

**Request for Proposals
To Provide, Design and Implement
Audio/Visual System Upgrade**



**Issued by the Department of Public Safety
Office of Emergency Management**

December 1, 2023

Schedule of Critical Dates:

1. Proposal is Due At Public Safety: 01/05/2023 at 3:00 PM EST
2. Pre-Proposal Proposer Conference: (*Mandatory*) 12/12/2023 at 10:30 AM EST
3. Last Day to Submit Provider Questions: 12/14/2023 at 3:00 PM EST

LATE PROPOSALS WILL NOT BE ACCEPTED

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I. Introduction

Introduction

The City of Cleveland, Department of Public Safety. Through this Request for Proposal, the City is soliciting proposals from qualified Proposers to provide an Audio/Visual System Upgrade that supports the operations of the Office of Emergency Management. The goal of the Audio/Visual System and services is to provide a turnkey open architecture system to support the Emergency Operations Center for activations, training and teleconferences for the City. The interpretation of “open architecture” in this instance is to mean “off the shelf” equipment that is not proprietary to vendor awarded this RFP.

The evaluation and ranking of proposals will consist of four phases.

1. For the first phase, a compliance review of criteria outlined in this RFP.
2. Second phase, a review committee will rank and score the written proposals based upon the evaluation criteria.
3. In the third phase, The City will short list a number of Proposers to proceed to the vendor presentation by the Proposer outlining qualifications, proposed services and capabilities.
4. The fourth and final phase, is evaluating the proposed fee schedules.

This RFP does not obligate the City to complete the selection and contract award process. The City reserves the right to accept or reject any and all proposals; request additional information from any or all proposers to assist the City in its evaluation process; amend or withdraw this RFP prior to the announcement of the selected firm and award the proposed services in whole or in part, to one or more firms. In case of an amendment to the RFP, all Proposers will be provided with a copy of any such amendment(s) and be afforded the opportunity to revise their Proposals in response to the RFP amendment.

Proposals will be accepted up until 3:00 PM EST, January 5, 2023

Proposals must be emailed to the attention of Harold Jackson, Project Manager.

Harold Jackson
Hjackson3@clevelandohio.gov

II. Background Information

The upgraded audio/visual system’s technological infrastructure should be compatible into the City’s existing automated environment as provided below:

The A/V system will span 3 possibly 4 room locations. The system configuration must be expandable, if necessary, to include the 4th (RTCC) location by the time of contract execution, or a later time at the discretion of the City. Each A/V equipped room will have a video wall, the main room-EOC will have new video screens-the other 2-3 locations will be equipped with the existing EOC screens, see technical specifications below.

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The input devices for the system will be located in all the rooms, including input connections for bring-your-own-device (BYOD); the control panel for each location should have the capability to show any input device to that room's video wall. Exception, input devices in the Real Time Crime Center (RTCC – the fourth room) will require tiered access control from that location to determine what input device from that room can become available as an input device to the A/V system.

The A/V system input devices will be comprised of

- Cable tuner devices, at this time the service provider is Spectrum-a total of 5 tuners
- 30 computer workstations in three locations-sharing one of its multiple video outputs to a monitor and the A/V system
 - 28 workstations in the EOC
 - 1 workstation in the EOC Conference Room
 - 1 workstation in the JIC
- Each A/V room is to consist of Bring-Your-On-Device (BYOD) panel connections (supporting Windows and Apple mobile laptops & tablet devices). The BYOD panels are integrated with table/desktops in the A/V locations. The A/V locations may have one or multiple BYOD panels. Each BYOD panels will consist of the following types of access ports: Ethernet LAN line port (RJ-45), HDMI, VGA, and an audio). The following list is the current configuration of BYODs for the system:
 - 4 for the EOC, to be increased to a total of 14
 - 2 for the EOC Conference Room (currently in place for existing system)
 - 3 for the JIC

Each A/V room location (EOC, EOC conference room, JIC, and a potential fourth location) should have asset display control abilities to display any of the A/V system input devices to that location video wall. The all input devices output should be sharable with multiple A/V rooms. The A/V system is to incorporate access control based on room location. Therefore, the control system for the EOC, EOC Conference Room and for the JIC should see all of the input devices for displaying to their video wall. Again, the 4th room (RTCC) will decide which of their input devices (workstations) can be shared with the remaining locations that is a part of the A/V system. The A/V control system for the video walls should have the capability to assign multiple inputs to the available screens for that location or “stretch” the broadcasting input device across multiple screens based on the number of available screens for that wall.

