

Augusta County, Virginia

Notice of Invitation for Bids



Issued Date: May 19, 2017

IFB # 12200-17-01

Project Title: County of Augusta Broadband Services

Sealed Bids will be received until **June 9, 2017 at 2:00pm** local prevailing time for furnishing items and/or services described herein. Facsimile and/or electronic bids will **not** be accepted.

Any changes and/or addenda to this solicitation will be posted on the Virginia Department of General Services eVA website located at: <https://eva.virginia.gov/>, and the County of Augusta's website, www.co.augusta.va.us. Bidders are responsible for checking these websites prior to bid submission. Failure to acknowledge all addenda may result in declaration of your bid as non-responsive.

Location to Submit Bids:

Corey Richie, VCA, Senior Purchasing Assistant
Central Accounting
18 Government Center Ln
PO Box 590
Verona, VA 24482

Additional copies of this Notice may be obtained along with the complete Invitation to Bid at www.co.augusta.va.us or by contacting the Bid Officer:

Corey Richie, VCA, Senior Purchasing Assistant
Central Accounting
Phone: (540) 245-5741 ext. 1
Email: crichie@co.augusta.va.us

All requests for additional information should be provided in writing by means of a Pre-Bid Question Form available from the Bid Officer. The Pre-Bid Question Form must be directed to the Bid Officer.

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

COUNTY OF AUGUSTA, VA

IFB# 12200-17-01

GENERAL TERMS AND CONDITIONS

FAILURE TO COMPLY WITH THESE INSTRUCTIONS MAY RESULT IN DISQUALIFICATION OF BID.

The General Terms and Conditions which follow apply to all purchases and become a definite part of each formal solicitation and resulting contract award issued by the County of Augusta, unless otherwise specified. Bidders or their authorized representatives are expected to inform themselves fully as to the conditions, requirements, and specifications before submitting bids; failure to do so will be at the bidder's own risk and relief cannot be secured on the plea of error.

Subject to all state and local laws, policies, resolutions, and regulations and all accepted rules, regulations, and limitations imposed by legislation of the federal government, bids on all solicitations issued by the County of Augusta will bind bidders to applicable conditions and requirements herein set forth unless otherwise specified in the solicitation.

1. DEFINITIONS:

AGENCY: Any department, agency, authority, commission, board or other unit in the administrative service of the County of Augusta.

BEST VALUE: As predetermined in the solicitation, means the overall combination of quality, price, and various elements of required services that in total are optimal relative to a public need.

COUNTY: County of Augusta, VA

CONTRACTOR: Any person having a contract with the County or a using agency thereof.

GOODS: All material, equipment, supplies, printing and automated data processing hardware and software.

INFORMALITY: A minor defect or variation of a bid or proposal from the exact requirements of the invitation to bid which does not affect the price, quality, quantity or delivery schedule for the goods, services or construction being procured.

PURCHASING AGENT: the County's principal public purchasing official responsible for the purchasing of all goods, services, insurance and construction needed by the County. In the discharge of these responsibilities, the Purchasing Agent may be assisted by assigned Purchasing Assistant.

SERVICES: Any work performed by an independent contractor wherein the service rendered does not consist primarily of acquisition of equipment or materials, or the rental of equipment, materials and supplies.

STATE: Commonwealth of Virginia

2. RECEIPT AND FORM OF BID:

a. To be considered, the Bid must be received at the address indicated above on or before 2:00 PM June 9, 2017. Sealed bids received after the date and hour identified are automatically disqualified, and will not be considered.

b. Bids shall be submitted on the form furnished, and must bear an original signature by an individual authorized

to bind the company submitting the bid. Bid submittal must be sealed, enclosed in two (2) envelopes, outer/inner, both of which shall be sealed and clearly labeled so as to indicate the Bidder's name and Bid Number **12200-17-01** to guard against accidental opening prior to the specified bid opening time.

c. Bids shall include all costs as described and indicated by the specifications.

d. If the bidder is a corporation, partnership or limited liability company, bid must be signed with the legal name of the corporation, partnership or limited liability company, and the signature of a person authorized to bind a corporation, partnership or limited liability company to a contract.

e. It is the sole responsibility of the bidder to have his bid submitted at the place and by the time shown on the bid form. Bids received after this time will not be considered.

f. After three (3) consecutive "no responses" in any given commodity/service classification, the County reserves the right to remove the company from the bid list for that commodity.

g. Telegraphic and facsimile bids shall not be accepted as responses for competitive sealed bidding.

