

REQUEST FOR QUOTE # ITARC147

METRO ETHERNET SERVICES - Riverside County Regional Medical Center



By:
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NIGP Code(s): 85000

INSTRUCTIONS TO BIDDERS

- I. **Vendor Registration** – Unless stated elsewhere in this document, vendor must register online at www.Purchasing.co.riverside.ca.us and <http://http://www.publicpurchase.com/> with all current Vendor information, to be registered on the County’s database.
- II. For all RFQ’s Riverside County’s Purchasing website will post a letter of notification on its website, and will provide a direct link to PublicPurchase.com.
- III. **Format** - Use the electronic format provided by PublicPurchase.com. If submitting more than one bid, separate the bid documents.
- IV. **Pricing/Delivery/Terms/Tax** - All pricing shall be quoted F.O.B. destination, (e.g., cash terms less than 20 days should be considered net) excluding applicable tax, which is a separate line item. The County reserves the right to designate method of freight. The County pays California Sales Tax and is exempt from Federal excise tax. In the event of an extension error, the unit price shall prevail.
- V. **Other Terms and Conditions** - The terms and conditions as indicated in this document and/or attached are hereby included with full force and like effect as if set forth herein. Copies of the applicable Terms and Conditions may be obtained by visiting the Purchasing website at www.Purchasing.co.riverside.ca.us, or by contacting Riverside County Purchasing at the number shown above and requesting a copy be faxed, or mailed to you.
- VI. **Period of Firm Pricing** - Unless stated otherwise elsewhere in this document, prices shall be firm for 90 days after the closing date, and prior to an award being made.
- VII. **Specification/Changes** - Wherever brand names are used, the words "or equal" shall be considered to appear and be a part of the specification. If you are quoting another make or model, cross out our nomenclature and insert yours. If no make or model is stipulated, insert yours. Attach applicable specifications and/or brochures. Variations in manufacturers, design, etc., may be acceptable, bidders are encouraged to offer them as alternatives; however, the County reserves the right to reject those alternatives as non-responsive.
- VIII. **Recycled Material** - Wherever possible, the County of Riverside is looking for items made from, or containing in part, recycled material. Bidders are encouraged to bid items containing recycled material as an alternative for the items specified; however, the County reserves the right to reject those alternatives as non-responsive.
- IX. **Method of Award** - The County reserves the right to reject any or all offers, to waive any discrepancy or technicality and to split or make the award in any manner determined by the County to be most advantageous to the County. The County recognizes that prices are only one of several criteria to be used in judging an offer and the County is not legally bound to accept the lowest offer.
- X. **Return of Bid/Closing Date/Return to** - The bid response shall be submitted electronically to PublicPurchase.com by 1:30 p.m. on the closing date listed above. Bid responses not received by County Purchasing by the closing date and time indicated above will not be accepted. The County will not be responsible for and will **not** accept late bids due to slow internet connection, or incomplete transmissions.
- XI. **Local Preference** - The County of Riverside has adopted a local preference program for those bidders located within the County of Riverside. A five percent (5%) price preference may be applied to the total bid price during evaluation of the bid responses. To qualify as a local business, the business must have fixed offices within the geographical boundaries of Riverside County and must credit all sales taxes paid resulting from this RFQ to that Riverside County location.
or
- XII. **Disabled Veteran Business Enterprise Preference** - The County of Riverside has implemented a Disabled Veteran Owned Business preference policy. A three percent (3%) preference shall be applied to the total bid price of all quotes/bids/proposals received by the County from **certified** disabled veterans owned businesses. If the bid is submitted by a non-Disabled Veteran owned business, but lists subcontractors that are identified and qualified as Disabled Owned Business, the total bid price will be adjusted by 3% of the value of that subcontractor’s portion of the bid

IF CHECKED, THE FOLLOWING DOCUMENTS HEREBY MADE PART OF THIS RFQ

- | | | | |
|----------------------------------------------|-----------------------------------------|-----------------------------------|----------------------------------------------|
| <input type="checkbox"/> APPENDIX "A" | <input type="checkbox"/> PLANS/DRAWINGS | <input type="checkbox"/> SAMPLES | <input checked="" type="checkbox"/> EXHIBITS |
| <input type="checkbox"/> #116-110 | Special Conditions/Response | <input type="checkbox"/> #116-130 | Equipment Information Sheet |
| <input checked="" type="checkbox"/> #116-260 | Local Business Qualification Affidavit | <input type="checkbox"/> #116-310 | Boilerplate Contract |

IF CHECKED, THE FOLLOWING GENERAL CONDITIONS ARE INCLUDED WITH FULL FORCE AND LIKE EFFECT AS IF SET FORTH HEREIN

- | | | | |
|----------------------------------------------|----------------------------------------------------|----------------------------------------------|----------------------------------------------|
| <input checked="" type="checkbox"/> #116-200 | General Conditions | <input checked="" type="checkbox"/> #116-210 | General Conditions Materials and/or Services |
| <input type="checkbox"/> #116-230 | General Conditions - Equipment | <input type="checkbox"/> #116-220 | General Conditions - Public Works |
| <input type="checkbox"/> #116-240 | General Conditions - Personal/Professional Service | | |

To access any of these General Conditions go to www.purchasing.co.riverside.ca.us, located in Vendor Registration/Bidding Opportunities.

