



Request for Proposals (RFP)

Network Infrastructure Refresh and Networking Managed Services

Proposals Due: January 4, 2023, by 3:00 P.M.
Office of Town Clerk
11 Uptown Circle
Normal, IL 61761

Project Name: Network Infrastructure Refresh

RFP Available: November 23, 2022

Project Location: City Hall, Normal, Illinois 61761

Project Description: Replacement of network infrastructure, design and implementation, managed services

Owner: Town of Normal, Illinois,
11 Uptown Circle, Normal, IL 61761

Contact: Vasudha P. Gadhiraju
Director of Innovation and Technology
email: vgadhiraju@normal.org
All written questions may be submitted starting Nov 28, 2022, and continuing through December 16, 2022.

The Town of Normal reserves the right to reject any or all proposals received. Further, the Town has the right to waive any informality or technicality in proposals received when in the Town's best interest.

Contents

1.	RFP Overview	1
1.1.	Purpose	1
1.2.	RFP communications	1
1.3.	RFP schedule	2
2.	Scope and Specifications	3
2.1.	Scope of Work	3
2.1.1.	Design Services	3
2.1.2.	Hardware Procurement	3
2.1.3.	Hardware Installation Services	4
2.1.4.	Management Services	5
2.2.	Specifications	7
3.	General Proposal Instructions	9
3.1.	Pre-proposal preparation	9
3.2.	Proposal understanding	9
3.3.	Addenda	9
3.4.	Proposal submission	10
3.5.	Treatment of confidential information	11
4.	Proposal Contents	12
4.1.	Executive Summary	12
4.2.	Proposer background	12
4.3.	Project understanding	13
4.4.	List of hardware and software	14
4.5.	Work Plan and Town staff expectation	14
4.6.	Maintenance and support	14
4.7.	Training.	14
4.8.	Documentation	15
4.9.	Pricing of Services	15
4.10.	References	16
4.11.	Contract execution	17
5.	Town Evaluation	18
5.1.	Town rights in selection	18

5.2. Evaluation process 18

5.3. Discussion with responsible Proposers..... 19

5.4. Selection criteria 19

Appendices

Appendix A: Requirement Compliance Workbook

Appendix B: Current Network Inventory Summary

Appendix C: Pricing Workbook

Appendix D: Contract

1. RFP Overview

1.1. Purpose

The purpose of this request for proposal ("RFP") is to solicit proposals from qualified network integrators or manufacturers to perform a turnkey replacement of the Town of Normal's aging network equipment. In addition, the selected vendor will provide managed services, via a contract with the Town for a to-be-determined length of time, for all equipment provided as well as equipment not being replaced. Finally, the selected vendor will provide network design and implementation services for future network projects.

The ideal vendor will have experience and certifications in deploying and configuring network equipment and services in local government agencies of similar size to Town of Normal or larger. The successful vendor will be responsible for the final Town-approved design, procurement, installation, 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 equipment as well as long-term, comprehensive, reliable, timely, proactive network management and support that will promote the mission of the Town of Normal in serving its citizens.

1.2. RFP communications

Please direct all communications regarding this RFP to:

Vasudha P. Gadhiraju,
Director, Innovation and Technology
Town of Normal
11 Uptown Circle
Normal, IL 61761
vgadhiraju@normal.org

All communications or questions concerning this RFP must be submitted in writing, referencing the specific paragraph and page number. The deadline for written inquiries is listed in section 1.3. Written responses will be prepared by the Town and posted Town's website as noted in section 1.3. Changes to this RFP will be made only by formal written correspondence issued by the Town.

A copy of this RFP and any additional documents may be found at the Town of Normal's website (www.normal.org).

1.3. RFP schedule

The following is a tentative schedule of this entire RFP process. While the Town will attempt to apply the necessary resources to maintain this schedule, the following dates are merely projections, and the Town reserves the right to modify this schedule as needed to accommodate the completion of this RFP process.