3. QUESTIONS:

a. Questions concerning specifications or other provisions in this Invitation to Bid shall be submitted on Attachment C (Pre-Bid Question Form) to the Purchasing Agent or his designated appointee not less than 5 days prior to the bid opening by e-mail, facsimile or in writing.

b. Necessary replies will be sent to all bidders of record as an addendum which becomes part of the bid package.

c. Oral instructions do not form a part of the bidding instrument.

4. BID ADDENDUMS:

All addendums issued by the County must be signed by a person authorized to bind the contractor and returned prior to the date established for receipt of bids or included with the bid submitted. By doing so, bidder acknowledges receipt of the addendum and assures full compliance with the addendum. The addendum becomes a part of the bid package and supersedes original specifications that are changed by the addendum.

5. CONDITIONS OF BID:

a. Each bidder is responsible for informing himself fully of the conditions relating to the project. Failure to do so will not relieve a successful bidder of his obligation to perform as per the provisions of the contract.

b. After bid opening, all bids submitted and not withdrawn pursuant to paragraph c shall be binding and may not be withdrawn for a period of 180 calendar days unless otherwise specified by the "Special Terms and Conditions" found in the Invitation to Bid.

c Bids can only be withdrawn for mistakes The procedure for bid withdrawal shall be stated as follows: The bidder shall submit to the Purchasing Agent his original work papers, documents, and materials used in the preparation of the bid within two (2) days after the date fixed for opening of bids. The work papers shall be delivered by the bidder in person or by registered mail. Such mistake shall be proven only from the original work papers, documents, and materials delivered as required herein.

6. USE OF BRAND NAMES:

a. Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict bidders to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired.

b. Any article which the County in its sole discretion determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accept

c. The Bidder is responsible to clearly and specifically indicate the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable the County to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacture

specified. Normally in competitive sealed bidding only the information furnished with the bid will be considered in the evaluation. Failure to furnish adequate data for evaluation purposes may result in declaring a bid non-responsive.

7. QUALIFICATIONS OF BIDDERS:

a. The County may make such reasonable investigations as deemed proper and necessary to determine the ability of the Bidder to perform the work/furnish the item(s) and the Bidder shall furnish the County all such information and data for this purpose as may be requested.

b. Bidders are to submit a list of clients to whom they have supplied the goods or services required with addresses, phone numbers and contact person [Attachment A]. The County reserve the right to contact owners of the product or service.

c. The County reserves the right to inspect Bidder's physical facilities prior to award to satisfy questions regarding the Bidder's capabilities. The County further reserves the right to reject any bid if the evidence submitted by, or investigations of, such Bidder fails to satisfy the County that such Bidder is properly qualified to carry out the obligations of the contract and to complete the work/furnish the item(s) contemplated therein.

8. TESTING/INSPECTION:

a. The County reserves the right to conduct any test/inspection it may deem advisable to assure supplies and services conform to the specification.

b. The County may require more complete detailed specifications on items quoted or samples prior to bid award, at no expense to the County. If not destroyed or used during testing, samples will be returned at the bidder's request and expense.

9. BID OPENING:

a. The County encourages vendors to attend bid openings. During bid openings, the basic data of each submittal is publicly read.

b. Bid documents are then made available for inspection by all those in attendance. (See section 2.2-4342 of the Code of Virginia.)

c. Otherwise, bid records shall be open to public inspection only after award of the contract.

10. AWARD OF CONTRACT:

a. The contract will be awarded to the lowest responsible and responsive bidder whose bid conforming to the contract documents, is most advantageous to the County, considering price and any other evaluation criteria set forth in the bid documents.

b. In the case of a tie bid, preference shall be given to goods, services and construction produced in Virginia or provided by Virginia persons, firms or corporations, if such a choice is available; otherwise the tie shall be decided by lot.

c. By submitting their bids, all bidders certify and warrant that the price offered is delivered FOB: County of Augusta - 18 Government Center Lane - Verona, Virginia 24482-590 with all transportation charges prepaid, unless otherwise specified elsewhere in the "Invitation to Bid: Special Terms and Conditions."

d. Bids shall include only the actual freight rate costs at the lowest and best rate and be based upon the actual weight of the goods to be shipped. Except as otherwise specified herein, standard commercial packaging, packing and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with purchase order number, commodity description and quantity.

