



110 SE Watula Avenue, Third Floor
Ocala, Florida 34471
Main Number: (352) 629-8402
www.bidocala.com

The City of Ocala is accepting sealed electronic submissions for:

**REQUEST FOR LETTERS OF INTEREST (“LOI”) #: OFN/261147 FOR
OPERATIONS SUPPORT SYSTEM AND BUSINESS SUPPORT SYSTEM
(OSS/BSS) FOR FIBER NETWORK SERVICES**

Official copies of all solicitation documents may be obtained via electronic download from the City of Ocala’s e-procurement portal located at: <https://www.bidocala.com>

**** Copies of documents obtained from any other source are not considered official copies. ****

Pre-Proposal Conference: NONE.

Deadline for Questions: **10/26/2026**

All questions or inquiries regarding this solicitation must be submitted via the e-procurement portal no later than the Deadline for Questions noted above. Any questions received after the deadline will not be considered.

Where to Submit Proposals: **City of Ocala’s E-Procurement Portal:**
<https://www.bidocala.com>

Submission Deadline: **10/30/2026**

Sealed electronic submissions shall be accepted up to the Submission Deadline. Submissions received after the deadline and/or transmitted to the City of Ocala outside of the e-procurement portal shall be rejected. The e-procurement portal’s timestamp shall be conclusive as to the timeliness of filing.

Vendor Registration: Proposers must be a registered Vendor within the ProRFx e-procurement portal in order to submit a response to this Solicitation. **There is no charge to register, simply follow the registration path for “New Vendor Registration” at <https://www.bidocala.com>.**

**Buyer Contact/
Direct All Inquiries To:** **EILEEN MARQUEZ, SENIOR BUYER**
E-Mail: emarquez@ocalafl.gov
Phone: (352) 629-8362

Notice to Proposers: The point of contact for all questions and issues relating to this Solicitation shall be the Buyer Contact identified above.

To ensure that your submission is deemed responsive, you are urged to request clarification or guidance regarding any issues involving this solicitation **prior to submitting** your response.

THE CITY OF OCALA RESERVES THE RIGHT TO REJECT ANY AND ALL SUBMISSIONS

SECTION 1 INTRODUCTION AND GENERAL INFORMATION

- 1.1. **EXHIBITS**. The following Exhibits and Attachments are incorporated into and made a part of this Solicitation as if fully set forth herein.
- (a) **EXHIBIT A** - Vendor Technology Questionnaire Sample
 - (b) **ATTACHMENT 1** - Reference Form
 - (c) **ATTACHMENT 2** - Optional Specifications & Functionality Features Form
- 1.2. **LOCAL VENDORS**. The City of Ocala encourages active participation by local Vendors. In accordance with Section 22-2 of the City's Code of Ordinances, this Solicitation **DOES NOT QUALIFY** for Local Vendor Preference.
- 1.3. **QUESTIONS AND CLARIFICATIONS**.
- (a) Proposers are responsible for verifying all listing information prior to submitting a response to the Solicitation.
 - (b) Proposers must communicate any questions regarding this Solicitation by the deadline set forth above.
 - (c) Any and all questions must be submitted to the Procurement Department electronically via www.bidocala.com. Responses will be made electronically and posted online. It is the responsibility of the proposers to check for updates.
 - (d) If necessary, any addenda shall be posted to the www.bidocala.com website.
 - (e) It is our standard policy that no addendum will be issued less than three (3) calendar days prior to the deadline established for receipt of proposals, except for an addendum withdrawing the solicitation or one which includes postponement of the date for receipt of proposals.
 - (f) No verbal or written information obtained by means other than those set forth in this Solicitation, or by addendum thereto, shall be binding upon the City.
- 1.4. **AMENDMENTS TO SOLICITATION**.
- (a) Should it become necessary for the City to revise or amend any part of a solicitation, Procurement and Contracting Department staff shall furnish the revision or amendment via written addendum, comment, and/or question and answer posted in the City's e-procurement system under the appropriate solicitation.
 - (b) Addenda, comments, questions, and answers should be reviewed by interested parties. Lack of review will not excuse Proposers from adherence to any requirements set forth therein.
 - (c) If there is a discrepancy with the scope of work that City determines, in its sole discretion, to be unfair to the Proposers, City may postpone the bid opening at any time in order to make corrections. City further reserves the right to extend the bid opening at any time during the bid process.
- 1.5. **ADA NEEDS/ACCOMMODATIONS**. If reasonable accommodations are needed in order for an interested Proposer to participate in this solicitation, please contact the Buyer Contact identified above at least forty-eight (48) hours in advance so that arrangements can be made.
- 1.6. **MINORITY/DISADVANTAGED BUSINESS ENTERPRISE PARTICIPATION**. The City of Ocala encourages the active participation of minority businesses, women's businesses, and labor surplus area firms whenever possible as either prime Vendors or subcontractors. If subcontracts are to be let through a prime subcontractor, the prime Vendor is required to take the following affirmative steps:

- (a) placing qualified small and minority businesses and women's business enterprises on solicitation lists;
- (b) assuring that small and minority businesses and women's business enterprises are solicited whenever they are potential sources;
- (c) when economically feasible, dividing total requirements into smaller tasks or quantities to permit maximum participation by small and minority businesses and women's business enterprises;
- (d) establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses and women's business enterprises; and
- (e) using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce.

1.7. CERTIFICATION OF ACCEPTANCE. By responding to this solicitation, Proposer certifies that he/she has carefully read the solicitation documents, including any addenda, exhibits, attachments, and/or appendices in their entirety and agrees that to the best of his/her knowledge no pages or parts of the documents appear to have been omitted and that he/she fully understands, accepts, and agrees to fully comply with the requirements and conditions set forth therein.

1.8. COST INCURRED IN RESPONDING. All costs directly or indirectly related to proposal preparation, representation or clarification shall be the sole responsibility of and be borne by the Proposer.

1.9. INDULGENCE. Indulgence by the City on any non-compliance by the Proposer does not constitute a waiver of any rights under this request.

1.10. FEDERAL DEBARMENT. By submitting a proposal, the Proposer certifies that no principal (which includes officers, directors, or executives) is presently suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal department or agency.

1.11. PUBLIC ENTITY CRIMES. A person or affiliate who has been placed on the convicted Vendor list following a conviction for a public entity crime may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a consultant, supplier, sub-consultant, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in s. 287.017 for CATEGORY TWO(\$35,000) for a period of 36 months following the date of being placed on the convicted Vendor list.

1.12. E-VERIFY. The Proposer shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the Proposer during the term of the contract and shall expressly require any sub-consultants performing work or providing services pursuant to the state contract to likewise utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the sub-consultant during the contract term.

1.13. MATERIALS. All materials submitted in response to this solicitation shall become the property of the City.

1.14. INTELLECTUAL PROPERTY RIGHTS. The Proposer will indemnify and hold harmless, the City from liability of any nature or kind, including costs and expenses for or on account of any copyrighted, service marked, trademarked, patented or un-patented invention, process, article or work manufactured or used in the performance of the contract, including its use by the City. If the Proposer uses any design, device, materials or works covered by letters, service mark, trademark, patent, copyright, or any other intellectual property right, it is mutually agreed and understood without exception that the proposal prices will include all royalties of costs arising from the use of such design, device, or materials in any way involved in the work. This article will survive the termination of any contract with the City.

1.15. CONFLICTS OF INTEREST

- (a) The award hereunder is subject to the provisions of Chapter 112, Florida Statutes, as amended, governing conflict of interest.

