



Request for Quotations

Cisco SMARTnet Maintenance

**Proposals Will Be Received Until
12:00 Noon, Friday, July 20, 2018**

**City/County Purchasing Department
City Hall Suite 324
101 North Main Street
Winston-Salem, NC 27102**

ADVERTISEMENT FOR BIDS

Cisco SMARTnet Maintenance

Sealed proposals endorsed **Cisco SMARTnet Maintenance** to be furnished to Forsyth County will be received by the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, N.C. **until 12:00 Noon, Friday, July 20, 2018**. To obtain the complete proposal document or receive instructions for submitting proposals contact Jerry Bates via email jerryjb@cityofws.org, phone 336-747-6939, or visit the Purchasing Department at same location from 8:00 A.M. to 5:00 P.M. Monday through Friday. The County reserves the right to reject any and/or all proposals, bids, to waive informalities in the bids, and to choose the bid that is in the best interests of the County.

Jerry Bates
Purchasing Director

This document IS NOT the complete proposal. To obtain the completed proposal specifications contact Jerry Bates via email jerryjb@cityofws.org, by phone 336-747-6939, or visit the Purchasing Department, City Hall Building, Suite 324, 101 North Main Street, Winston-Salem, NC during regular office hours.

INSTRUCTIONS TO PROPOSERS

INTRODUCTION:

This entire set of documents constitutes the RFQ. The proposer must return the RFQ with all information necessary to properly analyze the proposer's response in full, in the same numerical order in which it was issued. Proposer's notes, exceptions, and comments may be rendered on an attachment, provided the same format of this RFQ text is followed.

RFQ Response Submission

All proposals shall be returned in a sealed container or opaque envelope containing one original proposal (please mark document as original) showing original signatures and seals and two (2) printed copies marked Forsyth County Cisco SMARTnet Maintenance. Proposals must be submitted to the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, no later than **12:00 Noon, Friday, July 20, 2018. Late proposals will not be considered.** Submittals **will not be accepted by fax or electronic mail.**

The County will not be obligated for the expenses of any provider arising out of preparation and/or submittal of responses to this RFQ. Any and all proposals to this RFQ are to be prepared at the cost and expense of the respondents, with the express understanding that there may be no claims whatsoever for the reimbursement of any costs, damages, or expenses relating to this procurement from the County or any other party for any reason (including the cancellation of this RFQ).

Proposals must be made in the official name of the individual, firm, or corporation under which the business is conducted (showing official business address) and must be signed in ink by a person duly authorized to legally bind the business entity submitting the proposal.

All proposals should be complete and carefully worded and must convey all of the information requested by the County. If errors or exceptions are found in the proposal, or if the proposal fails to conform to the requirements of the RFQ, the County will be the sole judge as to whether that variance is significant enough to reject the proposal.

Proposals should be prepared simply and economically. All data, materials, and documentation shall be available in a clear, concise form. The County reserves the right to reproduce proposals for internal use in the evaluation process.

Proposers are expressly forbidden from contacting any other County employee or Forsyth County elected official regarding this Request for Quotations. Any such outside contact may result in disqualification from the request for proposal process.

Proposer Questions and Inquiries

Proposer Questions and Inquiries relative to this RFQ must be submitted **in writing only by 12:00 Noon, Friday, July 13, 2018**, to Jerry Bates, City/County Purchasing Director, 101 North Main Street, Winston-Salem, NC 27101 or e-mail: jerryjb@cityofws.org (**Email is preferred**), Fax: (336) 727-2443. The County will provide written responses to all inquiries received by this date, and responses will be made available to all recipients of this RFQ. Any oral responses made by any representative of the County may not be relied upon. Any supplements or amendments to this RFQ will be in writing and furnished to potential bidders.

► All proposals should include a signed acknowledgement of any addendums issued.

This document IS NOT the complete proposal. To obtain the completed proposal specifications contact Jerry Bates via email jerryjb@cityofws.org, by phone 336-747-6939, or visit the Purchasing Department, City Hall Building, Suite 324, 101 North Main Street, Winston-Salem, NC during regular office hours.

Introduction

Forsyth County is seeking competitive quotes from qualified vendors to provide costs for Cisco SMARTnet maintenance on Cisco hardware, software, and licenses listed in the attachment. This request for quotes (RFQ) is intended to award a purchase agreement for a three year period paid annually with the option to renew annually thereafter.

All stated terms and conditions, exhibits and other attachments in the original form of the RFQ are to remain unaltered in respondent's' proposals. Each stated term and condition, exhibit and other attachments should be addressed in the response. Alternate proposals to the stated terms and conditions, exhibits and other attachments are to be stated in comparative relation to the original RFQ requirements. Forsyth County reserves the right to reject any and all proposals. Forsyth County MIS will consider any changes or deviations from general specifications defined in this document as non-responsive. Forsyth County MIS will consider any changes or deviations from the Bid Schedule or Project Schedule as defined in this document as non-responsive.

Disclaimer

Nothing contained herein (specifications) allows the vendor to perform in a manner deficient of providing Forsyth County with a complete and accurate job. Any errors or omissions contained herein do not preclude the vendor from installing a functional system. If such an omission is apparent to the vendor upon review of this specification and scope of work, the vendor bears responsibility to inform Forsyth County so adjustments can be made. Any clarifications or modifications affecting the specifications and scope of work of this project will be provided by the County and sent via email to the vendor in the form of an addendum. This process places the burden of such omissions and errors upon the vendor, and discharges Forsyth County of its responsibility for a complete and functionally correct system installation.

