

# **INVITATION TO BID**

## **Request for Proposal:**

City of Odessa

### **Broadband Internet**

Bid 19-06

**City of Odessa**  
125 South 2<sup>nd</sup> Street  
Odessa, MO 64076

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## **I. GENERAL INFORMATION**

### **A. Proposal Objectives:**

The City of Odessa is currently pursuing Internet service (and optional Fax lines) at for five of the locations listed below:

- City Hall located at 125 S. 2<sup>nd</sup> Street
- Police Department located at 310 S. 1<sup>st</sup> Street
- Electric Department located at 900 W. Dryden
- North Waste Water plant located at 7147 Hughes Road
- SE Waste Water plant located at 11203 Starr School Road
- Water Plant located at 325 S. 8th Street
- Parks and Recs located at 601 W. Main Street

As the City of Odessa considers both the Internet and standalone fax lines, the final decision ultimately will place heavy emphasis on the best solution possible. Cost therefore, will not be the only parameter evaluated in the choice of provider.

Initially submit your appropriate solution accompanied with the best pricing, as once bids are submitted subsequent re-costing will not be accepted.

The submitted bids will also be given strong consideration for future upgrade capabilities and data equipment purchases. The chosen vendor must demonstrate a history of market stability and strong vendor/client partnerships.

The City of Odessa must develop a confidence level with the selected vendor to ensure a strong partnership now and going forward.

### **B. Current Environment:**

City Hall and the other locations are looking to update the internet speed. Please see charts for the desired speeds. There are also plans to add hosted IP telephones to all the locations and this is on a separate RFP. If additional discounts for combining both is available, please note.

If you wish to get updates or changes to this RFP, please submit a request to the technical director listed below.

### **C. Issuing Authority:**

**This Request for Pricing (RFP) is issued by:**

**TelePlus Solutions, Inc.**

**Bill Bray – Technical Director**

**11184 Antioch, Suite 145**

**Overland Park, Kansas 66210**

**Main Phone:(913) 825-2526, Bill Bray's DID: (913) 322-8900**

**Fax: (913) 322-4122 E-mail: [bill.bray@teleplussolutions.com](mailto:bill.bray@teleplussolutions.com)**

### **RFP Instructions (Very Important):**

Please try to send all questions at the same time. TelePlus Solutions will determine (based on the questions sent) if it would be beneficial to share the questions with other vendors to ensure that everyone is bidding correctly. **The last day questions will be addressed is January 10, 2020.**

**D. Preparation of Proposals**

All bids must be submitted on the MASTER PROPOSAL FORM and shall be completed in ink or typewritten. Four (4) completed sets of bid documents including the specification section must be returned for the bid to be complete. The bid is to be returned in a sealed envelope which states the following:

**City of Odessa  
Attn: Bid 19-06  
125 South 2<sup>nd</sup> Street  
Odessa, MO 64076**

In the lower right corner this wording is to be written:

**VENDOR: \_\_\_\_\_**

In the lower left-hand corner this wording is to be written:

**SEALED PROPOSAL FOR: "The City of Odessa"  
BID ON: "Broadband Internet"  
BID OPENING DATE: "January 17, 2020, at 10:00 a.m."**

Failure to do so may result in a disqualification of the bid.

Bids must be executed in the name of the bidder and signed by an authorized representative. All names must be typed or printed below the signature.

The bid shall contain an acknowledgement of receipt of all addenda, the number of which shall be filled in on the form. Return all specification sheets with bid. Bidder shall complete the questions listed on the following pages.

The City of Odessa reserves the right to reject all bids and waive any informalities or technicalities.

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## PROPOSAL

Sealed bids will be received by the City of Odessa, Missouri until 10:00 AM on the 17<sup>th</sup> day of January, 2020.

**NAME OF BIDDER:**  
**ADDRESS OF BIDDER:**  
**TELEPHONE NUMBER:**

### MASTER PROPOSAL FORM

The undersigned bidder having examined the bid requirements, bid form specification, other documents and all bid addenda thereto states they fully understand the character of the required items. In addition, bidder understands that as a governmental unit, the City of Odessa is exempt from payment of all Federal and State taxes applying on the equipment bid and the prices in this proposal form do not include this amount.

The undersigned hereby proposes to furnish the specified services in strict accordance with the specifications attached here to, complete and ready for operation, including delivery and installation to the City of Odessa, Missouri for the lump sum price as follows:

Vendors shall complete the following table to include all optional system components. Price is defined as purchase price; install is the cost of installation. Please state if we get bundle pricing discount with Hosted phones on other RFP and list non bundle pricing.