- (b) All Proposers are required to disclose the name(s) of any employee(s), officer(s), director(s), shareholder(s), or other agent(s) of their firm that are also employee(s) or public official(s) of the City of Ocala concurrently with the submission of their Proposal.
- (c) All Proposers are required to disclose the name(s) of any City of Ocala employee(s) or public official(s) who either directly or indirectly owns or holds a five percent (5%) or more interest in Proposer's firm, corporation, or other business entity.
- (d) City of Ocala employees appointed persons, and elected officials (herein referred to as "employees") may engage in outside activities and hold financial interests subject to state and federal laws and regulations and the City of Ocala Employee Handbook, as applicable.
- (e) Every employee who is an officer, director, agent, employee, or owner of a substantial interest in any business entity which does or anticipates doing business with the City must complete and submit an "Officer and Employee Disclosure Statement" with every submission. This statement is available at <http://www.bidocala.com/wp-content/uploads/Officer-and-Employee-Disclosure-Statement-and-Intro.pdf>. **Failure to disclose known conflicts of interest shall result in Proposal rejection and/or contract termination, if awarded.**

1.16. ANTI-LOBBYING/COMMUNICATION WITH CITY STAFF AND OFFICIALS.

- (a) Lobbying is defined as any action taken by an individual, firm, association, joint venture, partnership, syndicate, corporation, or any other group who seeks to influence the decision of City Council member or City personnel after the advertisement of a solicitation and prior to the vote of City Council on the award of a contract.
- (b) To ensure fair consideration for all Proposers, the City strictly prohibits Proposer communication relative to this solicitation with any employee, department, City official, or City Council member, regardless of whether written, verbal, or through a third party, except for those inquiries made directly to the Procurement and Contracting Department through the assigned Buyer Contact, the City's Procurement Manager, or the City's Procurement and Contracting Officer ("Assigned Procurement Personnel").
- (c) Proposers (including their agents or other third parties on their behalf) are prohibited from initiating any communication with any employee, department, City official or City Council member that will evaluate or consider the Proposal prior to and up to the time that award is made at a scheduled City Council meeting.
- (d) Proposers (including their agents or other third parties on their behalf) are prohibited from discussing this Solicitation, or their submittals thereto, with competing firms under this Solicitation. All oral and written inquiries must be directed through Assigned Procurement Personnel.
- (e) **Proposers (or any third-party on their behalf) who lobby or initiate otherwise prohibited communications shall be disqualified from consideration for award; AND may be subject to a three (3) year debarment from doing business with the City of Ocala.**

1.17. PUBLIC RECORDS. All written competitive submissions received by the city pursuant to this RFP including all replies, oral presentations, other submissions, correspondence, meetings, and records made thereof, and any other records concerning this solicitation shall be handled in accordance with Chapter 119, Florida Statutes, and Article 1, Section 24, of the Florida Constitution.

- (a) Sealed proposal responses or replies received by the City in response to its solicitations are exempt from public disclosure until such time as the City provides notice of an intended decision or until thirty (30) days after the opening of the proposals, whichever is earlier. If the City rejects all proposals or replies pursuant to this solicitation and provides notice of its intent to reissue the solicitation, then the rejected proposals or replies remain exempt from public disclosure until such time that the City provides notice of an intended decision concerning the reissued solicitation or until the City withdraws the reissued solicitation. A proposal or reply shall not be exempt from public disclosure longer than twelve (12) months after the City's initial notice rejecting all proposals or replies.
- (b) Upon award recommendation or ten (10) days after opening, bids become "public records" and shall be subject to public disclosure consistent with Chapter 119 (Public Records) and Section

815.045 (Trade Secret Information), Florida Statutes. Should bidders/proposers consider any information related to their proposal or the services to be provided to City to be proprietary, a trade secret, or otherwise constitute confidential material under Florida or federal law, bidder/proposer shall designate such portion of the material as such by clearly marking it as CONFIDENTIAL, PROPRIETARY, or TRADE SECRET and submit both a non-redacted and redacted copy of their submission. The redacted copy shall only exclude or obliterate the exact portions claimed to be confidential, proprietary, or trade secret. Additionally, bidder/proposer shall state the basis for the exemption that it contends is applicable to the record, to include the statutory citation to an exemption created or afforded by statute.

- (c) **THE CITY WILL MAKE NO EFFORT TO VERIFY WHETHER OR NOT THE REDACTED MATERIAL IS EXEMPT FROM CHAPTER 119, FLORIDA STATUTES. THAT DETERMINATION IS TOTALLY THE RESPONSIBILITY OF THE BIDDER/PROPOSER AND THE BIDDER/PROPOSER SHALL BE SOLELY RESPONSIBLE FOR DEFENDING ITS DETERMINATION THAT THE REDACTED PORTIONS OF ITS RESPONSE ARE CONFIDENTIAL, TRADE SECRET, OR NOT OTHERWISE SUBJECT TO DISCLOSURE. PROPOSER SHALL PROTECT, DEFEND, AND INDEMNIFY THE CITY FOR ANY AND ALL CLAIMS ARISING FROM OR RELATING TO PROPOSER'S DETERMINATION THAT THE REDACTED PORTIONS ARE NOT SUBJECT TO DISCLOSURE. IF THE PROPOSER FAILS TO SUBMIT A REDACTED COPY OF ITS SUBMISSION, ANY CLAIM OF CONFIDENTIALITY IS WAIVED, AND THE CITY SHALL BE AUTHORIZED AND REQUIRED TO PRODUCE THE ENTIRE DOCUMENT OR RECORD IN ITS ANSWER TO A PUBLIC RECORDS REQUEST FOR SAID RECORDS.**

1.18. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION/NON-COLLUSION. By responding to this Solicitation, Vendor certifies that the following statements are true:

- (a) Proposer's submission is made without prior understanding agreement, or connection with any person, firm, or corporation submitting a bid for the same work, labor, or service to be done or supplies, materials, or equipment to be furnished and is in all respects fair and without collusion or fraud. Proposer understands that collusive bidding is a violation of state and federal law and may result in fines, prison sentences and civil penalties.
- (b) Proposer's submission has been arrived at independently and without consultation, communication, or agreement, or for the purpose of restricting competition, as to any matter relating to such prices with any other Proposer or competitor.
- (c) Unless otherwise required by law, the prices which have been (or will be) quoted by Proposer in this submission have not been knowingly disclosed by Proposer and will not be knowingly disclosed by Proposer, either directly or indirectly, to any other bidder or competitor prior to the Solicitation opening date.

1.19 INSURANCE REQUIREMENTS

- (a) **COMMERCIAL AUTO LIABILITY.** Awarded Vendor shall procure and maintain for the life of this agreement commercial auto liability insurance with a minimum combined single limit of One Million Dollars (\$1,000,000) per occurrence for bodily injury and property damage arising out of Vendor's operations and covering all owned, hired, scheduled, and non-owned automobiles utilized in said operations.
- (b) **COMMERCIAL GENERAL LIABILITY.** Awarded Vendor shall procure and maintain for the life of this agreement commercial liability insurance with minimum coverage limits not less than:
 - (1) One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) aggregate (or project aggregate, if a construction project) for bodily injury, property damage, and personal and advertising injury; and
 - (2) One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) aggregate (or project aggregate, if a construction project) for products and completed operations.
 - (3) Policy must include coverage for contractual liability and independent Vendors.

- (c) **WORKERS' COMPENSATION AND EMPLOYER'S LIABILITY.** Awarded Vendor shall procure and maintain for the life of this agreement adequate workers' compensation and employer's liability insurance covering all of its employees in at least such amounts as required by Chapter 440, Florida Statutes, and all other state and federal workers' compensation laws. Vendor shall ensure any and all subcontractors have the required coverage for all of their employees as required by applicable law. Vendor shall waive, and shall ensure that its insurance carrier waives, all subrogation rights against the City of Ocala and its officers, employees, and volunteers for all losses or damages.

(d) **SPECIAL INSURANCE REQUIREMENTS:**

(1) **PROFESSIONAL LIABILITY AND/OR ERRORS AND OMISSIONS INSURANCE COVERAGE.**

Vendor shall procure, maintain, and keep in full force, effect, and good standing - until the third anniversary of the expiration of this Agreement or the third anniversary of acceptance of work by City - professional liability or errors and omissions insurance coverage for wrongful acts in an amount not less than One Million Dollars (\$1,000,000) per claim and One Million Dollars (\$1,000,000) aggregate, exclusive of defense costs. It is recognized that this type of insurance is only available on a claims-made basis and additional insured endorsements are not available.

(2) **CYBER LIABILITY INSURANCE.**

Vendor shall procure and maintain coverage in an amount not less than One Million Dollars (\$1,000,000) per claim for the negligent retention of data as well as notification and related costs for actual or alleged breaches of data.

