

Family Health Centers, Inc.

Request for Proposal (RFP)

for

Network Switch and Infrastructure Upgrade

Date Issued: 08/21/2024

Date Due: 09/04/2024

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I. Introduction

Family Health Centers, Inc. (FHC) is an independent, not-for-profit (501C3), Federally Qualified Community Health Center located in Louisville, Kentucky. FHC has been in business for over 48 years and operates nine clinical sites in the Louisville/Jefferson County metropolitan area. FHC currently employs more than 425 full, part time, and contract employees and operates on a 49-million-dollar annual budget that includes federal, local, and state public funding sources.

FHC is committed to ensuring that goods and services are purchased in an effective and efficient manner that provides, to the maximum extent practicable, open and free competition that complies with the provisions applicable to federal, state, and local statutes. FHC has established and maintains appropriate procedures addressing the procurement of goods and services to accomplish this objective.

In accordance with standards set by the federal government, grant recipients and vendors receiving grant funds must comply with these applicable federal standards and regulations:

- Equal Employment Opportunity, as amended (E.O. 11246)
- Copeland “Anti-Kickback” Act (18 U.S. C. 874 and 40 U.S.C. 276c)
- Davis Bacon Act, as amended (40 U.S.C. 276a to a-7)
- Contract Work Hours and Safety Standards Act (40 U.S.C. 327-333)
- Rights to Inventions Made Under a Contract or Agreement (37 CFR Part 401)
- Clean Air Act (42 U.S.C. 7401 et seq.) and the Federal Water Pollution Control Act, as amended (33 U.S.C. 1251 et seq.)
- Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)
- Debarment and Suspension (E. O. 12549 and 12689)
- OMB Supercircular Guidance (section 200.320)

The percentage of the total costs of the program or project which will be financed with Federal money is 0%, thus one hundred percent (100%) of this project will be funded with nongovernmental sources.

FHC is currently soliciting bids for a “**Network Switch and Infrastructure Upgrade**”. The project parameters include replacing FHC’s current Cisco LAN network switch infrastructure with a modern centrally managed system. The new system must be capable of replicating and improving upon the current FHC LAN infrastructure, and must provide central management and updates, enhanced security, and be capable of full integration with FHCs existing HP/Aruba or Fortinet network security and network management systems. The proposed system must also be expandable to meet future FHC needs.

To support this project FHC will purchase the network switches, installation, training and other professional services necessary to implement a fully functional integrated system. FHC is soliciting bids from factory authorized dealers of these products who have a well-established

support program in the Louisville/Jefferson County market and can meet the minimum requirements defined in this document.

Vendors responding to this RFP will be responsible for the timely acquisition and delivery of all related software, hardware, professional services, installation services and training detailed in this document. In addition, respondents must have the necessary expertise and staff required to provide a turnkey implementation of this project.

Vendors are also required to submit firm timetables for delivery, implementation, and any required training denoted in the RFP response in the form of a “**Project Scope and Design Document**” detailed in **(section II-A)**. In addition, a list detailing all software, hardware, professional services, installation services and training must be provided with the RFP response including any shipping and/or delivery charges.

The selected vendor will be responsible for providing the following:

- Project related software, hardware, and accessories. Feature requirements and system capabilities as defined in **(section IV)**.
- Installation, configuration, and post installation certification of equipment as defined in **(section V)**.
- Warranty support as defined in **(section V)**.
- Extended warranty and maintenance support of purchased equipment and software as defined in **(section V)**.
- Technical training as defined in **(section V)**.
- Timely delivery and implementation of the specified equipment as defined in **(section V & VI)**.
- Upgrades to the systems as necessary.

II. RFP Instructions

A. Completing the RFP

Provide a complete description of the equipment and services in the bid response as well as a project scope and estimated timeline. A separate equipment list of vendor supplied hardware and software is also required. Any non-vendor supplied software, hardware and/or professional services required to complete the project are to be specifically noted. Furthermore, all required software, hardware, and professional services must be listed in the bid. The bid response must also include a complete **“Project Scope and Design Document”** explaining the proposed implementation and specific details and timelines of the project.

