

Company Name - _____
(Fill in if responding off-line)

REQUEST FOR RESPONSE

PROJECT #4058



Internet Service Provider

DEADLINE: 2:30:00 PM EDT, Apr 19, 2007

Bruce Buff
Administrative Support

Dear Sir/Madam:

The City of Hartford and its Public Schools requests proposals from Internet Service Providers(ISP)to provide commodity internet services.

RFR DOCUMENTS (if not attached) are available upon receipt of this invitation over the Internet at <http://www.RFPdepot.com>. Note: If you have received this document without use of the City's RFP Depot website you must still sign onto the site in order to receive updated information, participate in the discussion board and respond (see Section 3.1A, F and 3.2). Adobe Acrobat reader may be required to view some documents. If you do not have this software you may down load it for free from Adobe. The link to the Adobe site is as follows: <http://www.adobe.com/products/acrobat/readstep2.html>.

Businesses without Internet access equipment, may contact the Procurement Services Department at 860.522.4888 for any Request for Response (RFR) information, training and general assistance. We have a kiosk on site for vendor use.

If, after review of the RFR documents, your firm is interested in performing the services specified, provide the information requested, sign and return (SEE SECTION 3) the complete document, along with your detailed proposal, to the City Of Hartford Procurement Services Department by the due date.

Sincerely,

Bruce Buff
860.757-9604

Companies interested in doing business with the City are able to register and maintain their registration via the Internet at: <http://www.RFPdepot.com>.

Table of Contents

Miscellaneous Services

This solicitation contains the following sections:

Invitation**Section 1 Response Forms****Section 2 Specifications / Scope of Services****Section 3 General Information For Preparing A Response - Revision 022406****Section 4 Contract Terms and Conditions for Miscellaneous Services - Revision 122206****Exhibits (If referenced in Section 2)**

Bid 4058 Internet Service Provider

Bid Number 4058
Bid Title Internet Service Provider

Bid Start Date Apr 5, 2007 8:25:17 AM EDT
Bid End Date Apr 19, 2007 2:30:00 PM EDT
Question & Answer End Date Apr 17, 2007 4:00:00 PM EDT

Bid Contact Bruce Buff
Administrative Support
860-757-9604
BUFFB001@hartford.gov

Contract Duration 3 years
Contract Renewal 2 annual renewals
Prices Good for Duration of Contract

Standard Disclaimer Section 1.1 referred to in the documents is generated when the "Place Offer" button is clicked and the respondent supplies pricing as appropriate. Note that some RFRs may be a request for information only and will not have a place to insert pricing.

Note that Procurement Office is located in Room 100 on the first floor.

Item Response Form

Item 4058-1-01 - Internet Services for the City of Hartford
Quantity 1 month
Prices are not requested for this item.
Delivery Location City of Hartford
Metro Hartford Information Services
260 Constitution Plaza
Hartford CT 06103
Qty 1

Description
Please submit pricing in a detail price proposal for the criteria your company provides. As specified in Section 2 of the RFP.

SECTION 1.0

RESPONSE FORMS

NOTE: When bidding electronically you will supply the necessary pricing when you click the "Place Offer" button located at the bottom of the main bid page. Please complete all other information on this form. *This information will be saved on the system so that you will not have to fill it out again for future bids. You will, however, be able to modify information as necessary.* Section 1.1 referred to in the documents is generated when the "Place Offer" button is clicked and the respondent supplies pricing as appropriate. In addition to a Lump Sum or Base Bid this pricing section may also have Alternates and/or Unit pricing.

If you need assistance call (800) 990-9339 and ask for vendor support.

Electronic Bid Bonds

If a bond is required (it will be called for in the Invitation to Bid) and you choose to submit an electronic bid bond, please be advised that upon signing your bid with the digital signature you are also signing the Bid Bond. All legal obligations associated with the bid bond will be validated upon signing of the bid with the digital signature.

Response Summaries:

Response summaries will be available over the Internet at <http://www.rfpdepot.com>. This summary information will be available by logging on to RFP Depot anytime after the opening date and time. Any bids received off-line before the deadline will be added to the on-line response summary by 5:00 PM on the day after the RFR opening.

Results will not be provided over the phone.