- In the event that Vendor becomes aware of an Information Security incident, Vendor shall:
 - Promptly notify the City, in writing, of the occurrence of such Information Security Incident, no more than 24 hours after becoming aware of said Information Security Incident;
 - Investigate such Information Security Incident and conduct an analysis of the cause(s) of such Information Security Incident;
 - Provide periodic updates of any ongoing investigation to the City;
 - Develop and implement an appropriate plan to remediate the cause of such information Security Incident, to the extent that such cause is within Vendor or any of its affiliates or subcontractor's control;
 - Vendor must delete and purge all Public Entity data after project completion, contract termination, etc.
- Vendor shall provide:
 - Notification to potentially affected persons;
 - Credit monitoring services;
 - Identification protection services;
 - Establish and operate a call center;
 - Notification to any and all regulatory authorities; and
 - Other functions, services, or penalties as may be required by law.

(3) **DATA BREACH / PRIVACY LIABILITY INSURANCE.**

The Contractor shall maintain Data Breach / Privacy Liability Insurance with limits of not less than \$1,000,000 per claim and \$1,000,000 aggregate, covering liability arising from an actual or alleged breach of data security, unauthorized access to or disclosure of confidential or personal information, privacy violations, loss or theft of data, and failure to comply with applicable privacy and data protection laws.

Coverage shall include, as applicable, notification expenses, credit monitoring, forensic investigation, public relations/crisis management, regulatory defense and fines or penalties to the extent insurable by law, and costs associated with the restoration or recovery of compromised data.

The coverage shall remain in effect for the duration of the Contract and, where applicable, for any required extended reporting period following completion of the Contractor's services.

- (e) **CITY AS ADDITIONAL INSURED AND ENDORSEMENTS.** The City of Ocala shall be named as an Additional Insured and Certificate Holder on all liability policies identified in this section with the exception of Workers' Compensation and Professional Liability policies. Awarded Vendor's Worker's Compensation policy shall be endorsed with WC 00 03 13 Waiver of our Right to Recover from Others or its equivalent. Vendor's Commercial General Liability policy shall be endorsed with a CG 20 26 04 13 Additional Insured – Designated Person or Organization Endorsement or similar endorsement providing equal or broader Additional Insured Coverage with respect to liabilities arising out of activities performed by or on behalf of Vendor.
- (f) **FAILURE TO MAINTAIN REQUIRED COVERAGE.** In the event that the Awarded Vendor fails to obtain or maintain in full force and effect any required insurance coverage, the City may procure same from insurance carriers as the City may deem proper, irrespective that a lesser premium for such insurance coverage may be available, and Vendor shall pay, upon demand by City, any and all premiums, costs, charges and expenses incurred or expended by City in obtaining such insurance. Notwithstanding the foregoing, in the event City is forced to procure the required insurance coverage due to awarded Vendor's failure to comply with these Insurance Requirements, City shall in no manner be liable to Awarded Vendor for any insufficiency or failure of coverage with regard to same or any loss to Vendor occasioned thereby. Additionally, the procurement of such insurance coverage shall not relieve Awarded Vendor of its obligation to maintain said coverage in the types and amounts specified herein and Awarded Vendor shall nevertheless hold City harmless from any loss or damage incurred or suffered by City from awarded Vendor's failure to maintain said coverage.
- (g) **OTHER MISCELLANEOUS INSURANCE PROVISIONS.**
- (1) These insurance requirements shall not relieve or limit the liability of awarded Vendor. City does not in any way represent that these types or amounts of insurance are sufficient or adequate to protect awarded Vendor's interests or liabilities but are merely minimums. No insurance is provided by the City under any contract to cover awarded Vendor.
 - (2) No work shall be commenced under any contract until the required Certificate(s) of Insurance have been provided. Work shall not continue after expiration (or cancellation) of the Certificates of Insurance and shall not resume until new Certificate(s) of Insurance have been provided. Insurance written on a "Claims Made" form is not acceptable without consultation with City of Ocala Risk Management.
 - (3) Awarded Vendor shall arrange for its liability insurance to include or be endorsed to include a severability of interests/cross-liability provision so that the "City of Ocala" (where named as an additional insured) will be treated as if a separate policy were in existence, but without increasing the policy limits.

END OF SECTION

SECTION 2

MINIMUM REQUIREMENTS, PROJECT OVERVIEW AND OBJECTIVES, AND PROJECT REQUIREMENTS AND SPECIFICATIONS

2.2 **BACKGROUND INFORMATION**

- a) The City of Ocala (the City) is seeking proposals from Vendors who provide an Operations Support System/Business Support System (OSS/BSS) Platform to support the operation of a fiber to the premise (FTTP) infrastructure and related networking components, serving both residential and commercial subscribers. OFN currently provides data and internet services; including shared and dedicated bandwidth internet access, MAN connections, dark fiber, co-locations space, and E-Rate services to approximately 4,500 subscribers. Ocala Fiber Network (OFN) operates as an enterprise fund within the City's organizational structure. OFN has owned and managed its fiber infrastructure since the mid-1990s. Over the years, the OFN has deployed FTTP electronics from Adtran, Alcatel-Lucent, and Juniper.
- b) OFN expects the selected company to provide implementation assistance and support of the platform. It is expected that the platform will be fully implemented and ready for testing/training with 180 days of contract execution or mutually agreed upon date during negotiations.

2.3 **CONTRACT TERM**

- a) The resulting contract will be for an initial term of five (5) years. This Contract Term may be extended beyond the initial five-year term by mutual written agreement between the City and Vendor.

2.4 **MINIMUM QUALIFICATIONS/EXPERIENCE REQUIREMENTS.** As part of the selection process, firms must first demonstrate they are qualified to participate in the solicitation process by clearly showing they meet the minimum qualification requirements set forth herein. Proposals submitted by firms that do not meet the qualification requirements will not be accepted:

- a) Proposers must have no less than five (5) years' documented experience providing the above mentioned services to governmental agencies, electric companies, and/or utility services providers.
- b) Proposers must provide no less than three (3) verifiable references from governmental agencies, and/or utility services providers that are capable of attesting to Proposer's OSS/BSS solicitation implementation, service delivery, and contractual performance.
- c) The OSS/BSS platform offered must be compatible with the City's existing equipment in section 2.
- d) The OSS/BSS platform offered must be capable of running concurrently with the City's existing system for a period of not less than six (6) months.
- e) Upon closing of the LOI, proposers will receive an email containing instructions for completing the Technology Questionnaire. Proposers must successfully complete and pass the City of Ocala's technology questionnaire with an **80% or higher. See Exhibit A - Technology Questionnaire.**

2.5 **PROJECT REQUIREMENTS AND SPECIFICATIONS**

a) **Software Platform Requirements**

- (1) Service Set: OFN directly retails Internet and data services to residential and commercial end users.
- (2) If Platform is Client-Based Server: Latest Windows version (10 or above).
- (3) If Platform is Client-Based Server: Latest Windows version (10 or above).
- (4) If Platform is Cloud-Based: IE 10.0, Chrome32.0, Firefox27.0, or Safari5.0.
- (5) GUI Interface: Ability to add fields that flow through to reports.

