

REQUEST FOR PROPOSALS



SUBJECT: FIBER AND WIRELESS NETWORK INFRASTRUCTURE
EXPANSION AND NETWORK MANAGED SERVICES

ISSUE DATE: OCTOBER 19, 2021

DUE DATE: NOVEMBER 17, 2021

SUBMIT TO: CITY OF WEST HOLLYWOOD BID PORTAL
([HTTPS://PBSYSTEM.PLANETBIDS.COM/PORTAL/22761/PORTAL-HOME](https://pbsystem.planetbids.com/portal/22761/portal-home))

1. Introduction

1.1. Statement of Purpose

The purpose of this Request for Proposal (RFP) is to solicit proposals from qualified network integrators or manufacturers to perform a turnkey migration of the City of West Hollywood's aging twisted pair traffic signal network onto the existing fiber optic cable backbone as well as the expansion of best-effort outdoor public Wi-Fi network. The winning Vendor will provide managed services via a contract with the City, for all equipment provided as well as the existing equipment. The ideal Vendor shall have experience and certifications in deploying and configuring network equipment and services in local government agencies of similar size to West Hollywood as well as experience with "Smart City," IoT projects, and projects in the public right of way. The successful Vendor shall be responsible for the final City approved design, procurement, installation, configuration, and commissioning of all networking equipment deployed including development of user acceptance testing, system integration, and connectivity to existing resources. The overall goal of this RFP is to procure industry-tested and best-of-breed solution, as well as long-term, comprehensive, reliable, timely, proactive network management and support that will promote the mission of the City of West Hollywood in serving its citizens.

1.2. General Information about the City

The City of West Hollywood is a Council-Manager type municipality with five Council members elected at large to four-year terms on a staggered basis. Police service is contracted with the Los Angeles County Sheriff's Department and Fire protection through the Los Angeles County and Consolidated Fire Protection District.

With a population of over 35,000 and approximately 25,000 residential units in a land area of only 1.9 square miles, West Hollywood is a dense, urban community surrounded by the cities of Los Angeles and Beverly Hills. West Hollywood is home to a large immigrant Russian population, as well as one of the nation's best-known gay and lesbian communities. Relatively few children live in West Hollywood, as many of its residents are either adults with no children or senior citizens.

The City is home to the world-famous Sunset Strip and hosts the Halloween Carnival in October, and the Christopher Street West Gay, Lesbian and Transgender Pride Parade and Festival in June, as well as dozens of visitor attractions that include a wide variety of restaurants and entertainment venues that cater to residents, visitors, and tourists.

1.3 City of West Hollywood Mission Statement and Core Values



As a premiere City, we are proactive in responding to the unique needs of our diverse community, creative in finding solutions to managing our urban environment, and dedicated to preserving and enhancing its well-being. We strive for quality in all our actions, setting the highest goals and standards.

2. Project Information

2.1. Networking Equipment Requirements

The project's goal is to migrate the existing traffic network infrastructure from serial copper onto an existing fiber optic network infrastructure. The first phase of this project includes the entire length of Santa Monica Blvd within City limits (see Map A - SMB Traffic Signals with Fiber). There are 26 traffic cabinets along Santa Monica Blvd., all of which have existing four strands of single-mode fiber cables homerun connections to City Hall datacenter. All fiber is terminated on both sides on duplex LC patch panels. The winning integrator will be responsible for designing, procuring, installing, and configuring a futureproof network that will connect all 26 traffic cabinets to the City's existing network in a way that will allow the City to safely run a public Wi-Fi network, as well as provide connectivity for city applications such as traffic management network, IP cameras, and other Smart City technologies in the future. The proposed design must also leave the City with enough overhead and a path forward to easily add more fiber, devices, and services to the network at a later date.

The project will most likely include:

- Adding fiber aggregate switches at City Hall datacenter to accommodate all the new fiber connections
- Adding network switches in each of the (26) traffic cabinets. Switches must have at least:
 - eight (8) copper ports (10/100/1000)
 - mGig ports are a major plus
 - 2 10G SFP+ ports
 - SFP28 is a major plus
 - provide PoE and PoE+ (PoE++ is optional).
- Adding at least one outdoor Wi-Fi 6 capable access point (AP) at intersections with a traffic cabinet. APs should be outdoor-rated, have omnidirectional antennas, and be able to receive power via PoE. The APs should be mounted on the traffic signal pole closest to the traffic cabinet. There will be an existing conduit between each traffic cabinet and the traffic signal pole where the AP will be mounted.
 - The Wi-Fi network will be best-effort and will not require any surveys
 - Optional Wi-Fi signal survey can be added to the proposal
 - The proposal **MUST** include all low voltage cabling as well as any lifting equipment necessary to mount the APs on the poles.



- Integrating the new equipment with the existing network, including connectivity to traffic network twisted-pair spurs that are not yet converted to fiber
- Providing necessary hardware, software, and design to help secure the City's internal networks and systems from hacking, theft, defacement, or denial of service
- The implementor will not be responsible for electrical work or exiting fiber communication issues, but it is highly desirable that the integrator is able to resolve electrical and fiber issues if needed and approved by the City.

Equipment specifications submitted must be able to provide existing levels of services and any new services requested in this RFP. Also, notwithstanding any of the specific details described within this document, it will be the obligation of the selected Vendor to adhere to accepted industry standard methods and practices.

The City is open to proposals that are not Cisco or Meraki sourced. However, any non-Cisco or Meraki proposal must provide details of the equipment's ability to work with the remaining Cisco and Meraki devices.

The Vendor must provide a detailed "game plan" on how existing configurations and services will be migrated to the new equipment. Examples of items that must be migrated include but are not limited to the following:

- All existing running configs
- All existing Access Control Lists (ACL)
- All existing routes, including VRF routes
- All existing DHCP scopes
- All 802.1x port configurations

Any access switch proposed must be able to accommodate 10/100/1000 Ethernet. Access switches that can do multi-gig (mGig) to accommodate Wi-Fi 6 capability will be given priority.

Any inter-switch and trunk links must be a minimum of ten (10) gigabit ethernet.

Any equipment proposed must include a redundant power supply solution if supported.

The Vendor shall certify that they have more than ten years of experience working with the manufacturer, are a Manufacturer Gold Partner (or similar) or above as of the date of the submission of their response to this RFP, and that they are certified in the equipment they are proposing.

The Vendor shall have the certification/specialization level required by the manufacturer to support both the product sale and product pricing. The Vendor shall source products directly from the manufacturer or through the US authorized



distribution channels only in order to assure full Warranty/Service support for the product being proposed.

The City will NOT accept any proposals that involve refurbished or pre-owned equipment.

The proposed replacement components shall be fully supported by the manufacturer for a minimum of 8 years beyond the final procurement date. The Vendor shall submit pricing for support and maintenance contracts for a minimum of 5 years of support from the purchase date for all major components of the solution proposed. Pricing shall be submitted in a yearly matrix denoting the specific costs for maintaining each major infrastructure component per year.

All proposals must include training options for administering and updating/patching/upgrading the hardware and software.

As part of System testing, the awarded proposer shall demonstrate to The City:

- All purchased system(s) features operate properly
- All switching and routing functions operate properly
- All existing services detailed in this RFP operate properly
- All VoIP related services operate properly
- All security services, including 802.1x, operate properly

The pricing is to be reported in Exhibit G - Hardware and Software Cost, Exhibit G - Professional/Implementation services Cost, and Exhibit G - Ongoing Support Licensing Cost, and Exhibit G – Other Costs tabs.