If an addendum is issued for this procurement, it will be the vendor’s responsibility to retrieve all applicable addendum(s) from the Public Purchase website.

APPENDIX A

1.0 INFORMATION

- 1.1 "Electronic submission hereof is certification that the Bidder has read and understands the terms and conditions hereof, and that the Bidder's principal is fully bound and committed." All County terms and conditions are found at www.purchasing.co.riverside.ca.us. Bidders must acknowledge the applicable terms and conditions that are checked at the bottom of page 2 of this document.
- 1.2 Please Check: ___ Disabled Veteran ___ Local Business – if checked, the above signer certifies that the above business is located within the geographical boundaries of Riverside County and that all sales taxes generated based on this RFQ will be credited to that location in Riverside County. If claiming Local Preference please submit form 116-260.
- 1.3 If Bidder experiences technical issue with the online bidding process, Bidder must contact the Procurement Contract Specialist (PCS) for further bid submission instructions. Bidder must contact the appropriate PCS a minimum of 1 hour prior to bid close time of 1:30 PM.

2.0 DEFINITIONS

Wherever these words occur in this RFQ, they shall have the following meaning:

- A. "Addendum" shall mean an amendment or modification to the RFQ (Request for Quote).
- B. "Bid" shall mean the quote submitted by a BIDDER on the Bid Form consistent with the Instructions to BIDDERS, to complete the Work for a specified sum of money and within a specified period of time.
- C. "Bidder" shall mean an individual, firm, partnership or corporation that submits a qualified Bid for the Work, either directly or through a duly authorized representative.
- D. "Contractor" shall mean any employee, agent or representative of the contract company used in conjunction with the performance of the contract. For the purposes of this RFQ, Contractor and Vendor are used interchangeably.
- E. "MQs" shall mean minimum qualifications.
- F. "COUNTY" shall mean the County of Riverside and its Information Technology Department. For purposes of this RFQ, RCIT and County are used interchangeably.
- G. "RFQ" shall mean Request for Quote.
- H. "RCIT" shall mean Riverside County Information Technology Department.
- I. "MEF" shall mean Metropolitan Ethernet Forum.
- J. "MEN" shall mean Metro Ethernet Network.

- K. "MAN" shall mean Metropolitan Area Network.
- L. "WAN" shall mean wide area network.
- M. "CPE" shall mean Customer Premise Equipment.
- N. "SFP" shall mean small form factor pluggable.
- O. "QoS" shall mean Quality of Service.
- P. "SNMP" shall mean simple management network protocol.
- Q. "RMON" shall mean remote monitor.
- R. "IP" shall mean Internet Protocol.
- S. "CRC" shall mean cyclic redundancy check.
- T. "VLAN" shall mean virtual local area network.

3.0 PURPOSE/BACKGROUND and SCOPE OF SERVICE

3.1 The Riverside County Purchasing Department on behalf of Riverside County Information Technology (RCIT) is in the process of a Metro Ethernet Network (MEN) design effort that has been underway for the past several months. The primary goal is to augment the existing "traditional" Wide Area Network to improve intercampus communications. The secondary goal is to take advantage of newer more cost effective technologies which both improve performance and simplify operations. To provide Metro-Ethernet services at selected locations in the County of Riverside for all County customers.

3.2 The purpose of this Request for Quote (RFQ) is to solicit Metro Ethernet services from the most qualified and reputable data communications service providers.

3.3 This RFQ addresses the following data communications services:
a) Metro Ethernet Network access and usage
b) Metro or Wide Area Network (MAN/WAN) access and usage
c) This RFQ does not include Internet access

3.4 The responses will be used as the basis for establishing a strategic alliance between RCIT and the successful vendor(s). Consistent with this alliance, RCIT expects that the selected vendor(s) services will provide greater network functionality and greater reliability at a lower total cost. RCIT views network planning, facility design, implementation and operations support as critical elements in the provisioning of data communications network services. RCIT invites you to present a quote for network services based on the information outlined in this document.

3.5 SCOPE OF SERVICE

The County is soliciting quotes from qualified vendors for Metro-Ethernet services at designated locations. The Metro-Ethernet services being requested must adhere to current technical specifications of the MEF. The quotation must meet specific Metro-Ethernet services as requested. The quotation must use specific details to

describe connection points, equipment, construction build-out, maintenance, topologies, logical designs, and physical designs of the Metro-Ethernet service's entire route.