- (6) Screen layout: Ability for client system administrator to customize screen layout, add/customizes input fields, reports, and bill rendering format.
- (7) Security: Differentiated access levels by type or groups of client user.
- (8) If Cloud-based Backup and Recovery: Failover recovery within 5 minutes.
- (9) If Client-based server Backup and Recovery: Mirrored server at client site.
- (10) Report Formats: Ability to generate reports (both standard and custom) in both .csv and Excel formats.
- (11) Annual Maintenance, Documentation, and Client Support: Incident pricing for Tier 3 support with specific SLA performance parameters (can be at differentiated SLA levels/pricing terms).

b) Smartphone and Tablet Support:

- (1) Ability of the Platform(s) to operate in the native environment of smart phones and tablets. Identify which smart phone(s) and/or tablets currently have native apps available (iOS, Android, Windows)

c) Billing and Accounting Transaction Requirements:

- (1) House File Import: Ability to import premise addresses from an external database.
- (2) Service Areas, Premise Type, and Premise Status: Ability to geographically segment the service area and indicate serviceability for each premises. Ability to update all premises in a service area by only having to change the service area status. Ability to designate the premises type for each premise (e.g. SFU, MDU, and Commercial Suite).
- (3) Address Search: Must have wildcard lookup and search capability.
- (4) Service Packages, Product Codes, and Discounting: Ability to establish service codes at the individual service level as well as aggregate service codes into package codes. Ability to support multi-product bundle discounts.
- (5) Billing Reporting: Ability to generate standard as well as client-defined reports including summary billing statements (by billing cycle), past due reports, and subscriber count and billable charges by service code.
- (6) Billing Cycles: Ability to support multiple billing cycles (minimum of 8) and have client defined cycle intervals.
- (7) Bill Rendering: Ability to provide complete billing functionality including bill rendering, payment and collections processing.
- (8) Bulk Billing Codes and Custom Pricing: Ability to establish unique bulk billing rates (per unit) for multi-unit properties and summary billing at the property level.
- (9) Campaign Codes and Automatic Expiration: Ability to establish unique promotional service rates/terms as well as establish automated expiration that can roll over to non-promotional rates.
- (10) Prorating: Ability to prorate billing based on service changes or initial installation during a billing cycle interval.
- (11) Transaction File Export: Ability to export, in Excel or CSV format, all transactional billing data.
- (12) General Ledger Account Numbers: Ability to assign transactions to client-defined 19-digit general ledger account numbers based upon transaction type.
- (13) Taxes: Ability to export a summary report of all taxable transactions and tax amounts by tax type.

- (14) User Payments: Compliance with PCI and ability to process credit card payments.
- (15) Payment Processors: Ability to interface with various payment processors including Munis, Invoice Cloud, Payment Solutions API Gateway, Mosaic, Pay As You Go, and Automated Clearing House (ACH).
- (16) Customer Facing Portal: The platform provides an integrated, customer-facing self-service portal that supports automated service initiation and cessation, real-time upgrade provisioning, and end-to-end trouble reporting workflows through a unified OSS/BSS architecture.

d) Service Order Management:

- (1) Account Numbers: Ability to record utility subscriber ID, circuit ID, or other customer-level alpha-numeric identification into the broadband subscriber record.
- (2) Account Location(s): Ability for a customer to have multiple service locations and receive a summary account-level bill.
- (3) Deposits and Pre-Payments: Ability to accept a payment and hold as a retained deposit.
- (4) Online Bill Payment: Ability to support web-based bill payment by the customer.
- (5) Work Order Types: Ability to designate work orders by Connect, Disconnect, Suspension, Change, and Trouble Ticket.
- (6) Work Order Reporting: Ability to produce work order status reports by type, status, and timeframe.
- (7) Work Order Routing: Ability to automatically route the work order to the next user group based on work order type as defined by client.
- (8) Notes Field: Notes field appears/prints on the install and service work orders.
- (9) Attachments: Ability to attach files (documents, pictures, etc.) to a service order/account.
- (10) Sales ID: Ability to have a field to record a salesperson or technician ID.
- (11) Reason Code: Ability to input reason codes via drop down menu to record the customer motive behind a particular work order. Additionally, the ability to support work order-specific reason code menus (e.g. connect WO versus a disconnect WO).

e) Work Force & Asset Management:

- (1) Scheduling and Quota Management: Ability to display real-time quota availability and appointment windows based upon client inputs for work schedules by technician, technician skill ratings, and work order type.
- (2) Activity Codes & Time Required: Ability to assign activity points by work order type to enable accurate prediction of the appointment duration.
- (3) Technician Skill Ratings: Ability to assign differentiated technician skill levels and utilize these skill ratings in determining technician scheduling assignments based upon the work order type.
- (4) Asset Management: Ability to provide inventory tracking and reporting subscriber CPE (including ONT's) by location (e.g. warehouse, technician, and premises) and ability to change the assigned location.
- (5) Reporting: Ability to generate standard as well as client-defined reports, including quota utilization (by work order type), productivity reports by technician, on-time appointment percentage by technician, and inventory stock reports.
- (6) Technician Tracking: Ability to track technician location through GPS and provide supervisory review as well as customer estimated time of arrivals.

f) Interoperability & Integration:

- (1) General Interoperability and Systems Integration with Adtran (Optional: Alcatel-Lucent)

Proposer shall describe and demonstrate their Platform's ability to interoperate with **Adtran** FTTP infrastructure, including but not limited to:

- FTTP Optical Network Terminals (ONTs)
- Adtran FTTP Element Management System (EMS)
- Adtran PON OLTs (e.g., TA5000, SDX series) | Integration should include provisioning workflows, device management, alarm/event handling, configuration synchronization, and support for Adtran APIs, data models, and protocols
- **Optional – Alcatel-Lucent Interoperability (where applicable):** Proposer may additionally describe interoperability with **Alcatel-Lucent** enterprise switching and management platforms e.g., **OmniSwitch 6000 series**, **OmniVista 2500 (OV2500)**, and **AOS 6.x/8.x** including Layer-2 service policy alignment, alarm/event ingestion, and configuration compliance in mixed FTTP/L2 access environments

(2) **FTTP EMS (Element Management System)/MCP (Mosaic Cloud Platform):** Proposer shall describe the Platform's capability to interface with the Adtran FTTP EMS/MCP for the assignment of an EMS Customer ID (preferably the broadband subscriber ID) at the time a work order is created. The description shall include how the system retrieves, creates, or synchronizes this identifier and ensures consistent referencing across provisioning, assurance, and billing workflows. *Optional (where applicable):* Proposer may describe how Customer/Subscriber identifiers are correlated to Alcatel L2/LAN assets managed by OV2500 or equivalent systems to maintain cross-domain traceability.

(3) **Work Order QoS Parameter Export to the FTTP EMS:** Proposer shall describe the Platform's ability to automatically export service-tier QoS parameters (e.g., bandwidth profiles, priority settings, CIR/EIR, queue policies) captured in the work-order module to the **Adtran FTTP EMS** for ONT/OLT provisioning.

The description shall include:

- How QoS parameters are captured and validated within the Platform
- How parameter mapping is performed to EMS service profiles/policies
- When automated export occurs within the work-order lifecycle and how errors are reported and remediated

Optional (where applicable): Proposer may describe mapping of QoS/service policies to Alcatel OmniSwitch/AOS constructs to maintain service consistency across L2 segments.

(4) **Integration with Third-Party NMS and Ticketing Ecosystems:** Proposer shall describe the Platform's capability to ingest API/webhook messages, message-bus events, and/or SNMP traps from an external Network Management System (NMS). The Platform must support flexible downstream actions, including generating tickets within its native environment or orchestrating automated ticket creation within an external, pre-existing IT Service Management (ITSM) or ticketing system.

Proposer should explain:

- **Event Parsing & Contextual Mapping:** How incoming alerts are parsed and correlated to specific network elements, EMS Customer IDs, subscribers, and impacted services.
- **Ticket Orchestration & Noise Reduction:** The mechanism for automatically generating, updating, or closing trouble tickets/work orders; whether natively or via external API integration (i.e. deduplication, flapping suppression, and event correlation logic).
- **Configurable Rules & Data Enrichment:** The capabilities for defining rules, severity

thresholds, and dynamic data enrichment (e.g., injecting inventory, topology, and service-tier context) before a ticket is dispatched to the target ticketing system.

(5) System Interface (Interoperability Considerations):

Proposer shall describe the user interface design and layout for modules/pages used in interoperability workflows (provisioning, device management, ticketing). The description shall define which elements of data entry are keyed vs. pull-down menus, and whether the system validates keyed fields (format checks, required fields, referential integrity against EMS/NMS inventories). Proposer shall describe administrator capabilities to customize screen layouts, add pages/fields, and report on newly added data elements. The Platform must utilize a web-based interface that runs in major browsers including Chrome, Firefox, Safari, and (if required by the city) Internet Explorer.