No verbal agreements will be considered during the bid process. The quality of the response to the RFP will be viewed as an example of the vendor’s capabilities.

Only current production hardware and software will be considered. Software or hardware under development, in planning, or at beta test will not be considered. Discontinued or outdated software and hardware, demos, refurbished, and/or used equipment will only be considered if it is clearly denoted in the RFP response and has been mutually agreed upon by FHC and the vendor; otherwise, this equipment will not be considered for the bid process and use of such will result in disqualification of the submitted bid. If the software revision or model is replaced or updated between the bid process and equipment delivery, an equivalent updated or upgraded model can be submitted for approval with supporting manufacturer data. Vendors can also include additional information about future developments or plans under separate attachment if applicable.

FHC expectation is that this is a **“TURNKEY”** project, meaning that any and all items or services required to complete the project are to be included in the bid, or specifically noted if not. FHC’s anticipates upon project completion, all hardware, software, and professional services required to perform the **“Network Switch and Infrastructure Upgrade”** will be provided. FHC also expects that this system will meet or exceed the bid specifications. It is the prospective vendors’ responsibility to ensure that all software, hardware, labor, and necessary engineering time are included in the submitted bid to cover the stated project scope. If you require any clarification, provide the questions via email or phone to Larry Owen (**section II-H**).

Professional services should be included in the RFP response but in a separate subsection as it may be awarded separately if deemed advantageous by FHC. Quoted prices and discounts are to be guaranteed for at least 60 days from the bid close date.

B. Format, Due Date

BIDS: Hardcopy bids for the Family Health Centers, “**Network Switch and Infrastructure Upgrade**” will be received in the office of Family Health Center-Portland, Room 419 at 2215 Portland Avenue until 2:00 P.M., E.D.T., Wednesday September 4th, 2024. Electronic bids may also be submitted via email to lowen@fhclouisville.org. No late bids will be accepted and this bid opening is public.

All submitted bids will be considered the property of FHC. All proposals should include copies of product descriptions for the proposed equipment.

Name one person to be the coordinator for your RFP response, this individual will be the point of contact for any necessary clarification.

- Contact Name:**
- Company:**
- Title:**
- Physical Address:**
- Phone:**
- Fax:**
- Email:**

C. Contract

The bid should include a contract for all proposed equipment and services. If the vendor does not wish to submit an actual contract with the bid, due to alternatives proposed and pending choices from those alternatives, a sample contract should be submitted with the bid.

D. Confidentiality

Information submitted will be used by FHC for the sole purpose of evaluating vendor responses. However, since FHC’s receives public funding, the bids are subject to open records requests. Because of these provisions, contents of the bid can be viewed by government entities or other bidders upon the opening date and all bids will be tabulated during the public bid opening.

E. Selection Process

Several factors will influence FHC's decision in selecting the vendor and the product line they represent. In addition to cost considerations, proposals will be evaluated based on the following factors:

- Functionality of proposed solution and ability to meet the project's specific needs
- Availability of optional components and capabilities
- System growth and expansion
- Product quality, reliability, and warranty plan
- Ease of configuration and administration
- A credible commitment by the vendor/manufacturer to the product and the ongoing enhancement of future capabilities and service
- Vendor qualifications including:
 - Overall experience and reputation in the industry
 - Experience with the proposed system(s)
 - Service and support resources, including overall skill level of technical personnel
 - Verifiable quality of services provided by vendor to area customers

In addition, vendors submitting a bid must be currently recognized as an Authorized Dealer of the equipment and/or software quoted, and has proven regional service and support systems in place prior to submitting the bid.

F. Disclaimer

Note that FHC will select the vendor based upon the best overall solution and value and is not obligated to select the low bid. Furthermore, this RFP does not commit FHC to any specific course of action. FHC reserves the right to purchase all or selected components defined in the RFP, or to not select any vendor or purchase any goods and services resulting from this RFP.

G. Conflict of Interest

No public official, Family Health Centers board member, or Family Health Centers employee, shall participate in any decision related to the award of this contract, which affects their personal or financial interest, directly or indirectly, in this contract or the proceeds thereof.