3.5.1 While RCIT does not intend to define the specific contents of each vendor's quote, it shall require that each quote contain responses to all technical and pricing questions. In areas where specific instructions are not provided, vendors are expected to format their responses in a clear and professional manner as outlined on page 15, Item 7.0 "General Requirements" of this document.

3.5.2 Each vendor is advised that it is not sufficient to merely provide a statement that their system meets the desired requirements. **Quotes submitted in this fashion shall be considered non-responsive and will not be evaluated.**

3.5.3 Vendors must submit standard technical and/or corporate brochures in addition to the Bid responses if such printed matter is responsive to RCIT's requirements or if such printed matter would provide supplemental data on the vendor's capabilities and background in the MEN/MAN/WAN and Security services area. **Any such information should be clearly labeled "For informational purposes only."**

3.6 COST TO PURCHASE SERVICE(s)

The vendor is requested to separately identify all items and associated costs required to satisfy the initial service configuration. The vendor shall submit an itemized, detailed pricing schedule and total service price (inclusive of all fees, shipping and taxes) for all elements of the proposed Network services specified in this RFQ. Supporting hardware, software, training, maintenance, documentation, and other services should also be included.

3.6.1 Schedule of Prices

The vendor shall submit an itemized pricing schedule for any proposed services, system hardware, and ancillary elements, which shall represent guaranteed pricing for a period of not less than 12 months following the final installation date. This will not, however, preclude RCIT from taking advantage of any promotional pricing made available by the vendor during that 12 month period which would result in further cost savings for RCIT. RCIT reserves the right to increase or decrease the service order at their discretion. The vendor must guarantee their unit pricing regardless of these adjustments.

3.6.2 Payment Terms and Conditions

RCIT and their clients may wish to pay for the provision of equipment, cabling and services (build-out) with either a onetime payment, a staged manner or amortized in the monthly recurring over the length of contract. Vendor proposals will include any requirements with respect to payment terms on non-recurring costs (NRC) and monthly recurring (MRC).

3.6.3 Upgrades and Maintenance Prices

It is expected that maintenance on any equipment to support the offered services shall be included in the service price itself. However if there is any additional hardware or equipment the vendor shall provide a schedule of maintenance costs associated with it including, updates and new releases. The vendor shall submit an itemized pricing schedule for each proposed maintenance alternative, inclusive of preventative maintenance, contract-basis and/or on-call maintenance. The algorithm (i.e., dollars/month/instrument, dollars/hour, etc.) for each type of maintenance should be clearly identified so that RCIT will be able to project yearly maintenance costs over a minimum of two years following the installation. The vendor must identify whether or not maintenance alternatives will include sub-contractors, and provide information regarding possible subcontractors in their bid response.

3.7 INSTRUCTIONS AND GENERAL INFORMATION:

3.7.1 Location of Work

The work shall be performed at the Riverside County locations that are defined in Exhibit A starting on page 19, please see Exhibit A for details.

3.7.2 RCIT Project Manager

RCIT will assign a project manager to become the single point of contact once the contract has been awarded.

3.7.3 Review of Project Work

Before submitting a quote, the vendor shall consider the magnitude of work to be done and the difficulties involved in its proper execution. Vendor shall include in any quote all costs necessary to cover all contingencies essential to the proper installation of any system, equipment/hardware or service proposed.

No claims for compensation shall be allowed for extra work resulting from ignorance of any existing condition on the part of the vendor.

3.7.4 Right to competitive services from other providers

RCIT shall at all times during the term of this agreement, have the right to obtain similar data communications services from other providers.

3.7.5 Related Equipment and Labor

Nothing in this RFQ or any contract resulting from this RFQ shall prohibit RCIT from acquiring and installing any data systems, communications (MEN/MAN/WAN) -related equipment or materials from another source, provided such equipment, materials and/or labor do not interfere with the proper functioning of the vendor's services.

3.7.6 Turn-Key Installation

RCIT is seeking a turn-key installation of any CPE electronics and associated software required to implement the services contemplated by this RFQ. Vendor shall provide all labor, equipment, materials, permits, supplies, tools, transportation and services necessary for, or reasonably incidental to, the complete performance of any agreement resulting from this RFQ. Vendor MUST include in its Price, all design, engineering, permit, delivery, installation, testing, taxes and warranty costs associated with all elements of the proposed Services and Systems. It is RCIT's intent that the entire installation be completed for the stated Quote price; any items omitted but reasonably necessary to accomplish this intent shall be furnished and installed by the vendor at no additional cost to RCIT.

3.7.7 Standards for Equipment and Materials

All purchased equipment and materials shall be new. All purchased equipment and materials shall be the latest models and versions of all hardware/software/firmware, and shall conform to the highest current applicable industry specifications and standards. Defective or damaged equipment and materials shall be replaced or repaired, prior to service cutover, in a manner, which meets the approval of RCIT and at no additional cost to RCIT.

