

TOWN OF CLARENCE CLARENCE, NEW YORK

REQUEST FOR PROPOSAL FOR MPLS, INTERNET ACCESS AND TELEPHONY SERVICES

January 18, 2013

Town of Clarence Request for Proposal MPLS, Internet and Telephony Services

1. SCOPE

1.1. To obtain pricing information from vendors with the intent to award contracts for the following services for the Town of Clarence:

- 1.1.1. Multiprotocol Label Switching (MPLS) Network
- 1.1.2. PRI Telephony Service to the Town of Clarence
- 1.1.3. DID Numbers and Trunk Overflow Features on the PRI Trunks
- 1.1.4. Local, Long Distance and Toll Free Usage on the PRI Trunks
- 1.1.5. Dedicated Internet

While acquiring the lowest possible cost for these services is an objective, entering into a mutually beneficial partnership with a telecommunications vendor that offers a superior level of service to the Town is also a primary goal.

2. SCHEDULE

The Town's schedule for this Request for Proposal is shown below:

Release of Request for Proposal	January 18, 2012
Notification of Need for Site Visit	January 28, 2013
Final Date for Questions	February 15, 2013
Proposals Due	3:00 PM February 25, 2013
Award Determination	April 1, 2013
Planned System Cutover	July 1 st -July 15 th , 2013

3. DESIGNATED CONTACTS

All inquiries of both a general and a technical nature should be directed to:

Tom Phelps
HPA Consulting Group, Inc.
160 Allens Creek Road
Rochester, NY14618
585.461.2560 x122
Tom.Phelps@hpagroup.com

All questions must be received by February 15, 2013. Questions received after this date will not be answered.

4. ON SITE VISIT

If your company requires a site visit, please notify Tom Phelps by January 28, 2013. We will then arrange a walk-through of all sites for all companies requiring a visit.

5. TERMS AND CONDITIONS

- 5.1 State and Local Taxes. The Town of Clarence is exempt from sales and excise taxes and such taxes shall not be included in quoted prices. Copies of the Town's tax exempt certificates will be provided to the successful vendor. The Town does not pay late fees.
- 5.2 Qualifications of Vendors. The successful vendor/vendors must be able to demonstrate an established, successful track record of past performance in providing services closely related to the requirements specified herein.
- 5.3 Contract Cancellation. Failure to satisfactorily perform under the conditions of an accepted contract as determined by the Town of Clarence shall be sufficient cause for cancellation of any contract generated as result of this RFP.
- 5.4 The Town of Clarence expressly reserves the right to negotiate any contract that may result from this RFP.

6. SUBMISSION OF PROPOSALS

All replies to this RFP should be returned to:

**HPA Consulting Group, Inc.
160 Allens Creek Road
Rochester, NY 14618
tom.phelps@hpagroup.com**

Proposals may be mailed or hand delivered. The electronic copy must be received no later than **3:00 PM on February 25, 2013**. The three paper copies must be received by 5:00 PM on February 26, 2013. Each Vendor is responsible for the timely delivery of its Proposal. Reliance upon mail or other carriers is at the Vendors own risk. Proposals received after the due date and time will not be considered.

All vendors must provide three (3) copies of their proposal and one electronic copy.

7. CONTRACT AWARD

- 7.1. The Town of Clarence reserves the right to reject any or all proposals received. Non-acceptance of a proposal shall mean that another proposal was deemed more advantageous to the Town of Clarence, or that all proposals were rejected.
- 7.2. Each respondent should include in its written proposal its best pricing offer as well as any and all fees, surcharges and taxes along with requirements, terms or conditions it may have, and should not assume that an opportunity will exist to add such matters or modify their proposal after the proposal has been submitted. In addition, all non-recurring fees required to implement the services also need to be included.
- 7.3. Town personnel and HPA Consulting Group will evaluate all proposals properly submitted in response to this RFP.
- 7.4. The Town of Clarence reserves the right in awarding a contract to consider the qualifications of the vendors, as well as the costs of the various proposals. The contract may not necessarily be awarded to the lowest cost vendor. The Town of Clarence reserves the right to accept or reject any and all proposals and to waive any irregularities or informalities and to award the contract in the best interest of the Town.

8. PREPARATION OF PROPOSALS

8.1 The response to this RFP should be submitted in **triplicate** and in electronic form. Proposals may be emailed on February 25, 2013 with physical copies arriving the day after.

