



WESTERN VIRGINIA
WATER AUTHORITY

Western Virginia Water Authority

CUSTOMER SERVICE AND INFORMATION TECHNOLOGY DEPARTMENT

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January 29, 2012

REQUEST FOR PROPOSAL

RFP # IT201201

for

NETWORK CONSULTING SERVICES

One (1) Original and Three (3) complete copies of Proposal

Due
February 13, 2012
3:00 PM
(Local Prevailing Time)

RFP #IT201201
Network Consulting Service for Western Virginia Water Authority

INTRODUCTION AND DUE DATE OF PROPOSAL

The Western Virginia Water Authority (Authority) of Roanoke, Virginia is requesting formal sealed proposals from qualified individuals and companies to provide network consulting, implementation and support services. The Authority desires to have the services performed on a consultant basis. Contracts will be awarded to those individuals or companies that the Authority determines best able to provide the desired services.

The intent of this RFP is to seek out and select individuals or companies who will provide the highest quality service at a reasonable cost. The Authority may award contracts from this RFP to none, one or more individual or companies.

It is not the intent of the proposal to be proprietary. Deviations will be given consideration if they are considered to be suitable and acceptable for comparison.

This is a one year contract with the option to be renewed annually for two more years. The contract will be renewed annually upon written, mutual agreement of both parties. The Authority reserves the right to cancel the contract with 60 days written notice in the event of a purchase of the entity furnishing mailing services or unsatisfactory performance.

One original and three (3) complete copies of the proposal must be submitted in a sealed envelope/package marked "RFP # IT201201 – NETWORK CONSULTING SERVICES" and received in the Information Technology Department, 601 S. Jefferson St., Suite 428 Roanoke VA 24011 **no later than 3:00 p.m. (local prevailing time) on February 13, 2012.** Proposals received after the above date/time will be rejected and returned to the offeror unopened. It is the responsibility of the offeror to insure that proposals are received in the appropriate place and by the designated time. Since this is a formal request, no faxed proposals will be accepted.

As this is a formal, sealed Request for Proposal no information regarding the contents of the proposal or the identity of the offerors will be discussed until after the negotiation process.

The Authority will review the proposals and may, if necessary, conduct interviews with one or more of the qualified proposers as part of the final selection process. The Authority reserves the right to reject any and all proposals and/or waive any informality in any proposal. The Authority reserves the right to accept, reject or negotiate modifications to any proposal as it shall, at its sole discretion, deem to be in its best interest. The determination of adequacy of qualifications shall be at the sole discretion of the Authority.

The RFP is available on the Authority's website at www.westernvawater.org under the Procurement and Request for Proposal links.

The Authority shall provide the mechanism for the evaluation of all information received. The Authority reserves the right to make the final determination of responsible offerors and to waive informalities and/or irregularities and to accept or reject any or all offers. Proposals shall be as thorough and detailed as possible so that the Authority may properly evaluate the capabilities of the offeror to provide the required services. It is not the intent of the specifications to be proprietary, or to exclude any individual, business or firm.

All questions regarding this proposal (phone, email, letter, or fax) should be directed to:

Léana Stoltz, Director of Customer Service and Information Systems
Western Virginia Water Authority
601 S. Jefferson St., Suite 428
Roanoke, VA 24011
Phone: 540-853-5766
Fax: 540-853-5708
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SECTION 1. PURPOSE

The Authority is seeking proposals from qualified vendors to provide network consulting, implementation and support services. The vendor will be required to work closely with third party vendors as well as the City of Roanoke's Department of Technology staff.

The following are mandatory minimum qualifications:

- Net+ or comparable Certification
- Certified Information Systems Security Professional (CISSP) Certified
- Significant experience in network security and intrusion detection
- Significant experience in network design
- Significant experience in network installation and management
- Experience in working with multiple vendors on the same project

Significant experience with network management software and its implementation:

- Experience in networks for both voice and data networks
- Experience networking storage products
- Experience with firewalls and VPN concentrators
- Experience with Windows servers
- Experience with MS SQL
- Project management skills

Successful submissions should include at least the following: demonstrated training and/or experience in the areas listed above, resume(s), reference(s), and rate structure(s). Evaluation criteria include relevant experience, availability, references, price, experience in working with multiple vendors on the same project and any other parameters that the Authority may deem reasonable.

SECTION 2. BACKGROUND

The Authority is an incorporated public body independent of local government with its main office at 601 S. Jefferson Street in Roanoke, Virginia. We provide a high quality and dependable potable water supply as well as wastewater services to around 59,000 residential and commercial customers in the City of Roanoke, Roanoke County and Franklin County.

The Authority has contracted with the City of Roanoke's Department of Technology to provide network and server support and utilizes the city's network and telephone infrastructure.

The Enterprise Wide Area Network (WAN) architecture is configured as a metropolitan area network (MAN) consisting of a fiber backbone running a Sonet-based "optical Ethernet" system

integrating voice, video, and data over a high capacity OC-48 link (2.4Gb/sec). This backbone connects the main Operations Center to nine City and Authority remote facilities using Nortel OPTera 3500 multi-service platforms with T1 and gigabit Ethernet cards at each location. Two fiber pairs run to each location for redundancy.