Project Schedule	
RFP Published	Nov 23, 2022
Deadline for written inquiries	December 16, 2022
Written Clarifications to be issued no later than	December 28, 2022
Proposals Due	January 4, 2023
Proposal's review	January 5 – 20, 2023
Service Provider Clarification Sessions	January 23 – February 3, 2023
Selection, notification, and contract negotiation	February 6 – February 24, 2023
Council Action	March 6, 2023 (estimated)
Project initiation	As soon as possible after Council Action

2. Scope and Specifications

2.1. Scope of Work

The Scope of work under this RFP is divided into four sections, three of which are mandatory, and one that is optional. The sections and their scope are as follows:

2.1.1. Design Services

2.1.1.1. Scope.

The vendor shall work with our resources to review the existing network topology and design. From this review, the vendor shall present an architecture and design encompassing any recommended changes in topology or IP addressing.

2.1.1.2. Required outputs

- Recommend topology changes necessary to the environment for optimal performance.
- Redesign of layer 3 (IP overlay) network across the entire network.
- Generation of required configurations for all new devices in the network,

2.1.2. Hardware Procurement

2.1.2.1. Scope

The vendor shall recommend and purchase the necessary hardware to meet approved requirements and existing infrastructure. This hardware recommendation is expected to be future looking, but as our needs are relatively common for our industry, cost is an important factor. The Town will not accept any proposals that involve refurbished or pre-owned equipment. The vendor shall certify that they are a Manufacturer Partner as of the date of the submission of their response to this RFP and that they are certified in the equipment they are proposing.

2.1.2.2. Required outputs

- Bill of Materials (BoM) consisting of all hardware needed to meet all stated requirements stated in section [2.12.12.2](#) and that includes vendor support options.
- Purchase of hardware that is set forth on the BoM and approved by the Town.

2.1.2.3. Desired outputs. All hardware be onsite and ready for staging (concurrent testing) within 90 days after contract execution.

2.1.3. Hardware Installation Services

2.1.3.1. Scope

The vendor shall install, configure, and document the proposed solution. The underlying physical cabling exists at all required locations and is not expected to change; therefore installation will consist of all of the following:

- Creating and managing (in coordination with the Town and using the vendor's project manager) a full deployment plan and schedule.
- Staging and configuring the gear.
- Racking and stacking the gear at the final location.
- Coordinating with the Town's resources to cut over service as appropriate.

2.1.3.2. Required outputs

- Assignment of a project manager with appropriate experience to create and manage the deployment plan and schedule.
- Availability of onsite resources during deployment.
- Appropriate staging and configuration of all hardware. Configuration must meet CJIS compliance.
- Racking and cabling of all required equipment.
- Provision of as-built documentation for the deployment.

- Full as-built documentation (Network Diagram and final configuration).
- Training of Town's staff on new equipment (preferably through hardware vendor led training).

2.1.3.3. Desired outputs:

- Provision of configuration for any recommended changes to Town equipment outside of this new deployment.
- Availability of training credits to be used at a vendor-supported training center for Town personnel to train on new equipment.

2.1.4. Management Services

2.1.4.1. Scope

The Town of Normal seeks a solution that the vendor would manage the day-to-day operations of the network. The Town, at its option, may remove this service from the RFP award or contract. This management includes:

- Proactively recommending and performing maintenance as required.
- Monitoring the environment and performing reactive maintenance in cooperation with the hardware vendor (and Town where required).
- Coordinating with the Town for all required changes in order to remain compliant with the Town's change management process.
- Recommending changes or upgrades as required to optimize the ongoing operations of the Town's network.
- Meeting with the Town's representatives on a scheduled (minimum quarterly) basis in order to review reports, service level agreements, and network statistics.

2.1.4.2. Required outputs

- Provision of monitoring of managed hardware for failures or faults on a 24x7x365 basis.
- Grant to the Town visibility into the vendor's monitoring system (at least read only).
- Provision of vulnerability management, including assessment and prioritization of risk and, as appropriate, recommendations for remediation.
- Proactive patching of systems as required.
- Logging of all issues / requests in an ITSM system.
- Provision of a structured problem management service, following best-practice frameworks.
- Direct engagement with third-party vendors on issues related to installed hardware.
- Grant to the Town visibility into the vendor's ITSM system.
- Implementation of change-management procedures that follow a best-practices framework and that integrate with the Town.
- Provision of appropriate SLAs.
- Provision of a technical account manager to oversee the services.
- Provision of (minimum quarterly) reviews of the status of the services (tickets, service reviews, etc.).