3.7.8 Building Damages

Vendor shall be liable and responsible for any building damages caused by reason of its work. Repairs of any kind required will be made and charged to vendor. Vendor shall take reasonable precautions to protect County

property adjacent to the work. No cutting, notching, drilling or altering of any kind shall be done to County property by vendor without first obtaining written permission from RCIT.

3.7.9 Inspections

RCIT and/or its representative shall have the right to inspect contracted work at any time. In the event of questionable work, RCIT's reasonable decisions with respect to necessary corrective action shall be final. A joint inspection shall be made of the systems or service by RCIT and vendor representatives before acceptance. The inspection shall be of such character and extent as to disclose any unsatisfactory condition of apparatus, equipment or service. Upon discovery and validation of the existence of any unacceptable conditions, vendor shall act to rectify such conditions as quickly as possible so as not to negatively impact the project implementation schedule. RCIT shall be notified in writing of the correction of all unacceptable conditions as soon as they are completed. RCIT reserves the right to re-inspect corrected work.

3.7.10 Verification Testing

Vendor shall provide end-to-end circuit tests based on current ITU-T Y.1564 Standard. Vendor will provide test methods for Service Configuration verification, Service Performance verification, which shall include 24 Hr. test period, which shall include bidirectional testing. Verification Testing shall include the following;

Verification of performance to Service Level Agreement

Verification CIR/EIR/CBS/EBS/CM parameter of the bandwidth profile

- a. Test in steps up to CIR
- b. Verify within CIR that SLA parameters are met
- c. SLA performance parameters (Frame transfer delay, Frame Delay Variation and Frame Loss)
- d. Increase traffic rate into red zone to verify policing
- e. Test Frame Delay Variation

Provide hard copy test results before circuit is turned over to the County for beneficial use.

3.8 DESCRIPTION OF VENDOR's SERVICES:

3.8.1 Vendors are to:

- a. Provide a complete physical, operational and performance description of the proposed services.
- b. Explain in detail the distinctions between your products and likely competitors.
- c. If multiple solutions are proposed explain in detail the distinctions (*Pros and Cons*) between the designs, including price, function, performance, and reliability differences.

3.8.2 CONCEPTUAL METRO ETHERNET NETWORK:

Overview

RCIT will be acquiring MEN service to support designated locations in the County. The technology will be comprised of point to point Metro Ethernet service. RCIT requires all MEN connectivity to result in an Ethernet (Layer 2) hand off at each site, and the hand off to be identified, e.g. copper RJ45, fiber SM/MM LC connector. RCIT expects the awarded vendor to provide the necessary Ethernet LAN equipment for termination.

3.8.3 High speed MEN connections are requested, the first being network backbone connections from major hub locations in the County to allow connectivity back to County HUB location. The second is from a departmental facility (campus) to a major hub location. All locations may require customer premise equipment (CPE), service termination equipment and any other associated hardware for the MEN service. Point-to-Point services will be provided by "Virtual" network connections to a HUB location over the backbone connections. RCIT is open to the various options available such as optical wavelength segmentation or MPLS, as long as it is transparent and results in a standard Ethernet hand off. Sufficient bandwidth and capacity must be provided to support regular access to network resources across all current and future campuses, RCIT has determined that a

minimum of 100Mbps with fiber SC termination connector or Ethernet RJ45 Layer 2 hand-off to be provided for backbone connections and a minimum of 10Mbps to its campus locations.

3.8.4 Current Network Equipment

The vendor's equipment shall interface with the existing RCIT provided Ethernet Equipment. The following is a sampling of the type of equipment at the campus location that the vendor is likely to interface with at the County. RCIT will have one Cisco 1841 or Cisco ISR 2800 series Router or Cisco ME3400 switch at designated locations; the Hub location will have a Cisco 7600 or 6500. RCIT believes they will be able to support a Ethernet over copper RJ45 connection at less than 10 or 10, 100, 1000Mbps, as well as 100 and 1000Mbps over Fiber with SFP's. The vendor is to describe the hand-off/s provided and state if the hand-off is optional.

3.8.5 Options for Network Management

Metro Ethernet Network management capability is required for RCIT to monitor performance and availability. The Management system will need to address; bandwidth management, usage and uptime reports, and optionally access and security issues. Any additional software modules needed to manage the MEN services should be included or specified as an option.

3.9 GENERAL NETWORK REQUIREMENTS:

3.9.1 Overview

- a. Vendors shall provide a one-page summary of their current IP or Ethernet based service provider network infrastructure. This summary should include information such as the make, model, and version number of all major infrastructure (i.e. service node) equipment.
- b. Vendors shall provide a summary of their various MEN/MAN product offerings and their intended use.
- c. Vendors shall provide a network topology diagram of the regional network backbone. This diagram should detail how the network is meshed. Also, vendors shall detail all plans to change the network.