H. RFP Related Questions

Submit any RFP related questions to:

**Larry Owen – Chief Information Officer
Family Health Centers
2215 Portland Avenue
Louisville, Kentucky 40212**

Phone: 502-773-3810

Fax: 502-772-3489

Email: Lowen@fhclouisville.org

III. Vendor Background

A. Company Information

Provide a brief description of the company including:

- Identify the company name, physical address, city, state, zip code, telephone, fax number, and website.
- Provide a brief company history.
- Provide a brief profile of your company and business division:
 - Current size of company
 - Do you have a parent company? If so, provide the name of the parent company.
 - Is the company private, public, owned by private equity, etc.? Explain.
 - Company location(s)
 - Length of time in business
 - Length of time providing the equipment and services requested in the RFP:
- How long has your company sold and supported the proposed network equipment?
- Qualifications of the company to respond to the RFP, generally and including:
 - How many networks has your company implemented utilizing the proposed equipment?
 - How many of these were implemented in conjunction with a centralized management and security platform?
 - How many employees are dedicated to the support and implementation of the proposed equipment?
 - Where are the support personnel located?
- Are firmware updates and full version upgrades included in the maintenance agreement?
 - What types of requests are included with the maintenance agreement?
 - What types of requests are chargeable? (describe any associated charges)
- If your company relies on contractual agreements with outside service organizations to provide support for the system defined in your RFP response, explain the nature of the agreement, give name, and contact information for the service provider.
- Has your company, its owners, managers, employees and/or contractors been excluded from participation in Medicare, Medicaid, State Child Health Insurance Program or other health care programs? Provide an explanation for the exclusion.

- Legal Actions:
 - Have any customers filed legal action claiming breach of contract or otherwise seeking remedies through such action? If so, please provide a brief description.
 - Is your company now involved in any litigation with a customer or other entity? Provide a brief description.

B. References

Provide a minimum of five (3) reference customers that have purchased products and services like those being proposed in the RFP. All references should be similar in size and complexity to FHC. Include contact names, telephone numbers, email, and physical addresses.

IV. System Requirements & Specifications

A. Background and General Project Requirements

As stated in (section I), FHC is seeking to perform a “**Network Switch and Infrastructure Upgrade**”. To support this project FHC will purchase multiple network switches, related software, necessary ancillary components, and professional services required to perform a seamless migration from the current Cisco legacy network platform. The new network must be capable of replicating and improving upon current LAN network infrastructure. The proposed system must also be able to seamlessly integrate to either of FHC’s existing HP/Aruba or Fortinet centralized management and security platform(s) and be expandable to meet future FHC needs.

To support this project FHC will purchase the equipment, software, installation, training and other professional services necessary to implement a fully functional integrated system. FHC is soliciting bids from factory authorized dealers of these products who have a well-established support program in the Louisville/Jefferson County market and are able to meet the minimum requirements defined in this document.

B. Current System General Configuration and Capabilities

FHC’s current local area network (LAN) is comprised of locally managed Cisco switches. The switch model number and capability vary based on the required network role. Below is a chart of FHC’s existing Cisco switch quantity, model numbers, roles, and required capabilities:

FHC Site	Qty	Cisco Model	Description	Routing	PoE	Stack
Americana	1	Catalyst 3750X	24 Fixed copper ports at 1GB, 4 Uplink ports at 1GB (site gateway/core, fiber uplink req)	Layer 3	PoE+	NO
	2	Catalyst 3750X	48 Fixed copper ports at 1GB, 2 Uplink ports at 1GB (closet switch)	Layer 2	PoE+	NO
	1	Catalyst 3750X	24 Fixed copper ports at 1GB, 2 Uplink ports at 1GB (closet switch, fiber uplink req)	Layer 2	PoE+	NO
East Broadway	2	Catalyst 3850X	24 Fixed copper ports at 10GB, dual power supplies (replication site core/gateway)	Layer 3	NO	YES
	1	Catalyst 3750X	24 Fixed copper ports at 1GB, 4 Uplink ports at 1GB (replication top of rack)	Layer 2	NO	NO
	1	Catalyst 3750X	24 Fixed copper ports at 1GB, 4 Uplink ports at 1GB (replication extended datacenter)	Layer 2	NO	NO
	1	Catalyst 3850X	24 Fixed copper ports at 10GB (replication iSCSI)	Layer 2	NO	NO
	11	Catalyst 3750X	48 Fixed copper ports at 1GB, 2 Uplink ports at 1GB (closet switch)	Layer 2	PoE+	NO
Fairdale	1	Catalyst 3750X	24 Fixed copper ports at 1GB, 4 Uplink ports at 1GB (site gateway/core)	Layer 3	PoE+	NO