2.1.1. Description of Current Networking Environment

The following is a description of existing services found on the City's networks. All services listed must be implemented by the Vendor chosen by the City:

- The City uses a hub-and-spoke physical topology, with City Hall acting as the hub
- The City uses a mix of OSPF, EIGRP, and static routes.
- All fiber terminates to our Cisco Catalyst 4510 core router in the City Hall MDF
- All fiber from the core going outside of City Hall is single mode fiber
- Most interconnects from the core are 10GB
- The City uses point-to-point T1 lines as a secondary link back to City Hall. These are currently being replaced with an Internet circuit and Meraki SD-WAN



- The City also has a separate network running over legacy twisted-pair bus (daisy chained) network for traffic control cabinets. This network originates in a traffic control room in City Hall
- The City uses 802.1x with Cisco ISE to provide port security. Any device that fails gets put on a guest network with access to the Internet only
- On all access switches, the City runs BPDU Guard
- Cisco IP SLA service to fail over to alternate routes when certain conditions are met
- All City access switches provide PoE to endpoints.
- Network devices are monitored using Zabbix via SNMP
- Network device syslogs are forwarded to an in-house Graylog server, and a vendor supplied security appliance
- Must work with existing networking equipment and services that are NOT being replaced by this RFP. This includes the following:
 - Cisco Firepower and Meraki MX firewalls
 - Cisco 3650, 3750, 3850, and 4500 series switches
 - Meraki MS120, MS250, and MS390 switches
 - Cisco 2900, 3900, and 4300 series routers
 - Meraki wireless access points
 - Cisco ISE
 - Cisco Umbrella
 - Syslog collection server

The City's current networking and telecommunications environment of interest to this project consists of the following:

City Hall Datacenter, 8300 Santa Monica Blvd, West Hollywood CA, 90069

LAN/Data Systems:

- 1 Cisco 4510R-E L3 is the City's core switch located in the 1st floor MDF. It provides data access to servers and critical routing functions

Plummer Park, 7377 Santa Monica Blvd, West Hollywood CA, 90046

LAN/Data Systems:

- This site has the City's backup Internet circuit with a pair of ASAs in HA (soon to be replaced with a Meraki MX)

West Hollywood Park, 8750 El Tovar Pl, West Hollywood, CA 90069

LAN/Data Systems:

- This is a new campus for the City with multiple buildings and is the first site to be fully Meraki
- This site has stacked Meraki MS390s acting as an aggregate switch



- This site is being considered to replace Plummer Park as a backup and DR site

2.2. Networking Managed Services Requirements

The City is looking for a vendor to provide remote, 24x7x365 monitoring of all City networking equipment. Pricing to be provided in Exhibit-G: Managed Services Cost. The following is a list of requirements that the City expects from the Vendor chosen:

- Remote support as well as onsite technical support, when required
- Be City IT staff's "first call" when a networking related issue is discovered
- Must be able to provide appropriate notification of events to staff based upon an escalation list established by the City and the Vendor
- All labor for repairs and/or monitoring must be included with the cost of this service, i.e., "no hidden costs."
- 24-hour response time for "routine" events 5 a.m. to 6 p.m. M-F
- 15 minutes response time and 1 hour start of remediation time for Priority 1 cases.
- Unlimited major event remote service calls, e.g., Priority 1 and 2 events
- Unlimited routine event remote service calls, e.g., Priority 3 and 4 events
- Unlimited security related service calls
- Coordinate field engineering dispatch staff using the City's OEM/SmartNet contracts
- Weekly stewardship meetings between Vendor's technical staff and City IT staff
- Unlimited installations of security patches, bug fixes, and maintenance releases on any City-owned network device covered by this service
- Provide proactive network and security management 24x7x365, e.g., nightly backups of all networking configs and active network monitoring
- Provide fault isolation and resolution
- Provide formal and informal engineering analysis and consultation
- Provide an online trouble/event ticketing system

Please note that the City will always maintain the appropriate level of vendor hardware/software maintenance on any piece of equipment supported by the Vendor's managed services.

2.3. Professional Services for Future City Networking Projects

The City is also interested in using the Vendor chosen from this RFP to provide network design and implementation services for future projects. These projects will run the gamut of installing a single network switch in a closet to setting up the



networking for a new off-site location. Hourly rates and other pricing to be provided in Exhibit-G: Future Professional\Implementation services Cost.

2.4. Other Alternatives and Considerations

The Vendor may wish to make additional suggestions regarding network architecture, products, and/or directions. If so, please specify them under this heading. Please note that The City reserves the right to solely determine the viability of any alternatives proposed.



3. Proposal Instructions

3.1. Access to RFP

A copy of the RFP can be downloaded from this URL: <https://www.weho.org/city-government/city-clerk/public-notice/rfp-rfq-bid-notice> . The RFP can also be downloaded by registering with the City's bid portal at this URL: <http://www.planetbids.com/portal/portal.cfm?CompanyID=22761>

3.2. RFP Coordination, Communication and Questions

The City's principal contact for this proposal will be Deryck Santos, Systems Engineer, (323) 848-6477, dsantos@weho.org, 8300 Santa Monica Blvd., West Hollywood, CA 90069. **Communication or solicitation with other City of West Hollywood Officials or Employees regarding any aspect of this RFP is expressly prohibited and may result in disqualification.**

As there will be a no Pre-Offer Conference, **all questions concerning this RFP must be submitted online via the Q&A section of the bid management software (<http://www.planetbids.com/portal/portal.cfm?CompanyID=22761>).** The official responses to questions or requests for interpretation submitted for this RFP will be posted in Q&A section of the bid management software. The cut-off for submitting questions or deviations shall be on November 2, 2021. Any information resulting from questions that causes a material change in the solicitation will be posted on the Addenda & Emails section of the bid management system as an addendum.

3.3. Schedule of Events

Description	Date
Request for Proposal Issued	October 19, 2021
RFP questions due via the City's bid portal	November 2, 2021
Proposals due online via the City's bid portal	November 17, 2021
Proposal Evaluation	December 2021
Contract Negotiations	January – February 2022
City Council approval of contract award	February 2022
Implementation Start Date	March 2022
Implementation End Date	September 2022

3.4. RFP Amendments

The City reserves the right to change the RFP schedule or issue amendments to the RFP at any time. In the event the City amends the RFP, the City will extend



the Proposal Due Date commensurately. The City also reserves the right to cancel or reissue the RFP.

3.5. Procedure for Submitting Proposals

Failure to comply with the requirements of this RFP may result in disqualification. Proposals received after the time and date specified above will not be considered. Proposals must include all the sections listed below and must be indexed and numbered in the order outlined below. List your responses and/or any reference to attachments as indexed and numbered below. To assist in the evaluation of the responses, please utilize the section titles listed below. Additional relevant information may be provided by attaching a Supporting Documentation section.

A. Time, Place and Format

a. Time and deadlines

Proposals must be submitted on the City's bid portal no later than the date indicated in the Proposal Schedule. Proposals received after the date indicated in the Proposal Schedule will be rejected. The responder is solely responsible for "on time" submission of their electronic proposal. The City will only consider proposals that have been transmitted successfully and have been issued an e-bid confirmation number with a time stamp from the Bid Management System indicating that bid was submitted successfully.

b. Proposals must:

1. Must be submitted electronically on the City's bid portal
2. All submissions must have a cover sheet that states "**Fiber and Wireless Network Infrastructure Expansion and Network Managed Services RFP**" and identifies the Firm.
3. All submissions must include a signed and scanned copy of Exhibit D (Certification of Proposal to the City).
4. All submissions must include a filled-out copy of Exhibit G (Pricing) and Exhibit F (Vendor Response Form).

c. Proposals must address the requirements of the RFP in the exact order set forth in this Section. They should be as concise as possible and must not contain any promotional, advertising or display material.