8.2 The complete response to this RFP shall include:

- 8.2.1 Proposal summary briefly describing the vendor's services, how they meet the Town's requirements, any options or alternatives, and a synopsis of pricing for each proposed service the vendor is quoting.
- 8.2.2 An itemization of any and all exceptions to this RFP.
- 8.2.3 Customer references, including contact name, company, telephone number and e-mail address, of no fewer than five (5) companies or institutions for which similar services have been performed within the past 24 months.
- 8.2.4 A sample of the vendor's standard contract.
- 8.2.5 Complete responses to each pricing page (located at the end of this RFP) for any service(s) vendor is proposing to supply to the Town of Clarence. If the vendor chooses not to quote a particular service, please indicate on the pricing page 'no quote'.
- 8.2.6 **Pricing must include all surcharges and fees. The Town of Clarence will not pay any surcharges or fees not explicitly detailed in the pricing proposals.**
- 8.2.7 Network diagrams where applicable. Network diagrams are required for all services proposed. These diagrams should clearly identify single points of failure and where redundancy is provided.
- 8.2.8 Vendor's Service Level Agreements including penalties paid to the Town of Clarence if the Vendor does not meet and maintain the performance guidelines.
- 8.2.9 A description of how 911 service will function.
- 8.2.10 A proposed cutover schedule detailing when the vendor will meet certain milestone goals and the responsibility of the Town of Clarence during the implementation process.
- 8.2.11 Vendor's escalation list.

8.2.12 Any other relevant documentation which might assist the Town of Clarence in evaluating the proposal (optional).

8.3 Vendors are responsible for quoting all costs associated with installing, using, and maintaining the proposed service.

8.4 Vendors are responsible for disconnecting the current services after the new services have been installed the Vendor and accepted by the Town of Clarence.

8.5 Failure to respond to all points may be grounds for rejection. The Town of Clarence reserves the right to request additional information if clarification is needed.

9. VENDOR ELIGIBILITY

Vendors must demonstrate that they have successfully provided similar services for at least the last five years. In addition, vendors must provide the required five (5) references for which similar services have been performed within the past 24 months. These references must be able to be contacted by the Town of Clarence without assistance from the vendor.

10. CURRENT SERVICES

Key objectives in issuing this RFP include an increase to the Town of Clarence’s existing bandwidth resources and lowering overall costs.

Each location currently has the following:

Town Hall	2 PRIs
One Town Place	3Mb MPLS
Clarence, 14031	3Mb Dedicated Internet

Youth Bureau	
10510 Main Street	
Clarence, 14031	1.5Mb MPLS

Buildings/Engineering/Highway Department	
6221 Goodrich Road	
Clarence, 14032	1.5Mb MPLS

Parks Department Office/Workshop and Clubhouse	
10405 Main Street	
Clarence, 14031	1.5Mb MPLS

Senior Center
4600 Thompson Road
Clarence, 14031 1.5Mb MPLS

The Town of Clarence requests pricing to match current services and potential increases in bandwidth. The Buildings/Highway/Engineering Departments wish to have a minimum of 3Mb service. Based on pricing, the Town of Clarence may choose to upgrade bandwidth at other locations as well.

11. SERVICE REQUIREMENTS

- 11.1. Invoices. Invoices must be submitted on a monthly basis.
- 11.2. Term of Price. Vendors must quote guaranteed pricing for an initial contract for a period of both two (2) years, three (3) years and five (5) years. The option to extend the service contract on a month-to-month basis at the same contracted rate is required.
- 11.3. Network Diagrams. Vendors must provide a network diagram of the Internet Access Service proposed, and indicate any and all single points of failure.

12. TELEPHONY SERVICE

- 12.1 PRI Services. The Town Hall is currently serviced by two T1 PRI's, both of which are included in this proposal. The Town of Clarence reserves the right to add more T1 PRI's at the quoted price, as needed, co-terminating with this contract. There will be no penalty charges for these changes during the contract period.

13. GENERAL SERVICE

- 13.1 The Vendor warrants that all services performed under this agreement will be performed in a thorough and professional manner in conformance with the standards of the industry. The Vendor shall correct, at vendor's expense, all defects or deficiencies in the work which result from the material furnished by the Vendor, workmanship, or failure to follow the plans, drawings or other specifications made part of this agreement.
- 13.2 Precautions shall be taken to insure that the existing network remains in operation, unhampered until the cutover of any new services. Current contracts will continue until the Town of Clarence acceptance of any new services.

