**\*\*IMPORTANT NOTICE\*\***

**ONLINE BIDDING PROCESS**

* Bid pricing must be submitted online through Alameda County [EZSourcing Supplier Portal](https://ezsourcing.acgov.org/).
* The following pages require signatures and must be scanned and uploaded to Alameda County [EZSourcing Supplier Portal](https://ezsourcing.acgov.org/):

1. Exhibit A – Bid Response Packet, [Bidder Information and Acceptance](#_BIDDER_INFORMATION) page
   1. [Must be signed by Bidder](#_BIDDER_ACCEPTANCE)
2. Exhibit A – Bid Response Packet, [SLEB Information Sheet](#SLEB_Info_Sheet)
   1. [Must be signed by Bidder](#Prime_Bidder_Signature)
   2. [Must be signed by SLEB Partner](#SLEB_Sub_Signature) if subcontracting to a SLEB

Please read **EXHIBIT A – Bid Response Packet** carefully, **INCOMPLETE BIDS MAY BE REJECTED.** Alameda County will not accept submissions or documentation after the bid response due date. Successful uploading of a document does not equal acceptance of the document by Alameda County.

COUNTY OF ALAMEDA

REQUEST FOR PROPOSAL No. 902005

**for**

Information Technology (IT) Support Services

|  |
| --- |
| **For complete information regarding this project, see RFP posted at** [**Alameda County Current Contracting Opportunities**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/) **or contact the County representative listed below. Thank you for your interest!**  **Contact Person: Kachina Handy, Procurement & Contracts Specialist**  **Phone Number: (510) 208-9644**  **E-mail Address:** [**kachina.handy@acgov.org**](mailto:kachina.handy@acgov.org) |

**RESPONSE DUE**

by

**2:00 p.m.**

on

**September 10, 2021**

through

**Alameda County, GSA-Procurement**

[**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org/)

<https://ezsourcing.acgov.org/>

Description: Description: Description: branding.jpgAlameda County is committed to reducing environmental impacts across our entire supply chain.

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# CALENDAR OF EVENTS

REQUEST FOR PROPOSAL No. 902005

IT Support Services

|  |  |
| --- | --- |
| **EVENT** | **DATE/LOCATION** |
| **Request Issued** | **July 20, 2021** |
| **Networking/Bidders Conference** | **August 5, 2021 @ 10am (PST)**  **GSA-Procurement**  ***TO ATTEND ONLINE*:**  [**Click here to join the meeting**](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NGMxMTg2ZDMtYWMxOC00NjUxLTkyOWQtMmNjMzY2NDg0MTc3%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22f825e83e-d699-4b58-93d0-d4ae5b1777ec%22%7d)  **Or call in (audio only)**  [**+1 415-915-3950,,283576397#**](tel:+14159153950,,283576397# ) **United States, San Francisco**  **Phone Conference ID: 283 576 397#** |
| **Written Questions Due via Email:**  [**kachina.handy@acgov.org**](mailto:kachina.handy@acgov.org) | **August 6, 2021, by 5:00 p.m. (PST)** |
| **List of Attendees** | **August 9, 2021** |
| **Q&A Issued** | **August 25, 2021** |
| **Addendum Issued** [only if necessary to amend RFP] | **August 25, 2021** |
| **Response Due and Submitted through** [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org/) | **September 10, 2021, by 2:00 p.m. (PST)** |
| **Evaluation Period** | **September 10, 2021 – October 8, 2021** |
| **Vendor Interviews** | **Week of October 11, 2021** |
| **Notice of Intent to Award Issued** | **October 21, 2021** |
| **Board/General Services Agency Consideration Award Date** | **December 14, 2021** |
| **Contract Start Date** | **January 3, 2022** |

***NOTE: All dates are tentative and subject to change.***

|  |  |
| --- | --- |
| ***Alameda County Vendor Outreach*** | |
| Wednesday, July 28, 2021  10:30 a.m. – 11:30 a.m.  ***TO ATTEND ONLINE:***  [Join Microsoft Teams Meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTcwODZiMDctYzdmNi00ZTgxLWJhOTUtMjAyZTRkMWQxMTg4%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22338906a1-74a0-4066-b6d5-051f1847307a%22%7d)  Or via phone +1 415-915-3950    Conference ID: 504 517 635# | ***COME MEET ALAMEDA COUNTY’S***  ***PROCUREMENT TEAM!***  This is a public event where vendors can speak with GSA professionals, get to know them, and learn more about contracting opportunities with the County. |

COUNTY OF ALAMEDA

REQUEST FOR PROPOSAL No. 902005

SPECIFICATIONS, TERMS & CONDITIONS

for

INFORMATION TECHNOLOGY SUPPORT SERVICES

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EXHIBIT A **BID RESPONSE PACKET**

EXHIBIT B **TELECOM SPEEDS DOCUMENT**

EXHIBIT C **NETWORK HIGH LEVEL DIAGRAM**

# STATEMENT OF WORK

## INTENT

It is the intent of these specifications, terms and conditions to describe Information Technology (IT) Support Services being requested by the Alameda County Fire Department.

The County intends to award a three-year contract (with option to renew for three-years) to the Bidder selected as the most responsible Bidder whose response conforms to the RFP and meets the County’s requirements.

## SCOPE

The County is looking for qualified Bidders to provide IT Support Services for the Alameda County Fire Department’s multiplatform computers and related auxiliary devices, cloud infrastructure, networks, security, hardware infrastructure, databases, and software applications.

## BACKGROUND

The Alameda County Fire Department (ACFD) was formed in July 1993 as a dependent special district with the Board of Supervisors as its governing body. This consolidation brought together into a single jurisdiction the Castro Valley Fire Department, the Eden Consolidated Fire Department, and County Fire Patrol (each department is a dependent special district under the Board of Supervisors).

Since ACFD’s formation in 1993, a number of cities and federal laboratories contracted with the Department for the provision of fire protection and emergency medical response services. Specifically:

In July 1995, the City of San Leandro contracted with ACFD.

In June 1997, the City of Dublin contracted with ACFD.

In August 2002, the Lawrence Berkeley National Laboratory contracted with ACFD.

In October 2007, Lawrence Livermore National Security (LLNS) contracted with ACFD.

In January 2008, ACFD became responsible for the management of the Alameda County

Regional Emergency Communications Center (ACRECC) which now provides fire emergency call dispatch services to ACFD and its contract agencies.

In May 2010, the City of Newark contracted with the ACFD.

In July 2010, the City of Union City contracted with ACFD.

In July 2012, the City of Emeryville contracted with ACFD.

The ACFD total service area encompasses approximately 508 square miles and has a daytime population of approximately 358,052. It contains several major roadways, highways, bridges, and interstates that carry thousands of private and commercial vehicles daily. ACFD response area also includes large suburban and commercial centers, agricultural and wildland areas, lakes, and marinas.

Below is a list of various various services ACFD provides:

1. Mandated Services: As set forth in the State Health and Safety Code and the Uniform Fire Code, the County has a responsibility to provide fire prevention, and arson investigation services to all the unincorporated areas. The ACFD, a dependent special district under a governance of the Alameda County Board of Directors, has been designated to carry out these mandated functions, and in addition, to act as the sworn agent for the State Fire Marshal. The Uniform Fire Code and local ordinances, as adopted by the County, provide unincorporated area residents and businesses with the same degree of fire and safety services as those found in surrounding cities.
2. Discretionary Services: While the existence of the ACFD is mandated, its specific functions, operations, and service levels are discretionary, thereby providing the Department with the flexibility to address essential safety and health service demands within the communities it serves. The ACFD provides first-responder paramedic services 24-hours per day, 365 days per year throughout the unincorporated areas (8 stations) of the County as well as to its contract partners in Dublin (3 stations), San Leandro (5 stations), Newark (3 stations), Union City (3 stations), Emeryville (2 stations), Lawrence Berkeley National Laboratory (1 station), and Lawrence Livermore National Laboratory (2 stations). Through automatic aid, mutual aid, and contractual agreements, the ACFD and surrounding jurisdictions ensure the highest level of emergency fire and medical response in the event of local and regional disasters.
3. Regional Emergency Dispatch Services: The department is responsible for the administration and operation of the Alameda County Regional Emergency Communications Center (ACRECC) which has a National Academy of Emergency Medical Dispatch Center of Excellence Accreditation. The dispatch center provides dispatch and communication center services for all jurisdictions served by the ACFD, the Alameda County Emergency Medical Services Agency, the County’s ambulance provider Falck, Camp Parks Reserve Forces Training Area, Livermore-Pleasanton Fire Department, and the cities of Alameda and Fremont. ACRECC serves as the Emergency Communications Center (ECC) for the California Office of Emergency Services (CalOES) Region II, responsible for dispatching fire mutual aid resources within the coastal region from Monterey to Del Norte County. ACRECC also serves as the ECC for the Operational Area mutual aid dispatching for Alameda County.

## BIDDER QUALIFICATIONS

* + 1. BIDDER Minimum Qualifications
       1. Bidder and all key personnel assigned to the project shall be regularly and continuously engaged in the business of providing IT Support Services for at least five (5) years for government customers. Public Safety industry experience is preferred. Personnel qualifications are verifiable in the submitted resume.
       2. Key Personnel assigned to this contract should have a minimum 3-year tenure with the bidder in particularly:
          1. Chief Operation Officer (COO)
          2. Sr. Network Engineer
       3. Bidder shall be a certified Microsoft Partner. Certifications and licenses shall be submitted with the proposal.
       4. Bidder shall possess all permits, licenses, and professional credentials necessary to supply products and perform services as specified under this RFP.

## SPECIFIC REQUIREMENTS

For public security and operational functionality of the ACFD’s critical emergency response system, the ACFD requires that all participating contractors shall be able to provide all support services outlined in the sections below:

1. Help Desk Support - Contractor shall provide an on-line web-based help desk for all ACFD network users and will be the primary interface between ACFD users and Contractor. The help desk will be available 24/7, no exceptions. Users will be able to submit requests or issues at any time verbally by phone, by e-mail, or by web app. Requests for support shall be prioritized by Category, updated, and tracked by both the Contractor and ACFD via a web-based interface. Support Categories with the maximum response times shall be outlined as follows:
   1. Category 1 – Dispatch Function Impacted: These types of priority calls are problems that affect Dispatch Function. Contractor shall acknowledge, assign, and respond to the helpdesk request within 10 min and be onsite at dispatch or begin working on the problem within thirty (30) minutes of call acknowledgement. Contractor technician(s) shall notify key individuals in each department of the status of the problem in a timely manner until the issue is resolved or an approximate time for resolution can be determined. 90% of issues are resolved within an hour.
   2. Category 2 – Enterprise System Outage: These types of priority calls are Enterprise System Outages that affect multiple users or sites and cause critical loss of work within an entire department or group. Contractor shall assign the appropriate technical expert to attend to the critical issue and begin working on the problem within thirty (30) minutes of call acknowledgement and if need be, onsite within (1) hour. Contractor technician(s) shall notify key individuals in each department of the status of the problem in a timely manner until the issue is resolved or an approximate time for resolution can be determined. 80% of issues resolved within (2) hours.
   3. Category 3 – Local Site Outage: These types of priority calls are problems that cause a complete stoppage of work for an individual site and affects multiple users. Contractor shall assign the appropriate technical expert to attend to the critical issue and begin working on the problem within one (1) hour of call acknowledgement and if need be, onsite within (2) hours. Contractor technician(s) shall notify key individuals in each department of the status of the problem in a timely manner until the issue is resolved or an approximate time for resolution can be determined. 80% of issues resolved within (4) hours.
   4. Category 4 – End User Performance Impacted: These types of calls are problems which interfere with the timely and effective work of an individual, but not resulting in complete stoppage of work. Contractor shall assign a technician and will be dispatched within four (4) hours of the call acknowledgement. Contractor shall notify the individual of the status of the problem at least once a day, until the issue is resolved, or the timeframe of the resolution can be defined. 80% of issues are resolved within 2 days.
   5. Category 5 – All Others: These calls are responded to within (4) hours and are typically scheduled within five (5) working days of the time the request is received. Such calls may include, but not limited to, updating access to applications and new software installations. Contractor staff shall notify the individual of the status of the request at least once every two days until the issue is resolved, or a time frame required for resolution can be defined. 80% of issues are resolved within 5 days.
2. On Site Support - Contractor shall staff a technician(s) within Alameda County that is dedicated to the support of ACFD’s information systems. The technician(s) will be available from 8 AM to 5 PM, Monday through Friday. This person(s) will also be responsible for service calls to all ACFD locations, and available for after hour critical support as dictated by the priorities of the service outlined above. If, at any time additional staffing is needed to complete a project or address a support issue, Contractor shall provide additional staffing at no additional cost. All contracting staff assigned to ACFD is subject to background checks, with some requiring Department of Energy (DOE) security clearances consistent with the Lawrence Livermore National Laboratory subcontract obligations. Contractor will inform ACFD of any personnel changes.
3. Network staff should be augmented by help desk personnel and senior management. Management protocols and systems employed must follow industry standards and provide ability to orchestrate activities across multiple locations.

