



Town of Bluffton

Request for Proposals

RFP #2019-08

Camera Installation and On-Call IT Services, LEC

1. PURPOSE

The Town of Bluffton, South Carolina (Town) is seeking proposals from interested and qualified firms with past, proven, positive experiences in providing **acquisition and installation of surveillance cameras and associated backhaul and equipment, and on-call/as-needed maintenance thereof**, under a combination fixed price/hourly rate IT services master service agreement. The target start date for performing these services is **November 2018**.

The Town intends to award one contract to the firm that presents the proposal considered to be of the best value to the Town for a period of one (1) year with the option to renew for three (3) additional 1 year periods.

At any time during the solicitation process, the Town of Bluffton reserves the right to refuse any and all sealed proposals and to waive any technicalities and formalities. The Town of Bluffton reserves the right to negotiate with all qualified Proposers. The Town may cancel this solicitation in part or in its entirety at any time during the solicitation process if it is in the Town's best interest to do so.

2. SOLICITATION TERMS and CONDITIONS

Proposers Responsibility:

While the Town has used considerable efforts to ensure an accurate representation of information in this RFP, each prospective Proposer is urged to conduct its own investigations into the material facts and the Town shall not be held liable or accountable for any error or omission in any part of this RFP.

Before submitting a proposal, each Proposer shall make all investigations and examinations necessary to ascertain site conditions and requirements affecting the full performance of a contract and to verify any representations made by the Town upon which the Proposer will rely. If the Proposer receives an award because of its submission, failure to have made such investigations and examinations will in no way relieve the Proposer from its obligations to comply in every detail with all provisions and requirements of the contract, nor will a plea of ignorance of such conditions and requirements be accepted as a basis for any claim by the Proposer for additional compensation or relief.

A Proposer, by submitting a proposal represents that the Proposer has read and understands the Request for Proposals requirements and its response is made in accordance therewith and that the Proposer is familiar with the local conditions under which the awarded Proposer must perform.

It is incumbent upon each prospective Proposer to carefully examine these requirements, terms, and conditions. Any inquiries, suggestions, or requests concerning interpretation, clarification or additional information shall be made in writing in accordance with procedures set forth herein. The Town will not be responsible for any oral representation given by any employee, representative or others. The issuance of a written addendum is the only official method by which interpretation, clarification or additional information can be given.

Bid Walk:

A bid walk will be held at **10:00 AM on October 23, 2018**, commencing at the entrance to the Bluffton Law Enforcement Center located at 101 Progressive Street, Bluffton, SC 29910. This bid walk is not mandatory. The Buckwalter location will be walked at this time and then participants will caravan to the Oscar Frazier Park location.

Questions and Inquiries:

Questions and inquiries must be received via email no later than October 23, 2018 at 4:00 PM. Replies considered necessary or critical to the solicitation will be issued through an addendum within the Bid Opportunities section of the Town's website at www.townofbluffton.sc.gov. It is the Proposer's responsibility to check the website periodically to determine if an addendum has been issued. Only questions answered by formal written addenda will be binding. Oral and other interpretations or clarifications will be without legal effect and may not be relied upon by potential firms in submitting their qualifications statement. Receipt of all addenda shall be acknowledged by the firm signing and enclosing said addendum acknowledgement with their proposal.

Questions and inquiries regarding this solicitation shall be submitted to:

**Brian Osborne
Engineering Department
Town of Bluffton
bosborne@townofbluffton.com**

Restricted Discussions:

All prospective Proposers are hereby instructed not to contact any member of the Town of Bluffton Council, the Town Manager or Town of Bluffton staff members, other than the noted contact person OR the Town's Purchasing Administrator regarding this RFP or their response at any time during the RFP process. Any such contact shall be cause for rejection of your submittal

Submittal of Proposals:

Sealed proposals shall be received by or prior to:

2:00 pm on Tuesday, November 6, 2018

The closing date and time shall be scrupulously observed. Packages containing submittals shall be presented as such that they may be easily identified. The outside of the package shall be identified as follows:

RFP # 2019-08
Camera Installation and On-Call IT Services, LEC
Town of Bluffton
Attn: Brian Osborne, Engineering Department

Packages containing submittals and being delivered by postal, freight carrier, courier or in person shall be sent to:

Town of Bluffton
20 Bridge Street
Bluffton, South Carolina 29910

Public Opening of Proposals:

Due to the renovation of Town Hall and the inability to provide proper accommodations for all participants and attendees of the public opening, the public opening will be held immediately following the deadline and at the address, on the date and time specified below:

2:15 pm on Tuesday, November 6, 2018

Rotary Community Center / Oscar Frazier Park
11 Recreation Court
Bluffton, South Carolina 29910

No packages will be accepted at the Public Opening location. Packages must be submitted to the Town Hall location prior to the deadline to be considered. Packages mailed or hand delivered to the Rotary Community Center will be rejected.