2.1.4.3. Desired outputs:

- Grant to the Town API/SNMP access to monitor/poll devices under management if applicable.
- Provision of performance/end-user experience monitoring services that will cause alerts if the user experience is degraded.

- Provision of onsite support for remediation / replacement of equipment.

2.2. Specifications

The hardware being requested at each site is broken down into Core switches, Access switches, Access Points (APs) and firewalls. Switches are further broken down into the categories of "Small" and "Large" based on port count. Further functional requirements on these hardware components are in the table below:

Type	Functional	Physical	Non-Technical
Core Switch	<ul style="list-style-type: none"> • Layer 2 and Layer 3 capabilities • VRRP capable • QOS • 802.1q (Trunking) • Must have IPv4 and IPv6 capabilities • Routing Protocol support (eg Ospf, RIPv2) • Control plane security features • Must have central and remote management capabilities 	<ul style="list-style-type: none"> • Fault tolerant power • Rack mounting • Interfaces <ul style="list-style-type: none"> ◦ Port Count: 12 / 24 (or similar) port options ◦ Port Speed: 10 Gb ◦ Port Medium: Fiber • Switch Stacking capability 	<ul style="list-style-type: none"> • Hardware shall be fully supported by the manufacturer for a minimum of 5 years beyond the final procurement date. • Must carry manufacturer warranty from the time of purchase for at least 5 years. • Onsite replacement a support option
Access Switch	<ul style="list-style-type: none"> • Layer 2 and Layer 3 capabilities • VRRP capable • QOS • 802.1q (Trunking) • Must have IPv4 and IPv6 capabilities • Routing Protocol support (eg Ospf, RIPv2) • Control plane security features • Must have central and remote management capabilities 	<ul style="list-style-type: none"> • Fault tolerant power • Rack mounting • Interfaces <ul style="list-style-type: none"> ◦ Port Count: 24 / 48 port (or similar) options ◦ Port Speed: 1 Gb (min) / 2.5 / 5 Gb preferred ◦ Port Medium: Copper ◦ Uplink Port Count: 2 (min) ◦ Uplink Speed: 10 Gb ◦ Uplink Medium: Fiber • POE (802.3af/at/bt) • Switch Stacking capability 	<ul style="list-style-type: none"> • Hardware shall be fully supported by the manufacturer for a minimum of 5 years beyond the final procurement date. • Must carry manufacturer warranty from the time of purchase for at least 5 years. • Onsite replacement a support option
AP	<ul style="list-style-type: none"> • Must have central management capabilities • Capable of 8 SSIDs • Minimum of WiFi 6 capable • Traffic Identification • Per User rate limiting/shaping • Guest portal / login functionality • WPA-3 SAE / WPA-3 ENT capable 	<ul style="list-style-type: none"> • POE Powered • Ceiling / Wall mount capabilities • Uplink minimum (one of) <ul style="list-style-type: none"> ◦ 2 x 1Gb ◦ 1 x 2.5 / 5 Gb 	<ul style="list-style-type: none"> • Hardware shall be fully supported by the manufacturer for a minimum of 5 years beyond the final procurement date. • Must carry manufacturer warranty from the time of purchase for at least 5 years. • Onsite replacement a support option

Firewall

<ul style="list-style-type: none"> • 802.1q (Trunking) • Must have IPv4 and IPv6 capabilities • Routing Protocol support (eg Ospf, RIPv2) • Traffic Identification and filtering • Capable of passing 500Mb/s of traffic with features enabled • VPN functionality (SSL/IPSec/Client/Clientless) 	<ul style="list-style-type: none"> • Rack mounting • Interfaces <ul style="list-style-type: none"> ○ Port Count: minimum 3 ○ Port Speed: 1 Gb ○ Port Medium: Copper 	<ul style="list-style-type: none"> • Hardware shall be fully supported by the manufacturer for a minimum of 5 years beyond the final procurement date. • Must carry manufacturer warranty from the time of purchase for at least 5 years. • Onsite replacement a support option
--	---	--