e. Where the bid involves the furnishing of separate items or groups of items, the County reserves the right to make partial awards to different bidders for certain items or groups of items of the bid unless bidder qualifies his bid otherwise.

f. In the case of an award of a bid or cancellation of a contract in which the low bidder is declared non-responsive or non-responsible, the bid may be awarded to the next low bidder, at the original bid price of that bidder, during the initial term of the contract.

g. Certain bid invitations request that pricing be submitted for multiple years. Unless otherwise indicated in the bid specifications, bid will be awarded based on first year bid prices only. The County reserves the right to exercise contracts for subsequent years as an option based upon appropriation of funds, current needs, and service record of the vendor.

h. A contract shall not be assignable by the Contractor in whole or in part without the written consent of the County.

i. Ten (10) days prior to actual award of the contract, the County will issue a NOTICE OF INTENT TO AWARD with a bid tally to all bidders.

11. OMITTED

12. REJECTION OF BIDS:

The County may reject a bid if:

a. The bidder misstates or conceals any material fact in the bid, or if,

b. The bid does not strictly conform to the law or the requirements of the bid, or if,

c. The bid documents are in any respect incomplete or unsigned, or if,

d. The bid is conditional, except that the bidder may qualify his/her bid for acceptance by the County on an "All or None" basis or a "low item" basis. An "All or None" basis bid must include all items upon which bids are invited.

13. CANCELLATION OF BIDS:

The County reserves the right to cancel the Invitation to Bid, and to reject any or all bids in whole or in part whenever the Purchasing Agent or designee determines that such action is in the best interest of the County. The reasons for cancellation or rejection shall be made part of the contract file. The County may also waive any minor informalities or irregularities in any bid where such action serves the County's best interest.

14. NON-APPROPRIATION:

Contracts are made subject to the appropriation of funds by the Board of Directors of the County and are null and void in the event of non-appropriation. Non-appropriation shall be deemed a cancellation and shall terminate this contract without recourse and with no liability on the part of the County.

15. CONTRACT EXTENSIONS:

The County reserves the right to offer contract extensions to successful bidders with no increase in bid price or with pricing as specified within the bid package.

16. PAYMENT TERMS:

a. Upon receipt and acceptance of the equipment from the successful bidder, the County will pay the bidder's Statement of Amount Due within thirty (30) days of acceptance.

b. After the receipt of the invoice or goods which is found to be defective or impropriety, the County shall notify the supplier about the details of the condition within twenty days of this receipt that the condition will prevent payment by the payment date.

17. CANCELLATION OF CONTRACT: The County reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon sixty (60) days written notice to the contractor.

18. LAWS AND REGULATIONS:

a. This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with applicable federal, state and local laws and regulations.

b. References to the Code of Virginia, Chapter 43 – Virginia Public Procurement Act. 2.2-4300

19. PRECEDENCE OF TERMS:

In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

20. ANTI-DISCRIMINATION:

It is the policy of the County not to discriminate on the basis of race, religion, color, sex, national origin, age or disability in employment or the provision of goods and services. By submitting their bids, all bidders certify to the County that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Act of 1975, as amended, where applicable, and Section 2.2-4311 of the Virginia Public Procurement Act and that during the performance of this contract, the bidder agrees as follows:

a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by the state law relating to discrimination in employment, except when there is bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

b. Notices, advertisements and solicitations placed by or on behalf of the contractor will state that such contractor is an equal opportunity employer.

c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

d. The contractor will include the provisions of the foregoing paragraphs a, b and c in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

21 ANTI-DISCRIMINATION FAITH BASED ORGANIZATION:

It is the policy of the County not to (i) discriminate against a faith-based organization on the basis of the organization’s religious character or (ii) impose conditions that (a) restrict the religious character of the faith-based organization, except for sectarian worship, instruction, or proselytizing; however, this prohibition shall not apply to expenditures pursuant to contracts, if any, for the service of chaplains, or (b) impair, diminish, or discourage the exercise of religious freedom by the recipients of such goods, services, or disbursement.

22. DRUG-FREE WORKPLACE:

During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor’s employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor’s workplace and specifying the actions that will be taken against employees for violation of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, “*drug-free workplace*” means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

23. ETHICS IN PUBLIC CONTRACTING:

By submitting their proposals, all bidders certify that their bid is made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other bidder, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised unless consideration of substantially equal or greater value was exchanged.