The control system will have the capability to take the input source(s) and direct to a configurable array on the video walls. Meaning - to a single display or a selectable configuration of available screens on the video wall.

The qualifying vendor proposal will include all needed hardware, software, cabling, installation, configuration, documentation, user system training, and integration services required by the operations center. The documentation will need to be very descriptive of implemented equipment such that support calls can be very specific about identifying equipment in question and location, pictures of hardware would be welcomed.

Input Device Nomenclature Assignments – will be based on the device location.

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Input Devices:

- Workstation (WS)
- Bring Your Own Device (BYOD)

Location Descriptions:

- EOC – Emergency Operations Center
- EOCCR - Emergency Operations Center Conference Room
- JIC – Joint Information Center
- RTCC – Real Time Crime Center

Examples:

- EOCWS01 thru EOCWS28
- EOCBYOD01 thru EOCBYOD18
- EOCCRWS1
- JICWS1
- RTCCWS1 thru RTCCWS6
- CableTunerBox_1 thru CableTunerBox_5

The vendor RFP response is to include a project schedule

III. Scope of Services

The Department of Public Safety is seeking professional vendor services for turnkey A/V System as set forth in more detail below in the Description of Services. The scope of this Request for Proposal encompasses all project tasks associated with the development and implementation of required services to fully implement hardware, configuration, documentation, training, warranty and support the A/V System.

RFP Objectives

Identify capable vendor(s) to access the environment and determine what actions and system configurations are needed to upgrade the current A/V System, document, train and provide support through the A/V System's life-cycle. All while providing the City a viable contract resource and relationship.

The City reserves the right to modify the scope of services at any time before execution of a contract to add, delete, or otherwise amend any item(s), as it deems necessary, in its sole judgment, and in the best interest of the City.

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IV. Functional Technical and Requirements

The A/V System shall be compatible with and integrate into the City's emergency management existing environment as provided below.

A/V System Device Configuration by Room

EOC (Emergency Operation Center)

- Video Controller for the room
- Video conferencing
- Video Wall 8x2, total 16 screens
- 27 Workstations
- 1 Podium Workstation
- 5 Cable Tuners
- 14 Bring-Your-Own-Devices (BYOD) connections
 - 1 – for the podium
 - 13 BYOD connections, for each dual workstation (two desks, two computers)

EOC Conference Room

- Video Controller for the room
- Video conferencing
- 1 Video Wall, 4x2, total 8 screens (repurposed from current EOC main room)
- 1 Workstation
- 2 BYOD connections (Large conference table with ports for BYODs)

JIC Conference Room (with conference table (Ports for BYODs and workstation)

The new JIC will be comprised of two rooms, entering space (room1), connecting space (room2)

- Room 2 Video Controller for A/V system
- Room 2 Video Wall 2x2, 4 screens (repurposed from current EOC main room)
- Room 2 Workstation
- Room 2 2-4 BYOD connections
- Room 2 Setup for video conferencing
- Room 2 Phone
- Room 1 Printer connection (AC and ethernet hardwire)
- Room 1 FAX connection (AC, phone line)
- Room 1 4 hardwire connections (AC, Ethernet) for BYOD (non AV connected)

BYOD Configuration

Should have the capability to support Windows and Apple based mobile devices (Laptops or Tablets)

Each Connection Bundle:

- Ethernet LAN Line,
- HDMI,
- VGA,
- And, audio cable (35mm)

RTCC (Real-Time Crime Center)