It is the responsibility of the service provider to determine optimum staffing levels required to maintain and evolve the ACFD network and meet contractual obligations regarding service levels, equipment management and projects. Although all service providers staff members are the employees of the service provider, ACFD reserves the right to approve all staff members assigned to support ACFD.

1. Technology/Applications Support - Contractor shall provide applications support to all users of the ACFD Network via the on-line help desk or onsite technician. Production applications shall be supported by the Contractor for troubleshooting, installation, patches, and upgrades. All software must be kept up to date so as not to fall out of support by vendor or supporting software vendors. This support is for the functional operation of each application, not for the actual use of the application. All Contractor personnel providing service under this contract shall be fully qualified to perform the required work. Individuals shall be trained on the latest versions and releases of any technology required to perform their services before they report for work at ACFD facilities.
2. The contract personnel must have proven competency in the deployed version of the following applications, features, and equipment:
3. Window Operating System Current Version
4. Windows Server Architecture Current Version
5. Microsoft Office 365 E3 (All applications)
6. Microsoft Azure Cloud Services (AD, IAAS, PAAS, SAAS)
7. Microsoft SQL Server
8. Microsoft SharePoint Online
9. Microsoft Teams VOIP Phone Systems
10. Box.com cloud storage
11. Network Switching Experience with access and data-center switches
12. Network Routing experience with branch and LAN routers
13. VMWare ESXi or Hyper-V Virtualization Technologies
14. Citrix XenApp & Citrix XenDesktop
15. Hexagon/Intergraph I/CAD or like systems
16. Locution CadVoice Station Alerting or like systems
17. Sierra Wireless Gateways or like Mobile access point technology
18. Employee Evaluation System
19. Tablet Command or like systems
20. ESO Electronic Health Record (EHR) system or like systems
21. UKG TeleStaff or like systems
22. MARVLIS – Vehicle Tracking System or like systems
23. Mobile Device Management
24. Security Software, Multi-Factor Authentication, SSO
25. SIEM or Like Event/Logging Management systems
26. Apple iOS, Mac OS
27. Android OS
28. Video Conferencing/Audio Conferencing/Online Meetings
29. Database and Application Support – Contractor will also provide database administrative support services for the following ACFD Applications:
30. Computer Aided Dispatch (CAD) -Hexagon/Intergraph like system
31. ImageTrend Records Management System (RMS) or like system
32. Subscriber Databases
33. Payroll Processing Utility
34. Data Analytics/Reporting Portal
35. ACFD Online Form Portal
36. Vehicle maintenance facility shop systems
37. Performance Analytics
38. Mobile Device Management Software.
39. Database administrative support services are defined as follows:
40. Monitor status of databases and optimize performance levels.
41. Assist technology providers to respond to application outages, performance issues, and develop future releases.
42. Take corrective actions necessary to ensure ongoing use of database technologies and dependent applications.
43. Work with ACFD management or designee to ensure accurate recording of data.
44. Design, develop, test, and maintain subscription databases attached to primary CAD database as directed by ACFD management or designee.
45. Design, develop, test, and maintain a reporting interface that can pull data from the primary and subscription databases and enable end users to create custom reports on demand.
46. Develop data management and data archival programs as directed by ACFD management or designee and apply them to all SQL-based applications.
47. Design, develop, test, and maintain a reporting portal that will enable program managers to run reports online and track actual project costs against forecasted budgets.
48. Design, develop, test, track, and maintain an ACFD Electronic Form Portal that contains online versions of ACFD forms.
49. Hardware Support – Contractor will provide a Hardware-As-A-Service Model (HAAS) for Hardware support. Contractor shall service all Hardware Systems under this model. Service shall include, but not limited to, hardware support, upgrades, firmware updates, troubleshooting, replacements, and reinstallation. Support for said Hardware shall be provided to ensure continuous operability for the Organization.
50. Included Hardware:
51. Desktop PCs
52. Monitors
53. Printers
54. Laptops
55. Peripherals
56. Tablets
57. Routers
58. Switches
59. UPS
60. Access Points
61. Video Cables
62. Video Adapters
63. Hardware-As-A-Service (HAAS) – All hardware environments below will be supported in the Hardware as a Service (HAAS) Model:
64. **Fire Environment**
65. There are currently 27 Fire Stations in 4 Battalions operating in the Alameda County Fire Department spanning the County in Dublin, Lawrence Livermore National Laboratory (LLNL), Camp Parks, San Leandro, Emeryville, Union City, Newark, Castro Valley, Lawrence Berkeley National Laboratory (LBNL), San Lorenzo, Hayward and Sunol. The stations all are part of the ACFD Network providing Fire services and house supporting Special Programs. Four stations are Battalion Chief stations and all stations have at least three or more Fire Personnel on duty with three platoons (A, B, C). Station houses are equipped with networking switches, firewalls, and multiple access points for complete coverage of the property. Devices such as terminals, tablets, and desktops to access the ACFD Citrix environment. There are VOIP Phones, Station alerting systems and each station needs to be equipped for Video Conferencing. The move to more cloud apps will allow different solutions for devices not needing to connect to a Citrix Server.
66. Emergency Operation Center (EOC) - Dublin, CA - Alameda County Fire Department partners with the Sheriff’s Department in the Office of Emergency Systems (EOC) Building. ACFD has equipment housed in the EOC to provide Emergency services. Equipment includes laptops, Monitors, VOIP Phones, Printer, and a Large Touch Panel TV.
67. Fire Prevention offices - There are currently five Fire Prevention Offices throughout the Alameda County Fire Department Network. These offices are minimally staffed with terminals, laptops, desktops, printer and VOIP Phones.
68. Training Tower - ACFD has a Training Tower located in San Leandro, CA. The Training Tower is used to train ACFD members. The building consists of various equipment for ACFD members ranging from desktop, laptops, tablets, VOIP Phones, and Large TV Screens. This location is subject to change and is planned to start construction 2022-2023.
69. Mobile/Temp Sites - Currently, ACFD has various Mobile vehicles that operate as a mobile command station. These vehicles can support staff in a mobile setting offering computer systems, communication equipment and TVs that connect back to the ACFD Network.
70. ACFD sets up temporary sites to support various missions which include the Alameda County Fair. Typical equipment includes staff computers, printers, and Networking devices that all connect back to the ACFD Network.
71. Administration Office – ACFD’s Administrative Headquarters are located in Dublin, CA. Headquarters staffs roughly 40 personnel. The office includes a mix of Offices, Cubicles, and a front desk with varying equipment from Laptops, Desktops, Terminals to VOIP Phones and Networking Gear. The office also includes 6 meeting rooms with Large TV Screens and Video Conference equipment. One of the rooms operates as a Department Operations Center (DOC).
72. **Dispatch Environment** – 911 dispatch services are provided by ACRECC, which is currently located at the Lawrence Livermore National Laboratory.
73. Core Dispatch Servers - Provide a redundant virtual infrastructure capable of supporting the following core dispatch applications in a high availability environment, 99.999% uptime is required. Current data requirements are 5 TB, a projected annual growth rate of 15% is expected.
74. CAD Primary Database Server
75. CAD Secondary Database Server
76. CAD Interface Server (Interfaces)
77. CAD Interface Server (Failover Server)
78. CAD Interface Server (API Server)
79. Supporting Dispatch Servers - Provide a redundant virtual infrastructure capable of supporting the following supporting dispatch applications in a high availability environment, 99.999% uptime is required. Current data requirements are 7 TB, a projected growth rate of 15% is expected.
80. Vehicle Locating System (VLS) database server
81. Vehicle Locating System (VLS) application server
82. Vehicle Locating System (VLS) demand monitor
83. EMS dispatch data analytics gateway server
84. RMS Messaging server
85. Triage dispatch server
86. Station alerting server
87. EPCR gateway
88. SQL reporting server
89. Alameda County Fire domain controller
90. Desktop recording server
91. CAD archive database server
92. CAD Test DB
93. CAD Test Interface Server
94. Vendor provided backup server
95. Virtual Backup Infrastructure - Provide a redundant virtualized backup infrastructure outside of the Northern California region in a Tier 4 datacenter. The design must be capable of supporting all dispatch operations within two hours of an event that renders ACRECC unusable. Contractor must maintain and configure the communication lines for failover. The backup environment must be accessible from all ACRECC connected sites and securely via the Internet. The Virtual backup environment must be able to failback to the initial Dispatch Center.
96. Primary Backup Dispatching Site (ACFD Station 23) - Provide eight Windows 10 based Workstations capable of supporting two displays. Workstations must be capable of accessing the backup Infrastructure and running all standard applications. 49” displays and associated cabling to be included. Provide 9 VOIP Phones integrated with the ACFD phone system. The failover from the primary site phone system must be handled by these VOIP phones. Compatible headsets are required. Provide redundant network infrastructure supporting workstations, phones, radios, and access point.
97. Dispatch Workstations - Provide 11 Windows 10 based rack mounted dispatch workstations to support CAD Client, Priority Dispatch ProQA, Priority Dispatch Aqua, and the desktop recording software agent. Enterprise Keyboard/Video/Mouse extenders are required to extend the video signal to the dispatch consoles. Each workstation requires two 29” monitors.
98. Dispatch Laptops - Provide six general use laptops connected via WIFI. WIFI network and Laptops must be outside of the secure dispatch network.
99. Situational Awareness Workstation - Provide a Windows 10 based rackmount workstation to support the situational awareness monitoring system. An enterprise Keyboard/Video/Mouse extender is required. Dispatch Network Infrastructure - Provide a redundant network infrastructure supporting all CAD servers, Workstations, Laptops, accessory systems and partner systems. The contractor will maintain, manage, and configure the redundant communication lines that are required for connectivity to partner dispatch centers, fire stations, mobile data computers, and Internet based resources. Failover to backup lines must occur within 3 seconds of a communications interruption. The dispatch network must only allow communications to the required endpoints/ports on devices outside secure network. Contractor will monitor lines for failover and ensure uptime is met.
100. Mobile Data Computers - Provide mobile data computing environment for ACRECC dispatched apparatus, including physical hardware installation, mounting and accessories. All apparatus must maintain a consistent CAD connection with minimum 98.5% uptime.
101. GIS Environment - Provide a virtualized ESRI GIS Mapping system capable of supporting 2 simultaneous workstation class virtual sessions.
102. Station Alerting (28 Stations) - Provide Windows 10 based Station Alerting appliances and integrate into existing Station Alerting infrastructure. Provide redundant network infrastructure and manage, maintain, and configure communications lines to connect stations to ACRECC.
103. Station Alerting (Livermore/Pleasanton Fire-10 Stations) - Provide Windows 10 based Station Alerting appliances and integrate into existing Station Alerting infrastructure. Provide redundant network infrastructure and manage, maintain, and configure communications lines to connect stations to ACRECC. Only valid while under contract with Livermore/Pleasanton.
104. Station Alerting (Alameda Fire - 5 Stations) - Provide Windows 10 based Station Alerting appliances and integrate into existing Station Alerting infrastructure. Only valid while under contract with Alameda Fire.
105. Station Alerting (Fremont -11 Stations) - Provide 10 Windows 10 based Station Alerting appliances and integrate into existing Station Alerting infrastructure. Provide network infrastructure to connect City of Fremont Fire Stations to ACRECC. Will use existing City Internet service for communications. Only valid while under contract with Fremont.
106. Station Alerting (Camp Parks) - Provide 1 Windows 10 based Station Alerting appliance and integrate into existing Station Alerting infrastructure. Provide network infrastructure to connect Camp Parks Fire to ACRECC. Only valid while under contract with Camp Parks.
107. Training - Support Training Environment for ACRECC. Training environment will be at the Primary DR site at ACFD Fire Station #23.
108. **Vehicle Maintenance Facility Environment**
109. The Alameda County Fire Department Vehicle Maintenance Facility is responsible for maintaining the operational readiness of the Department's fleet of apparatus and support vehicles. The site is located at 5777 Scarlett Court, Dublin, CA 94568 and operates Monday-Friday (0700-1730 hours).
110. There are 19 End Users, provide 9 VoIP phones. One primary connection at 50 MB Fiber, a backup connection at 100 MB Copper. The current configuration is as follows:
111. Citrix Xen app 7.15
112. Windows Server 2016
113. Software as a Service (Office 365, Telestaff, PSTrax)
114. Adobe Acrobat
115. Endpoint Security (AV, Malware, MFA, SSO)
116. Microsoft Access Custom Application (Planning to upgrade this system to a cloud/web-based application)
117. Various Manufacturer Specific Applications
118. Android based Bar Code scanners
119. HAAS (Hardware as a Service) Schedule – All new hardware identified in the HAAS will be placed into service by July 1, 2022 and follow the same replacement schedule per device type. The Contractor will begin to order replacement equipment to ensure delivery of all new HAAS equipment by the start of the Contract extension.
120. Mobile Smart Phones - Contractor will manage mobile smart phones and services. Mobile smart phones will NOT be part of HAAS model. Mobile smart phones will be purchased by ACFD, issued to approved employees and will be inventoried for device management. All requests for mobile phones will go through the Help Desk system and will be approved by ACFD management. Only iOS mobile smart phones will be issued. All other phones not issued by ACFD are not managed by contractor. Contractor will, however, assist in configuration of department email and department approved apps to all staff.
121. Consolidations – As consolidation efforts advance, the total station/location/personnel may increase or decrease, and the IT service provider in agreement with ACFD Management, must adjust the HAAS coverage accordingly.
122. Server Administration Services – Manage all computer systems, maintain associated hardware, software, communications, operating systems, security, performance, availability, recoverability, redundancy, and ensure scheduled preventive maintenance for equipment is properly and routinely performed below:
123. Maintain accurate maintenance records on all equipment.
124. Develop operations, administrative, and procedural documentation.
125. Setup new users and edit or remove existing users on servers as required.
126. Notify ACFD management when specified thresholds are reached.
127. Perform configuration management, including changes, upgrades, patches, etc., administer and maintain and coordinate repair and maintenance work with contracted repair contractors and ensure repairs are conducted in a timely fashion.
128. Track and monitor Server Performance 24x7x365.
129. Provide ACFD management access to system monitors via Dashboard.
130. Desktop Administrative Services – Contractor shall perform basic support functions below:
131. Installing PCs, Wyse Terminals, laptops, PDAs, printers, peripherals, and office automation software.
132. Diagnose and correct desktop application problems, configure laptops and desktops for standard applications, identify and correct end user hardware problems, and perform advanced troubleshooting.
133. Maintain an up-to-date inventory of all ACF computer related hardware and make available to ACF management upon request.
134. Assist in development of software/hardware policies and procedures.
135. Monitor Desktop/Laptop system status for CPU Utilization, Memory Utilization, Disk Usage, Antivirus Status, and Application Compliance.
136. Create and maintain system images for deployments.
137. Networking Administration Services – Networking Administration Services - Scope of activity includes all network equipment including switches, routers, firewalls, bridges, access points, and cabling infrastructure. Perform primary maintenance including regular analysis, configuration changes, and installation of patches and upgrades and provide alert notifications to designated ACFD personnel in the event of failure. Monitor bandwidth utilization and errors at all layers (averages, peaks, etc.) and provide alerts when specified thresholds are reached. Provide ACFD access to real-time monitors via a Web interface and manage and store network configuration information. Perform baseline performance analysis and provide bandwidth utilization reports, and maintain documentation, including policies and procedures. Install and maintain Cat6 cable, OM3 fiber, jacks, and patch panels. Work with other prime and third-party contractors as required. Develop and execute integration plans for integrating newly consolidated departments.
138. Cloud Services – Scope of activity includes Azure AD, High Availability, Disaster Recovery, Test Servers (PAAS, pay as you go services as needed), Microsoft 365 tenant support (transition, create, monitoring and managing) services. Develop appropriate transitions from Network drives to OneDrive and SharePoint, Public Folders into SharePoint, and Archiving Data to appropriate storage mediums.
139. Printers – Contractor shall be responsible for the configuration and troubleshooting of all department printers and copiers. This includes, but not limited to, dispatch printers used in conjunction with the Locution Dispatch PCs., Copiers in various Stations, Vehicle Maintenance facility, OES, Fire Prevention Offices and Admin Complex, small office printers, and large plotters. Toner cartridge procurement will be handled by an outside vendor.
140. Mobile Vehicles and Temporary Sites Support - Assist with the IT design, installation, testing, and equipment maintenance of the ACFD Mobile Vehicle and Temporary Sites (i.e., Alameda County Fair). Maintain connectivity to ACFD infrastructure and sync critical data between ACFD sources and Mobile Vehicles and temporary sites.
141. Mobile Device Administration - Maintain Mobile Devices (Cell Phones and Tablet Computers) in use at ACFD. Ensure connectivity to Office 365 email and provide maintenance for enabling technologies that support email send and delivery. Ensure operating environment is current and functioning properly for all devices according to company policies. Maintain syncing of data across hardware platforms. Maintain firmware updates to all devices, work with cellular providers to ensure quality of service meets or exceeds end user requirements and serve as the single point of contact for end users regarding all cellular related problems. ACFD currently use Hexnode Mobile Device Management (MDM), but can be any system that works with both iOS and Windows devices.
142. VOIP Phone System - Maintain VOIP System components including Phones, Servers, Gateways, and support of the telephone handset calling features. As required, integrate VOIP services with other systems provided by government agencies and/or third parties. Provide voice over IP phone systems for all identified locations (i.e., Fire station, dispatch center, maintenance shop and administrative sites).
143. Security Monitoring and Management Services - Contractor shall provide a proactive approach to managing ACFD’s information systems. The contractor will provide 24/7 monitoring of all ACFD network infrastructure components, including servers, routers, switches, firewalls, and data telecommunications lines. In the event of abnormal activity, the 24/7 monitoring system will notify the on-call network engineer and key ACFD personnel of any event and issue that would adversely affect the ACFD network. SIEM or comparable system should be used to analyze real-time and historical events to provide root cause analysis.
144. Endpoint Security Software - Provide enterprise Endpoint Security software for all servers, desktops, laptops, cell phones, tablets, and MDC’s. Software should secure ACFD systems and data wherever the systems and data are being accessed from. Mobile Device Management must be used to help secure endpoints accessing ACFD Network. This includes all company deployed and personal devices accessing the network.

