

## VIDEO CONFERENCE SYSTEM

### **Request for Proposal – “RFP”**

#### TO ALL PROPOSERS

You are invited to submit a proposal to provide a video conference system as described herein. All proposals shall be submitted in sealed envelopes or packages showing the name and address of the proposer and addressed to:

City Of Lafayette  
1290 South Public Road  
Lafayette, CO 80026  
Attention: Dennis Marquardt

1. Questions from Vendors are due by November 27, 2012
2. Responses to Questions will be provided by December 7, 2012
3. Final Vendor Proposals must be received by the City of Lafayette no later than 1:00 p.m. (Mountain Time) on December 21, 2012

Should you have any questions concerning the preparation of your proposal, please do not hesitate to contact us.

Contact: Dennis Marquardt  
Phone: (303) 665-5588 Extension 3319  
Fax: (303) 665-2153  
Email: [dennism@cityoflafayette.com](mailto:dennism@cityoflafayette.com)

Please note that this Request for Proposal letter does not constitute a guarantee on the part of the City of Lafayette that a contract will be awarded. No payment will be made for costs incurred in the preparation and submission of a Proposal in response to this Request for Proposal.

City of Lafayette  
Information Technology Division  
1290 South Public Road  
Lafayette, CO 80026

REQUEST FOR PROPOSAL

A. **SUBMISSION OF OFFERS:** For each Offer, four (4) printed copies must be received at the time and place specified on the Cover Page of this Solicitation. For further details on the specific submission format, please see Project Overview and Requirements, Sections 5 and 6, page 11.

B. **SCHEDULE OF ACTIVITIES:** The following activities and dates are an outline of the process to be used to solicit vendor responses and to evaluate each vendor proposal.

- i. Nov. 14, 2012 ..... Issue Request for Proposal
- ii. Nov. 27, 2012 ..... Deadline for submitting clarification requests
- iii. Dec. 7, 2012 ..... Clarification response from the City
- iv. Dec 21, 2012 ..... Proposal submittal deadline
- v. Jan 11, 2013..... Award contract

C. **METHOD OF AWARD - BEST EVALUATIVE SCORE BASED ON WRITTEN RESPONSE:** It is the intent of the City to award this Contract to the Vendor who receives the highest score when the responses submitted by interested Vendors are reviewed by the City's response evaluation committee. For this Solicitation, the evaluation committee will score responses based on the following criteria:

- a. Overall technical solution
- b. Vendor experience and references
- c. Desired features
- d. Project Management and methodology
- e. Quality of proposal
- f. Price of required features

Note: "Proof of concept" demonstrations may be requested after reviewing the RFP proposals. If so, the scores from these demonstrations will be added to the scores from the written responses and the final decision will be based on the cumulative scores.

The City reserves the right to conduct negotiations with Vendors and to accept revisions of proposals. During this negotiation period, the City will not disclose any information derived from proposals submitted, or from discussions with other Vendors. Once an award is made, the solicitation file and the proposals contained therein are in the public record.