The network is configured using 100mb Ethernet with Novell Netware for network authentication and file and print sharing.

The Authority has facilities at the following locations:

Facility	Address	Type of Connection
Coulter Building (main facility)	601 S. Jefferson Street Suite 200 Roanoke, VA 24011	On Sonet
Field Operations	3322 Hollins Road, N.E. Roanoke, VA 24012	On Sonet
Roanoke Regional Water Pollution Control Plant	1502 Brownlee Avenue, S.E. Roanoke, VA 24014	On Sonet
Carvins Cove	8192 Angel Lane Roanoke, VA 24019	VPN connection via 3rd party Vendor
Spring Hollow	6200 West Main Street Salem, VA 24153	VPN connection via 3rd party Vendor
Crystal Spring	2012 S. Jefferson Street Roanoke, VA 24014	Point-to-point connection via 3rd party Vendor

Remote access to enterprise facilities is provided using Virtual Private Network (VPN) for several smaller remote offices as well as for field personnel, employees from home, or while out of town on business.

The city hosts a wide variety of operating environments for both application and system-related applications and facilities but the Authority's servers and operating systems supported by either the City or a third party includes:

- AS/400 supporting the H.T.E Billing System. This server will become obsolete in 2013.
- Windows servers for a wide variety of applications, e-mail SMTP services, network management and system utilities.
- Novell NetWare server used for network authentication and file and print sharing.

The Authority's database standard is MS SQL Server but a small number of applications run in Lotus Notes. The current Customer Information System has a DB2 database. Crystal Reports is the standard report writing tool.

Internet access for employees as well as outside access to the Authority's web servers by outside parties via the Internet is provided via the city's DS-3 connection. Our public web server provides internet users connection to the Authority's website. Secure access to the website is handled using encryption certified by Verisign.

The Authority is starting an automatic meter reading (AMI) project in February 2012 which will require communications for backhauling meter readings to a central location.

The response should indicate the location of the office closest to the Authority's

Administrative offices at 601 S. Jefferson St., Roanoke, VA which can service the Authority's needs.

SECTION 3. CONTRACT PERIOD

The Authority expects this engagement to last twelve (12) months; however the Authority has the right to terminate the services at its sole discretion. The Authority may renew the contract at the same terms and conditions for two (2) additional one-year periods.

SECTION 4. QUALIFICATIONS

The provider should include, with their response to this Request for Proposal, a full company profile; company's age; years in service; whether bonded or not; a partial listing of major customers or municipal entities using the service being requested; personal qualifications of major provider officials who will be servicing the Authority's account; data processing capabilities of the provider; location of the provider's operations center which will service the Authority's account; and other information which the responder deems appropriate and of potential interest to the Authority.

SECTION 5. EVALUATION OF THE PROPOSAL

Western Virginia Water Authority shall provide the mechanism for the evaluation of all information received. The Authority reserves the right to make the final determination of responsible offerors and to waive informalities and/or irregularities and to accept or reject any or all offers. Proposals shall be as thorough and detailed as possible so that the Authority may properly evaluate the capabilities of the offeror to provide the required services.

The Authority will evaluate all proposals on the basis of selection criteria that include, but are not limited to the following:

- Cost - The terms and fees proposed for the services.
- Commitment - The credibility of the vendors commitment to provide the requested services, meet or exceed all requirements and provide quality personnel.
- Experience and Competence - The vendor's specific experience and demonstrated ability in providing the services on a scale comparable to that described in this RFP.

The above criteria are not necessarily listed in the order of importance.

SECTION 6. GENERAL TERMS, CONDITIONS, AND INSTRUCTIONS

READ CAREFULLY - Proposals must be submitted in accordance with instructions given in this document. All information requested must be submitted. Failure to do so may result in the proposal being considered non-responsive and, therefore, rejected.

Acceptance or Rejection of Proposals

The Western Virginia Water Authority reserves the right to accept or reject any or all offers. The Authority also reserves the right to award the contract for any such materials, goods or services the Authority deems will best serve its interests. It further reserves the right to award the contract on a split order basis, lump sum or individual basis, or such combinations as shall best serve the interest of the Authority. The Authority reserves the right to make a site visit to the facility prior to proposal award.

Proposal Guaranty

The vendor must guarantee not to withdraw a proposal during the period of ninety (90) days following the due date or until a contract is signed; that if such proposal is accepted the proposer will accept and perform under the terms of this RFP, the proposal and any subsequent negotiation and resulting contract.

Compliance with Laws

The vendor is responsible for compliance with all Local, State and/or Federal laws and regulations. The Authority shall be held harmless from any liability.

By my signature on this solicitation, I certify compliance with federal, state, and local laws and regulations applicable to the performance of the services described herein.

Ruling Law

This request for proposals and any contract executed pursuant hereto of which this request for proposal shall be an internal part shall be governed, controlled and interpreted in accordance with the law of the Commonwealth of Virginia.