3.6. Format and Contents

The content and sequence of the information contained in the proposal shall include be returned as Exhibit F.

A. Section 1 – Executive Summary

The Vendor must provide an executive summary of no more than three (3) pages of how the Vendor's proposal best meets the needs of the City of



West Hollywood. The summary should provide a clear description of the solution and the primary benefits.

B. Section 2 – Table of Contents

Include a clear identification of the material by section and by page number.

C. Section 3 – Vendor Qualifications and Information

- A. Company Background
- B. Manufacturer Information
- C. Partner and/or Subcontractors Plan
- D. Contact Information
- E. Vendor Personnel
- F. References

D. Section 4 – Implementation Plan / Scope of Work

1. Describe in detail your proposal to fulfill the requirements of the scope of services. Explain how the solution provides network reliability/redundancy, performance, survivability, and security.
2. Description of all assumptions used to prepare this response.
3. Project plan schedule
4. Work Breakdown Structure (WBS)
5. Roles & Responsibilities, including expectations of City staff

E. Section 5 – Network Drawings

Provide a drawing that depicts the logical relationship and connectivity of the proposed network devices, including access layer switches, aggregation points/devices, and core routing & switching electronics.

F. Section 6 – Managed Services

Describe in detail your proposal to fulfill the requirements of the scope of services. Explain how the solution provides network reliability/redundancy, performance, survivability, and security.

G. Section 7 – List of Hardware, Software, and Licenses

A detailed list of all hardware, software and licenses being proposed must be submitted.

H. Section 8 – Technical Questions

Answer all questions listed in the Exhibit – F.

I. Section 9 – Pricing

All proposals must include a breakdown of the costs using the pricing response form attached as Exhibit G, including hardware, software, licensing, labor, maintenance, support, shipping, tax, and any other costs associated with the project over 5-years of ownership. Exhibit G shall list



specific equipment by manufacturer's part number and include per-unit pricing for each major component.

J. Section 10 – Certification of Proposals

Return a copy of the completed certification properly executed as provided in Exhibit D (Certification of Proposal to the City).

K. Section 11 – Understanding of City's Contract and Insurance requirements

It is recognized that the formal basis of any agreement between the implementor and the City will be a contract rather than a proposal. The City maintains various policies related to contractual service providers. Among these are anti-discrimination, a living wage, and an equal benefits policy. In submitting proposals, the Contractor must indicate that they are prepared to comply with City ordinances and policies. As part of the contract or during contract negotiations, the City may request that the selected Firm sign a statement affirming its compliance with these policies. Exhibit C includes sample contract provisions and insurance requirements. Please review the contract and report all sections of the City's contract template that your Firm would not be able to comply with.

3.7. Proposal Evaluation Factors

- A. Proposals shall remain valid for 180 days from the Proposal Due Date specified in Section 3.3 until the execution of a contract by the City of West Hollywood.
- B. Proposals shall be examined and evaluated by the City to determine whether each proposal meets the requirements of this RFP. No single criterion, including price, will dictate the City's ultimate selection. The relative importance of these factors involves judgment on the part of the City staff and will include both objective and subjective analysis.
- C. A proposal that fails to address any one or more critical specifications of the RFP will not be considered.

3.8. Firm Interviews and Presentations

Firms selected as the finalists will be required to make a presentation of their proposal to City during the RFP evaluation period. This presentation will provide Firms the opportunity to clarify their proposals to ensure thorough and mutual understanding.

3.9. Selection Process

The selection of a proposal will not be based solely on a monetary evaluation. There will also be an evaluation of each proposer's understanding of the work required and approach to this project with considerable weight being given to experience in the areas required and the track record of the proposer.



Additionally, independent checking of references may be used to assist in selecting the finalist(s). Finalists will make a presentation of their proposal to the City. Contract negotiations will take place with the finalist.

Award will be made to the Firm offering the most advantageous proposal after consideration of all evaluation criteria set forth in this RFP. The City shall not be obligated to accept the lowest priced proposal but will make an award in the best interest of the City after all factors have been evaluated. The City may choose to award all or parts of the project to one or multiple Firms.

A Notification of Intent to Award may be sent to any Firm selected. Award is contingent upon the successful negotiation of final contract terms. Negotiations shall be confidential and not subject to disclosure to competing Firms unless an agreement is reached. If contract negotiations cannot be concluded successfully, the City may negotiate a contract with the next best offer or withdraw the RFP.



3.10. General Requirements

A. Inclusion of Proposal

The proposal submitted in response to this RFP may be incorporated as part of the selected Firm's final contract.

B. Right to Reject Any or All Proposals

The City reserves the right to reject any or all proposals, waive technicalities or formalities, and accept any proposal deemed to be in the City's best interest. Where two or more firms are deemed equal, the City reserves the right to award one of the two firms.

C. Withdrawal of Proposals

Firms may withdraw their proposals, without prejudice, prior to the date and time specified for proposal submission by sending a written request to Deryck Santos, IT Systems Engineer. No proposal received after the closing date will be considered.

D. Proposal Validity Period

Submission of a proposal will signify the Firm's agreement that the proposal is valid for 180 days from the Proposal Due Date specified in Section 3.3.

E. Expenses of Proposal Preparation

Each proposal prepared in response to this RFP shall be made at the sole cost and expense of each proposing Firm and with the express understanding that no claims against the City for reimbursement will be accepted.

F. Public Records and Right to Submitted Proposals

All proposals, inquires, responses, or correspondence related to or in reference to this request for proposals, and all reports, charts, displays, schedules, exhibits, and other documentation submitted by the Firm will become the property of the City when received.

The City of West Hollywood is subject to California law regarding the disclosure of public records. Firms must clearly identify any information they regard as proprietary in the proposal. Any such information should be marked "Proprietary" or "Confidential." Information that is proprietary within the meaning of California law will be withheld from any public records requests. All other information is subject to disclosure.



G. Contracts and Insurance Requirements

It is recognized that the formal basis of any agreement between the Firm and the City will be a contract rather than a proposal. The City maintains various policies related to contractual service providers. Among these are anti-discrimination, a living wage, and an equal benefits policy. In submitting proposals, Firms must indicate that they are prepared to comply with City ordinances and policies, including [RESOLUTION NO. 21-5444](#) (COVID-19 vaccine verification requirements). As part of the contract or during contract negotiations, the City may request that the selected Firm sign a statement affirming its compliance with these policies. In addition, insurance will be required as part of the contract. Exhibit C (Contract and Insurance Requirements) includes sample contract provisions and insurance requirements.

3.11. List of Exhibits

Exhibit C – Contract and Insurance Requirements

(Exhibits A, B, and E are part of the City's sample contract template)

Exhibit D – Certification of Proposal to the City

Exhibit F – Vendor Response Form

Exhibit G – Pricing

Map A - SMB Traffic Signals with Fiber



Exhibit C – Contract and Insurance Requirements

This Agreement is made on this [REDACTED]th day of [REDACTED], 2020, at West Hollywood, California, by and between the City of West Hollywood, a municipal corporation, 8300 Santa Monica Boulevard, West Hollywood, California 90069 (hereinafter referred to as the “CITY”) and XYZ Company, 1500 Main Street, City, CA 90000 (hereinafter referred to as the “CONTRACTOR”).

