	Catalyst 3750 24 10/100 + 2 SFP + IPS Image
ATA186-I1-1P-CH1-A	CON-SNT-ATA186	ATA186-I1 with 1-Port User License
ATA186-I1-1P-CH1-A	CON-SNT-ATA186	ATA186-I1 with 1-Port User License
ATA186-I1-1P-CH1-A	CON-SNT-ATA186	ATA186-I1 with 1-Port User License
ATA186-I1-1P-CH1-A	CON-SNT-ATA186	ATA186-I1 with 1-Port User License
WS-C3750-48TS-S	CON-SNT-375048TS	Catalyst 3750 48 10/100 + 4 SFP + IPB Image
WS-C3750-48TS-S	CON-SNT-375048TS	Catalyst 3750 48 10/100 + 4 SFP + IPB Image
WS-C3750-48TS-S	CON-SNT-375048TS	Catalyst 3750 48 10/100 + 4 SFP + IPB Image
WS-C3750-48TS-S	CON-SNT-375048TS	Catalyst 3750 48 10/100 + 4 SFP + IPB Image
WS-C3750-24TS-S	CON-SNT-375024TS	Catalyst 3750 24 10/100 + 2 SFP + IPB Image
WS-C3750-48TS-S	CON-SNT-375048TS	Catalyst 3750 48 10/100 + 4 SFP + IPB Image
CISCO1841-SEC/K9	CON-SNT-C1841SEC	1841 Security Bundle,Adv.Security,64FL/256DR
CISCO1841-SEC/K9	CON-SNT-C1841SEC	1841 Security Bundle,Adv.Security,64FL/256DR
WS-CE500-24PC	CON-SNT-CE524PC	24 10/100 (24PoE) and 2 10/100/1000BT or SFP uplinks, GUI sw
CISCO1841	CON-SNT-CISCO1841	Modular Router w/2xFE, 2 WAN slots, 32 FL/128 DR
ASA5510-BUN-K9	CON-SNT-AS1BUNK9	ASA 5510 Appliance with SW, 5FE,3DES/AES
PIX-515E-UR-BUN	CON-SNT-PIX515EUR	PIX 515E-UR Bundle (Chas, Unrestricted SW, 128MB, 2 FE,VAC+)
ASA5520-K8	CON-SNT-AS2K8	ASA 5520 Appliance with SW, HA, 4GE+1FE, DES
CISCO2801	CON-SMBS-C2801	2801 w/AC PWR,2FE,4slots(2HWIC),2PVDM,2AIM,IP BASE,64F/128D

B. Vendor Qualifications

LCITD will require the service provider to be a **Cisco Premier Certified Partner**. The service provider must have personnel who possess the appropriate Cisco certifications to support the equipment listed above.

III. PROPOSAL DOCUMENT INSTRUCTIONS

A. General Requirements

Proposals should include the following:

1. Title page, including:

- a. The name, address, and phone number of the bidder's contact person
- b. The name and address of the vendor

2. Table of contents

3. A cover letter, including:

- a. A brief statement as to the proposers understanding of the work to be performed, the commitment to perform the work, and a statement as to why the vendor believes it to be the best qualified to perform the engagement.
- b. A signature of the person authorized to commit the vendor.

4. Body of proposal – see below

B. Body of Proposal

The purpose of the proposal is to demonstrate the qualifications, competence, and capacity of the vendors seeking to provide communications network equipment maintenance for LCITD in

conformity with the requirements of this request for proposals. As such, the substance of proposals will carry more weight than their form or manner of presentation.

The qualifications proposal should demonstrate the qualifications of the vendor and of the technicians to be assigned to this engagement. It should also specify an approach that will meet the requirements of the request for proposals.

The proposal should address all the points outlined in the request for proposal. The proposal should be prepared simply and economically, providing a straightforward, concise description of the proposer's capabilities to satisfy the requirements of the request for proposal.

1. Licensed in Pennsylvania

An affirmative statement should be included indicating that the vendor is properly registered/licensed to operate in Pennsylvania.

2. Vendor Qualifications and Experience

The proposal should state the size of the company, how many technical staff it employs and location of the office from which the vendor conducts business.

The proposal should also discuss how long the vendor has been in business and its capabilities to provide maintenance services for the County's communications network equipment as defined in Section II-A.

The proposal should also include organizations for which the vendor provides similar technical services and three references from those organizations. It should also describe any experiences as a service provider that would be pertinent to potentially working for LCITD.

3. Cost

The proposal must contain all pricing information relative to the Cisco SMARTnet coverage for the equipment listed in Section II-A. The vendor should also provide cost information (e.g. fee charged per hour) for additional Cisco network engineering services the County may desire to procure that fall outside the scope of the SMARTnet maintenance contract.

C. Other Expenses

LCITD will not be responsible for expenses incurred in preparing and submitting the proposal. Such costs should not be included in the proposal.

IV. SPECIAL PROGRAMS

A. Prerogatives

LCITD reserves the following prerogatives.

1. To reject any or all proposals.
2. To terminate the contract following 30 days written notification to the vendor.

B. Contract Period

The purchase of the SMARTnet maintenance contract shall apply to the one year period beginning February 1, 2010 and ending January 31, 2011.

C. Assignability

The contractor cannot transfer any interest or provide for the assignment of the purchase of professional services contract with Luzerne County either in whole or in part, without the expressed written permission and written consent of the County Controller and County Commissioners.

D. Payment

Payment for services rendered based upon receipt of an itemized statement from the vendor.

E. Ownership

All proposals and reports become the property of Luzerne County upon submission, for use as deemed appropriate. Work papers must be available for references and reproduction by the Commissioner's, Controller's Office, and LCITD, for a period of three years from submission of the reports.

F. Confidentiality

All proposals, for the purpose of bidding, will be kept in strict confidence by the Commissioner's Office and LCITD. The invitees and subsequently selected vendor may not issue news releases or other public notification regarding this project without prior approval from the Commissioner's Office.

APPENDIX A

After determining that a proposal satisfies the mandatory requirements stated in the request for proposal, the comparative assessment of the relative benefits and deficiencies of the proposal in relationship to published evaluation criteria shall be made by using subjective judgment. The award of a contract resulting from this request for communications network equipment maintenance shall be based on the best proposal received in accordance with the evaluation criteria stated below:

After an initial screening process of the RFP, a technical question-and-answer conference or interview may be conducted, if deemed necessary by LCITD to clarify or verify the proposer's proposal and to develop a comprehensive assessment of the service.

Luzerne County reserves the right to consider historic information and fact, whether gained from the proposer's proposal, question-and-answer conferences, references or any other source, in the evaluation process.

The proposer is cautioned that it is the proposer's sole responsibility to submit information related to the evaluation categories and that Luzerne County is under no obligation to solicit such information if it is not included with the proposer's proposal. Failure of the proposer to submit such information may cause an adverse impact on the evaluation of the proposer's proposal.

PROPOSAL EVALUATION CRITERIA AND RATINGS

1. Soundness of Approach - **POINT VALUE-0-35** (7 points max for each item)
 - a. Project description
 - b. Description of Cisco networking equipment
 - c. Statement of Need
 - d. Project Outcomes

e. Potential for Success

2. Overall Qualifications of the Vendor - **POINT VALUE-0-20** (5 pts. max each)

a. Experience with this service

b. Experience working with described equipment

c. Experience interacting with technology managers

d. Current valid certification

3. Qualifications of Individuals performing the service—**POINT VALUE-0-15**

4. Budget—**POINT VALUE-0-30**