	2	Catalyst 3750X	48 Fixed copper ports at 1GB, 2 Uplink ports at 1GB (closet switch)	Layer 2	PoE+	NO
Hotel Louisville	1	Catalyst 3750X	24 Fixed copper ports at 1GB, 2 Uplink ports at 1GB (site gateway/core)	Layer 3	PoE+	NO
	1	Catalyst 3750X	24 Fixed copper ports at 1GB, 2 Uplink ports at 1GB (closet switch)	Layer 2	PoE+	NO
Iroquois	1	Catalyst 3750X	24 Fixed copper ports at 10GB, 4 Uplink ports at 1GB, dual power supplies (site gateway, fiber uplink req)	Layer 3	PoE+	NO
	10	Catalyst 3750X	48 Fixed copper ports at 1GB, 2 Uplink ports at 1GB (closet switch)	Layer 2	PoE+	NO
	3	Catalyst 3750X	24 Fixed copper ports at 1GB, 2 Uplink ports at 1GB (closet switch, 2 fiber uplink req)	Layer 2	PoE+	NO
Iroquois High School	1	Catalyst 3750X	24 Fixed copper ports at 1GB, 2 Uplink ports at 1GB (site gateway/core)	Layer 3	PoE+	NO
Oli Green	1	Catalyst 3750X	24 Fixed copper ports at 1GB, 2 Uplink ports at 1GB (site gateway/core)	Layer 3	PoE+	NO
Phoenix	1	Catalyst 3750X	24 Fixed copper ports at 1GB, 4 Uplink ports at 1GB (site gateway/core)	Layer 3	PoE+	NO
	4	Catalyst 3750X	48 Fixed copper ports at 1GB, 2 Uplink ports at 1GB (closet switch)	Layer 2	PoE+	NO
Portland	2	Catalyst 3850X	24 Fixed copper ports at 10GB, dual power supplies (enterprise core/gateway)	Layer 3	NO	YES
	2	Catalyst 3850X	24 Fixed copper ports at 10GB, dual power supplies (top of rack virtual environment)	Layer 2	NO	YES
	2	Catalyst 3850X	24 Fixed copper ports at 10GB, dual power supplies (4th floor bridge switch)	Layer 2	NO	YES
	2	Catalyst 3750X	24 Fixed copper ports at 1GB, 4 Uplink ports at 10GB, dual power supplies (top of rack 3 & 4)	Layer 2	NO	NO
	2	Catalyst 3850X	24 Fixed copper ports at 10GB, 4 Uplink ports at 10GB, dual power supplies (ECW DMZ)	Layer 2	NO	YES
	2	Catalyst 3850X	24 Fixed copper ports at 10GB, dual power supplies (VMWare iSCSI)	Layer 2	NO	YES
	17	Catalyst 3750X	48 Fixed copper ports at 1GB, 2 Uplink ports at 1GB (closet switch)	Layer 2	PoE+	NO
	5	Catalyst 3750X	24 Fixed copper ports at 1GB, 2 Uplink ports at 1GB (closet switch)	Layer 2	PoE+	NO
West Market	1	Catalyst 3750X	24 Fixed copper ports at 1GB, 4 Uplink ports at 1GB (site gateway/core)	Layer 3	PoE+	NO
	2	Catalyst 3750X	48 Fixed copper ports at 1GB, 2 Uplink ports at 1GB (closet switch)	Layer 2	PoE+	NO

C. Proposed System General Configuration and Capabilities

(Respond with a detailed description of the proposed solution capabilities and configuration)

Upon project completion FHC expects to utilize the newly acquired network equipment to effectively replace and upgrade the legacy LAN infrastructure. As stated in section **IV – A**, the proposed network must be capable of replicating and improving upon current LAN network infrastructure. The proposed system must also be able to seamlessly integrate to either of FHC's existing HP/Aruba or Fortinet centralized management and security platform(s) and be expandable to meet future FHC needs.