- 13.3 If the Town of Clarence is not completely satisfied with the value and services received within the first six months of service, the awarded vendor shall pay to switch to another carrier.
- 13.4 During the contract period, the vendor will respond to Major Failures within two (2) hours. Response time is defined as the amount of time for a qualified technician to arrive on site at the site that has the failure. A Major Failure is any failure designated by the Town of Clarence as a Major Failure when reporting the trouble.
- 13.5 Other routine repairs will be affected within 24 hours of report.
- 13.6 Provide service level guarantees for up time and latency with compensation when these are not met.
- 13.7 Provide a documented Escalation List of vendor personnel. The Escalation list must include a minimum of five contacts and must include home and cellular telephone numbers.
- 13.8 Provide access to reports that the Town of Clarence can use to properly review and monitor the data network and internet access usage and performance. The preferred method to access these reports would be through a web interface. It is also preferred that the Town of Clarence be capable of running the reports on an as needed basis.

**PRICING: PLEASE RESPOND TO THIS RFP
AND DETAIL PRICING FOR EACH SERVICE
YOU ARE QUOTING ON THE FOLLOWING
PAGES.
IF YOU CHOOSE NOT TO QUOTE A SERVICE,
INDICATE 'NO QUOTE'**

PROPOSAL

Submitted to:

**HPA Consulting Group
160 Allens Creek Road
Rochester, NY 14618**

In response to:

**RFP Title: REQUEST FOR PROPOSALS FOR MPLS, INTERNET ACCESS
AND TELEPHONY SERVICES FOR THE TOWN OF CLARENCE**

Submitted by:

Type or Print Name of Company: _____

Phone Number: _____ Fax Number: _____

Type or Print Name of Individual submitting this proposal: _____

Signature of individual submitting this: _____

*By my signature I agree to be bound the terms and conditions contained in
this proposal.*

*I am authorized to submit this proposal on behalf of the company named
above.*

-
- Proposals will only be accepted on these forms
 - Proposals received after the above date and time CANNOT be accepted

PRICE QUOTE SCHEDULE

VENDOR _____

QUOTE MONTHLY CHARGES.

Base Internet and MPLS Service Bid:

1. Bandwidth Pricing

For the purpose of this RFP, pricing should be submitted in blocks ranging from a minimum of 3Mbps to 50Mbps.

Pricing should be submitted for a contract term of 24 months, 36 months and 60 months. The option to extend the service contract on a month-to-month basis at the same rate should be assumed. The target cutover date should be a maximum of 12 weeks from the Date of Award.

The following price matrices should be submitted when responding to the RFP.

**Monthly Costs to Town Hall (combined Internet and MPLS bandwidth).
1 Town Place, Clarence, 14031**

Mbps of Bandwidth:	Price Per Month 24 Months:	Price Per Month 36 Months	Price Per Month 60 Months
5			
10			
20			
50			

**Monthly Costs to Engineering, Building and Highway Department.
6221 Goodrich Road, Clarence, 14032**

Mbps of Bandwidth:	Price Per Month 24 Months:	Price Per Month 36 Months	Price Per Month 60 Months
3			
5			
10			
20			

**Monthly Costs to Senior Center.
4600 Thompson Road, Clarence 14031**

Mbps of Bandwidth:	Price Per Month 24 Months:	Price Per Month 36 Months	Price Per Month 60 Months
1.5			
3			
5			
10			

**Monthly Costs to Youth Center.
10510 Main Street, Clarence, 14031**

Mbps of Bandwidth:	Price Per Month 24 Months:	Price Per Month 36 Months	Price Per Month 60 Months
1.5			
3			
5			
10			

**Monthly Costs to Parks Department/Clubhouse.
10405 Main Street, Clarence 14031**

Mbps of Bandwidth:	Price Per Month 24 Months:	Price Per Month 36 Months	Price Per Month 60 Months
1.5			
3			
5			
10			

2. Detail any and all Surcharges and Additional Fees and Charges that the town will incur.

3. Detail all pricing elements included in monthly rate (e.g., local loop, internet service, etc).

4. Additional information

5. Features for the PRIs

Feature	Quantity	Unit Price per Month 24 Months	Unit Price Per 36 Months	Price Per Month 60 Months
Town Hall				
PRI Circuits	2			
DID Numbers	120			
IP Trunk Overflow	1			

6. Monthly Usage Charges on PRI

Feature	Minutes/Quantity	Unit Price per Minute 24 Months	Unit Price per Minute 36 Months	Unit Price per Minute 60 Months
Local	Included	Included	Included	Included
Intrastate	275			
Interstate	75			

7. Detail any and all Surcharges and Additional Fees and Charges that the Town of Clarence will incur.

8. Detail all pricing elements included in monthly rate (e.g., local loop, internet service, etc).

10. Additional information