- D. COMPETENCY OF VENDORS:** Pre-award inspection of the Vendor's facility may be made prior to award of contract. Responses will only be considered from firms which have been engaged in the business of manufacturing or distributing the goods and/or performing services as described in this Solicitation for a minimum period of five (5) years prior to the date of this Solicitation. The Vendors must be able to produce evidence that they have an established satisfactory record of performance for a reasonable period of time and have sufficient financial support, equipment and organization to ensure that they can satisfactorily execute the services if awarded a contract. The term "equipment and organization" as used herein shall be construed to mean a fully equipped and well established company in line with the best business practices in the industry and as determined by the proper authorities of the City. The City reserves the right, before awarding the contract, to require a Vendor to submit such evidence of its qualifications as it may deem necessary, and may consider any evidence available to it (including, but not limited to, the financial, technical and other qualifications and abilities of the Vendor, including past performance and experience with the City) in making the award in the best interests of the City.
- E. EQUAL OPPORTUNITY:** The City of Lafayette intends and expects that the contracting processes of the City and its Vendors provide equal opportunity without regard to gender, race, ethnicity, religion, age or disability and that its Vendors make available equal opportunities to the extent third parties are engaged to provide goods and services to the City as subcontractors, vendors, or otherwise. Accordingly, the Vendor shall not discriminate on any of the foregoing grounds in the performance of the contract, and shall make available equal opportunities to the extent third parties are engaged to provide goods and services in connection with performance of the contract. The Vendor shall disseminate information regarding all subcontracting opportunities under this contract in a manner reasonably calculated to reach all qualified potential subcontractors who may be interested. The Vendor shall maintain records demonstrating its compliance with this article and shall make such records available to the City upon the City's request. The City of Lafayette intends and expects that the contracting processes of the City and its Vendors provide equal opportunity without regard to gender, race, ethnicity, religion, age or disability and that its Vendors make available equal opportunities to the extent third parties are engaged to provide goods and services to the City as subcontractors, vendors, or otherwise. Accordingly, the Vendor shall not discriminate on any of the foregoing grounds in the performance of the contract, and shall make available equal opportunities to the extent third parties are engaged to provide goods and services in connection with performance of the contract (joint ventures are encouraged). The Vendor shall disseminate information regarding all subcontracting opportunities under this contract in a manner reasonably calculated to reach all qualified potential subcontractors who may be interested. The Vendor shall maintain records demonstrating its compliance with this article and shall make such records available to the City upon the City's request.

- F. FURNISH AND INSTALL REQUIREMENTS:** These Specifications may describe the various functions and types of work required to install the equipment purchased in conjunction with this Solicitation. Any technical omissions of functions or types of work within these Specifications shall not relieve the Vendor from furnishing, installing or performing such work where required to the satisfactory completion of the project. The Vendor shall include all costs associated with installation in its proposed unit cost to the City and shall not identify installation costs as a separate item unless specifically allowed on the Project Overview and Requirements.
- G. HOURLY RATE DEFINED:** The hourly rate quoted by the Vendor shall include full compensation for labor, equipment use, travel time, and any other costs incurred by the Vendor. This rate is assumed to be at straight-time for all labor. If overtime is allowable under this Solicitation, it will be covered as a separate item in the terms and conditions.
- H. COMPLETION OF WORK FROM DATE OF PURCHASE ORDER:** The Vendor shall state in its Response the number of calendar days from the date of the Purchase Order issued by the City in which it will guarantee to complete the work, repair, and/or service. Time for completion may be considered a factor in determining the successful Vendor. The completion date shall not exceed sixty (60) calendar days after the date of the Purchase Order. All work shall be performed in accordance with good commercial practice and the work schedule and completion dates shall be adhered to by the successful Vendor(s), except in such cases where the completion date will be delayed due to acts of God, strikes, or other causes beyond the control of the Vendor. In these cases, the Vendor shall notify the City of the delays in advance of the original completion date so that a revised completion date can be negotiated. Should the Vendor(s) to whom the contract(s) is awarded fail to complete the work within the number of days as stated in its Response, it is hereby agreed and understood that the City reserves the right to cancel the contract with the Vendor and to secure the services of another vendor to complete the work. If the City exercises this right, the City shall be responsible for reimbursing the Vendor for work which was completed and found acceptable to the City in accordance with the Specifications. In addition, the City may, at its sole discretion, request payment from the Vendor, through an invoice or credit memo, for any additional costs over and beyond the original Response price which were incurred by the City as a result of having to secure the services of another vendor.
- I. BACK ORDERS ARE NOT ALLOWED:** The City shall not accept any back orders of deliveries from the Vendor. Accordingly, the Vendor is required to deliver all items to the City within the time specified in this solicitation. In the event that the Vendor fails to deliver the goods within the time specified, the City reserves the right to cancel the order, seek the items from another vendor, and charge the Vendor for any re-procurement costs.