RECITALS

- A. The CITY proposes to contract for services as outlined below;
- B. The CITY conducted an RFP issued in Month, Year, and selected CONTRACTOR as the preferred service provider;
- C. The CITY conducted an RFP issued in Month, Year, and selected CONTRACTOR as the preferred service provider;
- D. The CONTRACTOR is willing to perform such services and has the necessary qualifications by reason of experience, preparation, and organization to provide such services;

NOW, THEREFORE, the CITY and the CONTRACTOR, mutually agree as follows:

- 1. **SERVICES.** The CONTRACTOR shall perform those services set forth in “Exhibit A,” which is attached hereto and incorporated herein by reference.
- 2. **TERM OF AGREEMENT.** The term of this contract shall commence upon execution by both parties and shall expire on June 30, 20[REDACTED] unless extended in writing in advance by both parties.
- 3. **TIME OF PERFORMANCE.** The services of the CONTRACTOR are to commence upon receipt of a notice to proceed from the CITY and shall continue until all authorized work is completed to the CITY’s satisfaction, in accordance with the schedule incorporated in “Exhibit A,” unless extended in writing by the CITY.
- 4. **PAYMENT FOR SERVICES.** The CONTRACTOR shall be compensated in an amount not to exceed \$[REDACTED] for services provided pursuant to this Agreement as described in “Exhibit A.” Compensation shall under no circumstances be increased except by written amendment of this Agreement. The CONTRACTOR shall be paid within forty-five (45) days of presentation of an invoice to the CITY for services performed to the CITY’s satisfaction. The CONTRACTOR shall submit invoices monthly describing the services performed, the date services were performed, a description of reimbursable costs, and any other information requested by the CITY.
- 5. **CONTRACT ADMINISTRATION.**
 - 5.1. **The CITY’s Representative.** Unless otherwise designated in writing, [REDACTED], shall serve as the CITY’s representative for the administration of the project. All activities performed by the CONTRACTOR shall be coordinated with this person.

- 5.2. **Manager-in-Charge.** For the CONTRACTOR, [REDACTED], shall be in charge of the project on all matters relating to this Agreement and any agreement or approval made by her/him shall be binding on the CONTRACTOR. The Manager-in-Charge shall not be replaced without the written consent of the CITY.
- 5.3. **Responsibilities of the CITY.** The CITY shall provide all relevant documentation in its possession to the CONTRACTOR upon request in order to minimize duplication of efforts. The CITY's staff shall work with the CONTRACTOR as necessary to facilitate performance of the services.
- 5.4. **Personnel.** The CONTRACTOR represents that it has or will secure at its own expense all personnel required to perform the services under this Agreement. All of the services required under this Agreement will be performed by the CONTRACTOR or under its supervision, and all personnel engaged in the work shall be qualified to perform such services. The CONTRACTOR reserves the right to determine the assignment of its own employees to the performance of the CONTRACTOR's services under this Agreement, but the CITY reserves the right, for good cause, to require the CONTRACTOR to exclude any employee from performing services on the CITY's premises.
6. **TERMINATION.**
- 6.1. **Termination for Convenience.** Either party may terminate this Agreement without cause and in its sole discretion at any time by giving the other party thirty (30) days' written notice of such termination. In the event of such termination, the CONTRACTOR shall cease services as of the date of termination and shall be compensated for services performed to the CITY's satisfaction up to the date of termination.
- 6.2. **Termination for Cause.** All terms, provisions, and specifications of this Agreement are material and binding, and failure to perform any material portion of the work described herein shall be considered a breach of this Agreement. Should the Agreement be breached in any manner, the CITY may, at its option, terminate the Agreement not less than five (5) days after written notification is received by the CONTRACTOR to remedy the violation within the stated time or within any other time period agreed to by the parties. In the event of such termination, the CONTRACTOR shall be responsible for any additional costs incurred by the CITY in securing the services from another contractor.
7. **INDEMNIFICATION.** CONTRACTOR shall indemnify, defend with counsel approved by CITY, and hold harmless CITY, its officers, officials, employees and volunteers from and against all liability, loss, damage, expense, cost (including without limitation reasonable attorneys fees, expert fees and all other costs and fees of litigation) of every nature arising out of or in connection with CONTRACTOR's performance of work hereunder or its failure to comply with any of its obligations contained in this AGREEMENT, regardless of CITY'S passive negligence, but excepting such loss or damage which is caused by the sole active negligence or willful misconduct of the CITY. Should CITY in its sole discretion find CONTRACTOR'S legal counsel

unacceptable, then CONTRACTOR shall reimburse the CITY its costs of defense, including without limitation reasonable attorneys fees, expert fees and all other costs and fees of litigation. The CONTRACTOR shall promptly pay any final judgment rendered against the CITY (and its officers, officials, employees and volunteers) covered by this indemnity obligation. It is expressly understood and agreed that the foregoing provisions are intended to be as broad and inclusive as is permitted by the law of the State of California and will survive termination of this Agreement.

8. **INSURANCE REQUIREMENTS.**

8.1. The CONTRACTOR, at the CONTRACTOR's own cost and expense, shall procure and maintain, for the duration of the contract, the following insurance policies:

8.1.1. **Workers' Compensation Coverage.** The CONTRACTOR shall maintain Workers' Compensation Insurance and Employer's Liability Insurance for its employees in accordance with the laws of the State of California. In addition, the CONTRACTOR shall require any and every subcontractor to similarly maintain Workers' Compensation Insurance and Employer's Liability Insurance in accordance with the laws of the State of California for all of the subcontractor's employees. Any notice of cancellation or non-renewal of all Workers' Compensation policies must be received by the CITY at least thirty (30) days prior to such change. The insurer shall agree to waive all rights of subrogation against the CITY, its officers, agents, employees, and volunteers for losses arising from work performed by the CONTRACTOR for City.

This provision shall not apply if the CONTRACTOR has no employees performing work under this Agreement. If the CONTRACTOR has no employees for the purposes of this Agreement, the CONTRACTOR shall sign the "Certificate of Exemption from Workers' Compensation Insurance" which is attached hereto and incorporated herein by reference as "Exhibit B."

8.1.2. **General Liability Coverage.** The CONTRACTOR shall maintain commercial general liability insurance in an amount of not less than one million dollars (\$1,000,000) per occurrence for bodily injury, personal injury, and property damage. If a commercial general liability insurance form or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to the work to be performed under this Agreement or the general aggregate limit shall be at least twice the required occurrence limit.

8.1.3. **Automobile Liability Coverage.** The CONTRACTOR shall maintain automobile liability insurance covering bodily injury and property damage for all activities of the CONTRACTOR arising out of or in connection with the work to be performed under this Agreement, including coverage for owned, hired, and non-owned vehicles, in an amount of not less than three hundred thousand dollars (\$300,000) combined single limit for each occurrence. If CONTRACTOR or

CONTRACTOR's employees will use personal autos in any way on this project, CONTRACTOR shall obtain evidence of personal auto liability coverage for each such person.