General Information and Requirements

Forsyth County is requesting quotes for Cisco SMARTnet maintenance from qualified bidder(s) and for the management of adds, deletions, and changes to SMARTnet maintenance on hardware, software and licenses that are connected to the County's LAN/WAN infrastructure. Forsyth County is requesting quotes for SMARTnet maintenance on the attached list of hardware, software, and licenses (**see Attachment**) and management of the hardware, software, and licenses contained in the subsequent Cisco SMARTnet contracts. The quote must contain line level pricing with per unit and extended pricing clearly defined. The quote must also contain a cumulative total for the annual price. Forsyth County's requirement is to be able to contact Cisco's TAC directly for all maintenance and support issues. No intermediate technical assistance by the proposer is desired nor acceptable.

The successful bidder will be required to verify all existing County Cisco SMARTnet contracts to confirm Cisco SMARTnet contract levels, expiration dates, product locations and serial numbers and ensure all County department's SMARTnet coverage is up to date and accurate.

During the period of Cisco SMARTnet contract management, the successful bidder will:

- Ensure that all hardware, software, and licenses are covered with the correct service level.
- Leverage multi-year price incentives.
- Outline method of purchasing SMARTnet on new hardware, software, and license purchases and having their SMARTnet be coterminous with the contract.
- Delete hardware, software, and licenses from SMARTnet coverage during the contract period.
- Change serial numbers on hardware, software, and licenses covered during the contract period when needed (for example: RMA'd hardware, software, and licenses).
- Avoid duplicate registrations and renewals.
- Provide 90 Day advance notice prior to a Cisco SMARTnet contract expiration date for budgeting.
- Provide accurate, precise and up-to-date tracking of all Cisco SMARTnet contracts.

Selection Process/Evaluation Criteria

Proposals received by Forsyth County will be reviewed and evaluated according to the following categories (not in any particular order):

- Proposer's qualifications and experience in providing these services. *This review will be based upon the three (3) customer references provided.*
- Proposer's financial stability. This review will be based upon Proposer's business financial statements.
- Competitive pricing compared to other qualified proposals.
- Proposer's overall responsiveness to the requirements of the RFP.
- Proposer's summary of experience(s) for similar services provided to other agencies.

As reflected above, the contract award will not be based solely on price, but on a combination of factors as determined to be in the best interest of Forsyth County. After evaluating the proposals and discussing them further with the finalists or the tentatively selected contractor, Forsyth County reserves the right to further negotiate the proposed work and/or method and the cost of the proposal. The above criteria will be used to determine the lowest responsive responsible bidder.

Right to Reject Bid

Forsyth County reserves the right to reject any and all bids for any reason whether or not said bids are responsive or non-responsive. Forsyth County may, but shall not be required to solicit additional information, orally or in writing, from one or more of the applicants relating to the content of their proposal. Forsyth County may, but shall not be required to, meet with one or more of the bidders prior to a preliminary selection of one or more bidders with which Forsyth County may choose to negotiate.

Additional Forsyth County Declarations Proprietary Information Notice:

This RFQ contains proprietary and confidential information of which is provided for the sole purpose of permitting the recipient to respond to the RFQ submitted herewith. In consideration of receipt of this RFQ, the recipient agrees to maintain such information in confidence and not to reproduce or

otherwise disclose this information to any person outside the group directly responsible for responding to its contents.

OEM Requirements

Forsyth County Government will only accept responses from certified Cisco Partners that are authorized to resell Cisco SMARTnet. With its bid response, the Vendor MUST provide a letter from Cisco Systems, Inc. that references this bid number (**FB1918**) and confirms that the Vendor is a Certified Partner authorized to sell the products required in this bid (**See Attached Letter of Authorization**). The Vendor must send its request for the letter via email to ncbids@external.cisco.com. Letters signed by anyone other than the administrator of this email address will not be accepted. Letters for this request will take up to two (2) business days to process. Letters provided for prior bids shall not meet the requirement for this bid. Failure to provide the Cisco letter with bid proposal will render bid non-responsive.

Use of Vendor Proposal and Accompanying Material

All material submitted becomes the property of Forsyth County and will not be returned to the vendor.

Period of Contract

The term of this contract will be for a three-year period, with annual payments, tentatively scheduled to commence on September 1, 2018 with the option to renew annually thereafter.

Obligation to Contract

This Request for Quotes does not obligate Forsyth County to contract for services specified herein.

Proposal Preparation Costs and Expenses

Forsyth County will not be liable for any costs incurred by the Proposer in responding to the RFQ, presentations or any other activities related to responding to this RFQ.

Form of Agreement

The contents of this RFQ, Addenda, and the proposal document of the successful Proposer shall become contractual obligations as part of the contract if acquisition action ensues. Failure of successful vendor to accept these obligations in a contractual agreement shall result in cancellation of award. Forsyth County reserves the right to negotiate provisions in addition to those stipulated in the RFQ or proposed by vendor for the purposes of obtaining the best possible offer.

This document IS NOT the complete proposal. To obtain the completed proposal specifications contact Jerry Bates via email jerryjb@cityofws.org, by phone 336-747-6939, or visit the Purchasing Department, City Hall Building, Suite 324, 101 North Main Street, Winston-Salem, NC during regular office hours.