4 Monitors

4 Workstations (plus, connections for 2 additional of workstations)

0 BYOD configurations

Connection for Printer

Connection for FAX

Technical Requirements

- Open Architecture –nonproprietary hardware configurations
- Video Wall currently comprised of:
 - Full HD 8K LCD Displays 55”
 - Seamless or 0.9 mm bevel display
 - LED Lifetime: 100,000 hours
 - HDMI compatible ports
 - Resolution

Warranty

- Itemized list of all implemented devices by room
 - Include equipment description
 - Coverage period for all devices
 - Available extended warranties by device and or system
 - Warranty and emergency repair service (ERS) SLA
 - Warranty - 30 to 60 minute return call
 - Warranty – turn around within 48 hours
 - ERS - 30-60 minute return call
 - ERS – 4 hour turnaround time

Configuration

- Removal of existing system as needed
- Provide the ability to have custom screens, city logos, and or pictures of City scenes.

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- Repurpose current 17 EOC video wall monitors: 8x2 = 16 mounted monitors, plus 1 spare
 - EOC Conference Room: 8 screens, 4x2 screens
 - JIC Conference Room: 4 screens, 2x2 screens

The 5 remaining screens are to be maintained by the City as backup replacement units.

Vendor Fee Schedule

- Itemize by room
 - Device cost
 - Installation cost
 - Wiring cost
 - Removal of the existing nonessential A/V equipment

Rights to Materials (data)

All materials (data) generated under this RFP and/or Proof of Concept is work made for hire. The Proposer shall not retain any data or image permanently. The Proposer shall inform the City in writing of any scheduled deletion of files and shall not delete files without prior written consent from the City. The City shall have all rights, title and interest in and to all materials (data and images) developed and generated under a Proof of Concept.

V. Project Schedule and Deliverables

Provide a detailed but concise description of your approach to this project. Include a description of the task required for each area and the time required for their completion. This description should address but is not limited to the following:

- **Implementation** – The City requires a complete installation of hardware, software and peripherals with the shortest timeline. Proposer shall provide schedules for all implementation elements and shall supply all required labor, materials and tools for the proper completion of the work.
- **Project Management** – The Proposer shall assign a Project Manager to the project that is familiar with similar size projects, the proposed solution and the City IT environment. The City will assign a Project Manager that will work on behalf of the City for the implementation of the project
- **System Architecture Plan** – Describe the Architecture design needed as it relates to the A/V system, and configuration.
- **Design Phase** – This phase will include a preliminary design review and a final design review for installation and testing

- **Initial Acceptance Phase** – The Proposer will be required to provide a final concept prior to the installation of the system with proof of the open architecture and expandability of the system, and the ability to integrate the systems with the respective City Infrastructure for the EOC. The City will review and approve the final concept prior to execution of work. Proposer shall correct any identified deficiencies/issues prior to complete installation
- **Installation Phase** – Once the design phase is complete and deficiencies (if any) are corrected, the Proposer will be directed to start system implementation
- **Final System Acceptance Phase** – Once all products/services are completely installed, a Final System Acceptance Test will be performed that focuses on system wide testing.

Proposers must submit a preliminary draft of the Project Plan as part of their response. The preliminary project plan must not be generic boilerplate information, and must provide specific details including project staffing and the proposed master implementation milestone and deliverable schedule.

Provide a detailed but concise description of your approach to this project. Include a description of the task required for each area and the time required for their completion.

Provide an itemized list of all cost related to the implementation of your proposed solution, and the total lump-sum cost to the City for a fully functional system that incorporates all requirements as contained in this solicitation.

Detail the costs associated with each of the items below:

Purchase & Implementation Cost

- Hardware & Software cost
- Set up cost
- Training cost
- Integration & Customization cost
- Other (detail each type of other cost)

Recurring Annual Cost

- Annual costs (detail what is included in the annual maintenance cost and what is not)
- Other (detail each type of other cost)

Software Licensing Information

- Detail the proposed software licensing structure related to the cost above. Explain your pricing structure in detail including cost associated with adding additional licenses

Additional Products/Services

- Detail the cost associated with any additional products/services required to meet system requirements.