(6) Database Structure and Integrity: Proposer shall specify the database technology used by the Platform (e.g., relational SQL) and describe:

- Schema/design relevant to interoperability objects (customers, devices, services, work orders, alarms)
- Data integrity mechanisms (constraints, normalization, transaction handling)
- Auditability and lineage for ID associations (e.g., EMS Customer ID mappings), provisioning actions, and event/ticket correlations
- Backup, retention, and recovery practices supporting FTTP operations

(7) Vendor FTTP Co-Deployment Experience

For each vendor shown below, Proposer shall specify the extent of FTTP deployment experience (planning, build, turn-up, operations) and the roles/responsibilities performed:

- Adtran (TA5000 OLT, SDX OLT, Intellifi, Residential Gateways, Advanced operational Environment (AOE))
- Alcatel-Lucent (OmniSwitch 6800/6900, OmniVista 2500) Nokia (Corteca, Residential Gateways)
- Infoblox (IP reservation / DDI)
- Microsoft Dynamics 365 / Cogsdale
- Milsoft IVR (Interactive Voice Response)
- Spiceworks or other ITSM/Ticketing Systems
- Wrike Project Management
- Notifications (ie SMS, Email, etc.)
- ArcGIS Enterprise and/or CrescentLink integration
- Native or Integrations with inventory management systems

(8) Vendor FTTP Interoperability (Functional Aspects)

For each vendor/system listed below, Proposer shall state current **interoperability** in a FTTP environment and describe **functional aspects** (e.g., **billing, device management, work-order provisioning, service-tier/QoS management, alarm ingestion, ticketing, inventory sync, reporting/BI**):

- **Adtran• Mosaic Cloud Platform** – PON network management & monitoring
- **Intellifi** – Residential gateway management
- **Advanced Operational Environment (AOE)**
- **PON OLTs** – TA5000, SDX• Adtran Residential Gateways
- **Alcatel-Lucent** - *(optional, where applicable)*
 - **OmniVista 2500 (OV2500)** – Layer-2 network management
 - **OmniSwitch 6000 series** - Layer-2/Layer 3 switching
 - **AOS 6.x & 8.x** – Alcatel Operating System
- **Nokia Corteca** – Residential gateway management

- **Microsoft Dynamics 365 (Cogsdale)**
 - **Billing, service orders, and customer/account synchronization;** describe flow of subscriber IDs/EMS IDs
- **Infoblox DDI (DNS, DHCP, IPAM) *optional**
 - **IP reservation/address management** integration with service activation and device provisioning workflows
- **Spiceworks Ticketing System or other ITSM/Ticketing Systems** (optional)
- **Auto-ticket creation** - alarm/event ingestion, bi-directional status updates, and knowledge base linkage
- **Milsoft IVR (Interactive Voice Response)** - Inbound call capture, outage/ticket creation, status playback, and integration to work-order dispatch
- **Wrike Project Management:** Project & Task Lifecycle Management: Automated creation of projects, tasks, or milestones in Wrike triggered by network provisioning events, service orders, or complex engineering rollouts; bi-directional updates for project status, task completion, and resource assignment.
- **Notifications (SMS, Email, Push, etc.):** Omnichannel Alerting & Customer Communications: Trigger-based dispatch of automated SMS, Email, and Push notifications to field technicians (for dispatch/escalation) and subscribers (for maintenance windows, service degradation, or outage resolution updates), with support for template management and delivery tracking.
- **ArcGIS Enterprise and/or CrescentLink Integration:** Geospatial & Fiber Plant Mapping: Deep integration with GIS environments to synchronize network element topology, fiber trace routes, and asset locations; capability to overlay active NMS alarms onto geographic maps, allowing engineers to visualize spatial relationships between outages, fiber spans, and subscriber boundaries.
- **Inventory & Asset Management Systems:** Native Capabilities or Third-Party Integrations: Verification of physical/logical network asset tracking, warehouse inventory, and CPE serialization; describe how the system reconciles "as-designed" inventory with "as-discovered" network elements during active service provisioning and device deployment workflows.

(9) **Technical Configuration Alignment (Interoperability Context)**

Proposer shall describe recommended **technical configuration** application software, third-party components (e.g., report writers), supporting hardware, OS, database, and deployment model (**client-site hardware** vs. **cloud**) that enable the interoperability requirements above to operate **reliably at scale**. Include current **version numbers** and any **non-network** hardware/software required (beyond the City's network) to make the solution effective (not bare minimum), with clear dependencies for each vendor integration.

g) **Trouble Ticketing/Incident Management:**

- (1) Ticketing support for Customer Service and Network Operations to track customer reported issues and network related outages.
- (2) Allow for manual and automatically generated tickets (via API or similar means).
- (3) Multiple queues and queue category support.
- (4) Ticket linking and correlation support within the same queue or across multiple queues.
- (5) Definable problem and reason codes with category support.
- (6) Definable device types and categories.
- (7) Definable customer types and categories.
- (8) Integration support with 3rd party NMS tools and pollers.
- (9) Multiple users and groups with email distribution support.
- (10) Notification ability (create, update, close) via email based on groups, problem codes, and severities.
- (11) Support for auto updating and time to repair (TTR).
- (12) Reporting or API support for report generation based on queue, category, group, device type/group.

h) Documentation:

Vendor must develop and provide the City with documentation to support the system software and the City's business processes. At a minimum, the Vendor contracting firm shall provide the City with the following:

- (1) User documentation
- (2) Configuration documentation
- (3) Interface documentation
- (4) System administration manuals
- (5) Application software tutorials
- (6) System documentation

All user documentation, including application and interface documentation, help documentation, and software tutorials, must be available online and accessible from within the relevant application.

i) Testing Requirements:

The implementation shall include adequate provisions for functional, performance, and inter-operability testing. Vendor must participate in the development and execution of all test plans. Vendor and City will jointly assure that the system delivers the expected results.

j) Warranty Requirements:

The entire system must include a first-year warranty for Vendor supplied hardware and software for a minimum of twelve (12) months after the acceptance date. The City also requires a warranty for implementation services (e.g., work products, developed modifications, configuration, etc.) for the same period of time.

Additionally, the Vendor must warrant its responses to the functional requirements included in this RFP and any other element of this RFP and will agree to attach its response to any contract executed with the City.

k) **Support & Maintenance:**

Vendor will provide a five (5) year maintenance and support agreement.

l) **Training Requirements:**

The Vendor will provide the following types of training programs:

- (1) Application administrator training that includes the training necessary to configure, tailor, monitor, and administer the technical and functional aspects of the system.
- (2) End user training that includes the training necessary for Customer Service.
- (3) Representative to perform all functions and uses of the software, excluding system administration tasks.
- (4) Post-implementation training for ongoing end-user training for the initial system, as well as for future version releases. The City envisions the use of a “train-the-trainer” approach accompanied by computer-based training.
- (5) All training material must be provided in electronic format for unlimited duplication by the City and its member agencies. Training materials must reflect the specific functionality of the system being implemented in the City and all training sessions should include specific skills required to support the functionality of the system.

m) **Optional Specifications & Functionality:** The City is potentially seeking the following specific functionality as optional and discrete module(s) of the OSS/BSS platform. Using **Attachment 2 – Optional Specifications & Functionality Features Form**, The respondent should state for each requirement whether or not the functionality is supported and currently available. If the functionality is available, respondents can include details on the platform abilities in delivering the desired functionality where appropriate. If the functionality is not available, or is in the development pipeline, the respondent should specifically indicate as such. The respondent may propose alternative functionality where reasonable and appropriate.

2.6 RFP TIMELINE. The City will attempt to follow the following schedule in the selection of the successful Proposer. The timeframes set forth below are subject to change at any time in the City’s sole discretion.

Milestone	Date*
Deadline for Solicitation Clarification and Questions	10/30/2026
Proposal Submission Deadline	10/26/2026
Administrative Review of Proposals	TBD

*The City reserves the right to make changes or alterations to the Time Schedule at any time as the City, in its sole discretion, deems to be in the best interest of the public. Any extension, change, or update to this schedule prior to project award shall be updated within the listing at www.bidocala.com. Proposers are responsible for verifying all listing information prior to submitting a response to this solicitation.