1.0 RESPONSE FORMS[\[Comment1\]](#)

Candidate Name - _____		
Address - _____		
Phone - _____	Fax - _____	Email - _____
Manager - _____		Fed ID# _____

The undersigned hereby declares that he/she or they are thoroughly familiar with the specifications, the various sites, the City's requirements, and the objectives for each element of the project item or service and understands that in signing this proposal all right to plead any misunderstanding regarding the same is waived.

The undersigned further understands and agrees that he will furnish and provide all the necessary material, machinery, implements, tools, labor, services, and other items of whatever nature, and to do and perform all the work necessary under the aforesaid conditions, to carry out the contract and to accept in full compensation therefore the amount of the contract as agreed to by the Contractor and the City.

The undersigned additionally declares that they are not debarred or suspended, or otherwise excluded from, or ineligible for, participation in State of Connecticut or Federally funded projects (Executive Order 12549).

The undersigned certifies under penalty of false statement that the information provided in this response is true.

Delivery / Initiate Services:		_____ calendar days after receipt of contract.	
Bond security information if required in the Invitation to Respond			
Bid Security provided by	Surety 2000	For electronic bonds enter bond number	e Bond e Certified Check

EEO Certification Status (check one)		e Current and on file e EEO form attached	
DAS Prequalified Contractor? (if required in the Construction Contract Summary sheet)		e Prequalification Certificate attached e Update Statement attached	
Insurance Agency Name - _____		Tel. - _____	
Agency Address - _____			
Submitted by -	* _____		_____
Authorized Agent of Company (name and title)			Date
The above signatory acknowledges receipt of the following addenda issued during the bidding period and understands that they are a part of the bidding documents (if applicable):			
Addendum #	_____	Dated	_____
Addendum #	_____	Dated	_____
Addendum #	_____	Dated	_____

1.1 RESPONSE PRICING

Base or Lump Sum Bid and, if called for in the documents Alternates and Unit Pricing

NOTE: Some Requests for Response (RFR) will be informational only and no pricing will be required.

If submitting your response electronically this Section (Section 1.1) is generated when the "Place Offer" button is clicked and the respondent supplies pricing as appropriate. In addition to a Lump Sum or Base Bid this pricing section may also have Alternates and/or Unit pricing.

If you need assistance call (800) 990-9339 and ask for vendor support.

1.2 STATEMENT OF QUALIFICATIONS

Please answer the following questions regarding your company's past performance. Attach a financial statement or other supportive documentation. Failure to reply to this instruction may be regarded as justification for rejecting a bid.

1. Number of years in business -

2. Number of personnel employed: Pt. time - , Full - ,

3. List six contracts of this type/size your firm has completed within the last three years:

Project	Date	Contact Person	Phone No.

4. Has your firm had any bond claims in the last ten years? If so provide details.

5. List six contracts of this type/size your firm has completed within the last three years:

Project	Date	Brought By	Bonding Company	Current Status	\$ Value of Claim

6. Has your firm changed bond companies at any time in the last ten years? If so, at whose request?

7. ORGANIZATIONAL STRUCTURE OF BIDDER (check which applies)	☐	general partnership	
	☐	limited partnership	
	☐	limited liability corporation	
	☐	limited liability partnership,	
	☐	corporation doing business under a trade name	
	☐	individual doing business under a trade name	
	☐	other (specify)	
8. STATUS OF THE BUSINESS AND ITS CURRENT STANDING WITH THE SECRETARY OF STATE'S OFFICE; e.g., are all required filings current and in good standing or has the entity been withdrawn or canceled	Connecticut corporations - Will the Secretary of State be able to issue a Certificate of Good Standing within 30 days of the bid opening?	Yes	No
		☐	☐
	Out-of -State corporations - Do you have a valid license to do business in the State of Connecticut? (Evidence in the form of a Certificate of Authority from the Connecticut Secretary of State will be required within 30 days of the bid opening.)	Yes	No
		☐	☐
9. Is your local organization an affiliate of a parent company? If so, Indicate the principal place of business of your company and the name of the agent for service <u>if different from what has been indicated on the response form:</u>			
Business Name			
Address			
City		State	
		Zip	
Name of Agent			

NOTE: In the case of a Limited Liability Corporation or a Limited Liability Partnership a certified copy of the Articles of Organization certified as valid and in effect as of the date of the bid opening will be required within 30 days of the bid opening.

