



City of  
**Mountain View**

REQUEST FOR PROPOSALS

FOR

ON-CALL SERVICES FOR INSTRUMENTATION AND SCADA

RFP NO. R251073

RFP ISSUE DATE: OCTOBER 15, 2024

**PROPOSAL DUE DATE AND TIME:  
FRIDAY, NOVEMBER 8, 2024, AT 5:00 P.M. PACIFIC TIME**

SUBMIT VIA EMAIL TO:

[ANKIT.SHARMA@MOUNTAINVIEW.GOV](mailto:ANKIT.SHARMA@MOUNTAINVIEW.GOV)

AND

[TINA.TSENG@MOUNTAINVIEW.GOV](mailto:TINA.TSENG@MOUNTAINVIEW.GOV)

**FOR QUESTIONS REGARDING THIS REQUEST FOR PROPOSALS,  
CONTACT THE POINT OF CONTACT (POC):**

ANKIT SHARMA, ASSOCIATE ENGINEER  
650-903-6283

[ANKIT.SHARMA@MOUNTAINVIEW.GOV](mailto:ANKIT.SHARMA@MOUNTAINVIEW.GOV)

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## I. BACKGROUND

- A. The City of Mountain View (City), incorporated in 1902, is a full-service charter city with a City Council/City Manager form of government and over 690 regular positions representing 14 departments. It is a municipal corporation of the State, located in Santa Clara County, California. The City is just over 12 square miles with a population of approximately 86,500 and has a General Operating Fund budget for Fiscal Year 2024-25 of approximately \$184.1 million.

The City's Supervisory Control and Data Acquisition (SCADA) system is a vital part of managing the City's infrastructure and ensuring the continuous and efficient operation of essential services, including water, stormwater, and sewer pump stations, as well as a landfill gas collection and control system (GCCS). The City's SCADA System allows for remote monitoring and control of these systems to ensure safety, reliability, and operational efficiency. The system is designed with redundancy to maintain uninterrupted service even in the event of hardware or software failure. The system includes automated control features that handle day-to-day operations and manual controls that enable City staff to intervene when needed.

### Key Features:

- **Redundancy and Reliability:** The system is built with back-up components and multiple layers of protection to ensure continuous operation during maintenance or unforeseen issues.
- **Alarm Notifications:** The SCADA system incorporates an alarm notification process, alerting City staff to any irregularities so that they can respond quickly and appropriately.
- **Automated and Manual Control:** While many processes are automatically managed, the system also allows for manual interventions, providing flexibility for City operators.
- **Monitoring and Reporting:** The system provides real-time data monitoring and detailed reporting to ensure that infrastructure performance remains optimal.

The City also follows industry standards and best practices for the security and management of the SCADA system, ensuring that appropriate measures are in place to prevent unauthorized access or tampering. The system undergoes regular updates and maintenance to meet operational and security needs.

The selected consultant will be responsible for providing technical assistance, maintenance, troubleshooting, and potential system upgrades across multiple sites and buildings. For security reasons, the specific details regarding the system's

technical architecture, communication protocols, and equipment configurations have not been included in public documentation. Interested proposers may contact the City's POC for more information.

B. PROJECT OVERVIEW

The City is seeking proposals from qualified consultants for "on-call" instrumentation and SCADA support and maintenance services for the City's infrastructure and facilities. The selected consultant shall assign a knowledgeable Program Manager with demonstrated experiences with GE iFix SCADA software, various PLCs and Sixnet RTUs to assist the City with troubleshooting and repairs of the City's SCADA system on an "as-needed" basis. The Program Manager and support staff shall perform an independent evaluation of the current SCADA system and make recommendations for future upgrades and maintenance.

Proposals are solicited in accordance with the terms, conditions, and instructions as set forth in this Request for Proposals (RFP).

**II. SCOPE OF SERVICES**

The scope of work, consultant selection process, and other related items are described in this RFP. The requested scope is the minimum needed to meet City objectives.

Proposers must provide a specific, well-developed scope of work for all tasks and are expected to incorporate their own expertise into the scope and propose modifications they deem necessary or advisable. Additionally, all work shall comply with all applicable codes, regulations, specifications, and guidelines governing this work.