END OF SECTION

SECTION 3

SUBMISSION INSTRUCTIONS, PROPOSAL ORGANIZATION REQUIREMENTS, AND EVALUATION CRITERIA

Proposers shall follow the submittal requirements set forth herein. Responses that do not adhere to the following format or which fail to include the requested information/documents may be considered non-responsive and therefore ineligible for award. The City reserves the right to seek additional/supplemental information as needed.

3.1. PROPOSAL SUBMISSION INFORMATION AND DEADLINE. All Proposals must be electronically submitted via ProRfx before 2:00 p.m. (EST) on the listing end date/bid close date identified at www.bidocala.com. Proposals received after this time and date will not be considered. **Proposals may not be submitted by any other means.** The City will not accept Proposals sent by U.S. Mail, couriers, fax, or e-mail.

- (a) Sealed electronic Proposals will be received and opened by the City's Procurement and Contracting Department electronically via the City's e-procurement portal. All submitted responses shall be time and date stamped at the time the documents are uploaded and received.
- (b) Any Proposals received after the advertised deadline for submissions will not be considered. It is the sole responsibility of each Proposer to ensure Proposal is submitted via the e-procurement portal on or before the advertised deadline.
- (c) The ProRfx timestamp shall be conclusive proof of the timeliness of submission.
- (d) By submitting a response, the Proposer certifies that neither Proposer nor any principal of Proposer is presently disbarred, suspended, proposed for debarment, declared ineligible, or otherwise excluded from doing business with any government agency (local, state, or federal).
- (e) No Proposer shall be permitted to submit multiple solicitation responses. Only one (1) submission per firm, corporation, or individual Proposer shall be accepted (as corroborated by maintaining distinct financial books, corporate tax filings, and EINs).
- (f) Proposers shall examine the solicitation and contract documents and before submitting a bid, shall make a written request to City for an interpretation or correction of any ambiguity, inconsistency, or error therein which could have been discovered by a Proposer. At the Proposal opening each Proposer shall be presumed to have read and be familiar with the contract documents.
- (g) Proposals failing to provide sufficient information and assurances of performance so as to permit the City to accurately assess each category of the required services will be deemed non-responsive and will not be given further consideration.

3.2. COVER PAGE, PAGE SIZE, AND FORMAT.

- (a) Proposals shall contain 8 1/2" x 11" pages only with a minimum font size of 11 points. Proposals shall be no more than forty (40) pages, excluding the cover page, transmittal letter, and any required attachments, forms, licenses, certifications, sample reports, or resumes.
- (b) The cover page shall include the title of this Solicitation along with the Proposer's firm name, address, contact person, telephone number, and e-mail address.

3.3. ORGANIZATION OF PROPOSAL. Proposers shall organize submittals in the following format with tabs separating each section.

- (a) **TRANSMITTAL LETTER.** A transmittal letter must accompany the submittal and must be signed by an individual legally empowered to represent and bind the proposing firm. The transmittal letter must, at minimum, include the following information:
 - (1) Corporate name, address and telephone number of principal office, number of years in business.
 - (2) A statement summarizing any deviations or exceptions to the requirements of the Solicitation, along with a detailed justification for the deviation or exception.

- (3) A short narrative describing the firm's understanding of the scope of work and a brief statement of why the firm believes itself to be the best qualified to provide the required solution and services.
 - (4) An affirmative statement that the firm has received, read and understands all procedures and criteria associated with the submittal requirements, and understands that all terms and conditions contained herein may be incorporated into a resulting contract.
- (b) **TAB 1 – TECHNICAL PROPOSAL.** *Here, Proposers should provide detailed evidence demonstrating their ability to comply with the technical requirements and specifications set forth in this Solicitation.*
- (1) Proposer's Technical Proposal must individually address the Proposer's ability to satisfy and/or meet the Project Requirements and Specifications identified by the City as described in Section 2.3 of this Solicitation. **Failure to address all segments (2.3 and 2.4)** may result in Proposer's submittal being deemed non-responsive and preclude further consideration by City of Ocala.
 - (2) **Technical Configuration:** Please describe the technology infrastructure(s) on which your Platform(s) runs, including the hardware and software for servers, clients, and networks. Include current version numbers as applicable. Please provide details of your recommended technical configurations (application software, third party software such as report writers, supporting hardware, operating system software, database software, etc.). Include all hardware and software, other than the network, that is required to make your solution work effectively (not bare minimum). Please describe whether or not you provide the Platform as client-site hardware-based solution or whether it is cloud based.
 - (3) **System Interface:** Please describe the design and layout of the user interface to the Platform(s). Define which elements of data entry are done via keying versus pull-down menus. For fields that are keyed, does the proposed system have the capability to identify keying errors and/or correct formats? Describe the capability for a system administrator to customize screen layout for modules and pages. Describe the capability for the City to add additional pages, fields and layouts and report on them. Please describe the Platform(s)' ability to utilize a web-based interface that runs in all major browsers including Chrome, Firefox, Internet Explorer, and Safari.
 - (4) **Database structure and integrity:** Please specify the database used for the Platform (e.g. SQL, relational design).
 - (5) **Vendor FTTP Co-Deployment:** For each vendor shown, specify the extent of your FTTP deployment experience
 - a. Adtran (TA5K OLT, SDX OLT, Intellifi, Residential Gateways, Advanced Operational Environment (AOE))
 - b. Alcatel-Lucent (OmniSwitch 6800, 6900, OmniVista 2500)
 - c. Nokia (Corteca, Residential Gateways)
 - d. Infoblox (IP Reservation)
 - e. Microsoft Dynamics/Cogsdale
 - f. Milsoft
 - g. Spiceworks
 - (6) **Vendor FTTP Interoperability:** For each of the following Vendors , state which specific Vendors you currently have interoperability with in an FTTP environment and describe the functional aspects of the integration (e.g. billing, device management, work order provisioning, etc.) :
 - a. Adtran
 - Mosaic Cloud Platform – Passive Optical Network(PON) Network Management and Monitoring System
 - Intellifi - Residential Gateway Management System
 - Advanced Operational Environment (AOE)
 - PON Optical Line Terminal (OLT) – TA 5000, SDX
 - Adtran Residential Gateways
 - b. Alcatel-Lucent

- Omnivista 2500 (OV2500) – Layer 2 Network Management System
- Omniswitch 6000 series switches
- Alcatel Operating System (AOS) 6.x & 8.x
- c. Nokia
 - Corteca - Residential Gateway Management System
- d. Microsoft Dynamics 365 (Cogsdale)-billing and service orders
- e. Infoblox DNS, DHCP, IP Management (DDI)
- f. Spiceworks Ticketing System
- g. Milsoft IVR (Interactive Voice Response)

(c) **TAB 2 - PROJECT TEAM COMPOSITION, EXPERIENCE, QUALIFICATIONS, AND PAST PERFORMANCE.** *Here, Proposers should address their specific experience as it relates to the work required for this Project. The successful Vendor must have extensive experience in the implementation and provision of maintenance and support of OSS/BSS to governmental agencies*

- (1) Provide a brief narrative which describes the Project Team, highlights the Team's qualifications and experience, and the Team's ability to provide the solution and services detailed in this Solicitation.
- (2) Describe your customer service philosophy.
- (3) Provide an organizational chart depicting the key personnel that Vendor will dedicate to this Project. The personnel identified in the organizational chart are expected by the City to be utilized for the Project. City reserves the right to disallow substitutions without prior City approval.
- (4) For each key personnel identified, describe their respective role and responsibilities with respect to this Project and provide a resume for each individual depicting education, certifications, professional affiliations, licensure, and experience on similar projects of this size and scope.
- (5) List the names of the subcontractors you expect to use, the services to be provided by the subcontractors and the amount of time that each is expected to spend on the project. Also, include the names and resumes of the key subcontractor personnel who will be working on the project.
- (6) Provide proof of verifiable experience supplying and delivering products of a similar scope as those outlined in this Solicitation to a governmental agency, electric provider, and/or utility company for a period of no less than five (5) years utilizing **Attachment 1 – Reference Form**.