3.9.2 Standard Service Levels

- a. Describe normal service or bandwidth guarantees.
- b. Describe the "Over subscription" percentage (%) allowed. (NOTE: In this context over subscription means the ratio of upstream bandwidth as compared to downstream bandwidth at an aggregation point if there are any, this is sometimes called a blocking ratio or overbooking.)
- c. Describe the type of bursting supported by the network (up to access speed, up to port speed and duration). Describe how packets that go above any burst limits are handled.
- d. Describe the maximum latency on your Metro Ethernet network and what will contractually be committed to (**A maximum of 10 milliseconds response time is ideally required for round trip communication between these point-to-point circuits**).
- e. Describe general QoS and bandwidth allocation terms.

3.9.3 Service Level Agreement

The nature of the County's business is integrated such that its communication network is critical to the day-to-day operation of all aspects of the County. Consequently, the reliability and backup alternatives of the network are of crucial concern.

- a. Vendors shall describe all major failures that have occurred on your data network in the past three years. Also, please describe major outages including the recovery time for each failure.
- b. Vendors shall discuss any procedural changes implemented during the past three years to eliminate or minimize major failures in the future.
- c. Vendors shall state the average customer outage time resulting from major failures.
- d. Vendors shall outline policies and procedures for interfacing with customers in the event of a major failure.
- e. Vendors shall delineate how network reliability is measured and reported.
- f. Vendors shall describe the scheduled maintenance program.
- g. Vendors shall describe policies and procedures if the guaranteed latency for the network is not met.

3.9.4 Service Options and Availability

Describe local access options and requirements for this service including:

How will the vendor provide Metro Ethernet service to a site that has only analog local access available? If not available what are some possible options?

- a. Please see Exhibit A for a list of locations, the vendor must indicate service availability and pricing for each site.
- b. For each location, identify what access speeds are available:
 1. Identify average physical port provisioning time for new service
 2. Identify average logical provisioning time for new service
 3. Identify average time to change Port speed, if for example RCIT wanted to convert from the existing bandwidth to next higher available bandwidth.

3.9.5 Network Management Reporting

Vendors shall list and supply examples of statistical and graphical network management reports that can be provided on a monthly basis. Monthly reports should include summary and detail reports of all network outages, network availability, capacity plans, load balancing, problem determination and continuous improvement efforts. Specify all charges (if any) for custom reporting services. If any of these Management capabilities are not available the vendor should indicate when they might be available or recommend an alternative way for RCIT to achieve the reporting goal.

- a. **Vendors shall provide examples of specific reports that cover the following metrics:**
 1. Link Utilization or Usage
 2. Burst or Broadcast Statistics
 3. Link error or health statistics (Framing, CRC, etc.)
 4. Dropped or discarded packets
 5. Latency or Delay

3.9.6 Network Management Capabilities

Vendors shall define available services to RCIT that allow real time visibility into the network performance metrics. Vendors shall define other services available to RCIT that allow real time visibility into other areas of the network for services provided to RCIT.

a. Describe the ability to provide:

1. SNMP polling / trap reception access to information
2. RMON access
3. Management information provided via a separate link to carrier (out of band)
4. Link up / down status alarms
5. Link fail-over or re-route alarms
6. Utilization thresholds exceeded
7. Advanced notification regarding planned work / maintenance

3.10 METRO ETHERNET NETWORK SPECIFICATIONS:

Describe how you will provide optical Ethernet to each end point. Discussion should include a description of the medium (i.e. fiber types), pathways (e.g. aerial versus underground) and demarcation termination point. Provide the specifications on your demarcation hand-off to the customer premise equipment (i.e. SC SMF type).

3.10.1 Describe various options for guaranteed network speeds at each location. Specifically include transmission rates as a measure of megabits or gigabits per second (Mbps or Gbps).

3.10.2 Describe the process for increasing speeds at any end-point (e.g. client responsibilities versus vendor's responsibilities for upgrade of CPE, demarcation, etc).

- a. The vendor shall support UNI (User to Network Interface) to support Layer 2.
- b. The vendor shall support delivery of Metro Ethernet at a campus Demarc via a UNI.
- c. The vendor shall support Ethernet Virtual Connections (EVC), which are used to define the association of two or more UNI's.
- d. The vendor shall support point-to-point and point-to multipoint EVC's.

3.10.3 Describe the type of network monitoring that will be included in your proposed network solution. Please include a discussion of relevant service level agreements ("SLA"), escalation policies, and monitoring methodologies.