The specific hardware required to complete the upgrade is listed in section **IV-D**.

1. Proposed Network Switch and Infrastructure Upgrade and Migration Specifications

(Respond with a detailed description of how the proposed solution will be implemented)

Legacy to New Network Migration

- The existing Cisco local area network switches will be replaced with newly acquired network switches utilizing a method that will result in minimum or no clinic down time.
- The new network switches must seamlessly integrate with FHC's existing centralized management console; either HP/Aruba Central with ClearPass or Fortinet.
- All services, software, and ancillary components required to complete the full migration and integration must be identified and included in the RFP.

2. Proposed Network Switch Architecture, Security, Technical, and Integration Questions.

a. Mobility Architecture

- i. Does your architecture allow for a software-defined environment?
- ii. Is your architecture defined and managed the same way for wired and wireless environments?
- iii. Does your network support open standards and API support for easy integration and automation?
- iv. Is your security policy consistent across wired and wireless networking?
- v. Is your security policy integrated with the enterprise firewall policy?
- vi. How do you leverage analytics and machine learning?
- vii. Please describe your software as a service philosophy and how it enables the enterprise.
- viii. Does your architecture provide for dynamic segmentation of the wired and wireless network?
- ix. How does your networking solution support non-stop, always on networking for wired and wireless?
- x. Does your architecture manage wired and wireless traffic the same way? Please describe.

b. Security

- i. How can the switch be managed?
- ii. Please describe your role-based access and administration

c. Switching Overall

- i. Does your switch portfolio use a single operating system from Access to Core?
- ii. Is there consistency with REST APIs across your switching portfolio?
- iii. Please describe your centralized policy enforcement for wired and wireless.
- iv. Does your proposed switch require any additional licenses to unlock its full feature set? If yes, please describe features and pricing.

3. Documentation

Upon completion of the project the vendor will provide the final Project Workbook (including basic IP address, hostnames, and connectivity information for all devices deployed as part of this project).

D. Network Switch Minimum Specifications and Bill of Materials

(Respond with statement specifying if the referenced equipment, services, and labor are included in the proposal and if substitutions are made)

FHC Site	Qty	Description	Routing*	PoE*	Stack
Americana	1	24 Fixed copper ports at 1+GB, 4+ Uplink ports at 10+GB (site gateway/core, fiber uplink req)	Layer 3	PoE+	NO
	2	48 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB (closet switch)	Layer 2	PoE+	NO
	1	24 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB (closet switch, fiber uplink req)	Layer 2	PoE+	NO
East Broadway	2	24 Fixed copper ports at 10+GB, 4+ Uplink ports at 10+GB, dual power supplies (replication site core/gateway)	Layer 3	NO	YES
	1	24 Fixed copper ports at 10+GB, 2-4 Uplink ports at 10+GB (replication top of rack)	Layer 2	NO	NO
	1	24 Fixed copper ports at 10+GB, 2-4 Uplink ports at 10+GB (replication extended datacenter)	Layer 2	NO	NO
	1	24 Fixed copper ports at 10+GB, 2-4 Uplink ports at 10+GB (replication iSCSI)	Layer 2	NO	NO
	11	48 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB (closet switch)	Layer 2	PoE+	NO
Fairdale	1	24 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB (site gateway/core)	Layer 3	PoE+	NO
	2	48 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB (closet switch)	Layer 2	PoE+	NO
Hotel Louisville	1	24 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB (site gateway/core)	Layer 3	PoE+	NO
	1	24 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB (closet switch)	Layer 2	PoE+	NO
Iroquois	1	24 Fixed copper ports at 10+GB, 4+ Uplink ports at 10+GB, , dual power supplies (site gateway, fiber uplink req)	Layer 3	PoE+	NO
	10	48 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB (closet switch)	Layer 2	PoE+	NO
	3	24 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB (closet switch, 2 fiber uplink req)	Layer 2	PoE+	NO
Iroquois High School	1	24 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB (site gateway/core)	Layer 3	PoE+	NO
Oli Green	1	24 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB (site gateway/core)	Layer 3	PoE+	NO
Phoenix	1	24 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB (site gateway/core)	Layer 3	PoE+	NO
	4	48 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB (closet switch)	Layer 2	PoE+	NO
Portland	2	24 Fixed copper ports at 10+GB, 4+ Uplink ports at 10+GB, dual power supplies (enterprise core/gateway)	Layer 3	NO	YES
	2	24 Fixed copper ports at 10+GB, 2-4 Uplink ports at 10+GB, dual power supplies (top of rack virtual environment)	Layer 2	NO	YES
	2	24 Fixed copper ports at 10+GB, 2-4 Uplink ports at 10+GB, dual power supplies (4th floor bridge switch)	Layer 2	NO	YES