- J. DEFICIENCIES, DEFECTS AND/OR DAMAGES TO PRODUCTS SHALL BE CORRECTED BY VENDOR:** The successful Vendor shall promptly correct all deficiencies, defects and/or damages in equipment or products delivered to the City in accordance with this Solicitation. All corrections shall be made within fourteen (14) calendar days after such deficiencies, defects and/or damages are verbally reported to the Vendor by the City. The Vendor shall be responsible for filing, processing and collecting all damage claims against the shipper when applicable.
- K. RESPONSE TO QUESTIONS:** Questions which arise during the Response preparation period regarding issues around this Solicitation, purchasing and/or award should be directed, in writing, via fax, email or U.S. mail, to Dennis Marquardt, Information Technology Manager, City of Lafayette, 1290 South Public Road, Lafayette, Colorado 80026, [dennism@cityoflafayette.com](mailto:dennism@cityoflafayette.com), or fax number 303-665-2153. The vendor submitting the question shall be responsible for ensuring that the question is received no later than 5:00 p.m., November 27, 2012.
- a. Any official interpretation of this Solicitation must be made by the City's Information Technology Manger. The City shall not be responsible for interpretations offered by employees of the City who are not authorized agents of the City's Information Technology Division.

City of Lafayette  
Information Technology Division  
1290 South Public Road  
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## PROJECT OVERVIEW AND REQUIREMENTS

### 1. PURPOSE AND OVERVIEW:

- a. **RFP Purpose:** This request is seeking a video conferencing system to service the City Hall facility of the City of Lafayette. This system will include permanent equipment in our City Council Chambers and portable equipment our City Council members can use when they are out of town.

As an optional feature, we are seeking a portable video conferencing system that can be used in City Hall conference rooms and in conference rooms located at other City facilities. This will be considered an additional phase of the same project.

- b. **Organizational Overview:** The City of Lafayette is a Colorado municipal government responsible for an area encompassing more than 8 square miles and with a current population greater than 25,000 citizens.

The City employs more than 300 people (full and part-time) working across thirteen separate facilities, including City Hall, a Police building, a recreation center, library, Golf Pro Shop, golf maintenance facility, water treatment plant, water reclamation plant, public works service center, senior center, Lamont Does pool, Boat House and a Fire Station. The City will be opening a second Fire Station in the spring of 2013.

The information technology infrastructure consists generally of 325 workstations.

### 2. CURRENT STANDARDS AND ENVIRONMENT:

- a. **Video Conferencing System:** The City of Lafayette does not currently have a video conferencing system. All equipment will be new and will not be replacing an existing system.
- b. **Broadcast Room:** The City of Lafayette has a permanent broadcast room next to the City Council Chambers, in the City Hall facility. This interfaces to the Channel 8 Public Broadcast television station as well as housing a video encoding system from Granicus for our web site. Cameras and microphones in the Council Chambers allow for recording of Council meetings and a ceiling mount projector allows for display of citizen and staff presentations during said

meetings. These citizen and staff presentations are recorded through the Granicus video encoder. A mobile broadcast system exists in the Library meeting room as a backup to the Council Chambers.

- c. **Hardware:** The City of Lafayette I.T. Department uses Dell servers as a standard. We employ a mix of Dell PowerEdge 1950, 2750, 2850, 2950, R805, R905 rack-mount servers, with a few older units still in production. We use Wyse and Neoware thin client computers for our Terminal Services environment and Dell desktop computers where local applications are necessary. City Council members currently use Dell laptops and the City is evaluating the Apple iPad as a replacement for them.
- d. **Software:** All servers within the City run Microsoft Windows server operating systems. Most are running Windows Server 2008, with a few Windows 2003 Servers still in production. Microsoft Windows 2008 R2 Hyper-V is utilized where possible. Windows 2008 terminal server is used to provide a consistent desktop to all end-user's desks.

The City runs many line-of-business applications, but most are based around Microsoft products. We run Microsoft SQL 2005 and 2008 servers and one Microsoft Exchange 2010 Standard server for email.