3.10.4 Discuss the ongoing maintenance of your optical Ethernet network solution. Include specific discussion for maintenance of the entire pathway from demarcation point to your head end. Specify the type of customer premise equipment needed for the proper integration of this internetworking. Include (where applicable) all specifications for network interface cards, routing protocols, VLANs, QoS, etc.

a. Provide the cost per location as follows:

1. Special construction costs (if applicable) per location
2. Additional onetime costs (if any)
3. Any discount that is given
4. Monthly recurring service fee per location at the rates indicated (please specify contract term)
5. Equipment space, power (number of circuits and receptacle type), and access required per location in attachment 1

3.11 CAMPUS/HUB REQUIREMENTS:

The following are the access requirements for each of the designated locations; the vendor should indicate how they will meet each requirement. If the vendor has an alternate method they can offer it as an option but will still be required to describe how they meet each item.

3.11.1 The designated locations will require a minimum of a 10 Mbps Ethernet connection. The hand off or physical connection will be designated by RCIT to meet specific requirements.

3.11.2 The vendor should indicate any additional services or features that are included with the Metro Ethernet service.

3.11.3 The HUB will require a minimum aggregated bandwidth 100 Mbps Ethernet connection into the Metro Ethernet Network to support access rates.

3.11.4 The HUB will need to be able to differentiate between the various locations in terms of traffic flow. This should be accomplished via a virtual technology such as IEEE 802.1Q-in Q, Optical Wavelength switching, MPLS or some other “partitioning” scheme. The vendor shall describe in detail how this is accomplished in their quote.

3.11.5 Network intelligence, routing and security will occur at the HUB.

3.11.6 The vendor should indicate any additional services or features that are bundled with the Metro Ethernet service.

a. The Vendor SHALL:

1. Install the fiber optic or copper cable as part of the quote
2. Form, splice, trim, and support all required fiber splices and terminations
3. Test and prove that all fibers operate properly
4. Provide and install racks, cable ladders, and any other required support structures
5. Label all terminations with labels specifically designed to fit
6. Provide labels with circuit ID on each termination point
7. Provide detailed documentation accurately identifying all splice locations, termination locations and test results
8. All circuit configuration/information
9. Formulate and write any other information necessary for the maintenance and operation of the Metro Ethernet extension
10. Notify RCIT NCC of any circuit outages/failures
- 11. Proactively monitor circuit for any outages/failures and notify the RCIT Help Desk in the event of any disruption**

3.12 MAINTENANCE REQUIREMENTS:

3.12.1 Major and Minor Failures

For purposes of this quote, a major failure is defined as a total disruption of service to any component of a given Metro Ethernet connection.

- a. The vendor shall provide maintenance support, which guarantees four-hour on-site response time on all major system outages (during the hours of 8am to 5pm) and 24-hour advance parts replacement on minor repairs.
- b. The elapsed time for the above response time stipulation will be considered to be the interval between the actual placing of a call for service by RCIT to the vendor's maintenance center, and the time the service is fully restored to normal operation (via remote dial-in or on-site presence).

- c. It is expected that upon receiving a call from an authorized RCIT representative, the vendor shall call back within one half hour acknowledging the problem and detailing the plan of action to resolve the problem.
- d. RCIT recognizes that the response times mentioned above are standard throughout the industry. However, given the communications-dependent nature of the County, RCIT will look favorably upon vendors who can and will guarantee faster response time on major outages. The vendors shall include an alternative price for two-hour response time.

3.12.2 Availability

The vendor shall allow authorized RCIT personnel to contact vendor technical support and trouble ticket support via a toll free number. This service shall be available 24 hours per day, 365 days per year.

3.12.3 Escalation

In the event that a major outage continues for 6 hours, the vendor shall escalate the condition to the vendor’s management to insure that proper attention is given to the condition so that specific action can be developed to expedite restoral. Vendor shall indicate whether or not such an escalation procedure is a standard part of their normal maintenance operations.

4.0 TIMELINE	DATES:
1. RELEASE OF REQUEST FOR QUOTATION	September 26, 2012
2. DEADLINE FOR SUBMISSION OF QUESTIONS Bidders must submit their questions online at PublicPurchase.com. All questions submitted are within the correct RFQ located on PublicPurchase.com.	Must be submitted by: Date: 10/5/2012 Time: 1:30 PM
2. *Non-MANDATORY BIDDERS MEETING AND JOB WALK: Please refer to Exhibit B, page 19 for complete job walk schedule	Date: 10/03/2012 Time: 10:00 A.M.
3. DEADLINE FOR QUOTATION SUBMITTAL Bid results are posted on PublicPurchase.com	10/18/2012 at 1:30 PM Pacific Time
4. TENTATIVE DATE FOR AWARDDING CONTRACT	5-90 days, contingent upon lowest bidder meeting all of the bid specifications.

5.0 PERIOD OF PERFORMANCE

The period of performance shall be for five year(s), **RENEWABLE IN ONE-YEAR INCREMENTS**, with the completion date of November 30, 2017, with no obligation by the County of Riverside to purchase any specified amount of services.

