City of Pacific
Request for Proposals

To provide Information Technology (IT) Support Services,
A Wide Area Network (WAN) and/or
Hardware

I.   **Introduction**

The City of Pacific Washington is soliciting proposals from qualified professional vendors for Information Technology support services, networking and hardware. The qualified vendor(s) will enable the City to significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize down time and support costs, ensure security of data, and maximize return on investment in IT.

Vendors are encouraged to submit proposals for providing IT Support Services, managing a WAN and supplying hardware however vendors are <u>not </u>required to submit proposals for all three sections in order to be considered.

II.   **Background Information**

The City of Pacific currently runs a virtual server – The City has approximately 40 employees including finance, police, community development, community services and public works departments. The workstations are running Windows 7/10 Professional. Workstations in City Hall are connected to the Virtual Server which is housed at the Sabey Data Center located in Tukwila, WA.

The City wishes to continue with the use of the off-site cloud based virtual server which it sees as the way of future networking.

III.   **Network**

The City is interested in proposals to continue with the currently established network. However, we recognize that certain security policies need to be set in place going forward to protect the City's resources.

Indicate cost and options for a self-managed network versus a fully managed network. Include options for bundles of Customer Premise Equipment with monthly cost per location.

Indicate experience in network installation and programming network systems.

IV. **Support Services**
The City is interested in proposals which would provide the following services:

1. Initial Assessment - With the assistance of city staff, compile an inventory of all information technology related assets, assess system assets and make recommendations for improved city-wide IT system performance.

2. Desktop Applications Support - Perform basic support functions including installation of PC's laptops, printers, and software; diagnosing and correcting desktop application problems, configuring laptops and desktops for standard applications and identifying and correcting hardware problems, and performing advanced troubleshooting. Establish automatic workstation backups. Install new servers, software and hardware and transfer data when acquired. Assist designated City personnel with software purchases as needed.

3. Server Administration Services - Manage computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Monitor server performance and capacity management services. Ensure scheduled preventive maintenance for equipment is promptly performed; develop back-up plans and procedural documentation. Confidentiality of information is vital. Following initial assessment and upon mutual agreement between vendor and the city, it may be determined that city staff may assist vendor in daily tasks such as new user set-up and maintenance, management of user logins and security, and monitoring of server performance.

4. Network Administration Services - Scope of activity includes all City network equipment including switches, firewalls, routers, and other security devices. The scope may also include primary installation and maintenance of printers, network copiers/scanners, etc. as deemed necessary. Monitor network performance and capacity management services.

5. Security - Maintenance of virus/malware detection, patch management and spam reduction programs on City servers, email and all other City computers, laptops and mobile devices. Provide email storage for public record requests. Perform security audits as requested and notify City personnel immediately of suspected breaches of security.

6. Strategic Planning – Assist in creation of appropriate IT policies for the City. Provide technical leadership for technology issues. Make recommendations for future purchasing and technology needs.

V. **Hardware:**

Hardware – Assist designated City personnel with hardware and software purchases as needed.

If vendor provides business level hardware, please include in the proposal the cost of three levels of workstations and an entry and mid-range server.

VI. **Submittal Requirements**

Letter of Transmittal – not to exceed one (1) page.
    Include:

a. Company name, address and telephone number (s) of the firm submitting the proposal.

b. Employer identification number.

c. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.

d. Provide a statement which includes the language "proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with the City."

General Vendor Information - not to exceed three (3) pages.
    Include:

a. Length of time in business

b. Total number of clients and total number of public sector clients

c. Number of full-time personnel in consulting, installation and training, sales, marketing, and administrative support. Identify names of key personnel who will actually provide the information technology services. Summarize the experience and technical expertise of these staff. The availability of the staff providing these services will be an important consideration.

d. Location of office(s) that would service our account

e. Describe your approach to providing services and your methodology for providing ongoing support.

f. Provide the name, title, address, and contact information of three (3) business clients for whom you have provided similar services with preferably at least one (1) being with a municipality of like size.

g. Provide information referencing the actual services provided to these clients, customer size (number of users), and the length of time you have provided services to them.