COUNTY OF AUGUSTA, VA

ITB NO. # 12200-17-01

SPECIAL TERMS AND CONDITIONS

FAILURE TO COMPLY WITH THESE INSTRUCTIONS MAY RESULT IN DISQUALIFICATION OF BID.

In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

1. TERMS OF CONTRACT:

The contract shall consist of a (5) five year term. Contract costs will be based on firm fixed prices. Changes in costs for subsequent yearly contract renewals shall also be subject to mutual agreement, but shall in no event exceed the annual increase in the Consumer Price Index—All Urban Consumers. The County reserves the rights to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the successful offeror.

2. CONTRACTOR QUALIFICATIONS:

A bidder must have the following qualifications (failure to comply will be reason for rejection of bid):

a. Bidder must submit with bid, Attachment A, which shows name, address and telephone number of principal client references for three (3) facilities serviced by bidder.

b. Prior to and as a condition of award of contract, bidder must provide a copy of valid Augusta County Business License.

3. CONTRACT ADMINISTRATOR:

The Contract Administrator for the County of Augusta will be Jackie Zetwick, Director of Information Technology (540) 245-5062. This person will be the contact for all routine matters about this contract. After the award of contract, the Contractor will report to the Contract Administrator. The Contract Administrator shall be available, within reason, any time for consultation and liaison purposes. Communications from the Contractor shall be routed through the Contract Administrator.

4. WARRANTY:

The Contractor warrants to the County of Augusta that all work performed will be performed professionally and consistent with industry practice.

5. CONTRACT QUANTITIES:

The quantities specified in this solicitation are estimated only, and are given for the information of bidders and for the purpose of bid evaluation. They do not indicate the actual quantity, since such volume will depend upon requirements which develop during the contract period. Quantities shown shall not be construed to represent any amount which the County shall be obligated to purchase under the contract, or relieve the Contractor of its obligation to fill all orders placed by the County.

NO BID WILL BE CONSIDERED WHICH STIPULATES THAT AUGUSTA COUNTY SHALL GUARANTEE TO ORDER A SPECIFIC QUANTITY OF ANY ITEM.

6. RESTRICTIONS ON COMMUNICATIONS WITH COUNTY STAFF:

From the issue date of this bid until a Contractor is selected and selection is announced, respondents are not allowed to talk with any County staff member except:

- a. Those present during the pre-bid conference and then only during the conference.
- b. Otherwise, all questions will be addressed to the Bid Officer by using the Pre-Bid Question Form (Attachment C).

7. RESPONSIBILITY OF CONTRACTOR – PERSONNEL:

All matters about the recruitment, screening, hiring and retention of employees shall be the exclusive responsibility of the Contractor. These matters shall be done fully according to existing statutes and regulations about affirmative action, non-discrimination, wage and hour and any other stipulations germane to prudent personnel management. Only those employees who have been properly trained shall be assigned duties under this Contract. The County of Augusta reserves the right to refuse to accept services from any personnel deemed by the County to be unqualified, disorderly, or otherwise unable to do assigned work.

Employees who have a criminal record other than minor traffic violations shall not be assigned duties under this Contract. Prior to commencement of services under this Contract, Contractor, at its expense, shall submit to the County of Augusta evidence acceptable to the County of compliance with this requirement. Such evidence may include a criminal record check from the Virginia State Police, Virginia Department of Social Services as well as a Department of Motor Vehicle background check. Employees will be required to be cleared prior to performing work in any building owned by the County. If an employee previously assigned duties under this Contract is again assigned such duties, the Contractor must again demonstrate compliance with this requirement. It is the Contractor's responsibility to insure this requirement is met for all employees entering the buildings to work, no matter their start date.

8. SAFETY:

The Contractor shall maintain an adequate safety program to ensure the safety of Contractor employees, subcontractor employees, and all other individuals working under this contract. The Occupational Health and Safety Administration (OSHA) provides for safety and health protections for employees on the job. The Contractor is required to comply with local, state, and federal regulatory standards. Any penalties or fines imposed against the County of Augusta by any local, state or federal regulatory agency due to a Contractor deficiency will be responsibility of the Contractor. In addition, the Contractor must provide the County of Augusta with a written safety program that is to be followed in pursuing work under this contract. No work under this contract will be permitted until the County of Augusta is assured that the Contractor has an adequate safety program in effect.