A listing of the corporate officers, in the case of a corporation; the general or managing partners, in the case of a partnership; or the managers and members in the case of either a limited liability partnership or company will be required within 30 days of the bid opening.

10. Your company may be asked to submit the following information relative to your company's financial statements prior to receiving an award. This information will not be part of the public bidding record and will remain confidential **if** it is submitted via an email that requests confidentiality or it hand delivered, in a separate sealed envelop marked "Confidential."

All information should be supported with appropriate audited financials.

- a. Book Value (Total Assets (-) Total Liabilities)
- b. Working Capital (Current Assets (-) Current Liabilities)
- c. Current Ratio (Current Assets/Current Liabilities)
- d. Debt to Equity Ratio (Long Term Debt/Shareholder's Equity)
- e. Return on Assets (Net Income/Total Assets)
- f. Return on Equity (Net Income/Shareholder's Equity)
- g. Return on Invested Capital (Net Income/Long Term Debt = Shareholders' Equity)

11. SUBCONTRACTORS: If subcontractors are to be used, please list firm name, address, name of principal, and phone number below or on a separate sheet. Also indicate portion or section of work subcontractor will be performing.

COMPANY NAME	ADDRESS	PRINCIPAL	PHONE

12. Taxpayer's Identification Number:

Respondents must provide their Taxpayer Identification Number on the response form (Fed ID#). Award recipients, whether an individual, proprietor, partnership or a non-profit corporation or organization must file the Internal Revenue Service Form W-9, Request for Taxpayer Identification Number and Certification with the City. Copies of this form are available at: <http://www.hartford.gov/purchasing/documents.htm>

Additional information may be requested subsequent to your responding to this bid request.

END OF SECTION

SECTION 1.3 RESPONSE FORMS

In the "Specification Offered" column opposite the specifications complete as follows: write in:

a) "As specified" b) "Exceeds specifications" - Identify what exceeds the specification and why c) "Exception to specifications" -Again, identify the substitute and define its effect. Be sure to return these pages with your pricing sheet(s).

#	SPECIFICATION	SPECIFICATION OFFERED
A	Speed: The City requires a 100 Mbps symmetric access for municipal Internet service. Respondents should provide pricing for this service levels and increments up to 100 Mbps (e.g. 25 Mbps, 50 Mbps, 75 Mbps and 100 Mbps).	
B	Transport: The services should be provisioned on an optical Ethernet transport that is scalable from initial service levels to higher levels.	
C	IP Addressing: The City requires one Class C sized block (256 addresses) of routable addresses. We further require that the ISP delegate authority for DNS reverse lookups on these addresses to MHIS. Respondent shall provision their router at the .1 address on the subnet. The .255 address shall be the subnet broadcast address. Should the respondent require one or more addresses on either subnet for the management of their CPE, the respondent will inform MHIS in writing as to which address(es) they are using.	
D	Handoff: The service should be terminated on an Ethernet switch that is owned, operated, and maintained by the ISP, on the City's premises. Handoff shall be accomplished by provisioning at least six 10/100 Mbps Ethernet ports on the CPE switch per service.	
E	Service Location: The service will be installed at MHIS's offices at 260 Constitution Plaza, Hartford CT.	
F	The service, and all Customer Premise Equipment (CPE) must be installed and turned-up by June 1, 2007. Respond as to your acceptance of the June 1, 2007 firm date by which service must be operational.	

SECTION 2 PROJECT SPECIFICATIONS

The following information should be of assistance in developing a proposal. If you have any questions, please contact the Procurement Services at 860.522.4888.

2.1 BACKGROUND

The combined City of Hartford and Hartford Public Schools network comprises over ninety sites and over 11,000 nodes (6,000+ PCs and nearly 5,000 IP telephones). Sites are connected to the network via Gigabit Ethernet, 100Mbps Ethernet, or OC3 ATM over dark fiber, with a small number of sites served by Frame Relay circuits. Clients are mostly Windows PCs (Windows 98, Windows 2000 Professional and Windows XP) with some legacy Macintoshes.

The City's "Wireless Hartford" public WiFi initiative will bring an additional several thousand users when the network is fully built-out. Construction of Phase I is underway now, which will bring service to Hartford's downtown and Blue Hills neighborhoods.