<u>Support Services – not to exceed three (3) pages.</u>
Please answer the following:

a.) Is help desk support available?
b.) When is support available? (indicate xx a.m. to xx p.m. and the days of the week)
c.) How are charges for support structured, documented and tracked?
d.) Describe your problem escalation process, including:
    i. Initial problem identification
    ii. Determination of priority and severity of problem
    iii. Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory
    iv. Indicate your response time goals and your statistics regarding meeting that goal

As a municipal government, City departments include those of Police and Public Works. Explain your familiarity and experience in the support of the specialized technology requirements of these departments. With the understanding that these departments operate on a 24/7 365 days per year schedule, what would your availability be in the event of any technology issues requiring immediate attention during any non-routine business hours?

Beyond the scope of this RFP, what services (related or otherwise) does your organization provide that could benefit and/or may be of interest to the City?

<u>Cost of Services – not to exceed two (2) pages.</u>
a. The proposal must include a fee schedule that indicates hourly rates for proposed services if applicable.
b. Describe how your services are priced, and any specific pricing you are able to provide.
c. Define any additional charges (e.g.travel expense)

All proposals must be itemized and include the per unit and total extended cost of items.
Any and all delivery, shipping, and insurance charges must also be listed. Where the quantity purchased effects the price per unit, the vendor is to indicate the price break points in relation to the number of units.

Alternatives, variations and exceptions must be clearly stated.

VII. **Evaluation Criteria and Process**
The City will evaluate proposals based on best value including relative merit, risk and value for the City. Selection shall be based on a combination of responsiveness, cost, experience, references, and time frame to deliver service. Award shall be made to the qualified

bidder(s) whose proposal is most advantageous to the City with price and other factors considered.

The City will utilize, at a minimum, the following criteria:

    Demonstrated company experience and key personnel experience
    Understanding of the City's needs and services to be provided
    (Responsiveness to RFP)
    Project approach
    Customer Satisfaction
    Cost – including labor where appropriate

The City reserves the right to negotiate with any vendor. The successful vendor(s) may be asked to participate in negotiations and be asked to make revisions to their proposals based on these negotiations. The City reserves the right to request additional written or oral information to supplement all written statements of qualifications or proposals.

The City is not obligated to accept the lowest cost or any other proposal.

The City may cancel the procurement at any time or reject any or all proposals in whole or in part choosing services from differing vendors that fit the needs and requirements for each City facility.

The City intends to initiate Support Services January 1, 2019 though it could be earlier.

The City plans to enter into an agreement for two years with the option to renew for two (2), two (2) subsequent year contracts (total five (6)) if advantageous to the City.

VIII.   **Proposal Submissions**
All proposals must include up to two (2) pages with information pertaining to the company, qualifications and experience.

This RFP does not commit the City to award a contract, to pay any costs incurred in the preparation of a response to this request, or to procure or contract for services or equipment.

In submitting a proposal, each vendor represents that they have read and understand these requirements.

IX.   **Bid Packages**
Sealed proposals must be clearly marked "RFP – Information Technology Support Services" and received by the office of the City Clerk, Amy Stevenson-Ness, at City Hall located at 100 3rd avenue SE, Pacific, WA 98047, no later than 12:00 noon on June 29, 2018.

No proposals will be accepted by facsimile.

The City of Pacific assumes no responsibility for delays caused by the U.S. Postal Service or any other delivery service to include email. Late proposals will not be accepted.

The awarded vendor(s) to include sub-contractors will be required to register as a business in Pacific. This pertains to any business selling a product or providing a service of any kind, even if the business location is not within the city limits. Fees due to the City will be required payment prior to execution of contract. Applicants must also provide a statement from the Department of Revenue stating no taxes are due.

The City does not employ a staff member to provide IT services. Requests for clarifications may be directed to City Administrator Richard Gould: rgould@ci.pacific.wa.us no later than May 25, 2018. Answers will be provided by May 31, 2018.

The City of Pacific is an equal opportunity employer and provider and encourages all qualified individuals and firms to respond.

City of Pacific Locations

<u>City Hall</u> – 100 3rd Avenue SE
        16 employees

<u>Police Department</u> – 133 3rd
        Avenue SE
        12 employees

<u>Public Works</u> – 224 County Line Road
        7 employees plus seasonal workers