9. SECURITY:

The Contractor shall be responsible for training employees in security requirements of the County of Augusta and shall be responsible for the enforcement of the same. The County of Augusta requires that a list of all employees who will be assigned duties under this Contract by name, date of birth, sex, race and address be provided. Additionally, each employee shall be informed of the following:

- a. Guns, knives, or other dangerous weapons shall not be allowed on premises of the County or Augusta County Service Authority.
- b. Alcohol and drugs are prohibited on premises of the County or Augusta County Service Authority.

10. DAMAGE:

The Contractor shall be responsible for repairs or replacements necessitated by damage to facilities caused by Contractor employees.

11. EMERGENCIES:

All emergency conditions shall be promptly reported to the County of Augusta. **The Contractor shall maintain the capability to respond to emergencies within forty-five (45) minutes or less.**

12. CONTRACTOR'S REPRESENTATIVE:

A site manager shall be appointed within twenty-four (24) hours after award of the Contract. This person shall be available for correcting problems, requesting scheduling changes, etc. This individual shall be someone other than a supervisor and shall be the sole contact person for routine matters.

COUNTY OF AUGUSTA, VA

ITB NO. # 12200-17-01

SPECIFICATIONS

1. PURPOSE: The County of Augusta is requesting sealed bids from qualified companies to provide internet and networking services to various sites throughout the County.

2. SCOPE OF WORK:

The Bidder shall furnish all labor, supervision, equipment, tools, and supplies, as necessary, to maintain internet and networking services at the specified speeds to the locations listed in the below specification.

The primary service location (Hub, A below) will be at the Government Center. The remote sites (Spokes, B – D below) will be connected to the Government Center via a trusted connection. All network traffic will be delivered to the remote sites using this trusted connection (no direct internet access). The very remote sites (Spokes, E – F below) may either be connected to the Government Center using the trusted connection (strongly preferred) or directly to the internet.

2.1 County Sites:

- A. Augusta County Government Center - 18 Government Center Ln., Verona, VA 24482
- B. Commonwealth Attorney's Office - 6 East Johnson St., Staunton, VA 24401
- C. Fishersville Shop - 115 John Lewis Rd., Fishersville, VA 22939
- D. Middle River Waste Water Treatment Plant - 848 Laurel Hill Rd., Verona, VA 24482
- E. Fishersville Waste Water Treatment Plant - 887 Sangers Ln., Fishersville, VA 22939
- F. Augusta Regional Landfill - 749 Christians Creek Rd., Staunton, VA 24401
- G. Stuarts Draft Waste Water Treatment Plant - 391 Wayne Ave., Stuarts Draft, VA 24477

2.2 Speed requirements:

Site Name	Minimum Speed Required (Upload/Download)
Government Center	400 MB / 400 MB
Government Center (Trusted Connection for Other Sites)	60 MB / 60 MB
Commonwealth Attorney's Office	20 MB / 20 MB
Fishersville Shop	20 MB / 20 MB
Middle River Waste Water Treatment Plant	20 MB / 20 MB
Fishersville Waste Water Treatment Plant	1.5 MB / 1.5 MB
Augusta Regional Landfill	1.5 MB / 1.5 MB
Stuarts Draft Waste Water Treatment Plant (Optional Site)	1.5 MB / 1.5 MB

2.3 General Site Requirements:

- H. All remote sites having 20 MB need trusted connectivity back to the Government Center offering either MPLS or VPLS service. Sites with 1.5 MB connectivity may either be connected to the Government Center using the trusted connection (strongly preferred) or directly to the internet.
- I. The Government Center site will be provided with at least a /27 public address space.
- J. All sites having 20 MB or greater connectivity will terminate the connection with an RJ-45 Ethernet hand-off. If a T1 connection is provided for sites E – G, the T1 termination is acceptable. If a T1 connection is not used, the connection will terminate in an RJ-45 Ethernet hand-off.
- K. The circuits shall be capable of carrying multiple protocols such as IP Data, Voice over IP (VoIP) telephony, streaming digital video, teleconferencing, etc. Jitter and latency shall be within industry accepted limits for typical services of these types. The WAN must support the transmission of QoS (“Quality of Service”) tags between endpoints.
- L. Pricing is for symmetrical service to each location and should be all inclusive. All inclusive in this case means, including all special construction or non-recurring costs (NRC) and all monthly recurring costs (MRC).
- M. Each bid must also include description of proposal, SLA, timeline, network diagram, and demarcation.
- N. Bidder must be able to provide a detailed bill showing the charges for each site. The ability to provide a separate bill for the County (sites A – B) and the Augusta County Service Authority (sites C – G) is preferred.