Modification, Integration & Customization

- Detail the cost associated with any requirement marked as Minor modifications
- Detail the cost associated with any requirement marked as Major modification
- Detail the cost associated with any requirement marked as Major customization

VI. Proposal Requirements

1. Submission of Proposal

Each Proposer shall submit its proposal(s) in the number, form, manner, and by the date and time and at the location required in the Sections below.

- Each Proposer shall provide all information requested in this RFP. The Proposer must organize its proposal package to address each of the elements in this RFP in the order listed in Section VIII Proposal Contents. The Proposer should carefully read all instructions and requirements and furnish all information requested. If a proposal does not comply with all terms, conditions, and requirements for submittal, the City may consider it unacceptable and may reject it without further consideration.
- The City wishes to promote the greatest feasible use of recycled and environmentally sustainable products and to minimize waste in its operations. To that end, all proposals should comply with the following guidelines: submit proposes electronically. Do not submit any or a greater number of samples, attachments or documents not specifically requested.
- Submit proposals to:

Harold Jackson (Project Manager)

HJackson3@clevelandohio.gov

216-664-3831

- iv. If you find discrepancies or omissions in this RFP or if the intended meaning of any part of this RFP is unclear or in doubt, contact by email or phone:

Harold Jackson (Project Manager)

HJackson3@clevelandohio.gov

216-664-3831

2. The City's Rights and Requirements

- i. The Director, at his/her sole discretion, may require any Proposer to augment or supplement its proposal or to meet with the City's designated representatives for interview or presentation to further describe the Proposer's qualifications and capabilities. The requested information, interview, meeting, or presentation shall be submitted or conducted, as appropriate, at a time and place the Director specifies.
- ii. The City reserves the right, at its sole discretion, to reject any proposal that is incomplete or unresponsive to the requests or requirements of this RFP. The City reserves the right to reject any or all proposals and to waive and accept any informality or discrepancy in the proposal or the process as may be in the City's best interest.

iii. **Proposal as a Public Record**

Under the laws of the State of Ohio, all parts of a proposal, other than trade secret or proprietary information and the fee proposal may be considered a public record which, if properly requested, the City must make available to the requester for inspection and copying. Therefore, to protect trade secret or proprietary information, the Proposer should clearly mark each page - but only that page - of its proposal that contains that information. The City will notify the Proposer if such information in its proposal is requested, but cannot, however, guarantee the confidentiality of any proprietary or otherwise sensitive information in or with the proposal. Blanket marking of the entire proposal as "proprietary" or "trade secret" will not protect an entire proposal and is not acceptable.

iv. **Term of Proposal's Effectiveness.**

By submission of a proposal, the Proposer agrees that its proposal will remain effective and eligible for acceptance by the City until the earlier of the execution of a final contract or 180 calendar days after the proposal submission deadline (the "Proposal Expiration Date").

vi. **Execution of a Contract.**

The successful Proposer shall, within ten (10) business days after receipt of a contract prepared by the City Director of Law, exclusive of Saturdays, Sundays and holidays, execute and return the contract to the City together with evidence of proper insurance and intent to conform to all requirements of the contract. Attached hereto or which are a part hereof and all applicable federal, state and local laws and ordinances prior to or at the time of execution of the contract.

vii. **Short-listing**

The City reserves the right to select a limited number (a “short list”) of Proposer’s to make an oral presentation of their qualifications, proposed services, and capabilities.

viii. **Proposer’s Familiarity with RFP; Responsibility for Proposal**

By submission of a proposal, the Proposer acknowledges that it is aware of and understands all requirements, provisions, and conditions in and of this RFP and that its failure to become familiar with all the requirements, provisions, conditions, and information either in this RFP or disseminated either at the *mandatory* pre-proposal conference or by addendum issued prior to the proposal submission deadline, and all circumstances and conditions affecting performance of the services to be rendered by the successful Proposer will not relieve it from responsibility for all parts of its Proposal and, if selected for contract, its complete performance of the contract in compliance with its terms. Proposer acknowledges that the City has no responsibility for any conclusions or interpretations made by Proposer on the basis of information made available by the City. The City does not guarantee the accuracy of any information provided and Proposer expressly waives any right to a claim against the City arising from or based upon any incorrect, inaccurate, or incomplete information or information not otherwise conforming to represented or actual conditions.

