

CITY OF WATERFORD



REQUEST FOR PROPOSAL

Information Technology Support Services

Proposals Due August 1, 2017 @ 3:00PM

**City of Waterford
101 E Street
Waterford, CA 95386
(209) 874-2328**

INTRODUCTION

The City of Waterford is requesting proposals from qualified, professional technology vendors for Information Technology Support Services. The qualified vendor will provide technical support, assistance, hardware and software troubleshooting, system preventive maintenance and system maintenance and will maintain an inventory of hardware and software.

The City will require support at City Hall and City remote locations as needed. The IT service support is typically required during standard City operating hours, 7:30 to 5:30 Monday through Thursday and 8:00 to 5:00 on Friday. Technical assistance may also be required before City Council and Board, Committee and Commission meetings in the evening.

MAILING OR ELECTRONIC SUBMITTAL INSTRUCTIONS

City of Waterford
101 E Street
Waterford, CA 95386

Electronic submittals may be sent directly to Miranda Lutzow at mlutzow@cityofwaterford.org.

INQUIRIES/QUESTIONS

Questions pertaining to the RFP should be directed to Miranda Lutzow, Administrative Services Director at her email address, mlutzow@cityofwaterford.org. **Inquiries by telephone or in-person will not receive a response.**

PROPOSAL SUBMITTAL

Proposals are due no later than 3:00p.m., and must be received by that time on the due date. Proposal postmark dates and times will not be considered as meeting that deadline. Proposers must submit three (3) copies of their proposal to the address shown under “Mailing or Electronic Submittal Instructions” above. The City is not responsible for proposals that are delinquent, lost, mismarked, sent to an address other than that given above, or sent by mail or courier service. The City reserves the right, after opening the proposals, to reject any or all proposals, or to accept the proposal(s) that in its sole judgment is (are) in the best interest of the City.

Upon receipt of proposals, each consultant shall be presumed to be thoroughly familiar with all specifications and requirements of this proposal. The failure or omission to examine any form, instrument or document shall in no way relieve consultants from any obligation in respect to this proposal.

PROJECT SCHEDULE

| | |
|------------------------|-----------------|
| Release of RFP | July 7, 2017 |
| Proposals Due | August 1, 2017 |
| Proposal Review | August 3, 2017 |
| Interviews | August 8, 2017 |
| Council Approval/Award | August 17, 2017 |

BACKGROUND INFORMATION

The City of Waterford does NOT have an IT Department and is currently using an outside vendor service to provide maintenance and support on an as needed basis for employees.

There is one server being utilized throughout the City's departmental infrastructure. There are also approximately 19 PCs in the departmental areas to be covered under the service and support agreement with the successful vendor. These PCs are located throughout 3 different buildings. These PCs vary by manufacturer, aging, specifications, software, and service pack versions. Windows 7 Professional is the prevalent operating system used on the workstations.

INFORMATION TECHNOLOGY OUTSOURCING OBJECTIVES

Through this RFP, the City is striving to create an IT outsourcing relationship(s) which will:

- Provide the best value possible for the work being performed;
- Offer key vendor support of the technologies in place at the City;
- Meet Residents', City Council and Staff business technology needs by maintaining technology that is up to date, secure, efficient and productive;
- Maintain or improve policies and standards defined by the City;
- Maximize the return on City information technology investments;
- Optimize IT systems, applications, across the City platforms;
- Provide access to value-added resources;
- Assist in planning for future IT infrastructure and services to meet the City's changing business needs;
- Implement new agreement(s) with a transition plan(s) that ensure minimal disruption to City operations;
- Allow for open communications between selected service provider(s), City Staff, leadership and departments.

SERVICES REQUIRED

A. Initial Assessment - Review of the inventory, create network diagram, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted by November 1st, 2017 and each November 1st as long as the contract is in force. This is to allow for necessary budget planning for the upcoming year.

B. Desktop Application Support - Performance of basic support functions, including the installation of PC's, laptops, mobile devices, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PCs, laptops and mobile devices for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all related computer related hardware, to make available to City personnel upon request; and implementation of HELP Desk procedures under policy constraints of the successful vendor.

C. Server and Workstation Administrative Services Management of network and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems. Scheduling of preventive maintenance for equipment in the areas of coverage properly and promptly performed; maintenance of records for all HELP Desk tickets for on-site visits, remote support and telephone support available; development of operations and quality assurance for backup plans and procedures. Configuration management, including changes, upgrades, patches, etc. is maintained; management of user logins 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 is included. Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notifications in case of failure of equipment. Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting are required.