2.4 Service Level Agreement:

- A. Bidder will provide a description of the proposed services and service levels provided with the bid. The respondent will provide a proposed Service Level Agreement (SLA) with the IFB response. The proposal must include a description of the services and how these services will be measured. There is no right of provider to limit or throttle the capacity of the circuit at the any time for any reason.
- B. Trouble Reporting and Response: Upon interruption, degradation or loss of service, the County may contact the Bidder by defined method with a response based on trouble level. Upon contact from the County, the Bidder support team will initiate an immediate response to resolve any County issue. The County will receive rapid feedback on trouble resolution, including potential resolution time.
- C. Escalation: In the event that service has not been restored in a timely manner, or the County does not feel that adequate attention has been allocated, the County can escalate the trouble resolution by request. A list of escalation contacts will be provided when the implementation schedule is completed.
- D. Resolution: The County will be notified immediately once the problem is resolved and will be asked for verbal closure of the incident.
- E. Trouble Reporting, Escalation and Resolution: A detail trouble reporting, escalation and resolution plan will be provided.
- F. Measurement: Bidder stated commitment is to respond to any outage within two (2) hours and a four (4) hour restoration of service. Time starts from the time the County contacts Bidder and identifies the problem. Credits for outages of shortage will be identified.

2.5 Timeline:

- A. For each response, Bidders must include a construction roadmap timeline. Preference is given to responses with a service start for all sites on July 1, 2017. Include how the timeline changes per site given an earlier or later start date.
- B. For the Government Center, construction must terminate service or infrastructure to an existing rack in the County of Augusta facility’s network closet as designated by the County. For other sites, construction must terminate service or infrastructure inside the existing network closet or at a location as designated by the County. Solutions bringing service to the property line but not inside of the demarc address are not acceptable. Bidders must specify the demarcation configuration for each individual site in the proposal.

2.6 References:

- A. For each response, Bidders must provide 3 references from current or recent customers, preferably localities with projects equivalent to the size of Augusta County. Please list the references on the references worksheet below.

2.7 IFB Scoring:

- A. The Purpose and Intent of this Invitation for Bid (IFB) is to establish an experienced and qualified offeror whose proposal is determined to be the most advantageous, “Best Value” to the County of Augusta. Preference will be given to the vendor that provides a comprehensive, cost effective solution for current specifications, future capacity requirements, and ongoing service and support that best meets the County’s needs. Award shall be made to the offeror whose proposal is determined to be the most advantageous, “Best Value” after taking into consideration all of the evaluation factors set forth in the IFB. The award of a contract shall be at the sole discretion of Augusta County. The County of Augusta reserves the right to enter into a contract deemed to be in its best interest. The Evaluation Committee will select a minimum of two (2) Bidders best suited to meet the needs of the County based on the scoring of the evaluation criteria. Negotiations shall then be conducted with each of the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the Evaluation Committee shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that Bidder. Should the Evaluation Committee determine in writing and in its sole discretion that only one Bidder is fully qualified, or that one Bidder is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Bidder. The County may request additional information or clarification of proposals and hereby reserves the right to select the particular response to this IFB that it believes will best serve its business and operational requirements. Evaluation of the offerors responding shall be based upon the IFB Scoring Rubric, when determining the “Best Value” proposal. The County reserves the right to accept or reject any or all bids, in whole or in part, even with funding approval, to waive any informality and to delete items prior to making the award, whenever it is deemed in the sole opinion of County of Augusta to be in its best interest.
- B. Evaluation of the offerors responding shall be based upon the following criteria, when determining the “Best Value” proposal:

% Weight	Criteria
<i>Mandatory (30%)</i>	Recurring and one-time circuit costs
<i>Mandatory (15%)</i>	Timing: adherence to County preferred rollout timeframe
<i>Mandatory(15%)</i>	Ability to support requirements as laid out in the IFB
<i>Mandatory(10%)</i>	Proposed contract terms, conditions and insurance
<i>Mandatory 10%</i>	Service Reliability / Maintenance SLA
<i>10%</i>	Use of scalable technology (fiber optic)
<i>10%</i>	Provider references