Software shall provide an anti-spam/virus solution. The system must be capable of holding potential SPAM in a quarantine queue and enable end users to select those messages to be released to their inbox and delete those messages that are SPAM. Also, should provide Anti-malware, threat protection, Data Loss Prevention, and Multi-Factor Authentication.

1. Remote Access to ACFD Management Personnel - Provide VPN access and remote connectivity to designated ACFD personnel. Connectivity and application access will remain uninterrupted.
2. Backup & Disaster Recovery - Provide High Available Backup and Disaster Recovery Systems to store ACFD data. All backed up data will be encrypted and transmitted off-site to redundant secure facilities. One of those backup and disaster recovery facilities will be located outside of the Northern California fault zone. In the event of a hardware failure, Contractor will provide equipment on an interim basis until such time that ACFD’s equipment can be repaired or replaced. Contractor will maintain an inventory of spare equipment that can be readily deployed. Contractor will perform a test of the recovery system quarterly. All ACFD Systems including ACRECC systems are in scope.
3. Off-Site Storage - Maintain secure, off-site storage of ACFD network data (virtual server images, email databases, user files, etc.), maintain off-site storage practices consistent with industry practices, and leverage emerging technologies to make storage and retrieval process efficient.
4. End User Monitoring - Provide a real-time monitoring system that will allow ACFD management to review activities of end users and their use of all ACFD information technology resources including internet access, desktop applications, and output devices. Contractor must provide reports upon requests. ACFD reserves the right to block websites as they see fit.
5. Audit Documentation - Provide a real-time Asset Management System of all information technology related assets to reflect current inventory state, to provide data for onboarding and offboarding processes, and to assess system architecture. The asset management system shall contain reports detailing location, serial numbers, warranty status, renewal dates, and other key information critical to the budgeting and asset-management processes.
6. Consulting Services - In addition to support services, the Contractor shall provide consulting-based services to ACFD such as network infrastructure design, mobile devices, implementation, systems design, upgrading of system infrastructure and implementation of new products and technologies.
7. Telecommunications - Contractor is responsible for managing, maintaining, monitoring communication lines and circuits with CalNet. The department will be responsible for paying for all communications lines and circuits through CalNet. If the need arises the Contractor will oversee the implementation of new communication lines. ACFD to assign administrative rights to contractor within CalNet vendor system for fulfillment of contractor responsibilities. All hardware required by contractor to connect to service provider’s equipment is included in this contract. All ACFD locations must have redundant access to the Internet and meet or exceed the data transfer speed requirements based on cloud computing.
8. Training – On an as needed basis, provide on-site, one day or multi-day training sessions. Training will be delivered by instructor-led onsite or online videos. Training topics may include, but not limited to, office 365 applications, contractor developed apps and processes.
9. Budgeting/Contract Compliance - Provide quarterly meeting updates to review contract compliance and work with senior management to reduce costs and improve performance.
10. Planning - Provide engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems. Focus on key items like server upgrades, storage system upgrades, design of backup systems, etc., provide technical leadership for technology issues, make recommendations for future purchasing and technology needs, and install new servers, software and hardware and transfer data when acquired.
11. Project Managers - Help facilitate IT Projects by providing Senior Engineers to assist ACFD management team. Contribute to the development of a multi-year technology strategic plan.
12. Expansion - Contractor will assist ACFD management in preparing growth strategy and budgets for potential expansion opportunities. That support will focus primarily on conducting audits of potential partners, developing project plans to manage consolidation efforts, assembling budgets, and attending meetings as assigned.
13. Contingency Development Support - Support future ACFD projects and programs.
14. Subcontract - Contractor is allowed to subcontract services if both parties approve. Subcontractor must meet the same security and background requirements as the primary vendor. All actions by the subcontractor are the responsibility of the primary vendor.
15. Additional Contractor tasks and responsibilities - Contractor shall meet with an ACFD representative on a periodic basis to review the current projects, performance, and work log. ACFD reserves the right to modify meeting schedules and frequency and shall be agreed upon between ACFD and Contractor. Contractor may participate in ACFD meetings as appropriate to report on the status and condition of the ACFD infrastructure.
16. Acceptable performance service level agreements (SLAs) are defined below:
17. 99% up time for primary and subscription databases and applications.
18. 30-day development cycle for subscription databases upon receiving a complete design document.
19. 90-day development cycle for creating reporting interface upon receiving a complete design document.
20. 90-day development cycle for creating an online form upon receiving a complete design document.
21. 100% with data management and data archival programs.