E. Email, Security and Backup Efforts - Maintenance of City email accounts using the City domain, adding, changing, and/or deleting City employee accounts as requested; maintenance of virus detection programs on the City servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the City designated person are required. Configuration of the City systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the City Designee is required. Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email, and the like; program to restore systems and data if servers and/or computers go down, are required.

F. Planning

Engineering, planning, and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary. Installation of new equipment, software, and transfer existing data when acquired, will be needed.

G. Not Included

The contract to be awarded does not obligate the City to purchase computer equipment, hardware devices, cabling, licenses, software et al. from the successful vendor.

PROPOSAL CONTENT

The City of Waterford requires the proposer to submit a concise proposal clearly addressing all of the requirements outlined in this RFP. A copy of the proposal shall be submitted and shall be organized in an easy-to-follow format. Proposals should be limited to ten (10) 8 ½" x 11" pages (including the cover letter and resumes). Lengthy proposals may not be well received.

Proposal must include, at a minimum, the following sections:

- **Cover Letter** : A brief summary containing highlights of Firm's proposed approach to the services described in the RFP, including a statement of its understanding of the project and

services required, signed by an individual authorized to bind the proposing firm stating the firm has read and will comply with all terms and conditions of the RFP.

- **Background on Firm:** A brief description of the firm including the size of the organization, location of offices, years in business, length of time in providing similar services, organizational chart, name of owner and principal parties, identification of key personnel, including their experience, expertise, training and whether they are full-time or part-time employees or independent contractors. Also identify whether there will be a single person designated as the primary service provider.
- **Statement of Understanding and Approach:** Discuss and describe the firm's experience working on similar projects and provide a statement of the services your firm feels differentiates your firm from others. Additionally, as a part of this summary, identify the responsibilities of the City of Waterford and the responsibilities of the firm.
- **Scope of Work:** Provide a description of the approach the vendor will use in providing the requested services, including anticipated time devoted to on-site support, a description of services including what support can be provided on-site vs. "help desk" support, the response time and goal for resolving problems, and support availability (days of the week and times); scope of services beyond those listed herein that the firm provides which may be of interest to the City of Waterford.
- **References:** Provide a list of current clients including local government agencies. Also, indicate any contracts terminated in the last 5 years for non-performance, poor performance, and whether or not the issue was litigated. If so, provide a brief explanation.
- **Additional Information:** The City of Waterford has outlined the requirements of this project in as much detail as is currently known. Respondents may add information not requested in this RFP, but the information should be in addition to, not instead of, the requested information and format. Please provide any exceptions, additional information, or suggestions that will aid in the selection process (attachments are acceptable). Please keep these as **brief** as possible.
- **Cost Estimates of Consulting Fee:** The vendor may submit a fixed fee service contract for a twelve month period, with an option to renew for a second twelve months. Vendors must list, specifically, any services which would NOT be covered in a fixed fee and how the vendor would be compensated for those services.

EVALUATION CRITERIA

The City of Waterford intends to engage the most qualified firm available for this assignment. It is imperative the consultant's proposal fully address all aspects of the RFP. An evaluation committee comprised of City staff will be established to evaluate proposers' responses to each of the RFP requirements. Proposals should be complete on their face. However, after opening of responses, the City of Waterford reserves the right to waive irregularities in any proposal and/ or, to request clarifying information it deems appropriate from one or more respondents.

The City of Waterford will be awarding based upon a number of criteria evaluated based upon the proposal. Responses shall be reviewed on these critical factors with the indicated relative importance factors:

1. Company experience, certifications, expertise, references from similar government agencies
2. Client-Relationship approach
3. Service levels
4. Past performance records
5. Costs

While cost is a key consideration, the City reserves the right to choose the best proposal, which may not be based on price. The committee will interview vendors of the top proposals.

After evaluating the proposals, the City of Waterford reserves the right to further negotiate the proposed work and/or method and amount of compensation. The respondent must clearly state the period of time for which the proposal will be valid. This period must not be less than Ninety (90) days from the date of submittal.