Tax Exemption

The Authority is exempt from any taxes imposed by State and/or Federal Government. Upon notification, the Authority will furnish a certificate of tax exemption.

Ethics in Public Contracting

By submitting their proposals, the Offeror certifies that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer, or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction, any payment, loan, subscription, advance, deposit of money, services, or anything of more than nominal value, present or promised unless consideration of substantially equal or greater value was exchanged.

Anti-Discrimination

By submitting their proposal, all offerors certify to the Authority that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Act of 1975, as amended where applicable, and Section 2.2-4311 of the Virginia Public Procurement Act which provides:

In every contract of more than \$10,000 the following provisions shall apply:

- (a) During the performance of this contract, the contractor agrees as follows:
The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or other basis

prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

- (b) The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
- (c) Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- (d) The contractor will include the provisions of the foregoing paragraphs a, b and c in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

Drug-free Workplace

During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in violation of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

Contract

Any contract resulting from this proposal shall consist of the following documents: the General Terms and Conditions which are contained in the Request for Proposal, together with the offeror's response, which consists of this document, the Price Schedule and other related documents attached hereto or submitted with this Request for Proposal.

Modification of Contract

This RFP and any subsequent contract constitute the entire agreement between the proposer and the Authority. No alteration, amendment, or modification in the provisions of the contract shall be effective unless it is put in writing, signed by all parties and attached.

Assignment of Contract

A contract shall not be assignable by the proposer in whole or in part without the written consent of the Authority.

Cancellation of Contract

The Authority reserves the right to cancel and terminate any resulting contract, with a 60-day written notice to the contractor. Any contract cancellation notice will not relieve the contractor of the obligation to deliver and/or perform on all services prior to the effective date of cancellation. Cancellation of the contract would become effective the thirty-first day after notification.

Data for cancellation of the contract will be gathered by the Authority. The opinion of the Authority as to lack of performance will be final and without appeal.

Default

In case of failure to provide goods/services as specified herein, the Authority, after due written notice, may procure goods/services from other sources and hold the proposer responsible for any and all excess cost occasioned thereby.

Antitrust

By entering into a contract, the offeror conveys, sells, assigns and transfers to the Authority all rights, title, and interest in and to all causes of the action it may now or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Authority under said contract.

Debarment Status

By submitting their proposal, all vendors certify that they are not currently debarred from submitting Proposals on contracts by any Agency of the Commonwealth of Virginia, nor are they an agent of any person or entity that is currently debarred from submitting Proposals on contracts by any Agency of the Commonwealth of Virginia.

Performance Bond

At the time of or prior to the execution of the contract, the Authority reserves the right to require the successful offeror to furnish a performance and/or labor and material payment bond with corporate surety, satisfactory to the Authority, in the amount of the contract price.

Quality

All materials used for the manufacture or construction of any supplies, materials or equipment covered by this contract shall be of the best quality available.

Delivery

Time is of the essence for delivery of any items, products or service procured as a result of this contract. If delivery is not made at the time specified on the Request for Proposal or subsequent negotiations, the Authority reserves the right to call in any and all bonds or other security given for performance, to cancel the order, or any part thereof, without obligation, to declare the seller in default, and to disqualify the seller from bidding on future Authority contracts.

Copyright or Patent Rights

The proposer warrants that there have been no violations of copyrights or patent rights in the manufacture, production or sale of the goods shipped or ordered as a result of this proposal.

The proposer agrees that the Authority shall be indemnified and held harmless from any and all liability or expense occasioned by any such violations.

Certification and Ability

The Authority reserves the right to request from the proposer, a separate manufacturer's certification of all statements made in the proposal. The Authority may request any or all proposers to furnish proof of experience, ability and financial standing.

Proprietary Information

Ownership of all data, materials, and documentation originated and prepared for the Authority pursuant to the REQUEST FOR PROPOSAL shall belong exclusively to the Authority and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in rejection of the proposal.

**SIGNATURE FORM FOR
RFP # IT201201
NETWORK CONSULTING SERVICES**

BY MY SIGNATURE ON THIS SOLICITATION, I CERTIFY COMPLIANCE WITH FEDERAL, STATE, AND LOCAL LAWS AND REGULATIONS APPLICABLE TO THE PERFORMANCE OF THE SERVICES DESCRIBED HEREIN.

OFFEROR CERTIFIES THAT BY SUBMISSION OF THIS PROPOSAL, HE HAS READ AND AGREES TO THE TERMS AND CONDITIONS SET FORTH IN THIS REQUEST FOR PROPOSAL.

I, HEREBY CERTIFY THAT I AM AUTHORIZED TO SIGN AS A REPRESENTATIVE FOR THE FIRM:

COMPANY NAME _____

COMPANY
ADDRESS _____

TELEPHONE # _____

FAX# _____

FED ID # _____

EMAIL ADDRESS _____

DATE _____

SIGNATURE/TITLE _____

NAME/TITLE _____

(please print)

To receive consideration for award, this signature sheet must be returned with your proposal, as it shall be a part of your response.