The deployment will cover 21 separate sites. The general information about these sites is as follows:

Standard Sites

# of Sites	# of Core Switches (Small/Large)	# of Access Switches (Small/Large)	# of APs	# of Firewalls
16	0 / 0	12 / 7	36	0

Exception Sites

# of Sites	# of Core Switches (Small/Large)	# of Access Switches (Small/Large)	# of APs	# of Firewalls
6	3 / 5	15 / 17	62	2

Totals

# of Sites	# of Core Switches (Small/Large)	# of Access Switches (Small/Large)	# of APs	# of Firewalls
22	3 / 5	27 / 24	98	2

** Totals are subject to potential change during the design portion of the services request. All proposed solutions must have a discounted unit price on the proposed hardware. Totals represent the expected minimum, comparable to the current deployment.

3. General Proposal Instructions

3.1. Pre-proposal preparation

Proposers may request of the Town, in writing, prior to the submission of their proposal clarification or interpretation of the RFP Documents.

Please direct all communications regarding this RFP to:

Vasudha P. Gadhiraju,
Director, Innovation and Technology
Town of Normal
11 Uptown Circle
Normal, IL 61761
vgadhiraju@normal.org

All communications or questions concerning this RFP must be submitted in writing, referencing the specific paragraph and page number. The deadline for written inquiries is listed in section **Error! Reference source not found.**1.3. Written responses will be prepared by the Town and posted Town's website as noted in section **Error! Reference source not found.**1.3. Changes to this RFP will be made only by formal written correspondence issued by the Town.

A copy of this RFP and any additional documents may be found at the Town of Normal's website (www.normal.org)

3.2. Proposal understanding

Proposers are solely responsible for examining the RFP Documents, including any addenda issued during the proposal period, and for informing themselves with respect to any and all conditions that may, in any way, affect their proposals or the performance of their Services in the event the Proposer is selected as the Vendor.

By submitting its proposal, each Proposer agrees and assures that the RFP terms and conditions and the Contract provisions are adequate and acceptable, and each Proposer accepts the terms and condition in the Contract Documents and indicates their ability to perform the Service under those terms and conditions by the submission of its proposal. Any exceptions should be noted in the Proposer's proposal.

3.3. Addenda

The Town will make all addenda available at the same location where the RFP Documents may be obtained. The Town will notify known Proposers of record when addenda are available. Proposers are responsible for obtaining addenda after notification.

No addenda will be issued later than 48 hours before the time for opening proposals on the Proposal Due Date, except addenda with minor clarifications, withdrawing the RFP, or postponing the date for opening proposals.

Proposers who submit a proposal are presumed to have received all addenda and to have included any cost thereof in their bids, regardless of whether they acknowledge the addenda.

3.4. Proposal submission

Proposers must submit one paper copy of the proposal along with a single USB, or flash drive containing the proposal in Adobe PDF format. All copies and the USB or flash drive must be plainly marked by the Proposer with the Proposer's name, date, and the title of this RFP.

Sealed proposals must be received on or before 4 January 2023 at 3:00 P.M. (Central Standard Time) at the Office of the Town Clerk, 11 Uptown Circle, Normal, IL 61761. The Town Clerk's office hours are 8:30 A.M. to 5:00 P.M., Monday through Friday, except Town holidays. Late proposals will not be opened and may be returned to the Proposer at its request and expense. A Proposer is solely responsible for ensuring the proposal is received on or before the deadline.

All required proposal documents must be enclosed in an opaque envelope sealed and clearly labeled with all of the following:

- (a) the name, address, and phone number of the Proposer;
- (b) the RFP title: Network Infrastructure Refresh;

If forwarded by mail, the sealed envelope containing the bid must be enclosed in another envelope addressed to the Town of Normal, c/o Town Clerk, 11 Uptown Circle, Normal, IL 61761. The exterior envelope must also contain the Proposal Title and Proposal opening date and time.

Verbal, facsimile, or electronic Proposals are invalid and will not be considered.

All Proposals that are not submitted in the required format or are missing required forms will be subject to rejection.

The Town will not be responsible for any expenses that the Proposer may incur in preparing and submitting a Proposal.

All proposals submitted are binding for 90 calendar days after opening.