Qty	Itemized Description	Location	Monthly Price	Install cost
<b>150MB by 20MB</b>	Internet circuit with 1 Static IP and Equipment fee	City Hall		
<b>1</b>	Phone Line (Fax)Optional	City Hall		
<b>150MB by 20MB</b>	Internet circuit with 1 Static IP and Equipment fee	Police		
<b>1</b>	Phone Line (Fax) Optional	Police		
<b>150MB by 20MB</b>	Internet circuit with 1 Static IP and Equipment fee	Park and Rec		
<b>1</b>	Phone Line (Fax) Optional	Park and Rec		
<b>150MB by 20MB</b>	Internet circuit with 1 Static IP and Equipment fee	Water Plant 325 S. 8th		
<b>1</b>	Phone Line (Fax) Optional	Water Plant 325 S. 8th		

Qty	Itemized Description	Location	Monthly Price	Install cost
150MB by 20MB	Internet circuit with 1 Static IP and Equipment fee (if available, rural location)	Waste Water Plant 7147 Hughes Rd		
150MB by 20MB	Internet circuit with 1 Static IP and Equipment fee (if available, rural location)	Waste Water Plant 11203 Starr School Rd		
150MB by 20MB	Internet circuit with 1 Static IP and Equipment fee	Power Plant		
1	Phone Line (Fax) Optional	Power Plant		

**DELIVERY/INSTALLATION DATE:** \_\_\_\_\_

In submitting this bid, it is understood that the right is reserved by the City of Odessa to reject any or all bids and to make the award to other than the lower bidder. The City may also waive irregularities and/or informalities, and in general, make the award in any manner deemed by the City Council in its sole discretion, to be in the best interest of the City.

**BID EXECUTION**

THE UNDERSIGNED, by execution of this bid, certifies that he is the \_\_\_\_\_ (Title) of the firm named as bidder in the bid. That he signs on behalf of the firm and that he is authorized to execute the same on behalf of said firm.

**NAME AND ADDRESS OF BIDDER:**

COMPANY NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

BID SUBMITTED BY:

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Printed)

TELEPHONE NUMBER \_\_\_\_\_

\_\_\_\_\_  
(DATE)

APPROVED BY THE CITY:

\_\_\_\_\_  
(Signature/Title)

\_\_\_\_\_  
(DATE)

**APPENDIX A**

**EXCEPTIONS TO SPECIFICATIONS**

**This form MUST BE COMPLETED and signed by a sales representative. Failure to do so will cause TOTAL bid to be refused. If no exceptions are to be taken, indicate by stating "NO EXCEPTIONS", and sign appropriate space.**

**Statement by Bidder:**

**We propose to take the following exceptions to the basic City of Odessa specifications. Exceptions to the specifications are:**

<b>Page</b>	<b>Paragraph Heading</b>	<b>Exception</b>
-------------	--------------------------	------------------

\_\_\_\_\_  
**(Company Bidding)**

\_\_\_\_\_  
**(Signature of Representative)**

**Page \_\_\_\_\_ of \_\_\_\_\_ pages \***

**\* If additional pages are necessary, this form may be copied**

**APPENDIX B**

**FEATURES TO BE PROVIDED WHICH EXCEED SPECIFICATIONS**

<b>Page</b>	<b>Paragraph Title</b>	<b>Exceeding Feature</b>
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\_\_\_\_\_  
(Company Bidding)

\_\_\_\_\_  
(Signature of Representative)

**Page \_\_\_\_\_ of \_\_\_\_\_ pages \***

**\* If additional pages are necessary, this form may be copied.**



**E. Proposal Due Date:**

All proposals must be received by **10:00 AM** on **January 17, 2020** and will be labeled **as indicated above**.

**F. Proposal Delivery:**

Submit **Four** complete copies plus an electronic version of the proposal to:

**Mail Method**

City of Odessa  
Attn: RFP 19-06  
125 South 2<sup>nd</sup> Street  
PO Box 128  
Odessa, MO 64076

**Delivery Method**

City of Odessa  
Attn: RFP 19-06  
125 South 2<sup>nd</sup> Street  
Odessa, MO 64076

**Electronic Method**

Email a complete copy to: **bill.bray@teleplussolutions.com**

**G. Confidentiality:**

Proposals submitted to the of City of Odessa for consideration will be held in confidence and not made available to other vendors for review or comparison unless such is required under the Missouri Sunshine Law. Proposals submitted, along with terms and conditions specified in each vendor’s bid response, will remain the property of the City of Odessa. If a vendor wishes to designate a part of its proposal as proprietary, it should designate the specific parts it wishes to be treated in this fashion, however, if the City of Odessa can offer no assurances that it can refuse to disclose any part of a proposal if a proper request is made for it under the Sunshine Law.

**H. Standard Agreements:**

The vendor must provide a copy of their standard product agreements that the City of Odessa will be asked to sign should the bid be awarded to the vendor.

**I. Executive Summary:**

The proposing vendor must include an Executive Summary highlighting the vendor’s offer and outlining the benefits to the City of Odessa.

**J. Price Guarantee:**

Vendors are asked to guarantee their prices for a period not to exceed 180 days from the date of submission of the response to this Request for Pricing.

## **II. VENDOR QUALIFICATIONS**

- A. Company History:** The vendor must provide a brief description of its company.
- B. Incorporation:** State when and where the company was incorporated.
- C. CEO Staff:** Provide the top management personnel names and titles.
- D. Experience in Services:** The vendor must provide a description of its experience in providing communications system services.
- E. Areas Serviced:** The vendor must identify the geographic areas it serves.
- F. Sub-Contractors:** Please list all subcontractors being used at each location.