The names of the firms submitting qualifications packages will be read aloud and recorded. No other information will be provided to the public until after a final contract has been awarded.

Late Submittals:

Under no circumstances shall qualifications statements be delivered after the time specified; such submittals will be returned unopened to the submitting firm. The Town will not be responsible for late deliveries or delayed mail. It is the firm's sole responsibility to assure that his/her submittal is complete and delivered at the proper time and place prior to the deadline. Submittals which for any reason are not delivered will not be considered. Offers by facsimile, telegram or telephone are not acceptable.

Acceptance / Rejection:

The Town reserves the right to accept or reject any or all proposals. The Town also reserves the right to waive any irregularities, informalities, or technicalities and may at its discretion, request a new solicitation.

Receipt of a proposal does not indicate that the Town of Bluffton has pre-determined a company's qualifications to receive an award or contract. Such determination will be made after the opening and will be based on the Town's evaluation of the proposals compared to the specific requirements and qualifications of a firm as contained and described in this document.

Proprietary and/or Confidential Information:

A proposal is a public document under the South Carolina Freedom of Information Act (FOIA), except as to information that may be treated as confidential as an exception to disclosure under the FOIA. A firm that cannot agree to this standard should not submit a proposal.

All information that is to be treated as confidential and/or proprietary must be CLEARLY identified, and each page containing confidential and/or proprietary information, in whole or in part, must be stamped and/or denoted as CONFIDENTIAL, in bold, in a font of at least 12 point type, in the upper right hand corner of the page. All information not so denoted and identified may be subject to disclosure by the Town.

Award:

Award will be made to the Proposer who submits the overall proposal that is judged to provide the most advantageous and best value to the Town. In determining the most advantageous proposal, the Town reserves the right to consider criteria, such as, but not limited to, cost, quality, workmanship, past experience, ability, capability, reputation, and past performance. The Town may opt to establish alternate selection criteria to protect its best interest or meet performance or operational standards.

Local Preference:

The Local Vendor Preference program has been implemented by the Town of Bluffton under the Town of Bluffton Ordinance No. 2010-13. The ordinance allows the Town to implement more favorable evaluation criteria for vendors that are certified as local vendors. Any vendor certified as a local vendor shall be given preference in the following manner:

A. Definition of a Certified Local Vendor:

- Company maintains a local office within the legally defined boundaries of Beaufort County; has a majority of full time employees, chief officers and managers regularly conducting work at this location; properly licensed for commercial operations; is open to the public; and is in compliance with local zoning requirements;
- Company has held a valid Town Business License for a consecutive period of at least two (2) years prior to application for certification; and
- Company has submitted a Local Preference Certification statement and is on file.

B. Evaluation Processes:

- Selection criteria shall include (as applicable) the local vendor preference program or demonstrated local content with a minimum weighting of five (5) percent

3. QUALIFICATIONS

At a minimum, and to be considered a responsible proposer, the individuals and/or firm must:

- A.** Currently possess Cisco and Cisco Meraki certifications/CSCO ID, copies of which shall be provided with the RFP response;
- B.** Possess, or be willing to obtain within 30 days of award, Level 4 CJIS Security training. Copy of completion to be provided to the Bluffton Police Department TAC Officer;
- C.** Currently possess or be willing to obtain a Town of Bluffton Business License if contract is awarded;
- D.** Have five (5) years of documented past, proven and positive experiences providing IT networking experience, and experience with IP-based cameras and support;
- E.** Provide recent references of clients for whom the firm has provided similar services;
- F.** Demonstrate the ability to provide the requested services;

4. SCOPE OF SERVICES

This Scope of Services defines the minimal acceptable performance by the proposer in providing the defined services at all the identified locations and related areas identified below. The successful offeror will demonstrate in its proposal the ability to perform these services for the Town of Bluffton at the Law Enforcement Center. Offerors are encouraged to propose alternate approaches and/or enhancements to the process as part of the methodology and approach of the submittal package. The target date for commencing these services is November 2018.

Term of Contract:

This contract shall be effective for one (1) year following the date of execution.