- e. **Networking Equipment:** The City has standardized on HP Procurve switchgear for both core and edge switching and routing. Our Firewall is an eSoft InstaGate 800 series and is housed in our Police data center.
- f. **Wide Area Network:** The City employs several technologies to create the WAN that links our facilities together. The City of Lafayette utilizes leased fiber connections between City Hall and Police as well as City Hall and Library. All other facilities utilize a proprietary wireless point-to-point system for inter-facility connectivity. Through-put for the wireless connections range from 3 Mb to 108 Mb half duplex.
- g. **Internet Connection:** The City's internet connection is provided by Comcast cable's Business Class services and is currently a 22 MB down / 5 Mb up link. In 2013 this link will be upgraded to 40 MB down / 10 Mb up. This connection is also housed at our Police data center.
- h. **City Hall Data center:** This is the second-largest City data facility and we plan to maintain this location as a possible redundant site for some servers and data storage. The room does have adequate cooling and conditioned 120V power outlets available in two server racks. An APC UPS is available for each rack with room power backup expected to be installed in 2013.
- i. **Library:** We have a small cabinet on a mobile base to house the mobile broadcast equipment.

3. REQUIREMENTS:

a. **Mandatory Vendor Requirements:**

- i. Provide a local presence and personnel in the greater Denver metro area with the necessary training, expertise and access to spare parts to support and troubleshoot any issues with the video conferencing system.
- ii. Currently maintain a support infrastructure capable of providing both on-site and telephone support 24 hours per day, 7 days per week. Provide a maximum four-hour response for on-site support of any critical issues with the system reported by the City of Lafayette I.T. Department.
- iii. Have a proven history of successful on-time and on-budget implementations of the proposed solution with the functionality required by the City, for entities similar in size and configuration to the City of Lafayette.
- iv. Provide a Project Manager, technical and functional staff with 3 to 5 years of experience performing similar work.

b. **Mandatory Solution Requirements:** The proposed solution provided by the Vendor must meet these requirements:

- i. Polycom video conferencing system (no hybrids).
- ii. Remote users must be able to see Council dais.
- iii. Presenter's display visible to remote users. This could be a capture of the feed from the laptop to the projector, or a camera that can focus on the screen.
- iv. Side by side display of up to two (2) remote users in Council Chambers.
- v. Display of remote users must be recordable through existing broadcast system.
- vi. Remote application needs to support both Windows laptop and Apple iPad.

c. **Desired Solution Features:** The proposed solution provided by the Vendor would ideally have these features:

- i. Fixed, wide-angle view of entire council dais.

- ii. Close-up of Councilor that is currently speaking.
- iii. Close-up of presenter at podium.

**d. Additional Solution Features:**

- i. The proposed solution by the vendor can also have additional features and capabilities not mentioned above. The Vendor may include a list of any such additional features and capabilities they feel are important to the evaluation process. The Vendor-provided list should contain descriptions of the functions and benefits of those features and capabilities.

**4. PROJECT DELIVERABLES:**

- a. An integrated video conferencing system completely implemented, configured and tested to the satisfaction of City of Lafayette I.T. Department project members.
  - i. This includes all hardware, software and licensing necessary for the system to function according to the specifications contained in this RFP.
- b. On-site, personal training for all City of Lafayette I.T. Department Staff and our Video Technician who will be configuring, managing, maintaining and troubleshooting the entire system.
- c. End-user training for City of Lafayette employees and City Council members, including both electronic and on-site personal training. The training for the Council members will be held during a Council workshop.
- d. Detailed documentation and other software, in electronic format on physical media (CD, DVD, or equivalent storage), to include:
  - i. As-built drawings, including one-line diagrams showing all City facilities and the connections being utilized between them. Include all IP subnets utilized and relevant individual IP addresses for infrastructure equipment.
  - ii. Vendor-provided configuration sheets, detailing how the entire system (hardware, software, network and security configuration, including any passwords) is configured at the close of the project.
  - iii. Backup copies of all programming code and/or configuration files necessary for the full recovery of the system.
  - iv. All relevant manufacturer documentation for the system and all its components.

- v. End-user and administrator training documents and presentation materials.
- vi. All configuration, client and administrator software necessary for operation and disaster recovery of the system.

5. OFFER SUBMITTAL FORMAT:

- a. An unbound, three-hole punched original (clearly marked "Original") and three (3) bound copies of each Proposal must be received no later than 1:00 p.m. Mountain Time, Friday, December 21, 2012.
- b. Three-ring binders or plastic comb binding are the only acceptable means of binding.