Mandatory Preproposal Conference
Tuesday, December 12, 2023 @ 10:30 AM
205 W. St. Clair Avenue
Cleveland, Ohio 44113

RSVP: hjackson3@clevelandohio.gov

ix. **Interpretation**

The City is not responsible for any explanation, clarification, interpretation, representation or approval made concerning this RFP or a Proposal or given in any manner, except by written addendum. The City will mail, e-mail, or otherwise deliver one copy of each addendum issued, if any, to each individual or firm that requested and received a RFP. Any addendum is a part of and incorporated in this RFP as fully as if originally written herein.

x. **Confidentiality**

The Proposer cannot make use of any information obtained through this Agreement for any activity outside the scope of this project. Proposer will utilize its “best efforts” to protect all information gathered and records developed during the course of this Agreement from examination by unauthorized agencies or persons. Such records include all collected data, forms, provided/developed configuration and topology data, computer files, program listings, manuals, documentation, correspondence files, contract records, and reports. The Proposer

shall retain all copies in a secure manner until the project is closed and all documents will be returned to the Department of Public Safety. No information, materials or any summary of these materials shall be released to any individual or organization (verbally or in writing) without prior written permission from the Director.

No work involving information furnished under this RFP will be subcontracted without the specific approval of the Director.

In performance of the Agreement, the Proposer agrees to comply with and assume responsibility for compliance by employees with the following requirements:

- All work will be performed under the supervision of the Proposer or the Proposer's responsible employees.
- Any information provided to the Proposer, in any format, will be used only for the purpose of carrying out the provisions of this contract. This information will be treated as confidential and will not be made known in any manner to any person except as may be necessary in the performance of the Agreement.
- All information provided to the Proposer shall be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output shall be given the same level of protection as required for the source material.

xi. **Rights in Data and Copyright**

Throughout the period of this Agreement, the Department of Finance reserves exclusive and unlimited rights to the information provided to the Proposer, except for the information the City makes available to the public. The City also reserves exclusive rights to the results and findings produced by this project.

xii. **Cleveland Area Business Code**

Requirements During performance of this Agreement, Proposer shall comply with all applicable requirements of the *Cleveland Area Business Code*, Chapter 187 of the Codified Ordinances of Cleveland, Ohio, 1976 ("C.O."), and any *Regulations* promulgated under the *Code*, which *Code* and *Regulations* are incorporated into and made part of this RFP by this reference as fully as if rewritten in it or attached. Specifically, compliance under any resulting agreement shall include, but not be limited to, the Proposer's:

- Compliance with its proposal representations regarding CSB, MBE, and/or FBE participation in performance of the Agreement;
- Compliance and cooperation with Project Monitors, whether from the Mayor's Office of Equal Opportunity (the "OEO") or the contracting department;
- Accurate, complete, and on-time submission of all reports, forms, and documents including, but not limited to, employment reports, certified payrolls, monitoring forms, and other information the Director of the OEO may require, whether in printed or electronic form, to ascertain and verify Proposer's compliance; and
- Attendance at and participation in all required project meetings, including OEO compliance meetings, and progress meetings called by the contracting department director(s) at key intervals during performance of the contract services.

Failure to Comply When determining the Proposer's future eligibility for a City contract, the City shall consider a Proposer's failure to comply with the representations of its proposal and the requirements under the *Code* as a failure to faithfully perform a contract.