Option to Renew:

Prior to, or upon completion of the initial term of this contract, the Town shall have the option to renew the contract for three (3) additional one (1) year periods. Continuation of the contract beyond the initial period, and any option subsequently exercised, is a Town prerogative, and not a right of the vendor. This prerogative will be exercised only when such continuation is clearly in the best interest of the Town.

Scope of Work:

The Scope of Work is detailed in Exhibit A. The Town of Bluffton has identified several points of interest in which to enhance its visual capabilities to provide improved public safety. Visual objectives for Buckwalter Place and Oscar Frazier Park are included as Exhibits B and C. The Town is interested in Vendor's proposed options on how to effectively achieve maintaining visual contact with those objectives, including detailed descriptions of recommended equipment (to include cameras, cabling, network video recorder), equipment quantities, placement, and mounting.

Vendor's must be able to respond to on-site service requests within five (5) hours of service call if needed, therefore local presence is a weighted priority. Service may not be subcontracted unless previously approved by the Town.

All electrical work will be the responsibility of the Town. All low voltage work will be the responsibility of the Vendor.

Warranty on equipment (cameras, cabling, etc.) shall run two (2) years from the date of installation or longer if offered by the original equipment manufacturer. All warranties shall be transferable to the Town upon final payment of installation tasks. Vendor shall also provide a one year warranty of workmanship on all services.

Insurance:

The awarded vendor shall provide and maintain at all times during the term of the contract, without cost or expense to the Town, policies of insurance, with a company or companies authorized to do business in the State of South Carolina, and which are acceptable to the Town, insuring the vendor against any and all claims, demands or causes of action whatsoever, for injuries received or damage to property relating to the performance of duties, services and/or obligations of the vendor under the terms and provisions of the contract. The vendor is responsible for a timely provision of certificate(s) of insurance to the Town at the certificate holder address evidencing conformance with the contract requirements at all times throughout the term of the contract.

An original certificate of insurance, indicating that the awarded vendor has coverage in accordance with the requirements of this section, shall be furnished by the vendor to the Town within five (5) working days of such request and must be received and accepted by the Town prior to contract execution and/or before any work begins.

Such policies of insurance, and confirming certificates of insurance, shall insure the vendor is in accordance with the following minimum limits:

Workers Compensation – The Selected Vendor shall agree to maintain Worker's Compensation Insurance & Employers Liability in accordance with the State of South Carolina Code.

Business Auto Policy – The Selected Vendor shall agree to maintain Business Automobile Liability at a limit of liability not less than \$500,000 each occurrence for all owned, non-owned and hired automobiles.

Commercial General Liability – Commercial General Liability for public liability during the lifetime of a contract shall have minimum limits of \$1,000,000 per claim, \$2,000,000 per occurrence for Personal Injury, Bodily Injury, and Property Damage Liability. Coverage shall include Premises and/or Operations, Independent Contractors, Products and/or Complete Operations, Contractual Liability and Broad Form Property Damage Endorsements. Coverage shall not contain an exclusion or limitation endorsement for Contractual Liability or Cross Liability. Coverage for the hazards of explosion, collapse and underground property damage (XCU) must also be included when applicable to the work to be performed. All insurance policies shall be issued from a company or companies duly licensed by the State of South Carolina. Specific endorsements will be requested depending upon the type and scope of work to be performed.

Professional Liability – The Selected Vendor shall agree to maintain Professional Liability or equivalent Errors & Omissions Liability at a limit of liability not less than \$1,000,000 Per Occurrence. When a self-insured retention (SIR) or deductible exceeds \$10,000, the Town reserves the right, but not the obligation, to review and request a copy of Vendors most recent annual report or audited financial statement.

Additional Insured Requirements – Except as to Workers' Compensation and Employers' Liability, said Certificate(s) shall clearly state that coverage required by the contract has been endorsed as follows:

Town of Bluffton, a municipality of the State of South Carolina, its officers, agents and employees as additional insured.

The Certificate of Insurance shall unequivocally provide thirty (30) days written notice to the Town prior to any adverse changes, cancellation, or non-renewal of coverage thereunder. Said liability insurance must be acceptable by and approved by the Town as to form and types of coverage.

Delivery and Completion of Work:

The Town will use the Proposer's estimate to develop a period of performance for work to be completed. This period of performance may be adjusted at the Town's discretion. All work shall be performed in accordance with good commercial practice. The work schedule and completion dates shall be adhered to by the Proposer(s), except in such cases where the completion date will be delayed due to acts of God, strikes, or other causes beyond the control of the vendor. In these cases, the Proposer shall notify the Town of the delays in advance of the original completion date so that a revised delivery schedule can be appropriately considered by the Town.