In order to ensure a uniform review process and to obtain the maximum degree of comparability, it is required that proposals be organized in the manner specified in this RFP.

Any deviations from the Contract Documents must be explained in detail; otherwise, it will be considered that the proposal is not in strict compliance with the requirements of this RFP, and the successful Proposer will be held responsible for meeting those requirements. Any exceptions or clarifications to any section of the Contract Documents must be clearly indicated on a separate sheet attached to the proposal form and must specifically refer to the appropriate specification and page.

3.5. Treatment of confidential information

Proposals may be subject to the Illinois Freedom of Information Act (5 ILCS 140/). Those elements, if any, in each proposal that are trade secrets or commercial or financial information under section 7(1)(g) of the Freedom of Information Act (5 ILCS 140/7(1)(g)) or are otherwise exempt by law from disclosure and that are prominently marked as "TRADE SECRET," "CONFIDENTIAL," or "PROPRIETARY" may not be subject to disclosure.

It is the Proposer's responsibility to clearly identify information in its proposal that it considers to be confidential under the Freedom of Information Act. To the extent that the Town agrees with that designation, that information will be held in confidence whenever possible. The Town will not, in any way, be liable or responsible for the disclosure of any such records, including those so marked, if the Town, in its sole discretion, deems that disclosure is required by law.

If a Proposer indiscriminately identifies all or most of its proposal as exempt from disclosure without justification, the Town may deem the proposal to be unresponsive or may disregard all such identifications.

If the Town is required to defend an action involving a Freedom of Information Act request for any of the contents in a proposal that a Proposer has designated as confidential, proprietary, or trade secret, the Proposer agrees, upon submission of its proposal for the Town's consideration, to defend and indemnify the Town from all costs and expenses, including attorneys' fees, in any action or liability arising under the Freedom of Information Act.

All information in the proposal will be subject to disclosure unless an exemption applies under the Freedom of Information Act. However, no information from the proposal will be subject to disclosure until an award or final selection has been made.

4. Proposal Contents

4.1. Executive Summary

Provide an executive summary that briefly summarizes the Proposer's profile, its understanding of the project scope, and how the Proposer's proposed deliverables will meet the functional and technical requirements and the service-delivery needs of the project.

4.2. Proposer background

4.2.1. Corporate profile. Provide a corporate profile of the Proposer, including:

- (a) The history, including how long it has been in business, its ownership, and key contact names.
- (b) Experience in the functional, technical, and consulting services to similar organizations in this industry.
- (c) Project-management experience in the delivery of projects that are similar in scope and objectives to this project.
- (d) The presence in Illinois, and elsewhere within similar sized communities across the United States.

4.2.2. Project team and experience. Provide a project team organization chart. The chart should clearly set out (i) the relationships between the roles held by each of the key human resources, (ii) the contributions to the project that will be made by these individuals, and (iii) why each was selected for that specific role.

The Town expects that the Proposer executed at least five similar projects in other municipalities and will assign a Project Manager and key project team members with at least three years of experience successfully managing similar sized projects. Proposers should name actual resources for all positions, if possible.

For each project resource named, all of the following information must be provided:

- (a) Position title.
- (b) Resource name.
- (c) Description of the position.

(d) Years of relevant work experience.

(e) Qualifications.

(f) Resume.

4.2.3. Use of subcontractors. Provide a brief description of the subcontractors who will be responsible for any portion of (i) the Project, (ii) the implementation or customization of any system forming part of the goods to be provided, (iii) changes to the Town's existing systems as necessary for integration with or conversion for the Deliverables, or (iv) the services provided to the Town in the performance and delivery of the project. The description should set out:

(a) The subcontractor's name.

(b) The subcontractor's address.

(c) The subcontractor's role in the project.

(d) The relationship between the subcontractor and the Proposer, including a description of how the Proposer would manage the subcontractor.

(e) A description of any projects like the Project on which the Proposer and the proposed subcontractor have collaborated and completed within the last five years.

(f) A description of any other material projects on which the Proposer and the proposed subcontractor have collaborated and completed within the last five years.

4.2.4. Security certifications and reports. Provide a list of compliance certifications and attestations such as ISO 27001 or Service Organization Controls (SOC) reports.