## DELIVERABLES / REPORTS

* + 1. Quarterly Meetings - Both executive staff from Contractor and ACFD will meet quarterly to review budget and operational items. Minimum reports to review will include the following:
       - 1. Network Uptime
         2. Security events
         3. Number of Helpdesk tickets opened/closed
         4. Project status
    2. Asset Management System – Provide access to real-time data for ACFD Management. Ability to view data on each asset (OS Version, Windows Update Status,
    3. Health Dashboards to include the following:
       - 1. Bandwidth usage per location
         2. Security threats/events
         3. MDC Connectivity
         4. Station Alerting Connectivity

## PROJECT LIST

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Timeframe** |
| Station Upgrades | Replacement and retrofitting/upgrading of up to 7 fire stations in unincorporated Alameda County, funded by the Measure X Bond proceeds, Technology needs assessment. | 2022-2025 |
| Training Tower Buildout | New training tower in Dublin, Technology needs assessment. | Construction to start 2022 |
| Shop System Upgrade | Transition Shop system to a Cloud Based application. | 2022-2023 |
| Dispatch Center | New Dispatch Center technology needs assessment. | 2022-2023 |

## NETWORKING / BIDDERS CONFERENCES

* + 1. The Bidders Conference held on **August 5, 2021,** will have an online conference option enabled for remote participation. Bidders can opt to participate via a computer with a stable internet connection (the recommended Bandwidth is 512Kbps) at [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NGMxMTg2ZDMtYWMxOC00NjUxLTkyOWQtMmNjMzY2NDg0MTc3%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22f825e83e-d699-4b58-93d0-d4ae5b1777ec%22%7d) or call in (audio only) [+1 415-915-3950,,283576397#](tel:+14159153950,,283576397# ) . In order to get the best experience, the County recommends that Bidders who participate remotely use equipment with audio output such as speakers, headsets, or a telephone.
    2. Networking/Bidders Conferences will be held to:
       1. Provide an opportunity for Small Local Emerging Businesses (SLEBs) and large firms to network and develop subcontracting relationships in order to participate in the contract(s) that may result from this RFP.
       2. Provide an opportunity for Bidders to ask specific questions about the project and request RFP clarification.
       3. Provide Bidders an opportunity to view a site, receive documents, etc. necessary to respond to this RFP.
       4. Provide the County with an opportunity to receive feedback regarding the project and RFP.
    3. The list of Bidder Conference attendees will be released in a separate document.
    4. Only written questions submitted via email and by the stated deadline will be addressed in an RFP Question and Answer (Q&A) following the Networking/Bidders Conference(s). Should there be a need to amend or revise the RFP, an Addendum will be issued following the Networking/Bidders Conferences. The Q&A and Addendum are the final stance of the County.
    5. All questions regarding these specifications, terms and conditions are to be submitted in writing via e-mail by 5:00 p.m. on **August 6, 2021,** to:

Kachina Handy, Procurement & Contracts Specialist

Alameda County, GSA-Procurement

1401 Lakeside Drive, Suite 907

Oakland, CA 94612

E-Mail: [kachina.handy@acgov.org](mailto:kachina.handy@acgov.org)

Phone: (510) 208-9644

* + 1. Potential Bidders are strongly encouraged to attend Networking/Bidders Conference(s) in order to further facilitate subcontracting relationships. Vendors who attend a Networking/Bidders Conference will be added to the Vendor Bid List. Failure to participate in a networking/bidders’ conference will in no way relieve the Contractor from furnishing goods and/or services required in accordance with these specifications, terms and conditions. Attendance at a Networking/Bidders Conference is highly recommended but is not mandatory.

# COUNTY PROCEDURES, TERMS, AND CONDITIONS

## EVALUATION CRITERIA / SELECTION COMMITTEE

All proposals that pass the initial Evaluation Criteria which are determined on a pass/fail basis will be evaluated by a County Selection Committee (CSC).  The County Selection Committee may be composed of County staff and other parties that may have expertise or experience in IT Support Services. The CSC will score and recommend a Contractor or a pool of Contractors in accordance with the evaluation criteria set forth in this RFP.  Other than the initial pass/fail Evaluation Criteria, the evaluation of the proposals shall be within the sole judgment and discretion of the CSC.

All contact during the evaluation phase shall be through the GSA-Procurement department only. Bidder(s) shall neither contact nor lobby evaluators during the evaluation process. Attempts by Bidder to contact and/or influence members of the CSC may result in disqualification of Bidder.

The CSC will evaluate each proposal meeting the qualification requirements set forth in this RFP. Bidder should bear in mind that any proposal that is unrealistic in terms of the technical or schedule commitments, or unrealistically high or low in cost, will be deemed reflective of an inherent lack of technical competence or indicative of a failure to comprehend the complexity and risk of the County’s requirements as set forth in this RFP.

Bidder(s) are advised that in the evaluation of cost it will be assumed that the unit price quoted is correct in the case of a discrepancy between the unit price and an extension.

As a result of this RFP, the County intends to award a contract to the responsible Bidder(s) whose response conforms to the RFP and whose bid presents the greatest value to the County, all evaluation criteria considered. The combined weight of the evaluation criteria is greater in importance than cost in determining the greatest value to the County. The goal is to award a contract to the Bidder(s) that proposes the County the best quality as determined by the combined weight of the evaluation criteria. The County may award a contract of higher qualitative competence over the lowest priced response.

The basic information that each section should contain is specified below, these specifications should be considered as minimum requirements. Much of the material needed to present a comprehensive proposal can be placed into one of the sections listed. However, other criteria may be added to further support the evaluation process whenever such additional criteria are deemed appropriate in considering the nature of the goods and/or services being solicited.

Each of the Evaluation Criteria below will be used in ranking and determining the quality of Bidders’ proposals. Proposals will be evaluated according to each Evaluation Criteria and scored on the zero to five-point scale outlined below. The scores for all Evaluation Criteria will then be added, according to their assigned weight (below), to arrive at a weighted score for each proposal. A proposal with a high weighted total will be deemed of higher quality than a proposal with a lesser-weighted total. The final maximum score for any project is 550 points, including the possible 50 points for local and small, local and emerging, or local preference points (maximum 10% of final score).

The evaluation process may include a two-stage approach including an initial evaluation of the written proposal and preliminary scoring to develop a short list of Bidders that will continue to the final stage of oral interview and reference checks.  The preliminary scoring will be based on the total points, excluding points allocated to references and oral interview.

If the two-stage approach is used, the three (3) Bidders receiving the highest preliminary scores and with at least 200 points will be invited to an oral interview.  Only the Bidders meeting the short list criteria will proceed to the next stage.  All other Bidders will be deemed eliminated from the process.  All Bidders will be notified of the short list participants; however, the preliminary scores at that time will not be communicated to Bidders.

The zero to five-point scale range is defined as follows:

|  |  |  |
| --- | --- | --- |
| 0 | Not Acceptable | Non-responsive, fails to meet RFP specification. The approach has no probability of success. If the unmet specification is a mandatory requirement, this score may result in disqualification of proposal. |
| 1 | Poor | Below average, falls short of expectations, is substandard to that which is the average or expected norm, has a low probability of success in achieving objectives per RFP. |
| 2 | Fair | Has a reasonable probability of success, however, some objectives may not be met? |
| 3 | Average | Acceptable, achieves all objectives in a reasonable fashion per RFP specification. This will be the baseline score for each item with adjustments based on interpretation of proposal by Evaluation Committee members. |
| 4 | Above Average / Good | Very good probability of success, better than that which is average or expected as the norm. Achieves all objectives per RFP requirements and expectations. |
| 5 | Excellent / Exceptional | Exceeds expectations, very innovative, clearly superior to that which is average or expected as the norm. Excellent probability of success and in achieving all objectives and meeting RFP specification. |

The Evaluation Criteria and their respective weights are as follows:

|  |  |  |
| --- | --- | --- |
|  | **Evaluation Criteria** | **Weight** |
|  | **Completeness of Response:**  Responses to this RFP must be complete. Responses that do not include the proposal content requirements identified within this RFP and subsequent Addenda and do not address each of the items listed below will be considered incomplete, be rated a Fail in the Evaluation Criteria and will receive no further consideration.  Responses that are rated a Fail and are not considered may be picked up at the delivery location within 14 calendar days of contract award and/or the completion of the competitive process. | Pass/Fail |
|  | **Debarment and Suspension:**  Bidders, its principal and named subcontractors are not identified on the list of Federally debarred, suspended or other excluded parties located at [www.sam.gov/SAM/](https://www.sam.gov/SAM/). | Pass/Fail |
|  | **Cost:**  The points for Cost will be computed by dividing the amount of the lowest responsive bid received by each Bidder’s total proposed cost.  While not reflected in the Cost evaluation points, an evaluation may also be made of:   1. Reasonableness (i.e., does the proposed pricing accurately reflect the Bidder’s effort to meet requirements and objectives?); 2. Realism (i.e., is the proposed cost appropriate to the nature of the products and/or services to be provided?); and; 3. Affordability (within ACFD’s IT budget).     Consideration of price in terms of overall affordability may be controlling in circumstances where two or more proposals are otherwise adjudged to be equal, or when a superior proposal is at a price that the County cannot afford. | 15 Points |
|  | **Technical Criteria:**  In each area described below, an evaluation will be made of the probability of success of, and risks associated with, the proposal response:   1. System Design - A comparison will be made of the proposed systems: CAD, Cloud, Security, Network infrastructure, Storage, and Backup infrastructure design. Additional credit will be given for features of the proposed design that offer enhanced utility, ease of use or ease of integration with existing applications, MDC equipment and systems where applicable. 2. Software Design and Development - The evaluation will compare the proposed software capabilities with the requirements of this RFP in terms of the software’s compatibility with existing data warehouse, subscriber databases and interfaces. 3. Life-Cycle Support - An assessment will be made of the scope and extent of resources required to operate and maintain the proposed ACFD systems network. 4. Ancillary Services - A comparison will be made of the proposed services with the requirements of this RFP. Credit will be given for convenience, responsiveness, and technical expertise. 5. Hardware as a Service - The evaluation will compare the proposed Hardware capabilities with the requirements of this RFP in terms of the Hardware compatibility. | 20 Points |
|  | **Understanding of the Project:**  Proposals will be evaluated against the RFP specifications and the questions below:   1. Has the proposer demonstrated a thorough understanding of the purpose and scope of the project? 2. How well has the proposer identified pertinent issues and potential problems related to the project? 3. Has the proposer demonstrated that it understands the deliverables the County expects it to provide?   Has the proposer demonstrated that it understands the County’s time schedule and can meet it? | 10 Points |
|  | **Implementation Plan, Scheduling and Methodology:**  An evaluation will be made of the likelihood that Bidder’s implementation plan, schedule, and methodology will meet ACFD’s requirements. Additional credit will be given for the identification and planning for mitigation of schedule risks which Bidder believes may adversely affect any portion of ACFD’s schedule.  Methodology   1. Does the methodology depict a logical approach to fulfilling the requirements of the RFP? 2. Does the methodology match and contribute to achieving the objectives set out in the RFP? 3. Does the methodology interface with the ACFD’s time schedule? | 20 Points |
|  | **Relevant Experience:**  Proposals will be evaluated against the RFP specifications and the questions below:   1. Do the individuals assigned to the project have experience on similar projects? 2. How extensive is the applicable education and experience of the personnel designated to work on the project? 3. Does the vendor have public safety experience? 4. Does the vendor have dispatch experience? | 20 Points |
|  | **References (See Exhibit A – Bid Response Packet)** | 5 Points |
|  | **Oral Interview:**  The oral interview on the proposal shall not exceed two hours. The oral interview may include responding to standard and specific questions from the CSC regarding the Bidder’s proposal. The scoring may be revised based on the oral interview. | 10 Points |
| **SMALL LOCAL EMERGING BUSINESS PREFERENCE** | | |
|  | Local Preference: Points equaling five percent of the Bidder’s total score, for the above Evaluation Criteria, will be added. This will be the Bidder’s final score for purposes of award evaluation. | 5% |
|  | Small and Local or Emerging and Local Preference: Points equaling five percent of the Bidder’s total score, for the above Evaluation Criteria, will be added. This will be the Bidder’s final score for purposes of award evaluation. | 5% |

## CONTRACT EVALUATION AND ASSESSMENT

During the initial 60-day period of any contract which may be awarded to the Contractor, the County may review the proposal, the contract, any goods or services provided, and/or meet with the Contractor to identify any issues or potential problems.

The County reserves the right to determine, at its sole discretion, whether:

* + 1. The contractor has complied with all terms of this RFP; and
    2. Any problems or potential problems with the proposed goods and services were evidenced which make it unlikely (even with possible modifications) that such goods and services have met or will meet the County requirements.

If, as a result of such determination, the County concludes that it is not satisfied with Contractor, Contractor’s performance under any awarded contract and/or Contractor’s goods and services as contracted for therein, the Contractor will be notified that the contract is being terminated.  The contractor shall be responsible for returning County facilities to their original state at no charge to the County.  The County will have the right to invite the next highest ranked Bidder to enter into a contract.  The County also reserves the right to re-bid this project if it is determined to be in its best interest to do so.