- 8.2. **Endorsements.** Each general liability and automobile liability insurance policy shall be issued by insurers possessing a Best's rating of no less than A-:VII. Each general liability insurance policy shall be endorsed with the specific language of Section 8.2.1 below. CONTRACTOR also agrees to require all contractors, and subcontractors to do likewise.
- 8.2.1. "The CITY, its elected or appointed officers, officials, employees, agents, and volunteers are to be covered as additional insureds with respect to liability arising out of work performed by or on behalf of the CONTRACTOR, including materials, parts, or equipment furnished in connection with such work or operations."
- 8.2.2. This policy shall be considered primary insurance as respects the CITY, its elected or appointed officers, officials, employees, agents, and volunteers. Any insurance maintained by the CITY, including any self-insured retention the CITY may have, shall be considered excess insurance only and shall not contribute with this policy.
- 8.2.3. This insurance shall act for each insured and additional insured as though a separate policy had been written for each, except with respect to the limits of liability of the insuring company.
- 8.2.4. Notwithstanding the provisions included in any of the ISO Additional Insured Endorsement forms, CONTRACTOR acknowledges that the insurance coverage and policy limits set forth in this section constitute the minimum amounts of coverage required. Any insurance proceeds available to the CITY in excess of the limits and coverage required in this agreement and which is applicable to a given loss will be available to the CITY.
- 8.2.5. The insurer waives all rights of subrogation against the CITY, its elected or appointed officers, officials, employees, or agents regardless of the applicability of any insurance proceeds, and agrees to require all subcontractors to do likewise.
- 8.2.6. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the City, its elected or appointed officers, officials, employees, agents, or volunteers.
- 8.2.7. The insurance provided by this policy shall not be suspended, voided or reduced in coverage or in limits except after thirty (30) days' written notice has been submitted to the CITY and approved of in writing, except in the case of cancellation, for which ten (10) days' written notice shall be provided.
- 8.2.8. Contractor agrees to provide immediate notice to City of any claim or loss against Contractor arising out of the work performed under this

agreement. City assumes no obligation or liability by such notice, but has the right (but not the duty) to monitor the handling of any such claim or claims if they are likely to involve City.

- 8.3. **Self Insured Retention/Deductibles.** All policies required by this Agreement shall allow City, as additional insured, to satisfy the self-insured retention ("SIR") and/or deductible of the policy in lieu of the CONTRACTOR (as the named insured) should CONTRACTOR fail to pay the SIR or deductible requirements. The amount of the SIR or deductible shall be subject to the approval of the City Attorney and the Finance Director. CONTRACTOR understands and agrees that satisfaction of this requirement is an express condition precedent to the effectiveness of this Agreement. Failure by CONTRACTOR as primary insured to pay its SIR or deductible constitutes a material breach of this Agreement. Should City pay the SIR or deductible on CONTRACTOR's behalf upon the CONTRACTOR's failure or refusal to do so in order to secure defense and indemnification as an additional insured under the policy, City may include such amounts as damages in any action against CONTRACTOR for breach of this Agreement in addition to any other damages incurred by City due to the breach.
- 8.4. **Certificates of Insurance.** The CONTRACTOR shall provide certificates of insurance with original endorsements to the CITY as evidence of the insurance coverage required herein. Certificates of such insurance shall be filed with the CITY on or before commencement of performance of this Agreement. Current certification of insurance shall be kept on file with the CITY at all times during the term of this Agreement. The CONTRACTOR shall provide written evidence of current automobile coverage to comply with the automobile insurance requirement.
- 8.5. **Failure to Procure Insurance.** Failure on the part of the CONTRACTOR to procure or maintain required insurance shall constitute a material breach of contract under which the CITY may terminate this Agreement pursuant to Section 6.2 above.
9. **ASSIGNMENT AND SUBCONTRACTING.** The parties recognize that a substantial inducement to the CITY for entering into this Agreement is the professional reputation, experience, and competence of the CONTRACTOR. Assignments of any or all rights, duties, or obligations of the CONTRACTOR under this Agreement will be permitted only with the express consent of the CITY. The CONTRACTOR shall not subcontract any portion of the work to be performed under this Agreement without the written authorization of the CITY. If the CITY consents to such subcontract, the CONTRACTOR shall be fully responsible to the CITY for all acts or omissions of the subcontractor. Nothing in this Agreement shall create any contractual relationship between the CITY and subcontractor nor shall it create any obligation on the part of the CITY to pay or to see to the payment of any monies due to any such subcontractor other than as otherwise is required by law.
10. **COMPLIANCE WITH LAWS, CODES, ORDINANCES, AND REGULATIONS.** The CONTRACTOR shall use the standard of care in its profession to comply with all applicable federal, state, and local laws, codes, ordinances, and regulations.

- 10.1. **Taxes.** The CONTRACTOR agrees to pay all required taxes on amounts paid to the CONTRACTOR under this Agreement, and to indemnify and hold the CITY harmless from any and all taxes, assessments, penalties, and interest asserted against the CITY by reason of the independent contractor relationship created by this Agreement. In the event that the CITY is audited by any Federal or State agency regarding the independent contractor status of the CONTRACTOR and the audit in any way fails to sustain the validity of a wholly independent contractor relationship between the CITY and the CONTRACTOR, then the CONTRACTOR agrees to reimburse the CITY for all costs, including accounting and attorneys' fees, arising out of such audit and any appeals relating thereto.
- 10.2. **Workers' Compensation Law.** The CONTRACTOR shall fully comply with the workers' compensation law regarding the CONTRACTOR and the CONTRACTOR's employees. The CONTRACTOR further agrees to indemnify and hold the CITY harmless from any failure of the CONTRACTOR to comply with applicable workers' compensation laws. The CITY shall have the right to offset against the amount of any compensation due to the CONTRACTOR under this Agreement any amount due to the CITY from the CONTRACTOR as a result of the CONTRACTOR's failure to promptly pay to the CITY any reimbursement or indemnification arising under this Section.
- 10.3. **Licenses.** The CONTRACTOR represents and warrants to the CITY that it has all licenses, permits, qualifications, insurance, and approvals of whatsoever nature which are legally required of the CONTRACTOR to practice its profession. The CONTRACTOR represents and warrants to the CITY that the CONTRACTOR shall, at its sole cost and expense, keep in effect or obtain at all times during the term of this Agreement any licenses, permits, insurance, and approvals which are legally required of the CONTRACTOR to practice its profession. The CONTRACTOR shall maintain a City of West Hollywood business license, if required under CITY ordinance.
- 10.4. **Code of Ethics.** CONTRACTOR hereby affirms that it will abide by the provisions of the West Hollywood Code of Ethics throughout the term of this Agreement. A copy of the Code of Ethics is attached as Exhibit E.
11. **CONFLICT OF INTEREST.** The CONTRACTOR confirms that it has no financial, contractual, or other interest or obligation that conflicts with or is harmful to performance of its obligations under this Agreement. The CONTRACTOR shall not during the term of this Agreement knowingly obtain such an interest or incur such an obligation, nor shall it employ or subcontract with any person for performance of this Agreement who has such incompatible interest or obligation.
12. **NON-DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITY.** The CONTRACTOR represents and agrees that it does not and will not discriminate against any employee or applicant for employment because of race, religion, color, national origin, sex, sexual orientation, gender identity, political affiliation or opinion, medical condition, or pregnancy or pregnancy-related condition. The CONTRACTOR will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, religion, color, national origin, sex, sexual orientation, gender identity, political affiliation or opinion,

medical condition, or pregnancy or pregnancy-related condition. Such action shall include, but not be limited to the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoffs or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The CONTRACTOR agrees to include in all solicitations or advertisements for employment and to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