2.2 SCOPE OF SERVICES

The City seeks a Tier I or qualified Tier II Internet Service Provider (ISP) to provide commodity Internet services. The term of this contract will be three years, with two one-year renewal options. The initial contract period shall be from June 1, 2007 through May 30, 2010. Our requirements are as follows

2.3 TECHNICAL SPECIFICATIONS

#	SPECIFICATION
A	Speed: The City requires a 100 Mbps symmetric access for municipal Internet service. Respondents should provide pricing for this service levels and increments up to 100 Mbps (e.g. 25 Mbps, 50 Mbps, 75 Mbps and 100 Mbps).
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E	Service Location: The service will be installed at MHIS's offices at 260 Constitution Plaza, Hartford CT.
F	The service, and all Customer Premise Equipment (CPE) must be installed and turned-up by June 1, 2007. Respond as to your acceptance of the June 1, 2007 firm date by which service must be operational.

2.4 SERVICES NOT REQUIRED

2.4.1 General information: MHIS operates its own firewalls, DNS servers, web and email servers, and other services necessary for operation on the Internet. Given that MHIS maintains these services in-house, the following services are not required of respondents and **should not be included** in their responses:

- firewall services
- content filtering
- DNS
- web hosting
- email services

2.4.2 This is a solicitation for commodity Internet service; bandwidth, CPE, and routable addresses only! If a respondent has any concern as to whether a service is required or not required under the scope of this RFP, they are invited to submit their questions electronically on the RFP Depot site.

2.5 RESPONDENT QUALIFICATIONS

2.5.1 GENERAL INFORMATION: The City seeks responses from qualified Tier I and Tier II ISPs. As such, we define a Tier I ISP as an ISP that connects to the entire Internet solely via Settlement Free Interconnection, commonly known as peering. We define a Tier II ISP as an ISP, which peers with some networks, but still purchases IP transit to reach at least some portion of the Internet.

2.5.2 STAFFING AND SUPPORT: The City requires that the respondent maintain twenty-four hours a day, year-round (24x7x365) support for the services.

2.5.3 24-Hour NOC: The successful respondent shall staff and maintain a Network Operations Center (NOC) on an around the clock basis. Respondent will identify the city where their primary NOC is located.

2.5.4 Access to Support: Respondent shall provide the City with a 24-hour toll-free telephone support number to access support in case of equipment or circuit failure.

2.5.5 RESPONSE TIME: The City requires prompt response for restoration of service due to equipment or circuit failures.

2.5.6 4-Hour Response For Troubles: Respondent shall provide 4-hour response on calls for service of CPE or transport. Respondent shall repair or replace CPE and/or restore transport within 24 hours of the City's initial call for service. Respondents shall indicate their acceptance of this condition, or provide a written description of their service level guarantees.

2.5.7 The City reserves the right to withhold payment for service should a CPE or transport problem not be resolved within 24-hours of the City's initial call for service.

2.6 FORM OF RESPONSE:

All submittals must include the following:

A. Respondents shall provide a written description of their ISP business, including the following items. Respondents are encouraged to include any additional information they think the City will find valuable in assessing their business.

- Number of years in business.
- Number of employees, or number of employees in respondent's ISP division if the respondent has other lines of business.
- Number of employees, or number of employees in respondent's ISP division if the respondent has other lines of business, working in Hartford
- An organization chart of the respondent's local organization, up to and including the Director or Vice President level, including names, titles, email address, and telephone numbers. Failure to provide this information in full may disqualify your response.
- A description of the physical and technical facilities at the respondent's POP.

B. **CONNECTIVITY:** Respondents shall identify which ISP Tier they match. If the respondent is a Tier II provider, they shall identify their upstream IP providers. All respondents shall provide a description of their IP Peering relationships and Internet backbone connectivity. Network diagrams are encouraged, but not required.

C. An outline of services to be rendered including delegation of responsibilities of key personnel.

D. Attach a list of comparable projects you have completed within the past four years giving the following information for each.

Name of Company/Municipality

Address

Name and telephone number of contact person.

Project Scope.

Budgeted Project Cost and Final Project Cost (state reasons for any substantial difference)

E. **Installation Costs:** Respondent will identify any and all installation costs for transport, CPE, or other charges.

You may include any additional information that demonstrates your qualification for this work.

END OF SECTION