

# City of Madras

## Request For Proposals

### Information Technology Support Services

Issued Date: May 19, 2011

Due Date July 1, 2011

#### 1. Introduction

The City of Madras (City) is soliciting proposals for qualified professional individuals and/or companies (Consultants) to provide Information Technology support services. The qualified Consultant will enable the City to significantly improve information technology (IT) effectiveness, enhance its quality of service, minimize its support cost, and maximize return on investment in IT support. The nature of the service will be ongoing support and coordination of this system to ensure proper implementation of new technologies, general maintenance and troubleshooting of the system. It is the general intent of the City that the independent consultant will perform routine maintenance and updates to the system, as well as providing a needed resource for both the end user of the system and management staff.

#### 2. Background Information

The City of Madras currently has computer hardware equipment located in four primary locations. These facilities consist of City Hall, Police Department, Public Works and Wastewater Operations. Throughout these facilities the City maintains approximately 38 Dell desktop and laptop computers, 3 Dell servers, 3 network printers, one HP Design Jet 800 plotter, approximately eight surveillance cameras, firewalls, routers, and a variety of peripheral equipment. Current desktop computer operate off of either Windows XP or Windows 2007 while the 3 servers operate from Windows 2008 and Windows 2000.

#### 3. Scope of Work

The primary scope of work is to provide on demand support, routine preventative maintenance service and recommendations for improving existing systems and providing technical support for future designs and purchases of equipment, software, and licenses agreements. The consultant shall provide a detail written report within 45 day of commencement of the contract and by January 15<sup>th</sup> for each year of the contract, an analysis of the City's computer infrastructure and recommendations to improve the City's entire computer network and recommendation for computer hardware, software and licenses agreements. The consultant shall establish and maintain the City's independent email account and ensure employees can appropriately establish and maintain an email account.

Below is a detailed list of services to provide to the City of Madras regarding IT support and services:

**A. Initial Assessment**

Inventory all computer hardware, software and peripheral IT devices and equipment owned by the City. This analysis will ensure that all license agreements are current, evaluate equipment efficiency, life expectancy, capacity, speed, and current process and make recommendations for improving the City's IT infrastructure system. A report on the initial assessment shall be submitted to the City within 45 days of accepting the contract and due annually by January 15th of each year of the contract.

**B. Desktop Applications Support**

Perform basic support functions including installing desktops, laptops, PDAs, network printers and stand alone printers as well as other computer peripherals and office automated software. Consultant will diagnose and correct desktop applications problems, configure all computers for standard applications and identify and correct end user hardware problems and performing advanced troubleshooting. Update and maintain an inventory of all computer related hardware and software and make available to City staff upon request.

**C. Server and Workstation Administration Services**

Manage computer network and associated hardware, software, communications and operating systems 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. The consultant shall be responsible for configuration management, including changes, upgrades, patches, etc. management of user login's and password security is documented; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.

**D. Network Administration Services**

Maintenance and support of network equipment, including switches, firewalls, routers and other security devices are included. Installation and maintenance of printers, scanners, network devices and any other computer peripherals computer devices. Analyze routine configuration changes and install software patches and upgrades as well as minor cabling if needed. Design alert notifications to designated City personnel in the event of failure. Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached. Network performance and capacity management services, and network troubleshooting. Maintain network documentation and procedures.

#### **E. Email**

The consultant shall manage the City's email account and ensure domain name is established properly. The consultant shall be responsible for adding, deleting or changing employee email accounts of city employees and ensure that each email account is working efficiently and effectively free of uninterrupted errors, and ensure that each individual email account can maintain ample server space so that employees may store several years of email data. An email account notification shall be established for reporting IT maintenance problems or needed support. This account will be directed to both the finance department and to the consultant and will serve as a record log for all IT support calls.

#### **F. Security, Backup Efforts and City website**

The consultant shall ensure that all city servers, desktops and laptops are protected by antivirus software and that adequate firewall are in place to prevent unwanted intrusion into the City's computer network system. Systems shall be designed to notify City employees when system securities are breached and or when system hardware is not operating efficiently. The consultant shall perform security audits as requested and notify City personnel immediately of suspected breach of security or intrusion detection. Backup system shall be established to prevent loss of data and functionality. The consultant shall configure City system to enable remote access in a secure environment and provide remote access administration as requested by designated City personnel. The Consultant shall provide support and maintenance service for the City's website.

#### **G. Strategic Planning**

The consultant shall engineer, plan and design services for major system enhancements, including installations and upgrades of new and existing systems. Examples include major server upgrade, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchases of hardware, software and technology needs. Install new servers, software and hardware and transfer data when acquired. Strategic planning, design and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema design, installation of core network devices, etc.

#### **F. On Demand Response**

The consultant shall offer on-demand response to the City's IT request. The consultant shall have access and be available during the City's normal business hours. The consultant will be expected to perform maintenance service after hours and on weekends in situations which would least likely disrupt City staff during regular business hours. The consultant will be expected to guarantee a 2-hour response time for emergency situation.

#### **4. Confidentiality**

Confidentiality of computer information and data is vital. The selected consultant and their employees will be required to sign and adhere to a confidentiality clause that information in the system must remain confidential under penalty of law. And the consultant agrees that the City may perform a criminal background investigation on any consultant employees who have access to the City's system and the consultant will provide requested employee information when requested by the City.

#### **5. Miscellaneous**

The consultant will be permitted to perform some routine procedures remotely however the consultant will be expected to perform on site visits both for routine preventative maintenance and on demand response. All on-demand requests will be coordinated through the finance department either through the Director of Finance or his delegate.