	2	24 Fixed copper ports at 10+GB, 2-4 Uplink ports at 10+GB, dual power supplies (top of rack 3 & 4)	Layer 2	NO	NO
	2	24 Fixed copper ports at 10+GB, 2-4 Uplink ports at 10+GB, dual power supplies (ECW DMZ)	Layer 2	NO	YES
	2	24 Fixed copper ports at 10+GB, 2-4 Uplink ports at 10+GB, dual power supplies (VMWare iSCSI)	Layer 2	NO	YES
	17	48 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB (closet switch)	Layer 2	PoE+	NO
	5	24 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB (closet switch)	Layer 2	PoE+	
West Market	1	24 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB (site gateway/core)	Layer 3	PoE+	NO
	2	48 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB (closet switch)	Layer 2	PoE+	NO
Spares	1	48 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB	Layer 2	PoE+	
	1	24 Fixed copper ports at 1+GB, 2-4 Uplink ports at 10+GB	Layer 2	PoE+	

- Designated minimum required

In addition to meeting the minimum specifications listed in chart **IV-D** (above), the proposed network solution must adhere to the minimum specifications listed in the section and subsections **IV-C** and **IV-E**. The proposed solution must also include any required professional services, software, and documentation required to complete the **“TURNKEY”** project or are listed elsewhere in the RFP.

E. Qualifications & Equivalencies

Specifications listed above are defined as minimum required, and must be met before submitting an RFP response. Referenced specifications can be met with equivalent standards where applicable or exceeded without authorization by FHC. If the system to be provided that doesn't meet the standards, an equivalency where applicable, must be agreed upon by FHC and the vendor prior to the RFP submission.

Failure to meet the required minimums or propose alternate system configuration or equipment without prior approval by FHC will result in the disqualification of the bid. If a vendor chooses to submit a bid proposing equipment that exceeds the bid specifications either as a primary or optional bid, clearly denote the differences in the submitted bid.

In addition, only authorized dealers of the systems or equipment referenced in the RFP response will be permitted to participate in the RFP process. Wholesalers or liquidators who are not factory authorized or do not have the required support channels will have their bids disqualified.

V. Installation, Professional Services, & Support

A. Installation & Professional Services

1. Project Scope and Responsibilities

FHC responsibilities:

- FHC assumes responsibility for providing the necessary power, WAN and VPN connectivity, rack space, CAT 6/6A cabling, and in-house technical support as required to complete the project.
- FHC assumes responsibility for providing any required virtual servers, workstations, Microsoft Server licensing, and initial setup of devices as required by the project.