Under the *Cleveland Area Business Code*, the City of Cleveland is firmly committed to assisting Minority Business Enterprises (MBEs), Female Business Enterprises (FBEs), and Cleveland-area small businesses (CSBs) by providing and enhancing economic opportunities to participate in City contracts. The successful Proposer for a contract will be a firm that shares that commitment. Accordingly, a Proposer is strongly encouraged to utilize the services of qualified MBE/FBE/CSB sub-consultants that are certified by the Mayor's Office of Equal Opportunity (the "OEO") in its proposal.

The standard subcontracting goal for professional services contracts is 10% Cleveland Area Small Business ("CSB") subcontractor participation. Please review the attached Office of Equal Opportunity documents to ascertain the goal for the proposed contract. Proposers are required to make a good-faith effort to subcontract portions of the work to certified Minority Business Enterprise ("MBE"), Female Business Enterprise ("FBE"), and CSB firms, consistent with the subcontracting goal(s) applicable to this RFP.

To document its good-faith effort to utilize certified MBE, FBE and CSB sub-consultants, each Proposer must complete Schedules 1 through 4 found in the *Cleveland Area Business Code - Notice to Bidders and Schedules*. These schedules identify the Proposer's proposed use of MBE, FBE and CSB sub-consultants on the project, which evidences the Proposer's good-faith effort to obtain the participation of certified sub-consultants. The Proposer shall submit the completed forms with its proposal and they will be forwarded to the City's Office of Equal Opportunity for evaluation. Failure to submit complete schedules may result in the rejection of a proposal

Proposers may obtain a listing of firms certified by the OEO as CSBs, MBEs and FBEs by checking the City's website at <http://www.city.cleveland.oh.us>. On the home page, select "Office of Equal Opportunity" from the drop-down menu of City departments. On the Office of Equal Opportunity page, you will find a selection in the left-hand column for "CSB/MBE/FBE Registry".

Proposers are responsible for obtaining the most current list and for contacting potential CSB/MBE/FBE sub-consultants. The City assumes no responsibility for matching prime consultants with qualified, certified MBE, FBE, and/or CSB sub-consultants.

The City Office of Equal Opportunity will monitor participation of MBE, FBE, and/or CSB sub-consultants throughout the duration of the engagement or project. The successful Proposer, as contractor, will be responsible for providing the OEO with all information necessary to facilitate this monitoring.

The *Cleveland Area Business Code*, any *Regulations* promulgated under the *Code*, and the OEO *Notice to Bidders & Schedules* are, by this reference, incorporated in and made part of this solicitation and any resulting contract as fully as if written in it or attached.

The successful Proposer, as contractor, will be required to comply with all terms, conditions, and requirements imposed on a “contractor” in the following *Equal Opportunity Clause*, Section 187.22(b) of the Cleveland Codified Ordinances, and shall make the Clause part of every subcontract or agreement entered into for services or goods and binding on all persons and firms with which the Proposer may deal, as follows: No Contractor shall discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, national origin, age, disability, ethnic group or Vietnam-era or disabled veteran status. Contractors shall take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to race, religion, color, sex, sexual orientation, national origin, age, disability, ethnic group or Vietnam-era or disabled veteran status. As used in this chapter, “treated” means and includes without limitation the following: recruited whether by advertising or other means; compensated, whether in the form of rates of pay or other forms of compensation; selected for training, including apprenticeship, promoted, upgraded, demoted, transferred, laid off and terminated. Contractors shall post in conspicuous places available to employees and applicants for employment, notices to be provided by the hiring representative of contractors setting forth the provisions of this nondiscrimination clause.