4.3. Project understanding

Describe, in detail, your proposal to fulfill the requirements of the scope of services including Design Services, Hardware Procurement, Hardware Installation Services, and Management Services. Explain how the solution that is being proposed is flexible and scalable and will fit the Town's needs. Compliance with the requirements for each section should be indicated in the excel spreadsheet in Appendix A.

4.4. List of hardware and software

Provide a detailed list of all software and hardware being proposed.

4.5. Work Plan and Town staff expectation

- 4.5.1. Provide a proposed work plan, identifying the estimated time to complete each component of the project.
- 4.5.2. Describe the time, resources, and effort needed from the Town staff to execute projects in various categories of each phase of the project.
- 4.5.3. Describe the proposed methodology to coordinate with the Town staff throughout the project.

4.6. Maintenance and support

- 4.6.1. Describe the maintenance and support services that would be provided (i) during the implementation portion of the project and (ii) during the five-year period following the Town's acceptance of the proposed solution as a whole.
- 4.6.2. Include a description of the Proposer's escalation process, request prioritization process, guaranteed response or acknowledgement times when a request for support is made, proposed service-level commitments, and remedies for failing to meet service-level commitments and proposed service-level objectives. Describe these processes i) during implementation and ii) during the management services following the Town's acceptance of the proposed solution as a whole.
- 4.6.3. Describe the process of transitioning the day-to-day support from the project management team to the Proposer's help desk team.

4.7. Training.

- 4.7.1. The selected Vendor will be expected to provide resources experienced with developing and executing training plans, including content development and delivery, to assist the Town in meeting administrative and end-user training needs. Knowledge transfer will be an ongoing process throughout the entire project. The Town will expect the selected Vendor to provide knowledge transfer both verbally, through written documentation and procedures, and pertinent video files.
- 4.7.2. Describe each of the following:

- (a) The approach to end-user training and the approaches to smoothly transition the Town from the current system to the new system.
- (b) The Proposer's process for developing training materials and identify the tools to be used.
- (c) The method by which training materials will be made available after implementation has been completed.
- (d) The Proposer's training-delivery approach, indicating whether it will be instructor led, computer based, or some combination thereof. Describe what will be the definition for end-user readiness. Describe how readiness is defined and measured.
- (e) The process for knowledge transfer to the Town throughout the project.
- (f) The process for assessing training for effectiveness.
- (g) The process by which the Proposer works with its clients to manage changes (to its systems, to the solution being implemented, and to the services being provided) and how the Proposer proposes to work with the Town to manage those changes in relation to the project. Include examples of change-management plans, communications materials, and other relevant change-management deliverables in the description.

4.8. Documentation

Describe the minimum documentation that would be included with the proposed solution. The description should set out and describe each of the types of documentation.

4.9. Pricing of Services

- 4.9.1. The Proposal must contain a fee schedule that is broken down by sections – Design Services, Hardware Procurement, and Hardware Installation Services, – as well as total costs. Hardware installation services should include estimated hours and rates. In addition to the complete project cost, the proposer shall submit pricing for management service contracts in a yearly format for a minimum of five years Proposers must use Appendix B as a template to provide costs by section.

4.9.2. The fee schedule must list specific equipment by manufacturer's part number and include per unit pricing for each major component. If discounts or rebates are applied for "trade-in" equipment, the proposer must denote the equipment being used for this purpose and assign a value to this credit (lump sum discount is acceptable) as a separate line item in this proposal. The Town will not accept any proposals that involve refurbished or pre-owned equipment.

4.9.3. Existing equipment that is being replaced through this RFP process can be used by the vendor to enhance the overall value of the RFP costs ("trade in"). Any equipment used for this purpose must be identified by the proposer. Any such equipment may not be removed until the replacement system has been implemented, tested, and accepted by the Town. A list of existing equipment is listed in Appendix C.

4.10. References

4.10.1. The Proposer should provide at least three references from municipal clients.

4.10.2. The references should be pertinent to the scope of this project and should be able to speak to the Proposer's ability to meet the minimum requirements outlined in Section 2.