Vendor responsibilities:

- Vendors responding to the RFP will provide all RFP defined **“Network Switch and Infrastructure Upgrade”** hardware, software, licensing, support contracts, and professional services required to meet the specifications listed in section IV.
- The vendor will provide hardware and software compatibility lists and specifications to assist FHC in the utilization of existing, or the purchase of new components required to implement the **“Network Switch and Infrastructure Upgrade”**, including:
 - Software
 - Server(s), Computer Workstation(s) (if required)
 - Other hardware peripherals specified in the RFP response.
- The vendor will provide all technical and administrative aspects required to plan, configure, and integrate the proposed **“Network Switch and Infrastructure Upgrade”** as defined in section IV.
- The vendor will provide technical training to FHC staff for the configuration, implementation, and ongoing support of the proposed **“Network Switch and Infrastructure Upgrade”**.
- The vendor will provide warranty and post warranty support for the products and services defined within the RFP response.

Failure to adhere to these directives will result in the disqualification of the bid.

2. Professional Services

- Responding vendors must have the available technical expertise, either directly employed or contracted, to plan, configure and implement the proposed **“Network Switch and Infrastructure Upgrade”**. These services must be included in the RFP response and be clearly denoted. Examples of the required professional services are:
 - Technical support and guidance to the FHC staff for the “Network Switch and Infrastructure” design and best practices.
 - System configuration and implementation including “train the trainer” build and implementation training for the FHC implementation team.
 - Technical support, as required, to integrate with the existing HP/Aruba wireless network, Fortinet Firewall(s), network load balancer(s), and other enterprise network equipment required to support the FHC communication network.
 - Technical training for the FHC staff for the newly acquired “Network Switch and Infrastructure”.

This list of proposed professional services should be used as a reference to formulate an RFP response. Additional professional services may be required to complete this project. It is the prospective bidder’s responsibility to account for and provide additional services as required to complete the project as defined.

3. Implementation & Training Schedule

A proposed delivery and installation schedule must be included in the “Project Scope and Design Document” (section II-A). It is the prospective vendor’s responsibility to ensure the timely acquisition, delivery, and installation of the proposed equipment. It is also incumbent that potential vendors be prepared to facilitate a timely project completion.

B. Warranty Maintenance & Post Warranty Support

Provide a complete description of the manufacturer and/or vendor supplied warranty and support included in the RFP response (section V-B-1). If no warranty or supplemental support is documented in the response then “no warranty” is assumed by FHC for the vendor’s response.

If warranty or support services are to be provided by an entity other than the equipment manufacturer or the RFP respondent, list the organization and its affiliation to the respondent. If optional or upgraded warranty and support programs exist for the equipment listed in the RFP response then the vendor is required to list the information as an optional cost or in an addendum.

1. Warranty & Support Detail

(Respond with answer and a description of the proposed solution in the comments section when applicable)

Warranty and Support	
Does the purchase price include system support and warranty for the first year (12 full months from go-live)? (ref. section V-B)	Click here to enter text.
<ul style="list-style-type: none"> Explain in detail the warranty support contract. 	Click here to enter text.
<ul style="list-style-type: none"> Are other options available for extended support contracts? (i.e. 24-60-month options) If so are they included in the bid response, if not what is the cost? 	Click here to enter text.
Do you offer multiple post warranty support programs (annual maintenance agreement)? Provide a detailed list of each with your standard SLA for each support program. (ref. section V-B)	Click here to enter text.
Discuss items which may be included within your annual maintenance agreement. (ref. section V-B)	Click here to enter text.
Explain in detail how additional options added to the basic system will increase maintenance costs. (ref. section V-B)	Click here to enter text.
When and how is customer support available? (Provide a detailed explanation for each)	
<ul style="list-style-type: none"> What are your normal hours of support? 	Click here to enter text.
<ul style="list-style-type: none"> How is after hours support handled? 	Click here to enter text.
<ul style="list-style-type: none"> Will someone be on-call at all times? 	Click here to enter text.
<ul style="list-style-type: none"> Preferred method of contact (Phone call, e-mail, etc.)? 	Click here to enter text.
<ul style="list-style-type: none"> Describe the ways in which customers can submit service requests? 	Click here to enter text.
<ul style="list-style-type: none"> Are technical support calls answered by system technicians/engineers? 	Click here to enter text.
<ul style="list-style-type: none"> What kind of response time can be expected when calling in for technical support? 	Click here to enter text.
<ul style="list-style-type: none"> How are support calls triaged, logged, and assigned? 	Click here to enter text.
<ul style="list-style-type: none"> How does your company handle urgent calls? 	Click here to enter text.
<ul style="list-style-type: none"> Do you have electronic ticketing for non-emergent technical support? 	Click here to enter text.
<ul style="list-style-type: none"> Is your support staff certified? 	Click here to enter text.
<ul style="list-style-type: none"> Are all support calls handled by personnel located in the United States or Canada? 	Click here to enter text.