6. MANDATORY DOCUMENTS FOR SUBMISSION:

- a. The submission must include a completed and signed Solicitation Cover Sheet.
- b. A separate document clearly marked with the title "Executive Overview."
  - i. This document should serve as an introduction and summary of the solution being proposed by the Vendor.
  - ii. The information should be structured such that anyone reading just the overview will have a clear understanding of the scope of work, equipment and project methodology being proposed.
  - iii. This document should ideally be kept to less than two pages in length.
- c. A separate document clearly marked with the title "Company Information and References."
  - i. Provide the name of the company, type of business, years in business, number of current employees and proof of reasonable financial stability.
  - ii. Provide proof of authorization from all manufacturer(s) that the Vendor is certified to sell and support all products being proposed.
  - iii. Provide qualifications of vendor staff to be assigned to the project and define the roles each will play and the estimated hours each will be on site during the project, including the Project Manager. Include resumes of the proposed project resources, including the Project Manager. Also provide the resumes of the trainers, if applicable.

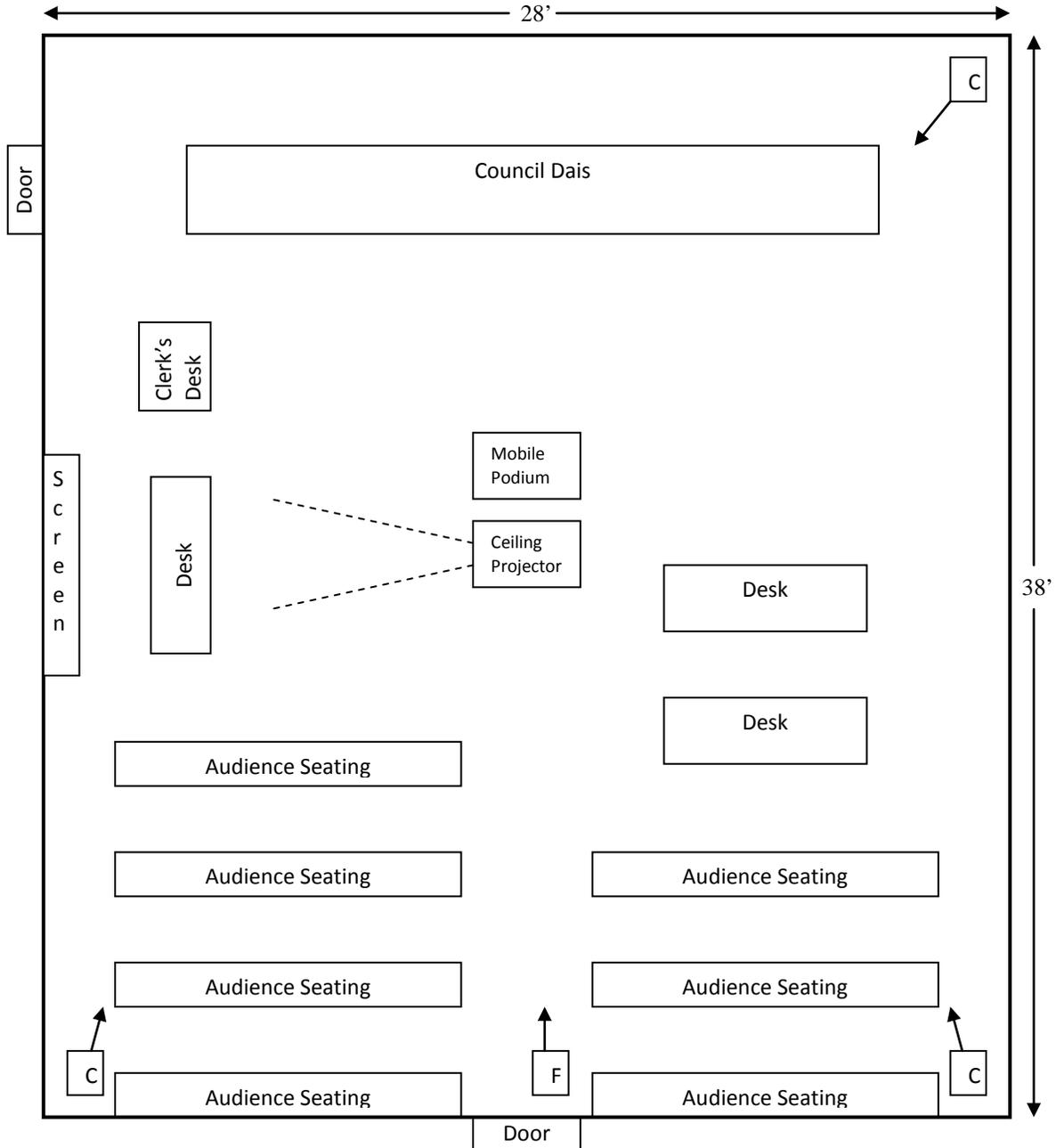
- iv. List three (3) references from agencies where the Vendor has provided similar services to that requested in this RFP, which included the same general staff that will be assigned to the project for the City. Provide the following information for all three references: Company Name, Contact Name, Contact Phone Number, Contact Fax Number and Contact Email Address.
  