13. **LIVING WAGE ORDINANCE.** The CONTRACTOR shall abide by the provisions of the West Hollywood Living Wage Ordinance. During the term of this Agreement, the CONTRACTOR shall keep on file sufficient evidence of its employee compensation to enable verification of compliance with the West Hollywood Living Wage Ordinance.
14. **EQUAL BENEFITS ORDINANCE, No. 03-662.** The CONTRACTOR shall abide by the provisions of the West Hollywood Equal Benefits Ordinance. During the term of this Agreement, the CONTRACTOR shall keep on file sufficient evidence of its employee compensation and any applicable benefits packages, as those benefits relate to the coverage of the domestic partners of contractor's employees, which shall include; bereavement leave; family medical leave, and health insurance benefits, to enable verification of compliance with the West Hollywood Equal Benefits Ordinance.
15. **RESTRICTIONS: Arab League Boycott of Israel.** The CONTRACTOR hereby affirms it does not honor the Arab League Boycott of Israel.
16. **RECORDS AND AUDITS.** The CONTRACTOR shall maintain accounts and records, including personnel, property, and financial records, adequate to identify and account for all costs pertaining to this Agreement and such other records as may be deemed necessary by the CITY or any authorized representative. All records shall be made available at the request of the CITY, with reasonable notice, during regular business hours, and shall be retained by the CONTRACTOR for a period of three years after the expiration of this Agreement.
17. **OWNERSHIP OF DOCUMENTS.** It is understood and agreed that the CITY shall own all documents and other work product of the CONTRACTOR, except the CONTRACTOR's notes and workpapers, which pertain to the work performed under this Agreement. The CITY shall have the sole right to use such materials in its discretion and without further compensation to the CONTRACTOR, but any re-use of such documents by the CITY on any other project without prior written consent of the CONTRACTOR shall be at the sole risk of the CITY. The CONTRACTOR shall at its sole expense provide all such documents to the CITY upon request.
18. **INDEPENDENT CONTRACTOR.** The CONTRACTOR is and shall at all times remain as to the CITY a wholly independent CONTRACTOR. Neither the CITY nor any of its agents shall have control over the conduct of the CONTRACTOR or any of the CONTRACTOR's employees or agents, except as herein set forth. The CONTRACTOR shall not at any time or in any manner represent that it or any of its agents or employees are in any manner agents or employees of the CITY. The CONTRACTOR shall have no power to incur any debt, obligation, or liability on behalf of the CITY or otherwise act on behalf of the CITY as an agent.

19. **NOTICE.** All Notices permitted or required under this Agreement shall be in writing, and shall be deemed made when delivered to the applicable party's representative as provided in this Agreement. Additionally, such notices may be given to the respective parties at the following addresses, or at such other addresses as the parties may provide in writing for this purpose.

Such notices shall be deemed made when personally delivered or when mailed forty-eight (48) hours after deposit in the U.S. mail, first-class postage prepaid, and addressed to the party at its applicable address.

City of West Hollywood
8300 Santa Monica Blvd.
West Hollywood, CA 90069-6216

Attention: _____

CONTRACTOR:
Organization Name
Street Address, City State ZIP

Attention: _____

20. **GOVERNING LAW.** This Agreement shall be governed by the laws of the State of California.
21. **ENTIRE AGREEMENT; MODIFICATION.** This Agreement supersedes any and all other agreements, either oral or written, between the parties, and contains all of the covenants and agreements between the parties. Each party to this Agreement acknowledges that no representations, inducements, promises, or agreements, oral or otherwise, have been made by any party, or anyone acting on behalf of any party, which are not embodied herein. Any agreement, statement, or promise not contained in the Agreement, and any modification to the Agreement, will be effective only if signed by both parties.
22. **WAIVER.** Waiver of a breach or default under this Agreement shall not constitute a continuing waiver of a subsequent breach of the same or any other provision under this agreement. Payment of any invoice by the CITY shall not constitute a waiver of the CITY's right to obtain correction or replacement of any defective or noncompliant work product.
23. **EXECUTION.** This Agreement may be executed in several counterparts, each of which shall constitute one and the same instrument and shall become binding upon the parties when at least one copy hereof shall have been signed by both parties hereto. In approving this Agreement, it shall not be necessary to produce or account for more than one such counterpart.
24. **AUTHORITY TO ENTER AGREEMENT.** The CONTRACTOR has all requisite power and authority to conduct its business and to execute, deliver, and perform this Agreement. Each party warrants that the individuals who have signed this Agreement have the legal power, right, and authority to make this Agreement and to bind each respective party.

**CITY OF WEST HOLLYWOOD
AGREEMENT FOR SERVICES**

IN WITNESS WHEREOF, the parties have executed this Agreement the ____ day of _____, 20__.

CONTRACTOR:

Name, Title

CITY OF WEST HOLLYWOOD:

Department Director

David Wilson, City Manager

ATTEST:

Melissa Crowder, City Clerk

**CITY OF WEST HOLLYWOOD
AGREEMENT FOR SERVICES
Exhibit A**

Scope of Services:

Include specific tasks, in-person meetings, interim work products (if any) and at least one final work product (e.g., a report or memo).

Time of Performance:

Include a schedule or timeline for delivering interim and final work products. May include specific dates or the number of weeks (e.g., within 30 days of project initiation).

Special Payment Terms:

NONE

(only if additional to section C.4. on page 1)

E.g., include a pricing sheet or hourly rate, if required or implied. Otherwise, state "None".

**CITY OF WEST HOLLYWOOD
AGREEMENT FOR SERVICES**

Exhibit B

**Certificate of Exemption from
Workers' Compensation Insurance**

<i>TO:</i>	City of West Hollywood
<i>SUBJECT:</i>	Sole Proprietor/Partnership/Closely Held Corporation with No Employees

Please let this memorandum notify the City of West Hollywood that I am a

- sole proprietor
- partnership
- nonprofit organization
- closely held corporation

and **do not have any employees whose employment requires me to carry workers' compensation insurance**. Therefore, I do not carry worker's compensation insurance coverage.

Contractor Signature _____

Printed Name of Contractor _____

Date _____

CITY OF WEST HOLLYWOOD CODE OF ETHICS FOR CONTRACTORS

The purpose of this Code of Ethics (“Code of Ethics”) is to define the ethical standards for CONTRACTORS providing services to the CITY of West Hollywood. This Code of Ethics consists of policies and implementing rules intended to advance the CITY’s goals of providing professional services to the public. All CONTRACTORS hired by the CITY shall pledge in writing to abide by the CITY’s Code of Ethics.

Policy 1. CONTRACTORS shall be committed to the CITY.

Rules:

1.1 CONTRACTOR will serve the CITY with integrity, competence, independence, objectivity, and professionalism.

1.2 CONTRACTOR will mutually establish with the CITY realistic expectations of the benefits and the results of the services.

1.3 CONTRACTOR will only accept assignments for which CONTRACTOR possesses the requisite experience and competence to perform and will only assign staff or engage colleagues with the knowledge and expertise needed to serve the CITY effectively.

1.4 Before accepting any engagement, CONTRACTOR will ensure that CONTRACTOR has worked with the CITY to establish a mutual understanding of the objectives, scope, work plan, and fee arrangements.

1.5 CONTRACTOR will treat appropriately all confidential CITY information that is not public knowledge, take reasonable steps to prevent it from access by unauthorized people, and will not take advantage of proprietary or privileged information, either for use by CONTRACTOR or any third party, without the CITY’s express written permission.

1.6 CONTRACTOR will avoid conflicts of interest or the appearance of such and will immediately disclose to the CITY circumstances or interests that CONTRACTOR believe may influence the judgment or objectivity of CONTRACTOR.

1.7 CONTRACTOR will offer to withdraw from a consulting assignment when CONTRACTOR believes the objectivity or integrity of the CONTRACTOR may be impaired.

**CITY OF WEST HOLLYWOOD
CODE OF ETHICS FOR CONTRACTORS**

Policy 2. CONTRACTORS shall be committed to fiscal integrity.

Rules:

2.1 CONTRACTOR will agree in advance with the CITY on the basis for fees and expenses and will charge fees that are reasonable and commensurate with the services delivered and the responsibility accepted.

2.2 CONTRACTOR will not accept commissions, remuneration, or other benefits from a third party in connection with the recommendations to the CITY and will disclosure in advance any financial interests that form any part of recommendations to the CITY.

Policy 3. CONTRACTORS shall be committed to the public and the profession.

Rules:

3.1 CONTRACTOR will report to the CITY Manager any violation of this Code of Ethics, dangerous behavior, or illegal activities witnessed by the CONTRACTOR during the performance of the services for the CITY.

3.2 CONTRACTOR will respect the rights of consulting colleagues and consulting firms and will not use their proprietary information or methodologies without permission.

3.3 CONTRACTOR will represent the profession with integrity and professionalism in relations with clients, colleagues, and the general public.

3.4 CONTRACTOR will not advertise services in a deceptive manner or misrepresent or denigrate individual consulting practitioners, consulting firms, or the consulting profession.

3.5 CONTRACTOR will promote adherence to the Code of Ethics by other member CONTRACTORS working on CONTRACTOR's behalf.

Approved by City Council Minute Order on February 3, 2020

Exhibit D – Certification of Proposal to the City

1. The undersigned hereby submits its proposal and, by doing so, agrees to furnish services to the City in accordance with the Request for Proposal (RFP), dated October 19, 2021, and to be bound by the terms and conditions of the RFP.
2. The Firm has carefully reviewed its proposal and understands and agrees that the City is not responsible for any errors or omissions on the part of the Firm and that the Firm is responsible for them.
3. It is understood and agreed that the City reserves the right to accept or reject any or all proposals and to waive any informality or irregularity in any proposal received by the City.
4. The proposal includes all of the commentary, figures, and data required by the Request for Proposals, dated October 19, 2021.
5. This Firm has carefully read and fully understands all of the items contained in the General Requirements. The Firm agrees to all of the General Requirements except for those listed on an attachment.
6. The proposal by this proposer is an irrevocable offer and shall be valid for 180 days from **November 17, 2021**.

Name of Firm: _____

By: _____

(Authorized Signature)

Type Name: _____

Title: _____

Address: _____

Telephone Number: _____

Fax Number: _____

Email: _____

Date: _____

Exhibit F: Vendor Response Form

Instructions for Proposals:

Proposers should offer the solution that best meets The City of West Hollywood's technical and functional requirements as stated in this RFP.

1. Submit all information by filling in the requested information in this RFP Response Form
2. All responses to questions must be entered directly on the RFP Response Form – do not use URLs or hyperlinks to web sites. Attachments are to be limited to those items specifically permitted (such as sample agreements) and not used as the primary response to any request for technical information.
3. To make the proposal review process easier, Proposers shall use the **Times New Roman and 11-point font type** for your response. For ease of application, an MS-Word "style" has been added to this template and is labeled "Response."
4. Proposers should recognize that the focus of the City's evaluation will be based on the technical and engineering merits of the solution and the ability of the proposer to execute the implementation plan. The use of marketing language will not enhance the proposal analysis.
5. Proposals must be submitted according to the instructions listed within the RFP document.

Section 1 – Executive Summary

The Vendor must provide an executive summary of no more than three (3) pages of how the Vendor's proposal best meets the needs of the City of West Hollywood. The summary should provide a clear description of the solution and the primary benefits. Explain how the solution provides network reliability/redundancy, performance, survivability, and security.

Section 2 – Table of Contents

Section 3 – Vendor Qualifications and Information

A. Company Background

Provide the following information; repeat this section if there is any subcontractor or partner firm:

1. Parent company (if applicable):
2. Organizational Type/Structure:
3. State of incorporation:
4. Federal Identification Number:
5. California Business License Number:
6. Size of organization:
7. Licensure/accreditation or other relevant information:
8. Location of the closest office to the City of West Hollywood
9. Experience:
 - a) Years company in business:
 - b) Years firm has represented the equipment manufacturer:
 - c) Number of systems installed by the proposing office, same model:
 - d) Other products/manufacturers represented or other key alliances:
10. Supplemental Information:

B. Manufacturer Information

If more than one manufacturer is included in the proposed solution, each manufacturer must be identified.

1. Manufacturers name:
2. Headquarters address:
3. General Availability date of this family of systems:
4. General Availability date of this model of system:
5. General Availability date of the proposed level/version of software:

C. Partner and/or Subcontractors Plan

Provide the company names and function of subcontractors if applicable.

D. Contact Information

Please provide the information below, add in additional key team members as appropriate:

Name	Title / Role	Email	Phone Number
	Account Executive		
	Sales Manager		
	Service Manager		
	Sales Engineer		
	Network Architect		

E. Vendor Personnel

This must include the key team members responsible for the network architecture, solution design, implementation, and training.

Provide the names, roles, and number of years' experience of key personnel available to implement the solution identified in the RFP.

Name	Role	Experience Description	Years of Experience

F. References

Reference 1 - Client Name:	State:	Reference Type:
Contact Name:	Job Title:	Phone Number:
E-mail Address:	Number of Ports:	When Implemented:
Description / Notes:		
Reference 2 - Client Name:	State:	Reference Type:
Contact Name:	Job Title:	Phone Number:
E-mail Address:	Number of Ports:	When Implemented:
Description / Notes:		

Reference 3 - Client Name:	State:	Reference Type:
Contact Name:	Job Title:	Phone Number:
E-mail Address:	Number of Ports:	When Implemented:
Description / Notes:		

Section 4 – Implementation Plan / Scope of Work

Provide the following information for the project as proposed:

1. Describe in detail your proposal to fulfill the requirements of the scope of services. Explain how the solution provides network reliability/redundancy, performance, survivability, and security.
2. Project plan schedule
3. Work Breakdown Structure (WBS)
4. Roles & Responsibilities, including expectations of City staff
5. Description of all assumptions used to prepare this response

Section 5 – Network Drawings

Provide a drawing that depicts the logical relationship and connectivity of the proposed network devices, including access layer switches, aggregation points/devices, and core routing & switching electronics.

Section 6 – Managed Services

Describe in detail your proposal to fulfill the requirements of the scope of services. Explain how the solution provides network reliability/redundancy, performance, survivability, and security.

Section 7 – List of Hardware, Software, and Licenses

A detailed list of all hardware, software and licenses being proposed must be submitted.

Section 8 –Technical Questions

Please answer the following questions:

Implementation

1. What is the core / common protocol(s) used across the network? How does it support the network goals of the City?
2. How do you address VLAN and/or segmentation requirements to maximize operational capabilities?
3. What is your proposed layer 3 scheme?
4. What type of monitoring and syslog collection will be in place?
5. What type of device and client performance metrics will be available to the City?
6. Describe how the solution meets industry standard cyber security standards.
7. What solutions for protection against hacking, denial of service, theft, and defacement to or from our networks will be in place?

8. Is there any element in the data center solution design that creates a risk of service interruption due to a single point of failure?
9. Does the proposed solution create a single point of management for deployment, network changes, patches, upgrades, outages/errors/violations notifications, and troubleshooting? Define the limitations of the management tool(s).
10. Identify the physical support requirements needed for the proposed solution. This includes the amount of rack space needed, the type and number of power circuits needed, and plug type (i.e., six 120V 20Amp circuits each with a NEMA 5-20P outlet).
11. Describe your ability to resolve fiber communication and electrical issues if they arise.
12. Briefly describe the acceptance testing process.
13. Provide a brief description of the appropriate system admin training program, including the recommended classes, content, format, and duration of classes.
14. Describe "day 1" maintenance coverage.

Managed Services

15. To provide appropriate support and monitoring, will the Vendor have to install any software or any equipment, both physical or virtual, on the City's network?
16. Will the Vendor perform daily backups all network configs? If "yes" will these backups be stored offsite?
17. Do you have a network operations center (NOC) or technicians to remotely access the network electronics for remote diagnostics and repair?
18. Please explain where your NOC(s) are located.
19. Do you have field staff located in the greater Los Angeles area?
20. What are your NOC hours of operation?
21. Briefly describe how proactive your managed services are.
22. Briefly describe how your monitoring service creates an automated trouble ticket and what steps your team takes when the ticket is created.
23. Briefly describe the process to manually report trouble.
24. What spare equipment do you recommend the City maintain on site?
25. Describe how performance (response time) SLA's are established, monitored and reported.
26. Please be specific in describing how SLA violation/exceptions are reported.
27. Describe the calculation of repair time. Does the clock start running from the time the outage occurs based on the service logs and regardless of when the trouble ticket is opened by either the Vendor or City of West Hollywood?
28. Identify the parameters of financial compensation that will be paid out or credited to City of West Hollywood if the Respondent or its third-party partners do not achieve the proposed timetable in a critical task execution for the proposed solution:
29. Describe how SLA penalty credits will be handled. How quickly will the credit appear on the service invoice?

Section 9 – Pricing

Return a copy of the entire completed Exhibit G.

Section 10 – Certification of Proposals

Return a copy of the entire completed certification properly executed as provided for in Exhibit D

Section 11 – Understanding of City's Contract and Insurance requirements

It is recognized that the formal basis of any agreement between the implementor and the City will be a contract rather than a proposal. The City maintains various policies related to contractual service providers. Among these are anti-discrimination, a living wage, and an equal benefits policy. In submitting proposals,

the Contractor must indicate that they are prepared to comply with City ordinances and policies. As part of the contract or during contract negotiations, the City may request that the selected firm sign a statement affirming its compliance with these policies. Exhibit C includes sample contract provisions and insurance requirements. Please review the contract and report all sections of the City's contract template that your firm would not be able to comply with.

Fiber and Wireless Network Infrastructure Expansion and Network Managed Services RFP Exhibit - G Proposal Cost Summary

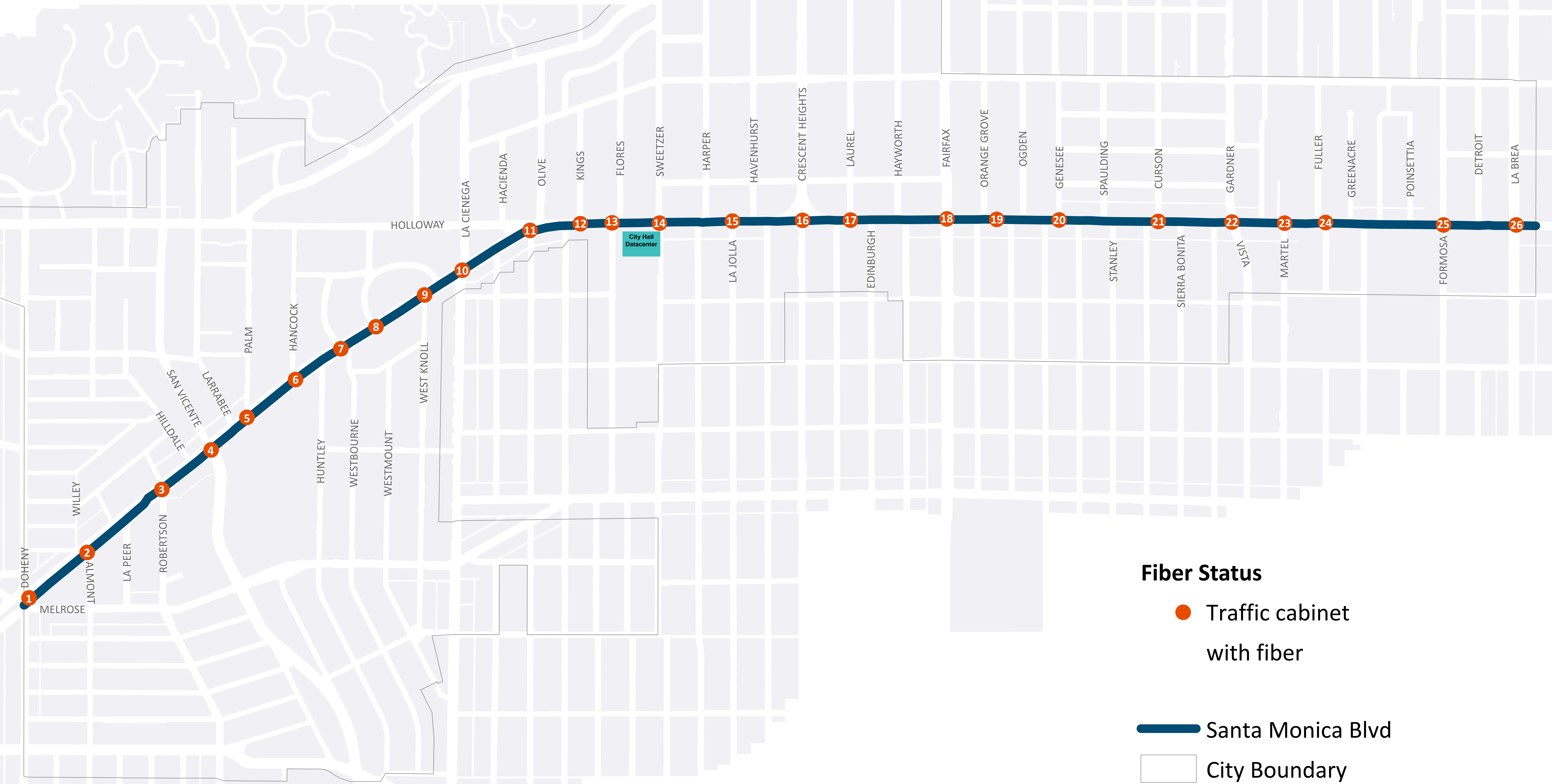
Total cost of proposal

	Cost
Hardware & Software Cost	\$ -
Professional Services Cost	\$ -
Ongoing Support and Licensing Cost	\$ -
Managed Services Cost	\$ -
Other Costs	\$ -
TOTAL	\$ -

Total cost of proposal over the next 5 years

	Cost Year 1	Cost Year 2	Cost Year3	Cost Year 4	Cost Year 5
Hardware & Software Cost					
Professional Services Cost					
Ongoing Support and Licensing Cost					
Managed Services Cost					
Other Costs					
TOTAL	\$ -	\$ -	\$ -	\$ -	\$ -

Santa Monica Blvd Traffic Signal Intersections



Fiber Status

● Traffic cabinet with fiber

— Santa Monica Blvd

□ City Boundary

0 0.25 0.5 1 Mile