The City has allocated approximately Two Hundred Fifty Thousand Dollars (\$250,000) to support basic services as described and additional unforeseen services.

The scope of services is divided into eight categories ranging from project coordination and analysis to construction services and system integration. The services to be provided by the Consultant for any one task may include some or all of, but not be limited to, those tasks listed below.

A. PRELIMINARY INVESTIGATION AND ASSESSMENT

- Visit project site and investigate existing site conditions to identify opportunities and constraints and to verify the presence of existing utilities and other conditions.
- Review and research data and reference material pertinent to the site, including, but not limited to, improvement plans, available right-of-way documents,

previous design plans, City Standard Provisions and Standard Details, and codes, ordinances, and policies pertaining to any proposed project designs.

B. ALTERNATIVES ANALYSIS

Provide recommendations for upgrades and maintenance needs and highlight opportunities for improvements to current activities and processes.

C. DESIGN SERVICES

- Develop and implement system architectures, communication networks, and integration strategies for new and existing facilities, ensuring reliability and scalability.
- Provide detailed design and programming for sensors, PLCs, RTUs, and control systems, optimizing performance for water, stormwater, sewer, and landfill gas operations.
- Design and customize user-friendly HMI graphics and interfaces for clear system visualization, control, and data analysis.

D. COORDINATION WITH CITY STAFF AND OTHER STAKEHOLDERS

- Meet with City Staff to review and discuss operational issues, system needs, and system integration for upcoming construction projects.
- Coordinate with other stakeholders including, but not limited to, San Francisco Public Utilities Commission (SFPUC), Santa Clara Valley Water District (Valley Water), Pacific Gas and Electric (PG&E), Shoreline Golf Operations, Bay Area Air Quality Management District, and telecommunication providers.
- Provide required training to City staff for new equipment.

E. OBTAIN PERMITS AND APPROVALS

- Coordinate with City staff obtain any necessary City permits (e.g., excavation permit, Shoreline Project Evaluation request, building permit) for proposed work.
- Coordinate with City staff to obtain necessary approvals from external agencies (e.g. PG&E, SFPUC, State Water Board, Valley Water, CalRecycle)

F. CONSTRUCTION SERVICES

If the Consultant is required to furnish and install the equipment, all nonprofessional work is subject to prevailing wage.

G. DOCUMENTATION AND RECORD-KEEPING

- Assist with maintaining accurate as-built documents for SCADA-related installations and modifications, including plans, system configurations, network diagrams, and maintenance logs.
- Update or provide technical manuals to document the completed changes.
- Provide training for City personnel on the operation and maintenance of SCADA systems, including new system features, troubleshooting techniques, and routine maintenance tasks.
- Ensure that City staff are well-informed of system changes and best practices, promoting self-sufficiency where feasible.

H. SYSTEM MAINTENANCE AND MONITORING

- Perform regular inspections, diagnostics, meter calibrations, and preventative maintenance for hardware, software, and associate communication systems.
- Assist with ongoing system monitoring to ensure the proper function of critical components, including, but not limited to the City's water, storm, and sewer pump stations, as well as the landfill GCCS.
- Provide remote and on-site support in response to system alerts, alarms, or faults, ensuring rapid response to minimize system downtime.
- Offer 24/7 emergency response services for urgent repairs to critical infrastructure components, including SCADA-controlled pump stations and landfill GCCS.

Any and all project deliverables shall be provided in appropriate electronic format (text, spreadsheets, photos, etc.) in addition to searchable PDF files.

### III. RFP PROCESS

#### A. INVITATION TO RESPOND

The City of Mountain View invites qualified Proposers (Proposer or Consultant) to provide proposals for on-call services for the City's various instrumentations and SCADA system. See Scope of Services, Section II, for detailed requirements. Proposals are solicited in accordance with the terms, conditions, and instructions as set forth in this RFP.

#### B. ISSUING OFFICE

The Public Works Department is the department issuing this RFP. Proposers who do not notify the Point of Contact (POC) with their contact information and the RFP number when contacting the City assume complete responsibility in the event that they do not receive communications prior to the closing date.

#### C. QUESTIONS

Please email the POC and [Tina.Tseng@mountainview.gov](mailto:Tina.Tseng@mountainview.gov) if there are any questions regarding the RFP solicitation and process. Respondents and individuals associated with their firm shall not contact City employees, their contractors, or elected City officials outside of the process identified.