6.0 GENERAL REQUIREMENTS

Procedures for Submitting Quotations

All quotations must be submitted in accordance with the standards and specifications contained within this Request for Quote (RFQ).

The County reserves the right to waive, at its discretion, any irregularity, which the County deems reasonably correctable or otherwise not warranting rejection of the quotation.

The County shall not pay any costs incurred or associated in the preparation of this or any quotation or for participation in the procurement process.

Quotes must be specific unto themselves. For example, “*See Enclosed Manual*” will not be considered an acceptable quotation. Receipt of all addenda, if any, must be acknowledged in the quotation.

Late quotations will not be accepted. Postmarks **will not** be accepted in lieu of this requirement. Quotations submitted to any other County office will be rejected.

7.0 METHOD OF AWARD (Specifications)

Quotations will be evaluated based on relevant factors, including but not limited to the following:

- a. Lowest overall purchase price
- b. Adherence to specifications as detailed in this RFQ ITARC147
- c. Prompt payment discounts on 30 days or less
- d. Service/Customer Support

8.0 EVALUATION PROCESS

All quotations will be given thorough review. All contacts during the review selection phase will be only through the Purchasing Department. Attempts by the Bidder to contact any other County representative may result in disqualification of the Bidder. The County recognizes that prices are only one of several criteria to be used in judging an offer, and the County is not legally bound to accept the lowest offer.

9.0 INTERPRETATION OF RFQ

The Contractor must make careful examination and understand all of the requirements, specifications, and conditions stated in the RFQ. If any Contractor planning to submit a quote finds discrepancies in or omissions from the RFQ, or is in doubt as to the meaning, a written request for interpretation or correction must be given to the County. Any changes to the RFQ will be made only by written addendum and may be posted on the Purchasing website at www.purchasing.co.riverside.ca.us and PublicPurchase.com. The County is not responsible for any other explanations or interpretations. If any provision in this agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions will nevertheless continue in full force without being impaired or invalidated in any way. All notices regarding this procurement may be posted on the County’s purchasing website at www.purchasing.co.riverside.ca.us and PublicPurchase.com.

10.0 CANCELLATION OF PROCUREMENT PROCESS

The County may cancel the procurement process at any time. All quotations become the property of the County. All information submitted in the quotation becomes “public record” as defined by the State of California upon completion of the procurement process. If any proprietary information is contained in or attached to the quote, it must be clearly identified by the Bidder; otherwise, the Bidder agrees that all documents provided may be released to the public after bid award.

The County reserves the right to withdraw the Request for Quote (RFQ), to reject a specific quote for noncompliance within the RFQ provisions, or not award a bid at any time because of unforeseen circumstances or if it is determined to be in the best interest of the County.

11.0 COMPENSATION

11.1 The County shall pay the awarded bidder for equipment and services performed, after the equipment are installed and tested to the satisfaction of the County. Expenses incurred and compensation shall be paid in accordance with an invoice submitted to County by awarded bidder. The County shall pay the acceptable invoice within thirty-(30) working days from the date of receipt of the invoice, or the goods/services are received, whichever is later.

11.2 No price increases will be permitted during the first year of the award. All price decreases (for example, if CONTRACTOR offers lower prices to another governmental entity) will automatically be extended to the County. The County requires written proof of cost increases prior to any approved price adjustment. After the first year of the award, a minimum of 30-days advance written notice is required for consideration and approval by County. No retroactive price adjustments will be considered. The net dollar amount of profit will remain firm during the period of the Agreement. Annual increases shall not exceed the Consumer Price Index- All Consumers, All Items - Greater Los Angeles, Riverside and Orange County areas Information Technology and be subject to satisfactory performance review by the County and approved (if needed) for budget funding by the Board of Supervisors.

12.0 BILLING

CONTRACTOR shall be paid only in accordance with an invoice submitted to COUNTY by CONTRACTOR within fifteen (15) days from the last day of each calendar month, and COUNTY shall pay the invoice within thirty (30) working days from the date of receipt of the invoice. Payment shall be made to CONTRACTOR only after services have been rendered and acceptance by the COUNTY. Prepare invoices for the monthly services, send the invoice to:

Riverside County Regional Medical Center (RCRMC)
Attn: Accounting
26520 Cactus Ave,
Moreno Valley, CA 92555

- a) Each invoice shall contain a minimum of the following information: invoice number and date; remittance address; bill-to and ship-to addresses of ordering department/division; Agreement number (insert contract ID#); quantities; item descriptions, unit prices, extensions, sales/use tax if applicable, and an invoice total.
- b) Invoices shall be rendered monthly in arrears.

Billing is not to begin until circuit is accepted by RCIT project manager.