4.10.3. The following information must be provided for each reference:

- (a) Name.
- (b) Title.
- (c) Phone number and email contact.
- (d) Name of municipality.
- (e) Number of staff in their IT department.
- (f) The technical environment used.
- (g) The Proposer's role in that project.
- (h) The dollar value of the contract.

4.10.4. If the Proposer plans on using a subcontractor on this project, then the Proposer must supply at least three references for each subcontractor. The references must be specific and identify the work similar to the work that

the subcontractor will be providing under this proposal. The information above must be provided for each subcontractor reference.

4.11.Contract execution

The selected Vendor will be required to execute a contract with the Town. The form of the contract is attached as Appendix D. If a Proposer has any exception or condition to the contract, these must be submitted for consideration with the Proposal. Otherwise, the Proposer will be deemed to have accepted the form of the contract.

5. Town Evaluation

5.1. Town rights in selection

The Town reserves the right and may exercise any or all of the following rights and options with respect to the selection process:

- 5.1.1. To reject any and all proposals and reissue the RFP at any time prior to the execution of a final contract if, it is in the Town's best interest to do so.
- 5.1.2. To supplement, amend, substitute, or otherwise modify this RFP at any time prior to the selection of a Vendor for negotiation and to cancel this RFP without issuing another RFP.
- 5.1.3. To accept or reject any or all items in any proposal and award a contract in whole or in part if it is deemed in the Town's best interest to do so.
- 5.1.4. To reject any Proposer who, in the Town's sole judgment, has been delinquent or unfaithful in the performance of any contract, or who is financially or technically incapable of performing the contract under the Town's standards, or who the Town otherwise deem not to be a responsible Proposer.
- 5.1.5. To reject, as nonresponsive, any proposal that is incomplete, is not in conformity with applicable law, is conditional, or that deviates from the mandated requirements of the RFP.
- 5.1.6. To waive any defect, non-responsiveness, or deviation from this RFP that is not material to the proposal.
- 5.1.7. To permit or reject amendments, modifications, alterations, or corrections to proposals by some or all the Proposers following submission of the proposal.
- 5.1.8. To request that some or all the Proposers modify their proposals.

5.2. Evaluation process

- 5.2.1. The Town will evaluate submitted proposals based on their responsiveness to the terms, conditions, and time frames set forth in the RFP. The successful Vendor will be chosen based on the Town's determination that the proposal can provide the best professional, safe, prompt, affordable, and thorough services to the Town and their residents.

- 5.2.2. The Town will review the Proposers' history for evidence of good organizational and management practices and will review the qualifications of the Proposers' personnel and their experience and past performance.
- 5.2.3. The Town will place emphasis on customer service and the Proposers' reputation within the community.
- 5.2.4. All determinations or decisions under this Section are in the Town's sole discretion to make.

5.3. Discussion with responsible Proposers

- 5.3.1. The Town may conduct discussions with responsible Proposers who submit proposals determined to be reasonably acceptable of being selected for award for the purpose of clarifications and to assure full understanding of, and responsiveness to, the requirements of the RFP.
- 5.3.2. Proposers will be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals and such revisions may be permitted after submission prior to award for the purpose of obtaining best and final offers.
- 5.3.3. In conducting discussions, the Town will not disclose any information derived from proposals submitted by competing Proposers, except as otherwise required by law.

5.4. Selection criteria

- 5.4.1. Proposals will be evaluated by an Evaluation Committee comprised of staff from various Town departments.
- 5.4.2. The Evaluation Team will use the following criteria to determine the Proposer most qualified and best suited to perform the work:
 - (a) Proposer's qualifications, reputation, and references.
 - (b) Proposer's understanding of the project.
 - (c) Proposer's project-management methodology and transition plan.
 - (d) Proposer's ability to execute system integrations as proposed.

- (e) Quality of products and estimated times of arrival
- (f) Costs of proposed services.
- (g) Contract terms

5.4.3. The submission of a proposal implies the Proposer's acceptance of the evaluation technique and recognition that some subjective judgments will be made by the Town during the selection process.

Appendix A: Requirement Compliance Workbook

Appendix B: Current Network Inventory Summary

Appendix C: Pricing Workbook

Appendix D: Contract