1. Proposers are responsible for reading carefully and understanding fully the terms and conditions of this RFP. Please email any requests for clarification or additional information to the POC and [Tina.Tseng@mountainview.gov](mailto:Tina.Tseng@mountainview.gov) by the date listed in the RFP Schedule. Requests should contain the following: "Questions: ON-CALL SERVICES FOR INSTRUMENTATION AND SCADA RFP" in the subject line. It is incumbent upon Proposers to verify City receipt of their questions.
2. All questions will be answered in writing. Both questions and answers will be distributed, without identification, to all Proposers who are on record with the City as having received this RFP via an addendum. No oral communications can be relied upon for this RFP.
3. To the extent that a question causes a change to any part of this RFP, an addendum will be issued addressing such changes.

#### D. PROPOSED SCHEDULE

The following table outlines the City's proposed schedule of major activities related to the RFP distribution, proposal submission, evaluation, and selection processes. All

times referenced are in Pacific Time. The City reserves the right to amend the schedule as necessary.

	<u>Date</u>
1. RFP issued to prospective Proposers	October 15, 2024
2. Preproposal conference (Voluntary)	October 21, 2024
3. Last date for submission of written questions (5:00 p.m.)	October 25, 2024
4. Issue addendum/response to written questions	October 30, 2024
5. Proposal submission deadline (5:00 p.m.)	November 8, 2024
6. Potential interviews with proposers	Week of November 11, 2024
7. Contract award	December 2024

E. PREPROPOSAL CONFERENCE

A voluntary preproposal conference will be held on Monday, October 21, 2024, at the Shoreline Maintenance Building, located at 2612 North Shoreline Boulevard, from 9:00 a.m. to 10:30 a.m. Proposers are to email the POC by 5:00 p.m. on Thursday, October 17, 2024, to reserve a spot and provide the number of attendees. Latecomers may be excluded from the meeting.

F. CLARIFICATIONS

The City reserves the right to obtain clarification of any point in a Proposer's submittal or to obtain additional information necessary to properly evaluate a particular response. Failure of a Proposer to respond to such a request for additional information or clarification may result in rejection of the Proposer's proposal.

G. SUBMISSION OF PROPOSALS

1. Proposals shall be:
  - a. Submitted electronically to the POC and [Tina.Tseng@mountainview.gov](mailto:Tina.Tseng@mountainview.gov) and deliver four (4) hard copies to:

500 Castro Street, P.O. Box 7540  
Mountain View, CA 94039-7540

Include the following email subject line: "On-Call Services for Instrumentation and SCADA." Submit in the format set forth herein.



- b. Narrative Proposal shall be in Adobe PDF format and shall not be password-protected. It shall have a maximum length of ten (10) pages, excluding Cover Page (Attachment A), References (Attachment B), Exceptions (Section 7 on Page 8), curriculum vitae, bios, project schedule, legal, conflict of interest, and insurance information.
  - c. Made in the official name of the firm or individual under which the Consultant's business is conducted (including the official business address).
  - d. Submitted with Attachment A of this RFP, signed by a person duly authorized to submit a proposal to this RFP solicitation.
  - e. Addressed to the POC, as identified on the Cover Page of this RFP.
  - f. Accepted via mail or at the Public Works Department at Mountain View City Hall, located on the first floor at 500 Castro Street.
  - g. Submitted after reviewing the sample Consultant Agreement (Attachment C). This is the City's standard consultant contract, and no amendments to such will be allowed. Submission of a proposal will be considered an acceptance of such contract by the Proposer.
2. Proposal Format: The proposal shall, at a minimum, cover the following items. Proposal sections should be labeled to match the numbers below:

Narrative Proposal

- a. Section 1—Completed Cover Page, Attachment A.
- b. Section 2—Project Understanding, Proposed Approach, and Work Plan: Approach and work plan describing the proposed approach to fulfill the stated objectives, including:
  - An itemized list and description of tasks;
  - Approaches to working with City staff, stakeholders, and the community;
  - Quality assurance and quality control plan;
  - Proposed organization and staff assigned to lead each task;