#### **6. Submission Requirements**

The City is requesting that the proposal submitted address the fore mentioned subjects with specificity. We are looking for content, organized effort, and solutions-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective informational technology system.

The contract to be awarded does not obligate the City to purchase computer equipment, hardware devices, cabling, licenses, software etc. from the successful vendor. Replacement parts are not part of this contract. The scope also does not include computer equipment and networks not owned by the City.

Due to the nature of this process, it is requested that each proposal be brief and to the point and consist of no more than ten pages. Each proposal shall provide the following information:

**Letter of Transmittal** - The letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following statements and information:

1. Company name, address, phone number(s), and website.
2. Name, title email address and phone number of the person to contact and who are authorized to represent the firm and to whom correspondence should be directed.
3. Federal and State taxpayer identification number of the firm.
4. A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.
5. Letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
6. A statement indicating that the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal due date, and will become part of the contract negotiated with the City.

**Profile:**

Provide a short profile of the firm including at a minimum the following:

1. Length of time in business.
2. Length of time in providing proposed services.
3. Number of clients.
4. Number of clients in the public sector.
5. Number of full-time employees and areas of involvement: Technical Support, Programming, Consulting , Sales Support, Administrative Support.
6. Location of office to service the account.
7. Please provide a resume of each employee that will be servicing this account.

**Proposal:**

1. Describe the approach the firm will use in providing the services required and the methodology for providing on-going support.
2. Describe how your firm is positioned to provide the services listed above and provide a history of experiences on providing similar services.
3. Provide the name, title, address and phone number of at least three references of clients, whom similar services have been provided, including information referencing the actual services performed, number of users, and length of tenure.
4. Support services questions to address:
  - a. Is help desk support available?
  - b. When is support availability? (days of the week and time as well as evening and weekend support)
  - c. Do you provide a toll free phone number to accesses support help?
  - d. Structure of charges for support( ongoing preventative maintenance fee verses on demand calls and consultant services)
  - e. Steps for resolving problems escalations
  - f. Final authority regarding conflicts
  - g. Response time and goal for resolving problems.
5. Scope of services beyond the RFP that the firm provides which may be of interest to the City.
6. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the service.

7. Explanation of any contract termination of default or other incident in the past five years. Termination of default is defined as notice to stop services to non-performance or poor performance, and issue was either litigated or not litigated. If default occurred, list name, address, and phone number of the party. If NO such termination occurred for default then declare no such event took place. The City will evaluate the facts, and may, at its sole discretion, reject the vendor’s proposal.
  
8. Cost of Services
  - a. The proposal must contain a fee schedule that includes hourly rates for proposed on demand calls with a fixed monthly rate for ongoing preventative maintenance services
  - 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)
  
9. Proposal Summary  
Summarize your proposal and your firm’s qualifications. Additionally you may articulate why your firm is pursuing this work and how it is uniquely qualified to perform the services. Include other pertinent information that helps the City determine your overall qualifications.

**Evaluation Criteria and Process**

A selection committee will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria:

Criteria	Points
Experience	1-10
Understanding of services to be provided	1-10
Personal experience	1-10
Project approach	0-5
Satisfaction of clients and end users	0-5
Presentation of proposal (clarity & creativity)	0-5
Proposal lowest cost	5-1
Maximum Total Point	50

**RFP Timeline**

<b>Event</b>	<b>Date</b>
RFP Issued	May 19, 2011
Optional Walkthrough	June 23, 2011 10:00am City Hall
Deadline for RFP Submission	July 1, 2011
Invertviews	July 13, 2011
Contract is Signed and Service Begins	July 26, 2011

**Deadline for Submission of Proposal**

Provide eight (8) copies of the proposal to the Madras City Hall, by 5:00 p.m. pacific standard time on Friday January 14, 2011. Late proposals will not be accepted. One (1) copy should be submitted as a loosely-bound reproducible copy. All copies of the proposals must be under sealed cover and plainly marked as "Information Technology Support Services Proposal." Proposals shall be delivered or mailed to :

**City of Madras**  
**IT Support Service Proposal**  
**71 S.E. D Street**  
**Madras, OR 97741**

Any questions regarding this proposal are to be submitted to:

**Tammy McHaney**  
**City of Madras**  
**71 S.E. D Street**  
**Madras, OR 97711**  
**541-475-2344**  
**tmchaney@ci.madras.or.us**

## Disclosure

1. The City's Council reserves the right to reject any and all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in the City's Council's sole judgment, best meets the requirements of the project.
2. The RFP creates no obligation on the part of the City to award a contract or to compensate the proposer for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews (if held). The City reserves the right to award a contract based upon proposals received without further discussion or negotiation. Proposers should not rely upon the opportunity to alter their qualifications during discussions.
3. The City further reserves the right to make such investigations as it deems necessary to determine the ability of proposers to furnish the required services, and proposers shall furnish all such information for this purpose as the City may request.
4. Proposers must specifically identify any portions of their submittals deemed to contain confidential or proprietary information, or trade secrets. Those portions must be readily separable from the balance of the proposal. Such designations will not necessarily be conclusive, and proposers may be required to justify why the City Council should not, upon written request, disclose such materials.
5. The vendor awarded said contract will be subject to the City's business license as required in the City's municipal code.
6. Best and Final offers: The City may, at its sole option, either accept a vendor's initial proposal by award of the contract or enter into discussion with the vendors whose proposals are deemed to be reasonably susceptible of being considered for award. After discussion are concluded, a vendor(s) may be allowed to submit a "Best and Final Offer" for consideration.
7. The City of Madras is an equal opportunity provider.