3. Anticipated Proposal Schedule

Public Safety anticipates it will - but neither promises nor is it obligated to - process proposals received according to the following schedule:

Event	Dates/Deadlines
Issue Request For Proposals	December 1, 2023 at 4:00 PM EST
Deadline for Submitting Questions	December 14, 2023 at 3:00 PM EST
Deadline for Submitting Proposal	January 5, 2023 at 3:00 PM EST

VII. Qualification for Proposal

Each Proposer, regardless of the form of its business entity, must meet the following requirements. Failure to meet all requirements may be cause for rejection of a proposal. If Proposer is a partnership or a joint venture, at least one general partner or constituent member must meet the requirements. Each Proposer must:

- Background, qualifications, and experience of the firm has a minimum of 5/10 continuous years of experience with Audio/Video Systems
- The Proposer demonstrates the ability to provide turnkey solutions for medium to large Government/Municipalities.
- Submit with its proposal at least three (3) written, verifiable, Government/Municipality references dated within the last five years from clients for which the Proposer has rendered services substantially similar to those sought by this RFP. Proposer is required to provide the names, contact, and a brief project scope for each of the references.

Insurance: The successful Proposer, at its expense, shall at all times during the term of the contract resulting from this RFP, maintain the following insurance coverage. The insurance company (‘ies)

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providing the required insurance shall be authorized by the Ohio Department of Insurance to do business in Ohio and rated "A" or above by A. M. Best Company or equivalent. The Successful Proposer, as contractor, shall provide a copy of the policy or policies and any necessary endorsements, or a substitute for them satisfactory to and approved by the Director of Law, evidencing the required insurances upon execution of the contract.

- i. Professional liability insurance with limits of not less than \$1,000,000.00 for each occurrence and subject to a deductible for each occurrence of not more than \$50,000.00 per occurrence and in the aggregate, and if not written on an occurrence basis, shall be maintained for not less than two (2) years after satisfactory completion and written acceptance of the services under the contract.
- ii. Workers' compensation and employer's liability insurance as provided under the laws of the State of Ohio.
- iii. Statutory unemployment insurance protection for all of its employees.

Such other insurance coverage(s) as the City may reasonably require.

VIII. Proposal Contents

Each technical proposal shall include the following parts in the below order. Please separate and identify each part by titles tabs for quick reference. Each proposal should be organized so as to facilitate its evaluation.

The technical proposal Shall Be No Longer Than 25 Single-Sided Pages, excluding appendices.

Page size shall be 8.5 x 11 inches. Font size shall be no less than 12 pt. Tabs, dividers, and appendices are excluded from the page count.

The technical proposal response shall consist of the following sections:

Section 1: Cover Letter and Executive Summary

The Executive Summary should provide a complete and concise summary of Proposer's experience and ability to meet the requirements of this RFP. The summary should be organized so it can serve as a stand-alone summary apart from the remainder of the proposal.

Section 2: Profile

The Proposer will provide a profile of its organization and all other sub-consultants who will be providing services. At a minimum, the Proposer will provide the following information:

- Number of years in business
- Number of years involved with services as proposed
- Total number of employees
- Number of signed contracts in progress

Section 3: Qualifications

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Each Proposer should state in detail its qualifications, and experience, and how its services are unique and best suited to meet the requirements and intent of this RFP. This should include the qualifications of sub-consultants included in the proposal. Proposer may include as much information as needed to differentiate its services and product(s) from other Proposer's. At a minimum, please include the following:

- A. Staffing: Qualifications must include resumes and description of organizational and staff experience including the Project Manager and key technical staff proposed for the project. Additional resumes are not required unless that resource will likely play a key role in the project.
- B. Organizational and Staff Experience: Proposer must describe their qualifications and experience of the organization as a whole to perform the work described in this RFP. Information about experience should include direct experience with the specific subject matter demonstrating a technical strength in network infrastructure. Relevant experience must be associated with projects completed not more than five years prior to the date of this RFP.

Section 4: List of Representative Projects

Provide a list of at least three similar projects that the Proposer has successfully completed within the last five years.

Provide at least three client references (verified name and telephone number) of someone closely familiar with each project and your firm's performance.

Each project description shall be presented in the format consistent with the table below.