- Guaranteed response times for communication and support staff dispatch, problem resolution times, location of personnel, and escalation procedures.
  - Deliverables associated with each task.
  - Detail your proposed responses to major system failures and after-hours support.
- c. Section 3—Firm Profile: Provide information on the firm’s size, local organizational structure, financial stability, firm capacity, and resources. Include similar information for all subconsultants participating in the proposal.
- d. Section 4—Firm Qualifications: Provide a brief description of similar projects undertaken within the past five (5) years by key staff assigned to this project, including:
- Summary of work performed;
  - Total project cost;
  - Firm role and percentage of work the firm was responsible for;
  - Time period; and
  - A brief statement of the firm’s adherence to schedule and budget for the referenced project.
- e. Section 5—Team Qualifications: Identify the name and title of the lead contact person and all key staff who will be assigned to this project and include their role in the project. Provide curriculum vitae for key consultant team personnel and brief bios for all other team members. Provide a description of their responsibilities and the percentage of time expected to be spent on this project.

As applicable, provide a list of subconsultants and describe how each subconsultant will be utilized on this project. Identify principal staff assigned to this project from each subconsultant and their responsibilities on this project. Show subconsultants in the project organization chart.

- f. Section 6—References: Provide the name, title, email, and contact number for a minimum of three (3) references from projects of similar

scope described in Section 4. References should preferably be from public agencies and shall be submitted on the form provided in Attachment B.

- g. Section 7—Exceptions: Discuss any exceptions or requested changes to the RFP requirements and conditions. If no exceptions are noted, it is assumed the Proposer will accept all conditions and requirements of the RFP.
- h. Section 8—Insurance Certificate: Provide a copy of evidence of insurance as requested, per the attached Sample Contract, Attachment C.
- i. Section 9—Legal Information: As applicable, submit a list of lawsuits filed within the past two (2) years against the firm or its principals alleging misconduct and/or negligence. Submit a list of claims within the past two (2) years against the firm’s Professional Liability insurance policy (errors and omissions), if any. Accompanying each (or either) list shall be a declaration by a principal of the firm indicating careful review of such lists and adding appropriate information concerning the current status or other disposition of the lawsuits or claims. This information may be submitted separately and confidentially, if so desired.
- j. Section 10—Conflict of Interest: Pursuant to Section 706 of the City of Mountain View Charter, no City officer or employee shall have a financial interest, either directly or indirectly, in any contract, sale, purchase, or lease to which the City is a party.

As applicable, submit a list of all projects (completed within the past three (3) years or currently under way) located within Santa Clara County. Accompanying such a list shall be a declaration by a principal of the firm indicating knowledge of and careful review of the subject matter and asserting freedom from conflicts of interest that might arise from relationships with parties that are involved in disputes with the City.

Additionally, for firms that are currently working on projects within the City for other private- or public-sector clients, submit a list of the project(s), including a broad description of the work being performed and the efforts that will be undertaken to separate this project from the other projects to avoid the potential for any conflict of interest.

- k. Section 11—Proposal Costs: Include the proposed costs to provide the services desired as well as any other cost and price information with a not-to-exceed amount. Include hourly rate schedule, outlining both standard on-call services and standby services, detailed below. Provide key staff titles/roles and billable hourly rates for all team members by title and/or

role, valid for the duration of this contract. Include an acknowledgment that the hourly rate schedule will be for the entire duration of the contract in the proposal. The City does not pay for services before it receives them. Therefore, do not propose contract terms that call for up-front payments or deposits.

All travel time, mileage, and per diem shall be included in the submitted proposal price. No additional reimbursements for travel, food, or other expenses shall be made by the City.

Standard On-Call Services:

- Please provide your hourly rates for standard on-call technician services. These services will be requested on an as-needed basis and invoiced based on actual hours worked.

Standby Services:

- Please provide a separate rate for standby availability. This will apply in situations where the technician is required to be available at a moment's notice but may or may not be called upon to perform work.
- The standby rate should reflect compensation for the period the technician is required to remain on standby, whether or not their services are utilized.
- Additionally, please specify any terms or conditions related to the standby service, including minimum standby periods or notice requirements for activation.

H. CLOSING DATE

Proposals must arrive at the location, date, and time identified on the Cover Page of this RFP in the format set forth herein. There will be no public opening of the proposals. The names of Proposers will not be released until after contract award.