(d) **TAB 3 – PROJECT UNDERSTANDING, PROPOSED APPROACH AND METHODOLOGY.** *Here, Proposers should demonstrate how the Project will be implemented pursuant to the objectives, requirements, and specifications set forth in this Solicitation. Proposers shall demonstrate knowledge of the City's Project objectives and existing conditions, identify potential implementation issues, and present a comprehensive plan for completing the specified work.*

- (1) Define what services Vendor's company is proposing that will best serve the City of Ocala's needs. In narrative format, describe Vendor's approach to performing the required services by demonstrating efficient use of manpower, materials, equipment, implementation methodology, and techniques to complete the Project efficiently within the constraints outlined in the Solicitation. Describe how the firm proposes to deliver a top-quality project on time and on budget.
- (2) **Implementation Plan and Timeframe/Project Schedule.** The City of Ocala requires that each Proposer prepare, in sufficient detail, an Implementation Plan outlining the required tasks, estimated hours, responsibilities and major deliverables for both Proposer and the City of Ocala, level of resources required, and timing. Your plan should include a list of tasks (including any tasks that you expect for the City of Ocala to perform) segmented in

accordance with Vendor's methodology and inclusive of time estimates and staff to be assigned.

At a minimum, Proposer's Implementation Plan shall discuss the following areas:

- a. Project management.
- b. System set-up and configuration (Minimum one week on-site required).
- c. Cogsdale migration
- d. Application(s) installation (If any).
- e. Interfaces.
- f. Testing—unit, system, process, and interface
- g. Process changes.
- h. Forms changes and design.
- i. Reports.
- j. Training—administrator and end-user.
- k. System acceptance testing.
- l. Transition to full operations (cut-over) including parallel processing with current system.
- m. Period ending reporting.
- n. Backup and recovery
- o. Explain the required involvement of OFN staff throughout the implementation phases, including the typical staff positions involved and staff roles in the implementation.

(3) **Project Schedule.**

- a. For the purpose of this Solicitation, Vendor's Proposal should include a project schedule identifying each Project task and their expected durations. Milestones should be identified and shown on the schedule. The schedule should also include information regarding review times, coordination meetings with stakeholders, and any additional tasks that the Proposer deems beneficial.
- b. Provide a specific timeline or schedule for the work. (Spell out mile marks if needed. Example: including development of preliminary design & cost estimates, meetings with City staff, completion of final design, cost estimates and bidding documents.) Show milestones and completion dates on the schedule.

(4) **Identification of Anticipated Potential Problems.** Proposers will be required to identify and describe any anticipated potential problems, the firm's approach to resolving these problems, and any special assistance that will be requested from City staff or its agents.

(5) **Implementation Troubleshooting Plan.** Proposer should discuss its troubleshooting plan for Project implementation and configuration and explain how it intends that the solution stays operational 24 hours a day, seven days a week.

(e) **TAB 4 – PRICE PROPOSAL.** Proposer's Price Proposal is required to contain all direct and indirect costs associated with Proposer's delivery of the solution and services described in this Solicitation. In order to be deemed responsive.

- (1) The Price Proposal shall include a list of all costs for hardware, training, warranties, additional licenses, and annual maintenance and support services for software and hardware.
- (2) The Price Proposal must identify each and every cost associated with the resulting contract in U.S. currency. The fee for any unforeseen changes in scope requested by the City will be negotiated and memorialized by contractual amendment if required.
- (3) The Price Proposal must include pricing associated with Vendor's provision of ongoing support and maintenance needs throughout the contract term, including onsite software maintenance, annual site visits, 24/7 product help desk, product fixes, product enhancements, and regular product releases.

(f) **TAB 5 - OPTIONAL FUNCTIONALITY:**

(1) Describe any enhanced functionality you can offer in addition to those listed.

The inclusion of this tab is not a mandatory requirement of this Solicitation.

3.4. EVALUATION PROCESS AND CRITERIA. The City desires to maximize the purchasing value of public funds. It is the intention of the City to award the contract to the most qualified, responsive, responsible firm, which may not necessarily be the lowest-price proposer. Best value evaluation determines the value of products and/or services acquired resulting in the best combinations of quality, service, time, safety, security, and cost considerations over the useful life of the product or service. The emphasis shall be value based more heavily upon qualifications and functionality over price.

(a) **SELECTION COMMITTEE.** The Selection Committee will convene, review, discuss and rank all responsive and responsible proposals as submitted. The Selection Committee for this Solicitation will be comprised of a minimum of three (3) members, from various and appropriate City departments.

(b) **ADMINISTRATIVE REVIEW OF PROPOSALS.** Procurement and Contracting staff shall first review all Proposals in detail to make a determination as to the responsiveness of each Proposer:

(1) A proposal will be deemed responsive where it complies with the requirements as set forth in this solicitation, including the submission of all required documentation in the format outlined by this Solicitation.

(2) If a proposal is found to be inadequate with regard to any of the requirements set forth in this solicitation, the City's Procurement and Contracting Officer, in his/her sole discretion, shall make a determination as to whether or not the deficiency can fairly be corrected or if the Proposal should be rejected and found to be non-responsive.

(3) If a proposer fails to meet and provide documentation in support of each of the Minimum Qualifications requirements set forth in this Solicitation, the Proposer's proposal will be rejected and removed from consideration.

(4) Only responsive proposals from responsible Proposers shall be submitted to the Selection Committee

(c) **SELECTION COMMITTEE REVIEW AND EVALUATION CRITERIA.** Responsive and timely received proposals from responsible firms will be evaluated by the Selection Committee on a fair and consistent basis according to the evaluation criteria set forth below. If oral interviews and presentations are determined to be necessary, final scoring will be conducted after the interviews.

(1) The Selection Committee shall review each proposal individually and score each proposal based on the evaluation criteria stated herein.

(2) During the formal Selection Committee meeting, Committee members will discuss the proposals and compile individual rankings for each proposal based on the evaluation criteria stated herein to determine a shortlist of the highest-ranking firms. The Selection Committee meeting shall be formally noticed by e-notification and posting on the City of Ocala website.

(3) The Selection Committee may schedule oral presentations from the top-ranked firms, and may, at their discretion, obtain guidance from third-party subject matter experts. Dates will be set for conducting interviews or presentations with shortlisted firms, and notification will be sent by e-mail and/or telephone of their assigned date and time, by Procurement staff.

(4) Final recommendation will be decided based on a review of scores.

(5) The City reserves the right to withdraw this Solicitation and reject any or all proposers at any time and for any reason, and to issue such clarifications, modifications, and/or amendments as it may deem appropriate.

(6) **Technical Evaluation Criteria.** Technical proposals will initially be evaluated against the following criteria:

STEP ONE TECHNICAL EVALUATION CRITERIA	SCORING (100 POINTS)
Interoperability, Integrations & Core Functional Coverage. <i>Does the proposal clearly demonstrate that the proposer can meet or exceed the required specifications? Does the proposal identify any exceptions to the City's specifications as set forth in the Solicitation? Includes demonstrated integration with all required vendors/systems, real-time event handling, provisioning workflows, QoS exports, ticketing orchestration, EMS/MCP alignment, and reliability.</i>	10
CrescentLink (Geograph): GIS Platforms: <i>Integration with 3rd party GIS platforms (ie CrescentLink/ESRI)</i>	5
Dynamics 365 (Cogsdale): <i>Ability to integrate with Microsoft Dynamics 365 (Cogsdale)</i>	3
Nokia Platform: <i>Ability to integrate with Nokia/Corteca platform</i>	2
ITSM/Ticketing or Integration: <i>IT Service Management ticketing system or ability to integrate and support a 3rd party system.</i>	4
Alcatel-Lucent L2/L3 Switching & Ominvista Platform: <i>Ability to integrate with Alcatel-Lucent L2/L3 Switching & Ominvista Platform.</i>	3
Milsoft IVR Integration: <i>Ability to integrate with Milsoft IVR</i>	4
Inventory Management system or integration: <i>Possesses a native inventory management system or supports seamless integration with a third-party inventory platform.</i>	4
Adtran Environment: <i>Ability to integrate with, and demonstrate active deployments across, Adtran AOE, MCP (Mosaic Cloud Platform), SDX, and TA5000 platforms.</i>	5
TOTAL POINTS FOR THE ABOVE CRITERIA	40
Experience, Qualifications, and Past Performance. <i>Proposal contains documentation in support of qualification and experience requirements. Proposal clearly sets forth the technical experience of the firm and qualifications of assigned staff. Firm size and structure are appropriate and adequate. Firm meets independence and licensure requirements. References and firm location are adequate.</i>	40
Support and Maintenance. <i>Does the proposal meet the City's support and maintenance requirements? Does the proposal provide clear and valuable maintenance terms, post-delivery support, and additional services to ensure long-term reliability? (SLAs)</i>	20
Total Maximum Points	100