ADDITIONAL INFORMATION

- The City will not reimburse the RFP respondents for any costs involved in the preparation and submission of proposals nor to prepare for and attend interviews.
- This RFP does not obligate the City to award a contract or accept or contract for any expressed or implied services.
- City reserves the right to reject or accept any and all proposals, and to waive informalities and minor irregularities in any proposal reviewed.
- City reserves the right to request any firm submitting a proposal to clarify its proposal or to supply additional material deemed necessary to assist in the selection of a consultant, and to modify or alter any of the requirements herein.
- In an attempt to reach an agreed upon contract by both parties, City reserves the right to negotiate with the proposer selected by the committee. If the parties cannot negotiate a contract, City reserves the right to negotiate with other proposers, or make no award of this RFP.
- In the event that the proposal guidelines change materially, all respondents who submit a proposal will be given an opportunity to modify their proposal in the specific areas that are impacted.
- Further, City may reject any proposal which does not conform to the instructions contained within this RFP.

CONFLICT OF INTEREST

By submission of a proposal, Consultant warrants and covenants that no official or employee of the City, nor any business entity in which an official of the City has an interest, has been employed or retained to solicit or assist in the procuring of the resulting contract, nor that any such person will be employed in the performance of such contract without immediate divulgence of such fact to the City.

INSURANCE

Insurance coverage for proposed services shall include general liability and property damage insurance that shall include automobile liability insurance in a combined single limit of not less than \$1 million

dollars. Professional Liability Insurance (E&O) coverage of \$2 million is also required. The selected firm shall provide within ten (10) days after the notice of award is issued a copy of their existing liability insurance certificate naming City of Waterford and its officers and employees as an additionally named insured on said policies, confirmation of worker's compensation coverage, and a copy of their Professional Liability Insurance certificate. Such insurance coverage shall be maintained in full force and effect for the duration of the Contract and must be in a form satisfactory to the City.

GENERAL CONDITIONS

1. *General Information*

The City of Waterford, California will receive bids at its office located at City Hall, 101 E Street. Bids shall be submitted as previously outlined in "Proposal Content."

2. *Interpretation of Bids*

Should a bidder find discrepancies in, or omissions from the specifications, or should bidder be in doubt as to their true meaning, bidder may submit to the City Manager a written request for an interpretation thereof prior to the bid opening. The person submitting the request shall be responsible for its prompt delivery. Any interpretation of, or change in the proposed documents will be made only by an addendum issued to each person to whom specifications have been issued, and shall become part of any contract awarded. The City will not be responsible for any other explanation or interpretations.

3. *Addenda*

The City reserves the right to amend this RFP prior to the proposal due date. Any substantive interpretation, correction or change of the proposal documents shall be made by written addendum. Unless otherwise specified the addendum will be posted to the City of Waterford web-site www.cityofwaterford.org.

It is the proposer's responsibility to visit this web-site to insure that they have received all important addenda or revisions to the Request for Proposal prior to bidding.

Interpretation, corrections or changes of the proposal documents made in any other manner shall not be binding. Such interpretations, corrections or changes shall not be relied upon by proposer. Any addenda shall be issued by the City within a reasonable time prior to the proposal date. Any addenda issued by the City during the time of bidding shall be covered in the bid and shall be made a part of the contract.

4. *Bid Openings*

Bids shall be delivered to the City of Waterford on or before the day and hour set for the opening of bids in the published Notice to Bidders. A bidder may withdraw his bid, either personally or by written request, at any time prior to the scheduled time for opening of bids.

5. *Late Bids*

Any bids received after the scheduled time of opening will be noted as received, but they will not be opened or considered.

6. *Payment Terms*

Partial payments will be made as the work progresses at the end of each calendar month, or as soon thereafter as practicable on estimates made by the Contractor and as approved by the City, provided that the Contractor is performing the overall job in a diligent manner. In making

partial payments, there shall be retained ten percent on the amount of each estimate until final completion and acceptance of all the Work.

Upon completion and acceptance of the Work the City shall certify that the Work has been substantially completed and accepted under the conditions of this Contract. The entire balance found to be due the Contractor, including the retained percentage, but excepting such sums as may be lawfully retained by the City, shall be paid to the Contractor within 30 days after formal acceptance of Work by the City Council.

7. *Assignment*

No assignment by the contractor or any contract to be entered into hereunder or of any part thereof, except of funds to be received there under by the contractor, will be recognized by the City unless such assignment has had the prior written approval of the City.

8. *Fiscal Year*

Obligation for payment of any contract beyond the current fiscal year end is contingent upon the availability of funding from which payment can be made. No legal liability shall arise for payment beyond June 30 of the calendar year unless funds are made available for such performance.