I. LATE SUBMISSIONS

If mailing proposals, please allow sufficient mail delivery time to ensure timely receipt by the issuing office. Delivery of the proposals to the specified location by the prescribed time and date is the sole responsibility of the Proposers. Any proposal, modifications to proposals, or request for withdrawal of proposals arriving after the

closing date and time are late and will not be considered unless the City determines that accepting the late proposals would be in the best interest of the City, and:

1. If it was transmitted through an electronic commerce method authorized by the solicitation and it was received at the initial point of entry to the City's infrastructure not later than the specified time; or
2. There is acceptable evidence to establish that it was received at the City location designated for receipt of the proposals and was under the City's control prior to the time set for receipt of the proposals; or
3. It was the only proposal received.

J. ECONOMY OF PREPARATION

Proposers shall prepare each proposal simply and economically, providing a straightforward, concise description of the Proposers' offer and capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content.

K. PROPRIETARY/CONFIDENTIAL INFORMATION

Any information submitted with a proposal is a public record subject to disclosure unless a specific exemption applies. If a Proposer submits information clearly marked proprietary or confidential, it will be treated with the confidentiality to the extent permitted by law. However, it is the Proposer's obligation and expense to defend any legal challenges seeking to obtain said information. The City shall incur no liability due to release of information from a proposer labeled "proprietary" or "confidential."

L. PROPOSAL MATERIAL OWNERSHIP

All material submitted regarding and in response to this RFP becomes the property of the City of Mountain View and will only be returned to the Proposer at the City's option. Any person may review proposals after final selection and the contract award has been made. The City of Mountain View has the right to use any or all system ideas presented in reply to this request, subject to limitations outlined above in "Proprietary/Confidential Information." Disqualification of a Proposer does not eliminate this right.

M. MULTIPLE/ALTERNATIVE PROPOSALS

Proposers may submit more than one (1) proposal to reflect an alternative scope of work, project process, etc. However, only one (1) proposal should be identified as the Proposer's "PRIMARY PROPOSAL," and all others should be identified as

“ALTERNATIVE PROPOSAL.” To facilitate the evaluation process, the “ALTERNATIVE PROPOSAL” must follow the same format as the “PRIMARY PROPOSAL.” Alternative approaches will be given consideration if the approach clearly offers increased benefits to the City.

N. ACCEPTABILITY OF PROPOSALS

The City shall determine which Proposers have met the requirements of this RFP. Failure to comply with any mandatory requirement will disqualify a proposal. The City shall have the sole authority to determine whether any deviation from the requirements of this RFP is substantial in nature. The City may waive or permit to be cured minor irregularities or minor informalities in proposals that are immaterial or inconsequential in nature. Determination of acceptability of proposals shall be at the City’s sole discretion.

The contents of the response of the successful proposal will become contractual obligations for contract negotiations. Failure of the responder to accept these obligations in a contract may result in cancellation of further negotiations.

O. PROPOSAL EVALUATION AND SELECTION

1. A selection committee will evaluate the proposals submitted and assign each a ranking. Following are the evaluation criteria for the proposals, with the assumption that all minimum requirements have been met:
  - a. Understanding of City needs;
  - b. Effectiveness and clarity of project approach;
  - c. Qualifications and experience of the firm and project team in performing similar work for other public agencies;
  - d. Demonstrated success on previous projects of similar scope;
  - e. Adherence to the requirements of this RFP;
  - f. Any litigation brought against the firm;
  - g. Support offered: Guaranteed response time for communication and support dispatch;
  - h. Consideration of best overall project services for the available budget and total cost to the City;

- i. The Consultant's Quality Assurance and Quality Control Plan; and
  - j. Any other factors as solely determined by the City to be in the City's best interest.
2. Oral Interview: The City may evaluate proposals solely on the basis of each Proposer's written submittal, or the City may invite those consulting firms deemed to have submitted the best proposals to an interview with the selection team. The Proposer's key staff members should be in attendance.
3. Selection Process: Per City policy, the determination of the most qualified consultant shall be on the basis of demonstrated competence and qualifications for the type of services.

The City will check the references of the top-ranked consultants for such things as: record in accomplishing work in a timely manner for similar projects within budget; quality of work completed for the City or other public agencies; ability to work with City staff and the public; and outstanding litigation.