## NOTICE OF INTENT TO AWARD

* + 1. At the conclusion of the RFP response evaluation process (“Evaluation Process”), all Bidders will be notified in writing by e-mail, fax, or US Postal Service mail, of the contract award recommendation, if any, by GSA-Procurement. The document providing this notification is the Notice of Intent to Award.

The Notice of Intent to Award will provide the following information:

* + - 1. The name of the Bidder being recommended for contract award; and
      2. The names of all other parties that submitted proposals.
    1. At the conclusion of the RFP response evaluation process and negotiations, debriefings for unsuccessful Bidders will be scheduled and provided upon written request and will be restricted to discussion of the unsuccessful offeror’s bid. Under no circumstances will any discussion be conducted with regard to contract negotiations with the successful Bidder.
    2. The submitted proposals shall be made available upon request no later than five calendar days before approval of the award and contract is scheduled to be heard by the Board of Supervisors.

## Bid Protest/Appeals Process

GSA-Procurement prides itself on the establishment of fair and competitive contracting procedures and the commitment made to follow those procedures. The following is provided in the event that Bidders wish to protest the bid process or appeal the recommendation to award a contract for this project once the Notices of Intent to Award/Non-Award have been issued. Bid protests submitted prior to issuance of the Notices of Intent to Award/Non-Award will not be accepted by the County.

* + 1. Any bid protest by any Bidder regarding any other Bid must be submitted in writing to the County’s GSA–Office of Acquisition Policy, ATTN: Contract Compliance Officer, located at 1401 Lakeside Drive, 10th Floor, Oakland, CA 94612, Email: [GSA-BidProtests@acgov.org](mailto:GSA-BidProtests@acgov.org), Fax: (510) 208-9720, before 5:00 p.m. of the FIFTH (5th) business day following the date of issuance of the Notice of Intent to Award, not the date received by the Bidder. A Bid protest received after 5:00 p.m. is considered received as of the next business day.
       1. The bid protest must contain a complete statement of the reasons and facts for the protest.
       2. The protest must refer to the specific portions of all documents that form the basis for the protest.
       3. The protest must include the name, address, email address, fax number and telephone number of the person representing the protesting party.
       4. The County Agency/Department will notify all Bidders of the protest as soon as possible.
    2. Upon receipt of the written protest, GSA–Office of Acquisition Policy, or designee, will review and evaluate the protest and issue a written decision. The GSA–Office of Acquisition Policy, may, at its discretion, investigate the protest, obtain additional information, provide an opportunity to settle the protest by mutual agreement, and/or schedule a meeting(s) with the protesting Bidder and others (as appropriate) to discuss the protest. The decision on the bid protest will be issued at least ten (10) business days prior to the Board hearing or GSA award date.   
         
       The decision will be communicated by e-mail, fax, or US Postal Service mail, and will inform the Bidder whether or not the recommendation to the Board of Supervisors or GSA in the Notice of Intent to Award is going to change. A copy of the decision will be furnished to all Bidders affected by the decision. As used in this paragraph, a Bidder is affected by the decision on a Bid protest if a decision on the protest could have resulted in the Bidder not being the apparent successful Bidder on the Bid.
    3. The decision of the GSA-Office of Acquisition Policy on the bid protest may be appealed to the Auditor-Controller's Office of Contract Compliance & Reporting (OCCR) located at 1221 Oak St., Room 249, Oakland, CA 94612, Fax: (510) 272-6502 unless the OCCR determines that it has a conflict of interest in which case an alternate will be identified to hear the appeal and all steps to be taken by OCCR will be performed by the alternate. The Bidder whose bid is the subject of the protest, all Bidders affected by the GSA-Office of Acquisition Policy's decision on the protest, and the protestor have the right to appeal if not satisfied with the GSA-Office of Acquisition Policy's decision. All appeals to the Auditor-Controller's OCCR shall be in writing and submitted within five (5) business days following the issuance of the decision by the GSA-Office of Acquisition Policy, not the date received by the Bidder. An appeal received after 5:00 p.m. is considered received as of the next business day. An appeal received after the FIFTH (5th) business day following the date of issuance of the decision by the GSA-Office of Acquisition Policy shall not be considered under any circumstances by the GSA or the Auditor-Controller OCCR.
       1. The appeal shall specify the decision being appealed and all the facts and circumstances relied upon in support of the appeal.
       2. In reviewing protest appeals, the OCCR will not re-judge the proposal(s). The appeal to the OCCR shall be limited to review of the procurement process to determine if the contracting department materially erred in following the bid or, where appropriate, County contracting policies or other laws and regulations.
       3. The appeal to the OCCR also shall be limited to the grounds raised in the original protest and the decision by the GSA-Office of Acquisition Policy. As such, a Bidder is prohibited from stating new grounds for a Bid protest in its appeal. The Auditor-Controller (OCCR) shall only review the materials and conclusions reached by the GSA-Office of Acquisition Policy or department designee and will determine whether to uphold or overturn the protest decision.
       4. The Auditor’s Office may overturn the results of a bid process for ethical violations by Procurement staff, County Selection Committee members, subject matter experts, or any other County staff managing or participating in the competitive bid process, regardless of timing or the contents of a bid protest.
       5. The decision of the Auditor-Controller’s OCCR is the final step of the appeal process. A copy of the decision of the Auditor-Controller’s OCCR will be furnished to the protestor, the Bidder whose Bid is the subject of the Bid protest, and all Bidders affected by the decision.
    4. The County will complete the Bid protest/appeal procedures set forth in this paragraph before a recommendation to award the Contract is considered by the Board of Supervisors or GSA.
    5. The procedures and time limits set forth in this paragraph are mandatory and are each Bidder's sole and exclusive remedy in the event of Bid Protest. A Bidder’s failure to timely complete both the Bid protest and appeal procedures shall be deemed a failure to exhaust administrative remedies. Failure to exhaust administrative remedies, or failure to comply otherwise with these procedures, shall constitute a waiver of any right to further pursue the Bid protest, including filing a Government Code Claim or legal proceedings.

## TERM / TERMINATION / RENEWAL

* + 1. The term of the contract, which may be awarded pursuant to this RFP, will be three (3) years.
    2. By mutual agreement, any contract which may be awarded pursuant to this RFP, may be extended for an additional 3-year term at agreed prices with all other terms and conditions remaining the same.

## BRAND NAMES AND APPROVED EQUIVALENTS

* + 1. Any references to manufacturers, trade names, brand names and/or catalog numbers are intended to be descriptive, but not restrictive, unless otherwise stated, and are intended to indicate the quality level desired. Bidders may offer any equivalent product that meets or exceeds the specifications. Bids based on equivalent products must:
       1. Clearly describe the alternate offered and indicate how it differs from the product specified; and
       2. Include complete descriptive literature and/or specifications as proof that the proposed alternate will be equal to or better than the product named in this bid as PDF attachments to your online bid submission.
    2. ACFD reserves the right to be the sole judge of what is equal and acceptable and may require Bidder to provide additional information and/or samples.
    3. If Bidder does not specify otherwise, it is understood that the referenced brand will be supplied.

## QUANTITIES

Quantities listed herein are estimates and are not to be construed as a commitment. No minimum or maximum is guaranteed or implied.

## PRICING

* + 1. All pricing as quoted will remain firm for the term of any contract that may be awarded as a result of this RFP.
    2. Unless otherwise stated, Bidder agrees that, in the event of a price decline, the benefit of such lower price shall be extended to the County.
    3. All prices are to be F.O.B. destination. Any freight/delivery charges are to be included.
    4. Any price increases or decreases for subsequent contract terms may be negotiated between Contractor and ACFD only after completion of the initial term.
    5. Taxes and freight charges:
       1. ACFD is soliciting a total price for this project. The price quoted shall be the total cost ACFD will pay for this project including all taxes (excluding Sales and Use taxes) and all other charges.
       2. No charge for delivery, drayage, express, parcel post packing, cartage, insurance, license fees, permits, costs of bonds, or for any other purpose, except taxes legally payable by County, will be paid by the County unless expressly included and itemized in the bid.
       3. Amount paid for transportation of property to the County of Alameda is exempt from Federal Transportation Tax. An exemption certificate is not required where the shipping papers show the consignee as Alameda County as such papers may be accepted by the carrier as proof of the exempt character of the shipment.
       4. Articles sold to the County of Alameda are exempt from certain Federal excise taxes. The County will furnish an exemption certificate.
    6. All prices quoted shall be in United States dollars and "whole cent," no cent fractions shall be used. There are no exceptions.
    7. Price quotes shall include any and all payment incentives available to the County.
    8. Bidders are advised that in the evaluation of cost, if applicable, it will be assumed that the unit price quoted is correct in the case of a discrepancy between the unit price and an extension.
    9. Federal and State minimum wage laws apply. The County has no requirements for living wages. The County is not imposing any additional requirements regarding wages.

## AWARD

* + 1. Proposals will be evaluated by a committee and will be ranked in accordance with the RFP section titled “Evaluation Criteria/Selection Committee.”
    2. The committee will recommend award to the Bidder who, in its opinion, has submitted the proposal that best serves the overall interests of the County and attains the highest overall point score. Award may not necessarily be made to the Bidder with the lowest price.
    3. Small and Emerging Locally Owned Business: The County is vitally interested in promoting the growth of small and emerging local businesses by means of increasing the participation of these businesses in the County’s purchase of goods and services.

As a result of the County’s commitment to advance the economic opportunities of these businesses, **Bidders must meet the County’s Small and Emerging Locally Owned Business requirements in order to be considered for the contract award.** These requirements can be found online at:

[**Alameda County SLEB Program Overview**](http://acgov.org/auditor/sleb/overview.htm) [<http://acgov.org/auditor/sleb/overview.htm>] and [**Alameda County SLEB Program Additional Information**](https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/) [<https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/>]

For purposes of this bid, applicable industries include, but are not limited to, the following NAICS Code(s): 541513, 541512.

A small business is defined by the [United States Small Business Administration](http://www.sba.gov/) (SBA) as having no more than the number of employees or average annual gross receipts over the last three years required per SBA standards based on the small business's appropriate NAICS code.

An emerging business is defined by the County as having either annual gross receipts of less than one-half that of a small business OR having less than one-half the number of employees AND that has been in business less than five years.

* + 1. The County reserves the right to reject any or all responses that materially differ from any terms contained in this RFP or from any Exhibits attached hereto, to waive informalities and minor irregularities in responses received, and to provide an opportunity for Bidders to correct minor and immaterial errors contained in their submissions. The decision as to what constitutes a minor irregularity shall be made solely at the discretion of the County.
    2. Any proposal/bids that contain false or misleading information may be disqualified by the County.
    3. The County reserves the right to award to a single or multiple Contractors.
    4. The County has the right to decline to award this contract or any part thereof for any reason.
    5. Board approval to award a contract is required.
    6. A contract must be negotiated, finalized, and signed by the recommended awardee prior to Board approval.
    7. Final Standard Agreement terms and conditions will be negotiated with the selected Bidder. Bidder may access a copy of the Standard Services Agreement template can be found online at:

[Alameda County Standard Services Agreement Template](file:///C:\:w:\s\GSADigitalLibrary\EeGBnUyJSMFBoXqtvbj7ly0BqycT5J83NKyIV19tLO6-yA)

[[https://acgovt.sharepoint.com/:w:/s/GSADigitalLibrary/EeGBnUyJSMFBoXqtvbj7ly0BqycT5J83NKyIV19tLO6-yA?e=YwGjFP](file:///C:\:w:\s\GSADigitalLibrary\EeGBnUyJSMFBoXqtvbj7ly0BqycT5J83NKyIV19tLO6-yA)]

* + 1. The RFP specifications, terms, conditions and Exhibits, RFP Addenda and Bidder’s proposal, may be incorporated into and made a part of any contract that may be awarded as a result of this RFP.

## METHOD OF ORDERING

* + 1. A written PO and signed Standard Agreement contract will be issued upon Board approval.
    2. POs and Standard Agreements will be faxed, transmitted electronically or mailed and shall be the only authorization for the Contractor to accept an order(s) and/or perform services.
    3. POs and payments for products and/or services will be issued only in the name of Contractor.
    4. Contractor shall adapt to changes to the method of ordering procedures as required by the County during the term of the contract.
    5. Change orders shall be agreed upon by Contractor and County and issued as needed in writing by County.