Problem/Resolution Process (Provide a detailed explanation for each)	
• Response time expectations for all levels of severity	Click here to enter text.
• Average time to close tickets by severity level	Click here to enter text.
• Escalation Process	Click here to enter text.
• Severity Level System	Click here to enter text.
• Issue/Resolution Tracking System	Click here to enter text.
Explain in detail your support capabilities for a:	
• Minor failure (as defined above)	Click here to enter text.
• Critical failure (as defined above)	Click here to enter text.
On Site Support: (Provide a detailed explanation for each)	
• Does your company offer on-site support?	Click here to enter text.
• Where is your local support dispatched from?	Click here to enter text.
• How many “factory authorized” engineers/support personnel are located within the local area?	Click here to enter text.
• What local support services are offered?	Click here to enter text.
Support Options - Break down support costs as follows:	
• Annual Maintenance Agreement (quote should be for the year(s) immediately following expiration of the specified support contract)	Click here to enter text.
• Per call basis (emergency support calls without Maintenance Agreement)	Click here to enter text.
• Per call basis (changes and/or technical assistance without Maintenance Agreement)	Click here to enter text.
• Additional fees for support after hours, holidays, and weekend (emergency support calls without Maintenance Agreement)	Click here to enter text.
• Optional maintenance plans	Click here to enter text.

C. Technical Training

Provide a detailed training plan, number of hours required, and cost to bring FHC’s “Trainers” and Information Systems staff up to speed on the proposed solution.

VI. Pricing & Terms

A. Equipment & Delivery

(as stated in section I)

Vendors responding to the bid process will be responsible for the timely acquisition and delivery of all hardware, software, services, and accessories listed in this document. Provide a complete description of the equipment and services included in your bid response as well as an estimated timeline for delivery as defined in the RFP details.

A separate equipment list of vendor supplied equipment and software is required. Any non-vendor supplied equipment and/or services required to complete the project must be specifically noted. All proposed equipment, software, and services must be included in writing with the bid.

B. Pricing

When submitting the RFP response, include a detailed line item description including a unit price and any applicable shipping and/or delivery charges. Any proposed professional services should also be itemized and priced separately. No verbal agreements will be considered during the bid process. The quality of the response to the RFP will be viewed as an example of the vendor's capabilities. Quoted prices and discounts are to be guaranteed for at least 60 days from the bid close date.

C. Terms

The payment terms must be clearly stated in the bid specifications. Payment terms should be structured using a milestone based payment schedule. The schedule should start with contract signing, following a logical progression of system delivery and installation, then conclude with the final system acceptance.

D. Default

1. Family Health Centers may, subject to the provisions of (section VI-D-3) below, by written notice of default to the contractor; terminate the whole, or any part, of this contract in any of the following circumstances:
 - a. If the contractors fails to make delivery of the supplies or to perform the services within the time specified.
 - b. If the contractor fails to perform any of the provisions of the contract, or fails to make progress as to endanger performance of this contract in accordance with its terms, or in either of these two circumstances does not cure such failure within a period of 30 days after receipt of notice from the department specifying such failure.
2. In the event FHC terminates this contract completely or in part as provided in (section VI-D-1), FHC may procure, upon such terms and in such manner that is deemed appropriate by FHC, supplies or services similar to those terminated. In this circumstance, the contractor shall be liable to FHC for any excess costs for such similar supplies or services, subject to the provisions of (section VI-D-3).
3. The contractor shall not be liable for any excess of costs if acceptable evidence has been submitted to FHC that failure to perform the contract was not due to negligence of the contractor.