The City reserves the right to select, approve, recommend, or disapprove subconsultants at the City's discretion.

The City shall negotiate an agreement with the most qualified Proposer. If negotiations with such Proposer are unsuccessful, the City will negotiate with the second-highest-ranked firm. The selection process will be complete once a contract is executed. When the City has reached an agreement with a Consultant, all firms submitting a proposal will be notified of the results in writing.

P. CITY'S RIGHTS

The City reserves the unilateral right to cancel this RFP, in whole or in part, or reject any or all proposals submitted in response to this RFP when such action is determined to be advantageous to the City as determined solely by the City. The City also reserves the unilateral right to award a contract in whole or in part; to award a contract to one (1) or more Proposers; to waive or permit cure of minor irregularities; and to conduct discussions with Proposers in any manner necessary.

Q. EVIDENCE OF RESPONSIBILITY

Prior to the award of a contract pursuant to this RFP, the City may require the Proposer to submit such additional information bearing upon the Proposer's ability to perform the contract as the City deems appropriate. The City may also consider any information otherwise available, including, but not limited to, price, technical

proposal, and qualifications relative to ability, capacity, integrity, ethics, performance record, and experience of the responder.

R. INCURRED EXPENSES

The City will not be responsible for any expenses incurred by Proposers in preparing and submitting a proposal to this RFP.

S. NEWS RELEASES/ADVERTISING

News releases and/or advertising pertaining to this procurement or any part of the subject shall not be made without prior written approval of the City of Mountain View.

T. CONFIDENTIALITY

The Proposer shall instruct their employees and the employees of any subcontractors to keep as confidential information concerning the business of the City and the City's financial affairs, relations with City residents, and City employees as well as any other information which may be specifically classified as confidential by the City of Mountain View.

U. COMPLIANCE WITH DEPARTMENT OF INDUSTRIAL RELATIONS

The Consultant and their subconsultant(s) shall comply with Section 4 of the City's Standard Agreement.

V. LIVE SCAN

To be awarded a contract, the successful Proposer and all Proposer's employees working on City's projects must clear the Live Scan process.

- a. All Contractor's employees and subcontractor's employees servicing the City's account must be enrolled in the "Live Scan" fingerprint program, and the Department of Justice shall determine whether any individuals have been arrested or convicted of a violent or serious felony or have a pending criminal proceeding for a felony as defined in Section 45122.1 of the California Education Code. This report must be received and accepted by the City from the Department of Justice prior to the Contractor's employees and subcontractor employees beginning work. No Contractor, Contractor's employees, subcontractor, or subcontractor's employees shall commence or continue work without clearance from the Department of Justice.



- b. All required fees related to the Live Scan application process and other travel costs and time associated with security clearance will be the responsibility of the Contractor.
- c. The form is provided as part of this RFP as Attachment D. Appointments may be obtained from the Mountain View Police Department at 650-903-6344. Each applicant will make an appointment to obtain an application and to have fingerprints taken; charges will apply at this time (Fifty-Two Dollars (\$52) per applicant). The clearance process takes approximately two (2) weeks. After the clearance is given, an appointment should be made with the City's Facilities Division, who will issue photo Contractor ID badges.
- d. While they are on the premises, the Contractor's employees shall display photo ID badges at all times.
- e. Any new employees and subcontractor's employees, hired after contract execution, that will be servicing the City's account must also clear the Live Scan process prior to commencing work.

#### IV. AGREEMENT TERMS

- A. It is anticipated that the resulting agreement will be for a fixed one (1) year contract from January 1, 2025 to December 31, 2025 with an option to extend for an additional one (1) year fixed term at the discretion of the City, if applicable.
- B. The successful Proposer will be required to enter into a contract for services with the City and utilize the City's standard contract, Attachment C. **Please review the attached standard City contract for additional requirements, including Section 9, Business License, and Section 10, Insurance.**

#### V. ATTACHMENTS

ATTACHMENT A—PROPOSAL COVER PAGE

ATTACHMENT B—REFERENCES

ATTACHMENT C—SAMPLE CITY STANDARD CONTRACT

ATTACHMENT D—REQUEST FOR LIVE SCAN SERVICES FORM