- d. An itemized price list of all project costs. Due to the fact that the video conferencing system for the City Hall facility and the portable video conferencing system were budgeted separately (different phases), we will require that the price sheets be broken out separately also. The pricing lists for each phase shall be further broken down into two categories, and will include totals for each category.
  
- e. Mandatory Solution Requirements:
  - i. Hardware (show each major piece of hardware as a separate line item)
  - ii. Software (show each major software package as a separate line item)
  - iii. Licensing (show each license as a separate line item)
  - iv. Professional Services for Implementation (including travel, lodging and meals, if necessary)
  - v. Training (both for IT staff and for the City staff)
  - vi. Any other costs associated with full implementation, along with a brief explanation of why these other costs are included.
  
- f. Desired Solution Features:
  - i. Provide “a-la-carte” pricing for each desired feature your system supports, allowing the City to properly evaluate the value gained by adding that feature versus the cost to implement.
  - ii. The pricing for each feature must include all necessary hardware, software and licensing to fully implement it.
  
- g. A separate document clearly marked with the title “Mandatory Solution Requirements Justification”.
  - i. This document will include the list of all the mandatory solution requirements provided in Requirements, Section 3.2 of this RFP.
  - ii. Below each requirement, there must be a written justification of how the Vendor’s proposed solution satisfies that requirement.

1. Each requirement justification must have a descriptive, full-sentence answer. Along with each answer you may, at your discretion, also refer to other materials included in your submission. A submission can be summarily rejected if any of the requirements justifications do not meet these criteria.
- h. A project plan clearly marked with the title “Project Plan.” This document should include all of the following:
- i. Approach for implementation.
  - ii. List of objectives and deliverables.
  - iii. Estimated timelines of work schedule, including milestones.
  - iv. A master project schedule along with a work responsibility matrix, identifying the tasks the Vendor will perform and the tasks City of Lafayette IT personnel are expected to perform to successfully implement the new system.
  - v. Any City resources (Facilities [work space], Technology, and Staff Resources) needed to assist with the project.
  - vi. A written process to monitor project progress (milestones, coordination meetings, regular project “health checks”).
  - vii. A clear and concise system for change control management.
- i. Product specification sheets (also known as “cut sheets”) for all proposed hardware and software components.
- i. Include large photographs (preferably in full-color) of all equipment that will be part of the project.
- j. The Vendor may submit any other documentation they feel is prudent or necessary for the City of Lafayette to properly understand and evaluate their proposal.
- i. These documents will not be scored separately, however they will be considered as part of the overall score for Quality of the Proposal.

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APPENDIX A: CITY HALL COUNCIL CHAMBERS

LAYOUT (not to scale, dimensions approximate):



C – Existing PTZ Cameras; F – Existing Fixed Camera (arrows show direction camera faces).

PHOTOGRAPHS:





