



## REQUEST FOR PROPOSALS

### Information Technology Support Services

**RELEASE DATE:** November 3, 2017

**DUE DATE:** November 17, 2017 at 3:00 PM PT

#### INTRODUCTION

The City of Sammamish, Washington invites proposals from qualified firms to provide information technology services to support the City's in-house IT Department. The ideal firm will have experience providing IT support to local government organizations.

**The deadline for submittal of proposals is November 17, 2017 at 3:00 PM, Pacific Time.**

One hard copy and one electronic copy (on a CD or USB drive) of the proposal must be mailed or hand delivered to the RFQ Delivery address listed below no later than the deadline. All proposals must be sealed in an opaque envelope and clearly marked "Information Technology Support Services." The official clock for submissions is located at City Hall (address listed below). Vendors accept all risks of late delivery of mailed proposal regardless of fault. Proposals delivered after the posted deadline will not be considered for selection. No faxed or emailed proposals will be accepted.

RFQ Delivery Address:

Sammamish City Hall

Re: Information Technology Support Services

801 - 228th Ave SE

Sammamish, WA 98075

## BACKGROUND

The City's IT Department provides centralized support for 114.75 full time employees and multiple part-time, limited term, contract and seasonal employees. These employees work out of the City's two primary locations - City Hall and the Maintenance Building.

IT services operate in a hybrid environment of cloud-based and local-based network operations, backup, recovery and storage. In addition to direct employee computing support via IT helpdesk operations, IT support services also include website administration, web application development, mobile device management, deployment and administration, wireless network administration, security and access. IT support services also include audio-visual support of public meetings, cable TV programming and online streaming.

The City's IT Department is composed of the following 4 staff positions:

- Sr. Information Systems Manager (1.0 FTE)
- Network Administrator (1.0 FTE)
- IT Support Specialist (1.0 FTE)
- Webmaster (1.0 FTE)

The City's network operating system is Windows Server 2008/2012 and the desktop operating system is Windows 10 with some Windows 7 virtual machines. The data backbone is gigabit Ethernet.

The City's telephone system is Mitel, supporting 125 phone sets. It includes voice mail and the carrier is Allstream.

The following table identifies the City's major systems:

Function	System	Notes
Financials	Springbrook	Evaluation of future system replacement (current production system has been acquired, minimal support).
HR	None (Manual)	HR is evaluating business requirements for system evaluation and potential purchase.
Permitting	TrackIT	Version upgrade is being evaluated for 2018.
Maintenance Management	Cityworks	Re-implementation of Cityworks is underway.
Records Management	Exchange Barracuda-archiver	In production - evaluating changes to archiving and search efficiency solutions.
Parks Registration	Class Software	Evaluating potential new solutions.
GIS	ESRI	Mature GIS Program - continued work on interface with ArcGIS for broader access and visibility of data.
Desktop & Email	Microsoft	In planning stages for Office 365.

## **SCOPE OF SERVICES**

The City invites proposals from qualified firms to provide information technology services to support the City's in-house IT Department. The ideal firm will have experience providing IT support to local government organizations. The City anticipates these services may be needed for a minimum of one year, although possibly longer depending on the effective performance of an executed contract.

The nature of the service will be ongoing support and coordination with the in-house Information Technology (IT) staff to ensure proper implementation of new technology, planning for future improvements, general management and operation, along with maintenance and/or troubleshooting of existing systems. The firm chosen will need to work closely with a variety of departments within the organization, providing support as needed or instructed. Due to these diverse needs, the City will need access to individuals on the consulting team with experience in a variety of IT specialties.

The selected firm will provide general professional services on an as-needed basis primarily during normal business hours: M-F 8:00 a.m. to 5:00 p.m. However, a knowledgeable representative must be available to support off-hours IT related requests to assist with troubleshooting or system administrative functions running during non-normal business hours.

Please note that this description of the scope of services is intended to provide a general overview of the essential information technology issues confronting the City and is not intended to be exhaustive.

## **PROPOSAL REQUIREMENTS**

Proposals shall be a maximum of 15 single-sided pages and include the following information:

1. Cover letter summarizing the proposal and the firm's qualifications as they relate to the scope of work.
2. Brief description of your approach to providing these services and your methodology for providing on-going support.
3. Description of the Project Team. The names, title and qualifications of the individuals who will be conducting the work on this assignment, including their experience and projects in which they had "hands on" responsibility.
4. Schedule of hourly billing rates. Define any additional charges not listed in the schedule of billing rates.
5. Description of three projects completed in the previous five years that demonstrate the respondent's experience in troubleshooting and delivering comprehensive IT solutions for municipalities or similar private sector organizations. Include names and contact information for the point(s) of contact for each project.

All costs for developing proposals in response to this RFP are the obligation of the consultant and are not chargeable to the City.

## SELECTION CRITERIA

Proposals will be evaluated based on the following criteria:

Evaluation Criteria	Weight
Staff expertise and overall experience of personnel assigned to the work.	15
Thoroughness and understanding of the tasks to be completed. Overall content quality and responsiveness to RFQ requirements.	25
Background and experience with similar projects (particularly within the public sector).	30
Cost.	30
<b>Total</b>	<b>100</b>

## SCHEDULE

The following is an outline of the selection procedure and a *tentative* time schedule:

EVENT	DATE
Release RFP	November 3, 2017
Deadline for submission of proposals	November 17, 2017 at 3:00 pm
Proposal evaluation complete	December 1, 2017
City interviews short-listed firms*	Early December 2017

\*The City reserves the right to select a firm from submitted proposals alone.

## CONTRACT

Upon selection of a consultant, the City intends to enter into an agreement using its standard Consulting Services Agreement, which shall be used to secure these services. See **Attachment A** for a sample contract.

## DISCRETION AND LIABILITY WAIVER

The City reserves the right to reject all proposals or to request and obtain supplementary information as may be necessary for City staff to analyze the proposals pursuant to the consultant selection criteria listed above.

The consultant, by submitting a response to this RFP, waives all right to protest or seek any legal remedies whatsoever regarding any aspect of this RFP.

## **CONTACTS**

All communication concerning this RFP should be directed in writing to the RFP Coordinator listed below. Any oral communications will be considered unofficial and non-binding on the City.

Aaron Antin  
Assistant City Manager, Finance & IT Director  
801 228<sup>th</sup> Ave SE, Sammamish, WA 98075  
Phone: (425) 295-0590  
Email: AAntin@Sammamish.us

## **ATTACHMENTS**

- A. Sample Professional Services Contract

**ATTACHMENT A:  
SAMPLE PROFESSIONAL SERVICES CONTRACT**

**CITY OF SAMMAMISH  
AGREEMENT FOR SERVICES**

Consultant:     SAMPLE    

This Agreement is entered into by and between the City of Sammamish, Washington, a municipal corporation, hereinafter referred to as the "City," and     , hereinafter referred to as the "Consultant."

WHEREAS, the City desires to have certain services performed for its citizens; and

WHEREAS, the City has selected the Consultant to perform such services pursuant to certain terms and conditions;

NOW, THEREFORE, in consideration of the mutual benefits and conditions set forth below, the parties hereto agree as follows:

1. **Scope of Services to be Performed by Consultant.** The Consultant shall perform those services described in Exhibit "A" of this agreement. In performing such services, the Consultant shall comply with all federal, state, and local laws and regulations applicable to the performance of such services. The Consultant shall perform services diligently and completely and in accordance with professional standards of conduct and performance.
2. **Compensation and Method of Payment.** The Consultant shall submit invoices for work performed using the form set forth in Exhibit "B".

The City shall pay Consultant:

[Check applicable method of payment]

     According to the rates set forth in Exhibit " \_ " "

     A sum not to exceed \$

     Other (describe): \_\_\_\_\_  
\_\_\_\_\_

The Consultant shall complete and return to the City Exhibit "C," Taxpayer Identification Number, prior to or along with the first invoice submittal. The City shall pay the Consultant for services rendered within ten days after City Council approval.

3. **Duration of Agreement.** This Agreement shall be in full force and effect for a period commencing upon execution and ending December 31, 2017, unless sooner terminated under the provisions of the Agreement. Time is of the essence of this Agreement in each and all of its provisions in which performance is required.
4. **Ownership and Use of Documents.** Any records, files, documents, drawings, specifications, data or information, regardless of form or format, and all other materials produced by the Consultant in connection with the services provided to the City, shall be the property of the City whether the project for which they were created is executed or not
5. **Independent Contractor.** The Consultant and the City agree that the Consultant is an independent contractor with respect to the services provided pursuant to this Agreement. The Consultant will solely be responsible for its acts and for the acts of its agents, employees, subconsultants, or representatives during the performance of this Agreement. Nothing in this Agreement shall be considered to create the relationship of employer and employee between the parties hereto.
6. **Indemnification.** Consultant shall defend, indemnify and hold the City, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or resulting from the acts, errors or omissions of the Consultant in performance of this Agreement, except for injuries and damages caused by the sole negligence of the City. Should a court of competent jurisdiction determine that this Agreement is subject to RCW 4.24.115, then, in the event of liability for damages arising out of bodily injury to persons or damages to

property caused by or resulting from the concurrent negligence of the Consultant and the City, its officers, officials, employees, and volunteers, the Consultant's liability, including the duty and cost to defend, hereunder shall be only to the extent of the Consultant's negligence. It is further specifically and expressly understood that the indemnification provided herein constitutes the Consultant's waiver of immunity under Industrial Insurance, Title 51 RCW, solely for the purposes of this indemnification. This waiver has been mutually negotiated by the parties. The provisions of this section shall survive the expiration or termination of this Agreement.

Furthermore, should subcontracting be agreed to by the parties, the Consultant shall cause each and every Subcontractor to provide insurance coverage that complies with all applicable requirements of the Consultant-provided insurance as set forth herein, except the Consultant shall have sole responsibility for determining the limits of coverage required to be obtained by Subcontractors. The Consultant shall ensure that the City is an additional insured on each and every Subcontractor's Commercial General liability insurance policy using an endorsement at least as broad as the Insurance Services Office Additional Insured endorsement CG 20 38 04 13.

## **7. Insurance.**

**A.** The Consultant shall procure and maintain for the duration of the Agreement, insurance against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Consultant, its agents, representatives, or employees.

**B.** Should a court of competent jurisdiction determine that this Agreement is subject to RCW 4.24.115, then, in the event of liability for damages arising out of such services, or bodily injury to persons or damages to property, caused by or resulting from the concurrent negligence of the Consultant and the City, its officers, officials, employees, and volunteers, the Consultant's liability hereunder shall be only to the extent of the Consultant's negligence.

### **Minimum Scope of Insurance**

Consultant shall obtain insurance of the types described below:

1. Automobile Liability insurance covering all owned, non-owned, hired and leased vehicles. Coverage shall be written on Insurance Services Office (ISO) form CA 00 01 or a substitute form providing equivalent liability coverage. If necessary, the policy shall be endorsed to provide contractual liability coverage.
2. Commercial General Liability insurance shall be written on ISO occurrence form CG 00 01 and shall cover liability arising from premises, operations, independent contractors and personal injury and advertising injury. The City shall be named as an additional insured under the Contractor's Commercial General Liability insurance policy with respect to the work performed for the City.
3. Workers' Compensation coverage as required by the Industrial Insurance laws of the State of Washington.
4. Professional Liability insurance appropriate to the Consultant's profession.

### **Minimum Amounts of Insurance**

Consultant shall maintain the following insurance limits:

1. Automobile Liability insurance with a minimum combined single limit for bodily injury and property damage of \$1,000,000 per accident.
2. Commercial General Liability insurance shall be written with limits no less than \$1,000,000 each occurrence, \$2,000,000 general aggregate.
3. Professional Liability insurance shall be written with limits no less than \$1,000,000 per claim and \$1,000,000 policy aggregate limit.

### **Other Insurance Provisions**

The insurance policies are to contain, or be endorsed to contain, the following provisions for Automobile Liability, Professional Liability and Commercial General Liability insurance:

1. The Consultant's insurance shall not be cancelled by either party except after thirty (30) days prior written notice has been given to the City

### **Verification of Coverage**

Consultant shall furnish the City with original certificates and a copy of the amendatory endorsements, including but not necessarily limited to the additional insured endorsement, evidencing the insurance requirements of the Consultant before commencement of the work.

### **8. Record Keeping and Reporting.**

**A.** The Consultant shall maintain accounts and records, including personnel, property, financial, and programmatic records, which sufficiently and properly reflect all direct and indirect costs of any nature expended and services performed pursuant to this Agreement. The Consultant shall also maintain such other records as may be deemed necessary by the City to ensure proper accounting of all funds contributed by the City to the performance of this Agreement.

**B.** The foregoing records shall be maintained for a period of seven years after termination of this Agreement unless permission to destroy them is granted by the Office of the Archivist in accordance with RCW Chapter 40.14 and by the City.