## **III. SERVICE QUALIFICATIONS**

- A. Technical Support Center -** The vendor must have a technical support center that provides remote maintenance.
- B. Service Centers -** Please list all Missouri locations.
- C. Maintenance Staff -** Describe the qualifications of your service technicians to maintain the system/infrastructure and equipment. Please be sure to include the specific training and experience of your technicians.
- D. Emergency Service Plan -** The vendor must have provisions to provide emergency service.

### **THIS IS VERY IMPORTANT**

- The City of Odessa would like to know what kind of priority it would receive versus other customers.
- In the event any of the entities were completely down, how long would it take to get the internet system working at 50% and ultimately 100%.
- What survivability options are available.

#### **E. Security Monitoring**

What does your company offer regarding monitoring?

#### **F. References**

The vendor must submit at least three reference customers with similar requirements to the proposed by the City. Reference information must include company name, contact, telephone number, and the services and support provided by your company to each reference.

The vendor must have provisions to provide emergency service. The City of Odessa would like to know what kind of priority it would receive versus other customers.

In the event any of the entities were completely down, how long would it take to get the service back up and running at 50% and ultimately 100%.

## **IV. MAINTENANCE AND SUPPORT**

This section asks the vendor to delineate maintenance and support offerings.

### **A. Maintenance**

#### **1. Service organization:**

Describe your service organization.

**2. Benefits of Services:**

Please describe how your services add value to the solutions your company provides.

**3. Response Time:**

What is the vendor's response times to major and minor system failures?

**4. Trouble Reporting:**

Explain your established trouble reporting procedures, including trouble reporting capabilities 24 hours a day, 7 days a week.

**5. Helpline and Technical Support:**

Discuss your helpline and technical support capabilities.

**B. Terms and Conditions:**

The City of Odessa reserves the right to reject any or all request for pricing, to waive technicalities or irregularities and to accept any bid deemed as the best option. The City may choose not to make any award, to award all services to one vendor, or to combine vendors and services. The City is not obligated to accept the lowest bid or the most technologically advanced bid. The vendor is responsible for proposing their best, most competitive pricing in the initial response, as opportunity to negotiate or resubmit pricing may not be offered later. The City shall not be liable for any costs incurred by the vendor in responding to the Request for Pricing (RFP). This RFP and all proposals and documentation provided in response, shall become part of any eventual contract that may be awarded. The requirements of the RFP shall take precedence over any conflicting language that may be present in any contract between and the vendor.

**The agreement between the City of Odessa and the vendor shall contain the following terms and conditions.**

- 1.** Neither party will be held responsible for delay caused by acts of God, natural disasters, vandalism, war or other conditions beyond its control. Vendor shall be held accountable for manufacturer's delay in providing equipment or services proposed.
- 2.** Contract may be amended. Any amendment must be in writing and signed by authorized representatives.
- 3.** Please list your authorized representatives.
- 4.** Vendor shall be responsible for complying with all applicable state and local laws and ordinances in its performance of the contract.
- 5.** The entire contract between the City and the vendor shall override any other verbal or written agreements. The contract shall include in order of precedence, the following; Request for Pricing including any addendum, selected vendor response, terms and conditions negotiated before contract signing, any other contractual documents.

## **V. PRICING TERMS, CONDITIONS & INSURANCE REQUIREMENTS**

### **A. Pricing:**

- 1.** Vendors are asked to guarantee their prices for a period not to exceed 180 days from the date of submission of this Request for Pricing to the date of contract award.
- 2.** Vendors are cautioned to write all prices and descriptions in a legible manner so there will be no doubt as to the intent and scope of the proposal.
- 3.** The base proposal price shall include all labor and materials required to install the items in accordance with specifications as approved by the City of Odessa.
- 4.** Vendors shall complete the following table to include all proposed system components. Price is defined as purchase price; install is the cost of installation; maintenance is the price of maintenance per month for that item.

### **B. Insurance Requirements:**

Employer's Liability: \$150,000 each occurrence

Worker's Compensation: Statutory

Commercial General Liability: **\$1,000,000 minimum** combined for property damage/bodily injury and personal injury.

## **VI. INTERNET**

- A.** We will need a minimum of 1 IP address at each location.
- B.** We have listed the bandwidths we prefer but we will accept options.
- C.** Please include a copy of your SLA, at a minimum the SLA should describe how the vendor will ensure 99.99% circuit availability(uptime) and related commitments for frame/packet loss, network latency and jitter.
- D.** Vendor should also include the 24x7x365 trouble reporting procedures outage commitments, trouble outages.
- E.** ISP shall provide proactive network monitoring for all circuits.
- F.** ISP shall provide a credit schedule to the City for recovering credits from missed SLA metrics.
- G.** Does your pricing include a managed Router?
- H.** Is anything required to operate VOIP phones on your network?

## **VII. CONTRACT**

Please provide a copy of your standard contract for the requested pricing. We will want pricing for 2, 3 and 5-year contract. Any proposed contract is subject to review and approval by counsel for the City of Odessa.