## WARRANTY

* + 1. Bidder expressly warrants that all goods and services to be furnished pursuant to any contract awarded it arising from the Bid will conform to the descriptions and specifications contained herein and in supplier catalogs, product brochures and other representations, depictions or models, and will be free from defects, of merchantable quality, good material and workmanship. Bidder expressly warrants that all goods and services to be furnished pursuant to such award will be fit and sufficient for the purpose(s) intended. This warranty shall survive any inspections, delivery, acceptance, or payment by the County. Bidder warrants that all work and services furnished hereunder shall be guaranteed for a period of 6 years from the date of acceptance by the County.

## INVOICING

* + 1. Contractor shall invoice the ACFD Finance, unless otherwise advised, upon satisfactory receipt of product and/or performance of services.
    2. County will use best efforts to make payment within 30 days following receipt and review of invoice and upon complete satisfactory receipt of product and performance of services.
    3. County shall notify Contractor of any adjustments required to invoice.
    4. Invoices shall contain County PO number, invoice number, remit to address and itemized products and/or services description and price as quoted and shall be accompanied by acceptable proof of delivery.
    5. Contractor shall utilize standardized invoice upon request.
    6. Invoices shall only be issued by the Contractor who is awarded a contract.
    7. Payments will be issued to, and invoices must be received from the same Contractor whose name is specified on the POs.
    8. The County will pay Contractor monthly or as agreed upon, not to exceed the total quoted in the bid response.

## ACCOUNT MANAGER / SUPPORT STAFF

* + 1. Contractor shall provide a dedicated competent account manager who shall be responsible for the County account/contract. The account manager shall receive all orders from the County and shall be the primary contact for all issues regarding Bidder’s response to this RFP and any contract which may arise pursuant to this RFP.
    2. Contractor shall also provide adequate, competent support staff that shall be able to service the County during normal working hours, Monday through Friday. Such representative(s) shall be knowledgeable about the contract, products and/or services offered and able to identify and resolve quickly any issues including but not limited to order and invoicing problems.
    3. Contractor account manager shall be familiar with County requirements and standards and work with the Alameda County Fire Department to ensure that established standards are adhered to.
    4. Contractor account manager shall keep the County Specialist informed of requests from departments as required.

# INSTRUCTIONS TO BIDDERS

## COUNTY CONTACTS

GSA-Procurement is managing the competitive process for this project on behalf of the County. All contact during the competitive process is to be through the GSA-Procurement department only.

The evaluation phase of the competitive process shall begin upon receipt of sealed bids until a contract has been awarded. Bidders shall not contact or lobby evaluators during the evaluation process. Attempts by Bidder to contact evaluators may result in disqualification of Bidder.

Contact Information for this RFP:

Kachina Handy, Procurement & Contracts Specialist

Alameda County, GSA-Procurement

1401 Lakeside Drive, Suite 907

Oakland, CA 94612

E-Mail: [kachina.handy@acgov.org](mailto:kachina.handy@acgov.org)

Phone: (510) 208-9644

The GSA Contracting Opportunities website will be the official notification posting place of all Requests for Interest, Proposals, Quotes and Addenda. Go to [**Alameda County Current Contracting Opportunities**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/) [<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/>]to view current contracting opportunities.

## SUBMITTAL OF BIDS

* + 1. All bids must be completed and successfully uploaded through Alameda County EZSourcing Supplier Portal BY 2:00 p.m. on the due date specified in the Calendar of Events. Technical difficulties in downloading/submitting documents through the Alameda County EZSourcing Supplier Portal shall not extend the due date and time.
    2. Bidders **must** submit an electronic copy of their proposal and must be in a single file (PDF with Optical Character Recognition (OCR) preferred). Proposal shall include Exhibit A – Bid Response Packet, including additional required documentation.
    3. Bidders **must** submit pricing on the Excel Spreadsheet – Bid Form in EZSourcing Supplier Portal.
    4. No email (electronic) or facsimile bids will be considered.
    5. All costs required for the preparation and submission of a bid shall be borne by Bidder.
    6. Only one bid response will be accepted from any one person, partnership, corporation, or other entity; however, several alternatives may be included in one response. For purposes of this requirement, “partnership” shall mean, and is limited to, a legal partnership formed under one or more of the provisions of the California or other state’s Corporations Code or an equivalent statute.
    7. All other information regarding the bid responses will be held as confidential until such time as the County Selection Committee has completed its evaluation, a recommended award has been made by the County Selection Committee and the contract has been fully negotiated with the intended awardee named in the recommendation to award/non-award notification(s). The submitted proposals shall be made available upon request no later than five calendar days before the recommendation to award and enter into a contract is scheduled to be heard by the Board of Supervisors. All parties submitting proposals, either qualified or unqualified, will be sent recommend to award/non-award notification(s), which will include the name of the Bidder to be recommended for award of this project.  In addition, award information will be posted on the County’s “Contracting Opportunities” website, mentioned above.
    8. Each bid received, with the name of the Bidder, shall be entered on a record, and each record with the successful bid indicated thereon shall, after the award of the order or contract, be open to public inspection.
    9. California Government Code Section 4552: In submitting a bid to a public purchasing body, the Bidder offers and agrees that if the bid is accepted, it will assign to the purchasing body all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. 15) or under the Cartwright Act (Chapter 2, commencing with Section 16700, of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by the Bidder for sale to the purchasing body pursuant to the bid. Such assignment shall be made and become effective at the time the purchasing body tenders final payment to the Bidder.
    10. Bidder expressly acknowledges that it is aware that if a false claim is knowingly submitted (as the terms “claim” and “knowingly” are defined in the California False Claims Act, Cal. Gov. Code, §12650 et seq.), County will be entitled to civil remedies set forth in the California False Claim Act. It may also be considered fraud and the Contractor may be subject to criminal prosecution.
    11. The undersigned Bidder certifies that it is, at the time of bidding, and shall be throughout the period of the contract, licensed by the State of California to do the type of work required under the terms of the Contract Documents. Bidder further certifies that it is regularly engaged in the general class and type of work called for in the Bid Documents.
    12. The undersigned Bidder certifies that it is not, at the time of bidding, on the California Department of General Services (DGS) list of persons determined to be engaged in investment activities in Iran or otherwise in violation of the Iran Contracting Act of 2010 (Public Contract Code Section 2200-2208).
    13. It is understood that County reserves the right to reject this bid and that the bid shall remain open to acceptance and is irrevocable for a period of 180 days, unless otherwise specified in the Bid Documents.

## RESPONSE FORMAT

* + 1. Bid responses must be submitted online through Alameda County EZSourcing Supplier Portal.
    2. Bid responses are to be straightforward, clear, concise, and specific to the information requested.
    3. In order for bids to be considered complete, Bidder **must** provide responses to all information requested. See Exhibit A – Bid Response Packet.
    4. Bid responses, in whole or in part, are NOT to be marked confidential or proprietary. County may refuse to consider any bid response or part thereof so marked. Bid responses submitted in response to this RFP may be subject to public disclosure.  County shall not be liable in any way for disclosure of any such records. Please refer to the County’s website at: [**Alameda County Proprietary and Confidential Information Policies**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/proprietary-confidential-information/) [<https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/proprietary-confidential-information/>] for more information.

### EXHIBIT A

**BID RESPONSE PACKET**

**INSTRUCTIONS**

* **As described in the submittal of bids section of this RFP, Bidders must submit an electronic copy of the bid in PDF (with OCR preferred). The electronic copy must have all appropriate pages signed (****).**
* **Each page of the Bid Response Packet must be submitted through the** [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org) **as PDF attachment(s) with all required information included and documents attached; any pages of the Bid Response Packet not applicable to the Bidder must be submitted with such pages or items clearly marked “N/A” or the bid may be disqualified as incomplete.**
* **Bidders shall not modify the Bid Response Packet or any other County-provided document unless instructed to do so. Modifications Bidders are instructed to make include:**
  + **On the cover page of the Bid Response Packet, Bidders must replace the information in BLUE font (name of Bidder organization, primary contact name, etc.).**
* **Bidder must quote price(s) as specified in the RFP, including any addendums, and as specified in the** [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org) **event.**
* **Bidders that do not comply with the requirements, and/or submit incomplete bid packages, are subject to disqualification and their bids being rejected.**
* **If a Bidder is making any clarifications or taking exception to policies or specifications of this RFP, these must be submitted in the *Exceptions and Clarifications* form of the Bid Response Packet in order for the bid response to be considered complete.**

**Date of Submission**

**Name of Bidding Organization**

**Primary Contact Name**

**Primary Contact Title**

**Address 1**

**Address 2**

**City, State Zip Code**

**Phone Number**

**Email Address**

### BID RESPONSE PACKET

RFP No. 902005

IT Support Services

#### BIDDER INFORMATION

Official Name of Bidder:

Street Address Line 1:

Street Address Line 2:

City:  State:  Zip Code:

Webpage:

Type of Entity / Organizational Structure (check one):

Corporation  Joint Venture  Partnership

Limited Liability Partnership  Limited Liability Corporation  Non-Profit / Church

Sole Proprietor

Other:

Jurisdiction of Organizational Structure:

Date of Organizational Structure:

Federal Tax Identification Number:

Alameda County Supplier Identification Number (if applicable):

DIR Contractor Registration Number (if applicable):

Primary Contact Information:

Name / Title:

Telephone Number:  Alternate Number:

E-mail Address:

#### BIDDER ACCEPTANCE

1. The undersigned declares and agrees that the Bid Documents, including, without limitation, the RFP, Q&A, Addenda, and Exhibits have been read and accepted.
2. The undersigned is authorized, offers, and agrees to furnish the articles and/or services specified in accordance with the Specifications, Terms & Conditions of the Bid Documents of RFP No. 902005 – IT Support Services.
3. The undersigned has reviewed the Bid Documents and fully understands the requirements in this Bid including, but not limited to, general County requirements, and that each Bidder who is awarded a contract shall be, in fact, a prime Contractor, not a subcontractor, to County, and agrees that its Bid, if accepted by County, will be the basis for the Bidder to enter into a contract with County in accordance with the intent of the Bid Documents.
4. The undersigned agrees to the following terms, conditions, certifications, and requirements found on the County’s website:

* [**Debarment & Suspension Policy**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/debarment-suspension-policy/)

**[**[**https://gsa.acgov.org/do-business-with-us/contracting-opportunities/debarment-suspension-policy/**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/debarment-suspension-policy/)**]**

* [**Iran Contracting Act (ICA) of 2010**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/iran-contracting-act-of-2010-ica/)

**[**[**https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/iran-contracting-act-of-2010-ica/**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/iran-contracting-act-of-2010-ica/)**]**

* [**General Environmental Requirements**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/general-environmental-requirements/)

**[**[**https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/general-environmental-requirements/**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/general-environmental-requirements/)**]**

* [**Alameda County SLEB Program Overview**](http://acgov.org/auditor/sleb/overview.htm)

**[**[**http://acgov.org/auditor/sleb/overview.htm**](http://acgov.org/auditor/sleb/overview.htm)**]**

* [**Alameda County SLEB Program Additional Information**](https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/)

**[**[**https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/**](https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/)**]**

* [**First Source**](http://acgov.org/auditor/sleb/sourceprogram.htm)

**[**[**http://acgov.org/auditor/sleb/sourceprogram.htm**](http://acgov.org/auditor/sleb/sourceprogram.htm)**]**

* [**Online Contract Compliance System**](http://acgov.org/auditor/sleb/elation.htm)

**[**[**http://acgov.org/auditor/sleb/elation.htm**](http://acgov.org/auditor/sleb/elation.htm)**]**

* [**General Requirements**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/general-requirements/)

**[**[**https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/general-requirements/**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/policies-procedures/general-requirements/)**]**

1. The undersigned acknowledges that Bidder is and will remain in good standing in the State of California, with all the necessary licenses, permits, certifications, approvals, and authorizations necessary to perform all obligations in connection with this RFP.
2. It is the responsibility of each Bidder to be familiar with all of the specifications, terms and conditions and, if applicable, the site condition. By the submission of a Bid, the Bidder certifies that if awarded a contract they will make no claim against the County based upon ignorance of conditions or misunderstanding of the specifications.
3. Patent indemnity: Vendors who do business with the County shall hold the County of Alameda, its officers, agents and employees, harmless from liability of an nature or kind, including cost and expenses, for infringement or use of any patent, copyright or other proprietary right, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract or purchase order.
4. The undersigned acknowledges ***ONE*** of the following (please check only one box):

Bidder is not local to Alameda County and is ineligible for any bid preference, **or**

Bidder is a certified SLEB at the time of bid submittal and is requesting 10% bid preference; (Bidder must check the first box and provide its SLEB Certification Number in the [SLEB Information Sheet](#SLEB_Info_Sheet)); **or**

Bidder is LOCAL to Alameda County and is requesting 5% bid preference, and has attached the following documentation to this Exhibit:

* Copy of a verifiable business license, issued by the County of Alameda or a City within the County; and
* Proof of six months business residency, identifying the name of the vendor and the local address. Utility bills, deed of trusts or lease agreements, etc., are acceptable verification documents to prove residency.