Acceptance of Services:

The services rendered as a result of an award from this solicitation shall not be deemed complete, until accepted by the Town and shall be in compliance with the terms herein, fully in accord with the specifications and of the highest quality. In the event that the service does not conform to the specifications, the Town reserves the right to terminate the contract and will not be responsible to pay for any such service.

5. SUBMITTALS and FORMAT

By submitting a proposal, the firm certifies that it has full knowledge of the scope, nature, and quality of work to be performed. Submittals should be prepared simply and economically, providing a straightforward, concise description of the respondent's ability to fulfill the requirements of the scope of work and a solution that is viable and within the Town's best interests.

The Town reserves the right to award a contract pursuant to this RFP without further discussion with proposers. Therefore, it is important that each submittal is complete, adheres to the format and instructions contained herein, and is submitted in the most favorable manner possible. Failure to provide the requested information will render your proposal as non-responsive.

The submittal package shall consist of three (3) submittals comprised of one (1) signed original and two (2) complete copies of the Respondents proposal. The submittal package along with the appropriate number of copies shall be sealed and delivered no later than date and time listed above.

The contents of the proposal shall include the following:

A. Signatory Sheet

Completed, signed and certified qualifications statement.

B. Letter of Transmittal

Limit to one (1) or two (2) printed pages.

- Briefly state the firms understanding of the work to be done and the commitment to perform the work.
- Give the names of the persons who will be authorized to make representations for the firm, their titles, and contact information.
- The letter must be signed by an authorized representative of the company who has the authority to commit the company to their proposal as submitted.

C. Copy of Town of Bluffton Business License

This section shall include a copy of the firms Town of Bluffton Business License. If the firm does not currently have a license, then a letter of commitment to obtain a Town of Bluffton Business License if contract is awarded shall be inserted.

D. Firm's Profile

- Describe the firm, including size, the number of technicians and range of services offered in-house.
- State the location of the office from which the work is to be performed.
- Provide required certificates and any other certifications the firm deems relevant.
- Qualifications of project members, operating personnel and management who would be assigned and have direct responsibility for fulfilling the terms of the contract, particularly with similar scope and complexity.
- What ability does the firm have to sustain the potential loss of key personnel and still adequately meet the terms of the contract?

E. Firms Experience and Performance (Past and Current)

- Indicate firm's proven, positive past experiences with projects of similar scope and complexity.
- Provide experience in meeting timelines and schedules with clearly established and proven methods for maintaining the budget.
- Indicate services performed for similar projects in the past five (5) years. Projects shall include demonstrated, successful performances including, but not be limited to:
 - Project management;
 - Quality control;
 - Responsiveness to RFIs, Change Order Requests, etc.;
 - Quality of project monitoring and contract administration;
 - Ability to work in a team environment to effectively motivate contractor to successfully meet project requirements for quality, schedule, and budget;

- Unique approaches, creativity, site adaption, integration of new technologies; and
- Quality, timeliness, completing project, closeout.
- Provide references of clients for whom the firm has provided recent similar services. Give dates and other particulars of the jobs, along with the name, .

F. Firms approach and methodology to executing solution and/or performance

- Provide a concise description of the approach and process the firm will employ to successfully complete the installation to include operational plans, work procedures, processing systems and any specific staffing or equipment resources that will be employed by the firm to support the needs and objective of the Town of Bluffton. Be specific as to quantity, make, and model of camera. Show locations of camera to include mounting details. Provide a timeline beginning with Notice to Proceed of major milestones including, but not limited to, equipment ordering, equipment receipt (by Vendor), installation, cabling, and testing milestones.
- Provide a statement demonstrating an understanding of the services and support required by this RFP. State how the firm will approach the project and the methodology to be used to perform the services or obtain the solution as described or outlined in the Scope of Services within the five (5) hour response window.
- Exceptions – clearly describe any exceptions the firm may have in regards to any requirements stated in the Scope of Services.

G. Pricing Schedule

Firms shall provide a pricing schedule which shall be broken into two components: the camera system and on-call, as-needed service. The camera system shall be a firm fixed price with a specific bill of materials and hourly labor rates of specific job titles and level of effort specified. On-call IT services shall specify hourly rates by job title.

Warranty duration must be specified on the pricing schedule: Warranty on equipment and materials shall run two (2) years from the date of installation or longer if offered by the original equipment manufacturer. All warranties shall be transferable to the Town upon final payment of installation tasks. Vendor shall also provide a one year warranty of workmanship on all services.