- (7) **Best Value Evaluation Criteria.** Proposers shortlisted during Step One will be evaluated based upon the following:

STEP TWO BEST VALUE EVALUATION CRITERIA	SCORING (100 POINTS)
Approach. <i>Proposal sets forth an adequate plan for the engagement.</i>	25
Methodology. <i>Proposal clearly states an understanding of the work to be performed, including making all required statements and affirmations. Proposed procedures are appropriate and adequate.</i>	25
Project Management. <i>Staffing plan is adequate for the various segments of the engagement. Sampling techniques and analytical procedures are adequate.</i>	25
Implementation. <i>Proposal supports that firm is able to meet timeframes and delivery dates.</i>	25
<u>Total Maximum Points</u>	<u>100</u>

- (8) **NEGOTIATION AND INTENT TO AWARD.** After the shortlisted firms have been ranked based on the evaluation criteria, the City may engage in negotiations with one or more Proposers simultaneously. The City may begin negotiations with the highest-ranked Proposer and, at its discretion, also initiate or continue negotiations with other ranked Proposers. If the City is unable to successfully negotiate a contract with any Proposer, it may terminate negotiations with one or more Proposers, proceed with negotiations with others, or reject all Proposals and terminate the solicitation.
- (9) Negotiation meetings will be conducted in Ocala, Florida and the City will distribute instructions and/or agendas in advance of each negotiation session. Representatives for the Proposer should plan to be available, without interruptions, for the entirety of the scheduled negotiation meeting.
- (10) Negotiations will not be open to the public, but will be recorded pursuant to Section 286.0113, Florida Statutes. The recorded sessions and any records presented at the meeting will remain exempt from Florida Public Records until such times as the City provides notice of an intended decision or until thirty (30) days after the final reply, whichever occurs first. Provided, however, if the information provided at the meeting is deemed to be material to the Solicitation, then an addendum will be issued to all responders.
- (11) After the successful negotiation of a professional services contract, the City will present the resulting contract to City Council for approval. City Council may approve the recommended award and negotiated contract or reject the award and contract. The decision of City Council shall be final.

3.5. CONTRACT AWARD.

- (a) City anticipates award to the firm who submits a Proposal judged by the Selection Committee to be the most advantageous to the City.
- (b) Proposer understands that by submitting a response to a solicitation does not constitute an agreement or a contract with the City.
- (c) In the event of a default by the Awarded Vendor, City reserves the right to utilize the next highest ranked Proposer meeting specifications as the new Awarded Vendor. In the event of this occurrence, the next highest ranked Proposer meeting specifications shall be required to provide the goods or services at the prices as contained on their Proposal or bid for this specification.

- (d) The contract that the City expects to award as a result of this Solicitation will be based upon the Solicitation documents, Vendor's final response to the Solicitation as accepted by the City, and the City of Ocala's General Terms and Conditions and any Special Terms and Conditions attached to the advertised Solicitation.

3.6. ADDITIONAL INFORMATION.

- (a) **Offer and Binding Authority.** Each Proposal timely received by City at the time advertised for the bid opening shall constitute an offer by the Proposer to sell the goods and/or perform the services in strict accordance with the terms and conditions set forth in the solicitation, all for the bid amount. The individual submitting the Proposal must, and shall be deemed to, have binding authority to submit contracts on behalf of the responding firm.
- (b) **Determination of Responsiveness and Responsibility.** After Proposal opening, but before any award is made, the City shall evaluate (as applicable) the solicitation process, the bid total, any supplements to the Proposal submittal forms, Proposer experience, any proposed subcontractors and/or equipment manufacturers, Proposer's past performance and references, and any other data deemed by the City to be relative to making a determination of Proposer's responsibility and qualifications to perform satisfactorily under the resulting contract.
- (c) **Mistakes.** Proposers are expected to examine the specifications, delivery schedule, bid prices, extensions, and all instruction pertaining to the solicitation. Failure to do so shall be at Proposer's risk and expense. All extensions of the unit prices shown, and the subsequent addition of extended amounts, shall be verified by City. In the event of a discrepancy between the sum of the extended amounts and the bid total, the unit price shall govern (if applicable). The City reserves the right to add to or delete any item from a bid or resulting award when deemed to be in the best interest of the City.
- (d) **Subcontractors and Equipment Manufacturers.** Proposer may be required to submit, in writing, the names and addresses (and other material information) for any proposed subcontractors or equipment manufacturers identified in the Proposal. City reserves the right to disapprove any proposed subcontractor or equipment manufacturers whose technical or financial ability, resources, or experience are deemed (in the City's sole discretion) to be inadequate.
- (e) **Samples.** Samples of items when required, must be furnished free of expense to City and upon request, be returned to the Proposer at the Proposer's expense. Samples of selected items may be retained for comparison purposes.
- (f) **Right to Cancellation, Rejection, Disqualification, and Waiver.** City reserves the right to reject any bid where the prices appear to be unbalanced, and to reject any or all bids, or parts thereof, if it determines, in its sole discretion, that such rejection is in the best interest of the City. City reserves the right to cancel the bid in its entirety or waive any minor irregularity or technicality in bids received.
- (g) **Sole Proposer.** Where only a single responsible and responsive Proposal is received, City may, in its sole discretion, elect to conduct a price or cost analysis of the Proposal. Such Proposer shall cooperate with the City's analysis and provide such supplemental information as may be required. The determination whether to enter into an agreement with a sole Proposer shall be solely within the City's discretion and shall not be conditioned upon the City's performance of a price or cost analysis.
- (h) **Shortlisting and Oral Presentations.** In general, City wishes to avoid the expense (to the City and to proposing firms) of unnecessary presentations. Therefore, City will make every reasonable effort to rank/select firms based on written submittals alone. If no single top-ranked firm can be clearly identified by review of the written submittals alone, the City may shortlist Proposals and require those Proposers to make oral presentations, participate in interviews, or answer questions. These presentations, interviews, and questions will provide Proposers with an opportunity to demonstrate their qualifications, approach to the project, and ability to furnish the required services. City reserves the right in all instances to conduct personal interviews or require presentations of any or all Proposers prior to selection. City shall not be liable for any costs incurred by Proposers in connection with personal interviews or presentations (i.e., travel, accommodations).

- (i) **City's Selection Committee.** City's selection committee may consist of representatives from the City of Ocala, City Council members, and/or the Mayor. City reserves the right to adjust the makeup of the selection committee. Evaluation criteria and selection schedules will be announced either within the solicitation documents or with the posting of a Public Notice.

3.7. CONTRACT TERMS AND CONDITIONS. Please review the City's General Terms and Conditions prior to submitting a response to this Solicitation and expect for them to be included in any award resulting from this Solicitation. By submitting a response, Proposer acknowledges its acceptance of the Solicitation specifications, the City of Ocala's General Terms and Conditions, and any Special Terms and Conditions attached hereto without modification unless expressly stated in the submitted offer. If Proposer takes exception to any provision, Proposer must state the reason for the exception and state the specific contract language it proposes to include in place of the provision and upload said exceptions as part of Proposer's response to this Solicitation.

3.8. RIGHT TO PROTEST. Any actual Proposer or offeror that has submitted a Proposal for a particular procurement and is aggrieved in connection with the solicitation or award of the contract must protest in writing in compliance with the City of Ocala's Procurement Policy found at www.bidocala.com.

END OF SECTION