**SIGNATURE:** 

Name/Title of Authorized Signer:

Dated this  day of  20

#### TABLE OF CONTENTS

**Instructions**: Bidder shall remove this page and replace it with a **Table of Contents** listing the individual sections of the proposal and their corresponding page numbers. The page(s) inserted shall be clearly marked *Table of Contents*.

#### LETTER OF TRANSMITTAL

**Instructions**: Bidder shall remove this page and replace it with a **Letter of Transmittal**. The letter shall include a description of Bidder’s capabilities and approach in providing its services to the County and provide a brief synopsis of the highlights of its proposal and overall benefits to the County. The page(s) inserted shall be clearly marked *Letter of Transmittal*.

**Maximum Length**: 2 pages

#### BID FORM

**Instructions**:Bidder must use the separate Excel Bid Form(s) provided.

**COST SHALL BE SUBMITTED AS REQUESTED ON THE EXCEL BID FORM(S). NO ALTERATIONS OR CHANGES OF ANY KIND ARE PERMITTED.** Bid responses that do not comply will be subject to rejection in total. The cost quoted shall include all taxes (excluding sales and use tax) and all other charges, including travel expenses, and is the maximum cost the County will pay for the term of any contract that is a result of this RFP.

Quantities listed on Excel Bid Forms are estimates and are not to be construed as a commitment. No minimum or maximum is guaranteed or implied.

Bid pricing on all line items are required. Partial bid are not acceptable.

By submission through the Alameda County [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org) Bidder certifies to County that all representations, certifications, and statements made by Bidder, as set forth in each entry in the Alameda County [**EZSourcing Supplier Portal**](https://ezsourcing.acgov.org) and attachments are true and correct and are made under penalty of perjury pursuant to the laws of California.

#### BUDGET DETAIL AND/OR COST NARRATIVE

**Instructions**: This page must be included as part of the Bid Response Packet. Following this page, Bidder shall provide a **Budget Detail**.

The *Budget Detail* shall provide a breakdown of the cost(s) listed in the *BUDGET*/*BID FORM*. Bidders may use a budget template of their own choice; however, all cost attributed to the project that will paid for under the awarded contract MUST be listed and described in the *Budget Detail*.

At minimum, the Bidder must detail:

1. The work to be performed and all associated costs.
2. If coordination with County personnel is needed, it should also be delineated in the Budget Detail.
3. The work to be performed should clearly match up with work performed in the Description of Proposed Services.
4. The positions of all individuals that will perform the services;
5. Names of Key Personnel may be listed whenever appropriate

#### Maximum Length: No limit

#### DESCRIPTION OF PROPOSED SERVICES

**Instructions**: This page must be included as part of the Bid Response Packet. Following this page, Bidder shall provide a **Description of Proposed Services**.

The *Description of Proposed Service* shall describe the overall services. The Bidder must address how they will meet or exceed each requirement listed in Part I, **Section E (Specific Requirements)** and **Section F (Deliverables/Reports)**. At minimum, the Bidder must include the following details:

1. Describe the program’s desired overall goals, anticipated outcomes, measurable objectives, and key tasks including the key personnel responsible for achieving them.
2. Detail existing data collection infrastructure and demonstrate ability to interface with third party database(s) and/or provide reporting data to the County for maximum efficiency.

**Maximum** **Length**: none

**TABLE OF KEY PERSONNEL**

**Instructions**: This page must be included as part of the Bid Response Packet. Following this page, Bidder shall provide a **Table of Key Personnel**. The table shall include all key personnel associated with the RFP.

This table must include all key personnel who will provide services to the County, including collaborating partners. The table must include the following information for each key person:

1. The person’s relationship with Bidder, including job title and years of employment with Bidder;
2. Work contact information including, but not limited to, the following: work address, office telephone number, mobile work number, and e-mail address;
3. The role that the person will play in connection with the RFP;
4. Educational background; and
5. Related experience on similar projects, certifications, merits, and years in the industry.

If a Bidder collaborates with any other partners or subcontractors, Bidder shall identify subcontractors, subcontractor qualifications, and how they plan to work together. Bidder(s) shall identify any existing agreements or MOUs between the Bidder(s) and proposed collaborator(s).

**Maximum** **Length**: There is no limit to the table. There is, however, a 2-page limit per résumé or curriculum vitae.

#### IMPLEMENTATION PLAN AND SCHEDULE

**Instructions**: This page must be included as part of the Bid Response Packet. Following this page, Bidder shall provide an **Implementation Plan and Schedule**.

In conjunction with the *Description of Proposed Services* and the *Budget Detail*, Bidder must include an *Implementation Plan and Schedule* that specifically addresses the following:

1. A timeline of project goals, measurable outcomes, and benchmark activities related to the provision of required services—as well as the key personnel assigned to each.

The *Implementation Plan and Schedule* should provide a clear picture of what ACFD can expect, and when to expect it, upon starting the contract. Bidders should also take into consideration the information and questions contained in the Evaluation Criteria in preparing the Implementation Plan and Schedule.

**Maximum** **Length**: No limit

#### REFERENCES

**Instructions**: On the following pages are the templates that Bidders must use to provide references. Bidders are to provide a list of three references. References must be satisfactory as deemed solely by County. Services or goods provided by Bidder to the references should have similar scope, volume, and requirements to those outlined in these specifications, terms and conditions.

Bidders must verify that the contact information for all references provided is current and valid. If a reference cannot be contacted it may affect the qualification and scoring of Bidders submission.

Bidders are strongly encouraged to notify all references that ACFD may be contacting them to obtain a reference.

ACFD may contact some or all of the references provided in order to determine Bidder’s performance record on work similar to that described in this request. ACFD reserves the right to contact references other than those provided in the Response and to use the information gained from them in the evaluation process.

**REFERENCES**

RFP No. 902005 – IT Support Services

Bidder Name:

ONE FORMER REFERENCE

|  |  |
| --- | --- |
| Company Name: | Contact Person: |
| Address: | Telephone Number: |
| City, State, Zip: | E-mail Address: |
| Services Provided / Date(s) of Service: | |

**TWO CURRENT REFERENCES**

|  |  |
| --- | --- |
| Company Name: | Contact Person: |
| Address: | Telephone Number: |
| City, State, Zip: | E-mail Address: |
| Services Provided / Date(s) of Service: | |

|  |  |
| --- | --- |
| Company Name: | Contact Person: |
| Address: | Telephone Number: |
| City, State, Zip: | E-mail Address: |
| Services Provided / Date(s) of Service: | |

#### EXCEPTIONS AND CLARIFICATIONS

**Instructions**: On the following page is the **Exceptions and Clarifications** form. Bidders must use this form to identify any and all exceptions and/or clarifications to the RFP and associated Bid Documents.

**THE COUNTY IS UNDER NO OBLIGATION TO ACCEPT ANY EXCEPTIONS AND CLARIFICATIONS ANY SUCH EXCEPTIONS AND CLARIFICATIONS MAY BE A BASIS FOR BID DISQUALIFICATION.**

**EXCEPTIONS AND CLARIFICATIONS**

RFP No. 902005 – IT Support Services

Bidder Name:

List below requests for exceptions and clarification, if any, to the RFP and associated Bid Documents, and submit with your bid response.

The County is under no obligation to accept any exceptions and clarifications and such exceptions and clarifications may be a basis for bid disqualification.

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference to:** | | | **Description** |
| Page No. | Section | Item No. |  |
| **p. 23**  EXAMPLE | **D** | **1.c.** | ***Vendor takes exception to…*** |
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\*Use additional pages as necessary.

#### SLEB INFORMATION SHEET

**Instructions**: On the following page is the *SLEB Information Sheet*. Every Bidder must fill out and submit a signed SLEB Information Sheet, indicating their SLEB certification status. If Bidder is not certified, the information sheet must be completed with the name, identification information, and goods/services to be provided by the CERTIFIED SLEB partner(s) with whom the Bidder will subcontract to meet the County SLEB participation requirement.  The Exhibit must be signed by EACH of the named CERTIFIED SLEB(s) that will be subcontractors.

SLEB certification must be complete at the time of bid submittal for SLEB primes and SLEB subcontractor(s).

* For SLEB Subcontracting Questions: Please contact the General Services Agency-Office of Acquisition Policy - Ratha Chuon, [ratha.chuon@acgov.org](mailto:ratha.chuon@acgov.org), (510) 208-9617.
* For questions/information regarding SLEB certification including requirements, please contact the Auditor-Controller Agency, Office of Contract Compliance & Reporting – SLEB Certification Unit at (510) 891-5500.

SMALL LOCAL EMERGING BUSINESS (SLEB)

INFORMATION SHEET

**RFP No. 902005 – IT Support Services**

**In order to meet the Small Local Emerging Business (SLEB) requirements of this RFP, all Bidders must complete this form.**

**Bidders that are not certified SLEBS (for definition of a SLEB see** [**Alameda County SLEB Program Overview**](http://acgov.org/auditor/sleb/overview.htm)**; [**[**http://acgov.org/auditor/sleb/overview.htm**](http://acgov.org/auditor/sleb/overview.htm)**]) are required to subcontract with a SLEB for at least 20% of the total estimated bid amount in order to be eligible for contract award. SLEB subcontractors must be independently owned and operated from the prime Contractor with no employees of either entity working for the other. A copy of this form must be submitted for each SLEB that the Bidder will subcontract with, as evidence of a firm contractual commitment to meeting the SLEB participation requirement.**

**Bidders are encouraged to form a partnership with a SLEB that can participate directly with this contract. One of the benefits of the partnership will be economic, but this partnership will also assist the SLEB to grow and build capacity to eventually bid as a prime on their own.**

**Once a contract has been awarded, substitutions of the named subcontractor(s) are not allowed without prior written approval from the Auditor-Controller, Office of Contract Compliance & Reporting (OCCR).**

**County departments, prime and subcontractors are required to use the web-based Elation Systems to monitor SLEB subcontractor compliance with** [**Elation Systems**](http://www.elationsys.com/elationsys/)**; [**[**http://www.elationsys.com/elationsys/**](http://www.elationsys.com/elationsys/)**].**

|  |
| --- |
| **BIDDER IS A CERTIFIED SLEB (sign at bottom of page)**  **SLEB BIDDER Business Name:**  **SLEB Certification #:       SLEB Certification Expiration Date:**  **NAICS Codes Included in Certification:** |

**OR**

|  |
| --- |
| **BIDDER IS NOT A CERTIFIED SLEB and will subcontract      % with the SLEB named below for the following goods/services:**  **SLEB Subcontractor Business Name:**  **SLEB Certification #:       SLEB Certification Expiration Date:**  **SLEB Certification Status:  Small /  Emerging**  **NAICS Codes Included in Certification:**  **SLEB Subcontractor Principal Name:**  **SLEB Subcontractor Principal Signature:**  **Date:** |

**Upon award, Bidder (the prime Contractor) and** **all SLEB subcontractors** agree to register and use the secure web-based ELATION SYSTEMS. ELATION SYSTEMS will be used to submit SLEB subcontractor participation including, but not limited to, subcontractor contract amounts, payments made, and confirmation of payments received.