Pricing schedule must also state the following:

The undersigned agrees that this proposal may not be revoked or withdrawn after the time set for the opening of proposals, but shall remain open for a period of ninety (90) days. The undersigned, if notified of the acceptance of this proposal, agrees to negotiate in good faith a contract for the compensation stated above. Pending mutual negotiation and acceptance of a price for the work, the undersigned agrees to commence and fully complete the work in accordance with the schedule for the first year of the agreement. Any price determination shall be submitted by the Contractor a minimum of ninety (90) days prior to a renewed term of the agreement.

Submitted by:

Legal name of firm: _____

Address 1: _____

Address 2: _____

Authorized signatory: _____ Title: _____

Signature: _____ Date: _____

6. EVALUATION, SELECTION, NEGOTIATION and AWARD

State of South Carolina procurement code will be followed to secure the awarded firm. The contact listed within this solicitation, in coordination with the Purchasing Administrator, will be the coordinator for the selection process and the sole point of contact for all respondents. In addition to the materials provided in the written responses to this RFP, the Town may utilize site visits or may request additional material, information, interviews, presentations or references from the respondent(s) submitting a proposal or offer.

A. Evaluation Criteria:

Proposals will be evaluated on the basis of the following criteria:

- a. Proposed Costs
- b. System Design
- c. Past Performance
- d. Local Vendor Presence
- e. Firms Qualified Personnel, Experience

A points system will be given to each criteria listed through the identified weighting system:

EVALUATION CRITERIA	MAX POINTS
Proposed Costs	23
System Design	23
Past Performance	23
Local Vendor Preference	8
Firm's Qualified Personnel, Experience	23
TOTAL POSSIBLE POINTS	100

B. Evaluation Method

All responsive submittals will be reviewed and evaluated by a Review and Selection Team. This three (3) to five (5) member committee approach will require selected staff to evaluate the submittals through the following processes:

- Individually provide a detailed review and thorough evaluation of each submittal;
- Individually score each submittal utilizing the scoring method given;
- Combining the scores of each individual team member to form an overall team score;
- Eventual participation in a team discussion, including in-depth evaluations and group interaction after individual review and scores are achieved.

The Town reserves the right to request additional information and/or clarification of any information submitted by any respondent at any time during the evaluation process. This includes, but is not limited to information that indicates financial resources as well as the ability to provide and maintain the services as requested. The Town reserves the right to make investigations of the qualifications of the respondent as it deems appropriate, including but not limited to background investigations.

Firms exhibiting the ability to provide and maintain the services requested; submits a proposal that is formatted correctly; and is inclusive of all the required forms will be considered a responsive and responsible proposer.

C. Selection Method:

In general, the Town of Bluffton wishes to avoid the expense (to the Town and to presenting firms) of unnecessary presentations. Therefore, the Town will make every reasonable effort to achieve the ranking using written submittals alone.

If no single top ranked firm can be clearly identified by review of the written submittals alone, then the Review and Selection Team shall request the Purchasing Administrator to schedule the top ranked firms for presentations / interviews.

The Town may choose to conduct oral interviews with, or receive oral presentations from, one or more of the Proposers. If the Town chooses to allow oral interviews and/or presentations, such interviews or oral presentations will be open to the public. The Town will not be liable for any costs incurred by a Proposer in connection with such interviews/presentations (i.e., travel, accommodations, etc.)

The Selection and Review team will rank all complete submittals received and/or formal oral presentations/interviews in order of preference and outcomes will be based on the determination of which firm will meet the needs and provide the best overall value to the Town as it pertains to the requirements of the scope of work.

D. Negotiations:

The Town reserves the right to negotiate a final agreement with the top ranked proposal that meets the needs and is considered the best value to the Town of Bluffton. If a contract cannot be negotiated with the highest ranking firm, negotiations may be conducted with the second, and then the third, and so on until a satisfactory contract can be agreed upon and executed. Additionally, should the Town choose to do so, it reserves the right to provide all responsive and responsible Proposers an opportunity to submit their best and final offers.

E. Award and Contract

Award will be made in accordance with the Town of Bluffton's purchasing policy and procedures. A contract resulting from an award shall be the Town of Bluffton's purchase order and/or contract, containing the Town's terms and conditions. A sample of the contract has been attached to this solicitation for viewing. Contracts from firms submitting a proposal will not be accepted.

Exhibits

1. Exhibit A, Scope of Work
2. Exhibit B, Buckwalter Place
3. Exhibit C, Oscar Frazier Park
4. Exhibit D, Sample Master Service Agreement