PROJECT NAME AND DESCRIPTION
Agency & Department:
Address:
Point of Contact
Verified Telephone Number for Contact
_____System Overview/Date of Contract/Date System was fully Operational

Section 5: Project Management Approach/Project Methodologies

- A. Describe your Methodologies you will employ on this project to complete the A/V System/Solution/Service. Describe and/or provide examples of the Deliverables requested in the Scope of Services.
- B. Provide a detailed project work break down structure to include tasks, subtasks, timeline, milestones, work efforts and resource assignments.
- C. Define the technical approach and document project deliverables to address the requirements outlined in the scope.

Section 6: Financial Statements

Any financial statements that would be required will be requested only from those Proposers that are "short-listed".

Fee Proposal: Proposer should submit its fee proposal in a clearly labeled separate document.

There is no limit to the number of pages submitted as part of the fee proposal.

Proposers are required to provide a complete fee proposal of all equipment, hardware, software, maintenance, implementation, and training for the proposed A/V System.

All costs are to be expressed in unit cost and total cost to the City. One-time charges, software modifications charges and conversion charges must be detailed. Any additional charges above the annual maintenance costs should be listed in detail.

Proposers should differentiate all costs clearly so that they may be properly evaluated without interpretation.

Proposer shall provide a description of any other cost the City might expect to pay.

1. Required City Forms

Proposer shall complete, execute, and return with its fee proposal the following documents:

- Cleveland Area Business Code – Notice to Bidders & OEO Schedules;
- Federal Form W-9 including Taxpayer Identification Number;
- Non-Competitive Bid Contract Statement for Calendar Year 2015;
- Northern Ireland Fair Employment Practices Disclosure.

IX. Proposal Evaluations

Proposals shall be evaluated based on the following criteria (not listed in order of importance):

- Proposer experience and technical strengths
- Proven successful past performance on similar projects.
- Qualification and experience of project staff.
- Oral Presentation and System demonstrations.

Fees will not be considered in the technical evaluation. Proposals shall be evaluated first on qualifications and technical merit. Once rankings are established, the fee submittals shall be considered.

A firm's involvement in any current litigation with the City may be taken into account during proposal evaluation.

The ratings are not intended or to be interpreted as a reflection of a Proposer's professional abilities. Instead, they reflect the City's best attempt to quantify each Proposer's ability to provide the services sought by the City and to meet the specific requirements of this RFP, for comparison purposes.

This request for proposal (RFP) document is the property of the City Of Cleveland. It contains certain information about the business of the City. It may not be altered, without written express permission of the City.

Disqualification of a Proposer/Proposal: The City does not intend by this RFP to prohibit or discourage submission of a proposal that is based upon a Proposer's trade experience in relation to the nature or scope of work, services, or product(s) described in this RFP or to prescribe the manner in which its services are to be performed or rendered.

The City will not be obligated to accept, however, significant deviations from the work or services sought by this RFP, including terms inconsistent with or substantially varying from the services or the financial and operational requirements of the RFP, as determined solely by the City. The City reserves the right to reject any proposal that does not furnish or is unresponsive to the information required or requested herein. The City reserves the right to reject any proposal or to waive or to accept any deviation from this RFP or in any step of the proposal submission or evaluation process so as to approve the award of the contract considered in the City's best interest, as determined in the City's sole discretion.

Although the City prefers that each Proposer submit only one proposal including all alternatives to the proposal that the Proposer desires the City to consider, it will accept proposals from different business entities or combinations having one or more members in interest in common with another Proposer. The City may reject one or more proposals if it has reason to believe that Proposers have colluded to conceal the interest of one or more parties in a proposal, and will not consider a future proposal from a participant in the collusion. In addition, the City will not accept a proposal from or approve a contract to any Proposer that is in default as surety or otherwise upon an obligation to the City or has failed to perform faithfully any previous agreement with the City, or is currently in default under any agreement with the City.

The City reserves the right to reject any or all proposals. Failure by a Proposer to respond thoroughly and completely to all information and document requests in this RFP may result in rejection of its proposal. Further, the City reserves the right to independently investigate the financial status, qualifications, experience, and performance history of a Proposer.

The City reserves the right to cancel the approval or authorization of a contract award, with or without cause, at any time before its execution of a contract.