Bidder Printed Name/Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Street Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_City\_\_\_\_\_\_\_\_\_\_\_\_\_State\_\_\_\_\_\_ Zip Code\_\_\_\_\_\_

##### Bidder Signature:  Date:

#### CREDENTIALS

**Instructions**: This page must be included as part of the Bid Response Packet. Following this page, Bidders are to provide proof of any permits, licenses, and/or professional credentials necessary to supply product and perform services as specified in this RFP. (i.e., Microsoft Certifications, etc.)

##### INSURANCE REQUIREMENTS

Insurance certificates are not required at the time of submission; however, by signing the Bid Response Packet, the Bidder agrees to meet the minimum insurance requirements prior to award. Insurance documentation must be provided to the County, prior to award, and include an insurance certificate and additional insured certificate, naming the County of Alameda, which meets the minimum insurance requirements, as stated in the RFP.

The following page contains the minimum insurance limits, required by the County of Alameda, to be held by the Contractor performing on this RFP:

see next page for county of alameda

minimum insurance requirements

**COUNTY OF ALAMEDA MINIMUM INSURANCE REQUIREMENTS**

Without limiting any other obligation or liability under this Agreement, the Contractor, at its sole cost and expense, shall secure and keep in force during the entire term of the Agreement or longer, as may be specified below, the following minimum insurance coverage, limits and endorsements. The County reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances. If the contractor maintains broader coverage and/or higher limits than the minimums shown below, the County requires and shall be entitled to the broader coverage and/or the higher limits maintained by the Contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the County.

|  |  |  |
| --- | --- | --- |
| **TYPE OF INSURANCE COVERAGES** | | **MINIMUM LIMITS** |
| **A** | **Commercial General Liability**  Premises Liability; Products and Completed Operations; Contractual Liability; Personal Injury and Advertising Liability | $1,000,000 per occurrence (CSL)  Bodily Injury and Property Damage |
| **B** | **Commercial or Business Automobile Liability**  All owned vehicles hired or leased vehicles, non-owned, borrowed and permissive uses. Personal Automobile Liability when extended to cover your business is acceptable for individual contractors with no transportation or hauling related activities | $1,000,000 per occurrence (CSL)  Any Auto or Hired and Non-Owned Autos  Bodily Injury and Property Damage |
| **C** | **Workers’ Compensation (WC) and Employers Liability (EL)**  As required by State of California | WC: Statutory Limits  EL: No less than $1,000,000 per accident for bodily injury or disease |
| **D** | **Professional Liability including Technology Professional Liability** (Errors and Omissions) Insurance appropriate to the Consultant’s profession. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Consultant in this agreement and shall include, but not be limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.     1. The Policy shall include, or be endorsed to include, ***property damage liability coverage*** for damage to, alteration of, loss of, or destruction of electronic data and/or information “property” of the County in the care, custody, or control of the Consultant. If not covered under the Consultant’s liability policy, such “property” coverage of the Consultant may be endorsed onto the Consultant’s Cyber Liability Policy as covered property as follows: 2. **Cyber Liability coverage** in an amount sufficient to cover the full replacement value of damage to, alteration of, loss of, or destruction of electronic data and/or information “property” of the County that will be in the care, custody, or control of Consultant.   The Insurance obligations under this agreement shall be the greater of 1—all the Insurance coverage and limits carried by or available to the Vendor; or 2—the minimum Insurance requirements shown in this agreement. Any insurance proceeds in excess of the specified limits and coverage required, which are applicable to a given loss, shall be available to Agency. No representation is made that the minimum Insurance requirements of this agreement are sufficient to cover the indemnity or other obligations of the Vendor under this agreement. | $2,000,000 per occurrence  $2,000,000 project aggregate |
| **D** | **Endorsements and Conditions**:   1. **ADDITIONAL INSURED:** County of Alameda, its Board of Supervisors, the individual members thereof, and all County officers, agents, employees, volunteers, and representatives are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement page to the Contractor’s insurance (at least as broad as ISO Form CG 20 10 11 85 or if not available, through the addition of **both** CG 20 10, CG 20 26, CG 20 33, or CG 20 38; **and** CG 20 37 if a later edition is used). Auto policy shall contain or be endorsed to contain additional insured coverage for the County. 2. **DURATION OF COVERAGE:** All required insurance shall be maintained during the entire term of the Agreement. In addition, Insurance policies and coverage(s) written on a claims-made basis shall be maintained and evidence of insurance must be provided during the entire term of the Agreement and for at least five (5) years following the later of termination of the Agreement and acceptance of all work provided under the Agreement, with the retroactive date of said insurance (as may be applicable) concurrent with the commencement of activities pursuant to this Agreement. If coverage is cancelled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the contract effective date, the Contractor must purchase “extended reporting” coverage for a minimum of five (5) years after completion of work. Proof of workers’ compensation insurance coverage is not required if contractor provides a signed Workers Compensation Written Declaration of Compliance. 3. **REDUCTION OR LIMIT OF OBLIGATION:** All insurance policies, including excess and umbrella insurance policies, shall be primary and non-contributory coverage at least as broad as ISO CG 20 10 04 13 as respects the County, its officers, officials, employees, or volunteers. Any insurance or self-insurance maintained by the County, its officers, officials, employees, or volunteers shall be excess of the Contractor’ insurance and shall not contribute with it. Pursuant to the provisions of this Agreement insurance effected or procured by the Contractor shall not reduce or limit Contractor’s contractual obligation to indemnify and defend the Indemnified Parties. 4. **INSURER FINANCIAL RATING:** Insurance shall be maintained through an insurer with an A.M. Best Rating of no less than A:VII or equivalent, shall be admitted to the State of California unless otherwise acceptable by Risk Management, and with deductible amounts acceptable to the County. Acceptance of Contractor’s insurance by County shall not relieve or decrease the liability of Contractor hereunder. Self-insured retentions must be declared and approved. Any deductible or self-insured retention amount or other similar obligation under the policies shall be the sole responsibility of the Contractor. The policy language shall provide or be endorsed to provide, that the self –insured retention may be satisfied by either the named insured or County. 5. **SUBCONTRACTORS:** Contractor shall include all subcontractors as an insured (covered party) under its policies or shall verify that the subcontractor, under its own policies and endorsements, has complied with the insurance requirements in this Agreement, including this Exhibit. 6. **JOINT VENTURES:** If Contractor is an association, partnership or other joint business venture, required insurance shall be provided by one of the following methods:  * Separate insurance policies issued for each individual entity, with each entity included as a “Named Insured” (covered party), or at minimum named as an “Additional Insured” on the other’s policies. Coverage shall be at least as broad as in the ISO Forms named above. * Joint insurance program with the association, partnership or other joint business venture included as a “Named Insured”.  1. **CANCELLATION OF INSURANCE:** Each insurance policy required above shall provide that coverage shall not be cancelled, except with notice of cancellation provided to the County in accordance with policy terms and conditions. 2. **CERTIFICATE OF INSURANCE**: Before commencing operations under this Agreement, Contractor shall provide Certificate(s) of insurance and applicable insurance endorsements as set forth in the provisions of this Agreement and this Exhibit C, in forms satisfactory to County, evidencing that all required insurance coverage is in effect. However, failure to obtain the required documents prior to the work beginning shall not waive the Contactor’s obligation to provide them. The County reserves the right to require the Contractor to provide complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time. | |

### EXHIBIT B

### (Information Only)

Telecom Speeds Document

Not contractor resposibility

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| **Location** | **Service Address** | **City** | **Current Primary Connection** | **Current Secondary Connection** | **Bandwidth** |
| **6** | 19780 Cull Canyon Rd | Castro Valley | Business Class Comcast Cable | AT&T LTE | 25Mbps |
| **7** | 6901 Villareal Dr. | Castro Valley | AT&T Fiber | AT&T LTE | 50Mbps |
| **9** | 450 Estudillo Ave | San Leandro | Business Class Comcast Cable | AT&T LTE | 25Mbps |
| **10** | 2194 Williams St | San Leandro | Business Class Comcast Cable | AT&T LTE | 40Mbps |
| **11** | 14903 Catalina St | San Leandro | AT&T Fiber | AT&T LTE | 50Mbps |
| **12** | 1065 143rd Ave | San Leandro | AT&T Fiber | AT&T LTE | 50Mbps |
| **13** | 637 Fargo Ave | San Leandro | Business Class Comcast Cable | AT&T LTE | 25Mbps |
| **14** | 11345 Pleasanton-Sunol Rd. | Sunol | AT&T Fiber | Verizon LTE | 50Mbps |
| **15** | 6299 Madigan Rd | Dublin | AT&T LTE/VERIZON LTE |  | 50Mbps |
| **16** | 7494 Donohue Dr | Dublin | Business Class Comcast Cable | Verizon LTE | 25Mbps |
| **17** | 6200 Madigan Dr | Dublin | AT&T Fiber | Business Class Comcast Cable | 50Mbps |
| **18** | 4800 Fallon Rd | Dublin | Business Class Comcast Cable | Verizon LTE | 25Mbps |
| **19** | One Cyclotron Road, Bldg 48 | Berkeley | AT&T LTE/VERIZON LTE | AT&T T1 | 50Mbps |
| **20** | 7000 East Ave. L-388 | Livermore | AT&T Fiber | AT&T T3 | 50Mbps |
| **21** | 15999 W. Corral Hollow Rd. | Tracy | AT&T Fiber | AT&T T1 | 50Mbps |
| **22** | 427 Paseo Grande | San Lorenzo | Business Class Comcast Cable | AT&T LTE | 25Mbps |
| **23** | 109 Grove Way | Hayward | AT&T Fiber | Business Class Comcast Cable | 50Mbps |
| **24** | 1430 164th Ave | San Leandro | Business Class Comcast Cable | AT&T LTE | 40Mbps |
| **25** | 20336 San Miguel Ave | Castro Valley | AT&T Fiber | AT&T LTE | 50Mbps |
| **26** | 18770 Lake Chabot Rd | Castro Valley | Business Class Comcast Cable | AT&T LTE | 40Mbps |
| **27** | 39039 Cherry St. | Newark | Business Class Comcast Cable | Verizon LTE | 25Mbps |
| **28** | 7550 Thornton Ave | Newark | Business Class Comcast Cable | Verizon LTE | 25Mbps |
| **29** | 35775 Ruschin Dr. | Newark | Business Class Comcast Cable | Verizon LTE | 25Mbps |
| **31** | 33555 Central Ave | Union City | Business Class Comcast Cable | Verizon LTE | 25Mbps |
| **32** | 31600 Alvarado Blvd | Union City | Business Class Comcast Cable | Verizon LTE | 25Mbps |
| **33** | 33942 7th Street | Union City | AT&T Fiber | Business Class Comcast Cable | 50Mbps |
| **34** | 2333 Powell Street Emeryville | Emeryville | Business Class Comcast Cable | Verizon LTE | 40Mbps |
| **35** | 6303 Hollis Street Emeryville | Emeryville | Business Class Comcast Cable | Verizon LTE | 40Mbps |
| **EOC** | 4985 Broder Boulevard | Dublin | AT&T Fiber | Verizon LTE | 50Mbps |
| **ADMIN** | 6363 Clark | Dublin | AT&T Fiber | Business Class Comcast Cable | 300Mbps |
| **SL-FP** | 835 East 14th Street | San Leandro | Business Class Comcast Cable | AT&T LTE | 25Mbps |
| **DUB-FP** | 100 Civic Plz | Dublin | Business Class Comcast Cable | AT&T LTE | 25Mbps |
| **UNU-FP** | 34009 Alvarado-Niles Blvd. | Union City | Business Class Comcast Cable | AT&T LTE | 25Mbps |
| **NWK-FP** | 37101 Newark Blvd. | Newark | Business Class Comcast Cable | AT&T LTE | 25Mbps |
| **ACRECC** | 7000 East Ave | Livermore | AT&T Fiber | AT&T T3 | 1Gbps / 2Gbps Backup |
| **TOWER** | 890 Lola St. | San Leandro | Ethernet Over T1x4 | AT&T LTE & Verizon LTE | 50Mbps |
| **SHOP** | 5777 Scarlett Court | Dublin | AT&T Fiber | Business Class Comcast Cable | 100Mbps |

### EXHIBIT C

Network High Level Diagram  
  