2.8 Performance Specifications:

- A. General Requirements: The Bidder will furnish all labor, supervision, materials, and equipment to perform these services in a way that is satisfactory to the County of Augusta.
- B. Bidder Qualifications: The Bidder shall be financially stable and have a history of providing the services as outlined in these specifications for a period of five (5) years or more. The Bidder shall have adequate equipment and qualified trained staff. The Bidder shall have the resources to ensure that the work will be performed to high standards at all times.
- C. Utilities: The County of Augusta will provide the Bidder with all normal utilities necessary for performing this contract (electricity, HVAC). The Bidder shall supply all connections to the utilities, such as electrical cords.
- D. In the case of building entries, the Bidder shall work with the County to ensure proper requirements are met prior to any work being done on site. It is the responsibility of the Bidder to meet all building codes for placing conduit and cables following IEEE, BICSI, and NEC standards. No armored cable should be bought into the building without proper grounding.

**AUGUSTA COUNTY, VIRGINIA
ITB NO. 12200-17-01**

Attachment A

To Be Completed by Bidder

1. QUALIFICATION OF BIDDER: The bidder must have the capability and capacity in all respects to fully satisfy all of the contractual requirements.

2. YEARS IN BUSINESS: Indicate the length of time you have been in business providing this type of equipment ____ years ___ months. Provide copy of Business License.

3. REFERENCES: Indicate below a listing of at least three (3) recent references for whom you have provided this type of equipment and service. Include the date equipment and services were furnished and the name and address of the person the County has your permission to contact.

Date	Client	Phone Number and Person to Contact
_____	_____	_____
	_____	Phone _____

_____	_____	_____
	_____	Phone _____

_____	_____	_____
	_____	Phone _____

_____	_____	_____
	_____	Phone _____

**AUGUSTA COUNTY, VIRGINIA
ITB NO. 12200-17-**

**BID PRICE FORMS
Attachment B - To Be Completed by Bidder**

**THE COUNTY RESERVES THE RIGHT TO MAKE PARTIAL AWARDS, AN AGGREGATE AWARD
OR TO REJECT ANY AND ALL BIDS.**

SITE	MINIMUM SPEED (UPLOAD/DOWNLOAD)	FIXED MONTHLY PRICE FOR CONTRACT TERM
Government Center	400 MB / 400 MB	\$ _____
Government Center (Trusted)	60 MB / 60 MB	\$ _____
Commonwealth Attorney's Office	20 MB / 20 MB	\$ _____
Fishersville Shop	20 MB / 20 MB	\$ _____
Middle River Waste Water Treatment Plant	20 MB / 20 MB	\$ _____
Fishersville Waste Water Treatment Plant	1.5 MB / 1.5 MB	\$ _____
Augusta Regional Landfill	1.5 MB / 1.5 MB	\$ _____
Stuarts Draft Waste Water Treatment Plant (Optional Site)	1.5 MB / 1.5 MB	\$ _____
Additional Fees (if applicable)		\$ _____
Total Monthly Cost		\$ _____

Firm Name and Address:

Telephone: (____) _____

Email: _____

Date: _____

Signature: _____

Title: _____

COUNTY OF AUGUSTA, VA
18 Government Center Lane
P. O. Box 590
Verona, Virginia 24482-590

Attachment C
Pre-Bid Question Form

Project Title: Internet Services

ITB #: 12200-17-01

The undersigned potential Bidder would like to request a written clarification, interpretation, or explanation to the following question or question(s):

Please note that all questions should be directed to the Bid Officer designated on the Notice of Invitation for Bids and should be received no later than May 31, 2017 4PM to allow for sufficient time for an addendum to reach all Bidders. If there are two (2) weeks or less between the issuance of the Invitation to Bid and the time set for receipt of bids, then Bidders may continue to submit questions up until three (3) business days prior to the time set for receipt of bids.

The County will endeavor to respond to all inquiries in the most timely manner possible. However, if in its discretion, it determines the inquiry to be inappropriate for any reason, the County may refuse to respond. Multiple inquiries of substantially the same question may be answered in one addendum.

Firm Name and Address:

_____	Telephone: (____) _____
_____	Email: _____

Signature: _____ Date: _____

Title: _____