13.0 WARRANTY

Bidder shall provide a warranty that includes all parts and labor. Awarded Bidder shall handle all repairs/services of equipment(s) under warranty, manufacture warranty or Awarded Bidder's Company warranty. Awarded Bidder shall assume all responsibilities pertaining to shipping and handling of equipment that has to be sent back to the manufacture for repairs/services. In the event the equipment is beyond repair, a replacement of a brand new equipment of the same model or equivalent shall be provided by Awarded Bidder. REMANUFACTURED equipment is not accepted.

14.0 CONFIDENTIALITY AND PROPRIETARY DATA

Subsequent to the County's evaluation, bids/proposals which were required to be submitted in response to the solicitation process become the exclusive property of the County. All such documents become a matter of public record and shall be regarded as public records. Exceptions will be those elements in the California

Government Code section 6250 et. seq. (Public Records Act) and which are marked "trade secret," "confidential," or "proprietary." The County shall not in any way be liable or responsible for the disclosure of any such records, including, without limitation, those so marked, if disclosure is required by law, or by an order issued by a court of competent jurisdiction. In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a proposal marked "trade secret", "confidential", or "proprietary" the Vendor agrees to defend and indemnify the County from all costs and expenses, including reasonable attorney's fees, in action or liability arising under the Public Records Act. Where applicable, Federal regulations may take precedence over this language.

EXHIBIT A
METRO ETHERNET LOCATIONS AND SERVICE LEVELS

Vendor/s MUST propose a summary of all applicable project costs on-line at PublicPurchase.com. The matrix below notes the locations and service level details that MUST address the following elements as applicable: special construction costs, onetime costs, discounts, and recurring costs. Vendors shall include all applicable sales, consumer, use, and other similar taxes in the price quotations. Period of performance will be five year(s), RENEWABLE IN ONE-YEAR INCREMENTS. As an alternative you may quote five year pricing for comparison.

Location	Special Construction Costs	Onetime Cost	Recurring Cost 10 Mbps	Recurring Cost 100 Mbps	Recurring Cost 1000 Mbps
Riverside County Regional Medical 26520 Cactus Ave, Moreno Valley, CA 92555			No	Yes	Yes
to					
Riverside CAC Hub 4080 Lemon Street Riverside, CA 92501			No	Yes	Yes
Totals					

Exhibit B
Non-Mandatory Bidders Meeting and Job Walk

Job walk will start at date and time indicated below on and will proceed in order as noted below. You may attend all the site visits as needed to provide the County of Riverside with pricing quotes for the locations requested. County staff will meet vendors inside the Lobby of the main entrance to the Hospital building.

October 3, 2012 10:00 a.m. Pacific Time

1. Riverside County Regional Medical
26520 Cactus Ave.
Moreno Valley, CA 92555

2. Riverside CAC Hub
4080 Lemon Street
Riverside, CA 92501

*NOTE:

EMAIL REBECCA GIBSON, PROCUREMENT CONTRACT SPECIALIST @
rebjibson@co.riverside.ca.us TO CONFIRM YOUR ATTENDANCE OF THIS JOB WALK

Exhibit C
Local Business Qualification Affidavit

The County of Riverside Local Business Preference may be applied to this Request for Proposal/Quotation. If you qualify for this preference, please submit this form along with your response to this RFP/Q.

Definition of Local Business

A local business shall mean a business or firm with fixed offices located within the geographical boundaries of Riverside County, and authorized to perform business within the County. In doing so, credit all sales tax from sales generated within Riverside County to the County, and who provide product or perform contracted work using employees, of whom the majority are physically located in said local offices.

Local businesses" shall have a Riverside County business street address. Post office box numbers, residential addresses, or un-staffed sales offices shall not suffice to establish status as a "local business." To qualify as a "local business" the location must be open and staffed during normal business hours and the business must establish proof that it has been located and doing business in Riverside County for at least (6) six months preceding its certification to the County as a local business.

Additional supporting documentation that may be requested by the County to verify qualification includes:

1. **A copy of their current BOE 531-A and/or BOE 530-C form** (State, Local & District Sales, and Use Tax Return Form). This is what businesses submit to the State Board of Equalization when paying the sales tax to the State of California indicating the amount of the payment to be credited to each jurisdiction (i.e. Counties, Cities).
2. **A current business license** if required for the political jurisdiction the business is located.
3. **Proof of the current business address.** The local business needs to be operating from a functional office that is staffed with the company's employees, during normal business hours.

Business Name: _____

Physical Address: _____

Phone: _____ FAX: _____ E-Mail: _____

Length of time at this location: _____ Number of Company Employees at this address: _____

If less than 6 month, list previous

Riverside County location: _____

Business License # (where applicable): _____ Jurisdiction _____

Hours of Operation: _____

Primary function of this location (i.e., sales, distribution, production, corporate, etc):

Signature of Company Official

Date

Print Name, Title

Submittal of false data will result in disqualification of local preference and/or doing business with the Riverside County.