**9. Audits and Inspections.** The records and documents with respect to all matters covered by this Agreement shall be subject at all times to inspection, review, or audit by the City during the performance of this Agreement.

### **10. Termination.**

**A.** This City reserves the right to terminate or suspend this Agreement at any time, with or without cause, upon seven days prior written notice. In the event of termination or suspension, all finished or unfinished documents, data, studies, worksheets, models, reports or other materials prepared by the Consultant pursuant to this Agreement shall promptly be submitted to the City

**B.** In the event this Agreement is terminated or suspended, the Consultant shall be entitled to payment for all services performed and reimbursable expenses incurred to the date of termination.

**C.** This Agreement may be cancelled immediately if the Consultant's insurance coverage is canceled for any reason, or if the Consultant is unable to perform the services called for by this Agreement.

**D.** The Consultant reserves the right to terminate this Agreement with not less than fourteen days written notice, or in the event that outstanding invoices are not paid within sixty days.

**E.** This provision shall not prevent the City from seeking any legal remedies it may otherwise have for the violation or nonperformance of any provisions of this Agreement.

**11. Discrimination Prohibited.** The Consultant shall not discriminate against any employee, applicant for employment, or any person seeking the services of the Consultant under this Agreement, on the basis of race, color, religion, creed, sex, age, national origin, marital status, or presence of any sensory, mental, or physical handicap.

**12. Assignment and Subcontract.** The Consultant shall not assign or subcontract any portion of the services contemplated by this Agreement without the prior written consent of the City.

**13. Conflict of Interest.** The City insists on the highest level of professional ethics from its consultants. Consultant warrants that it has performed a due diligence conflicts check, and that there are no professional conflicts with the City. Consultant warrants that none of its officers, agents or employees is now working on a project for any entity engaged in litigation with the City. Consultant will not disclose any information obtained through the course of their work for the City to any third party, without written consent of the "City". It is the Consultant's duty and obligation to constantly update its due diligence with respect to conflicts, and not the City's obligation to inquire as to potential conflicts. This provision shall survive termination of this Agreement.

**14. Confidentiality.** All information regarding the City obtained by the Consultant in performance of this Agreement shall be considered confidential. Breach of confidentiality by the Consultant shall be grounds for immediate termination.

15. **Non-appropriation of funds.** If sufficient funds are not appropriated or allocated for payment under this Agreement for any future fiscal period, the City will so notify the Consultant and shall not be obligated to make payments for services or amounts incurred after the end of the current fiscal period. This Agreement will terminate upon the completion of all remaining services for which funds are allocated. No penalty or expense shall accrue to the City in the event that the terms of the provision are effectuated.

16. **Entire Agreement.** This Agreement contains the entire agreement between the parties, and no other agreements, oral or otherwise, regarding the subject matter of this Agreement shall be deemed to exist or bind either of the parties. Either party may request changes to the Agreement. Changes which are mutually agreed upon shall be incorporated by written amendments to this Agreement.

17. **Notices.** Notices to the City of Sammamish shall be sent to the following address:

City of Sammamish  
801 228<sup>th</sup> Avenue SE  
Sammamish, WA 98075  
Phone number: (425) 295-0500

Notices to the Consultant shall be sent to the following address:

Company Name \_\_\_\_\_  
Contact Name \_\_\_\_\_  
Street Address \_\_\_\_\_  
City, State Zip \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Email \_\_\_\_\_

18. **Applicable Law; Venue; Attorneys' Fees.** This Agreement shall be governed by and construed in accordance with the laws of the State of Washington. In the event any suit, arbitration, or other proceeding is instituted to enforce any term of this Agreement, the parties specifically understand and agree that venue shall be exclusively in King County, Washington. The prevailing party in any such action shall be entitled to its attorneys' fees and costs of suit, which shall be fixed by the judge hearing the case and such fee, shall be included in the judgment.

The Consultant will be required to obtain a City of Sammamish business license prior to performing any services and maintain the business license in good standing throughout the term of its agreement with the City. A city business license application can be found at: <http://www.bls.dor.wa.gov/cities/sammamish.aspx>."

19. **Severability.** Any provision or part of this Agreement held to be void or unenforceable under any law or regulation shall be deemed stricken and all remaining provisions shall continue to be valid and binding upon the City and the Consultant, who agree that the Agreement shall be reformed to replace such stricken provision or part with a valid and enforceable provision that comes as close as reasonably possible to expressing the intent of the stricken provision.

CITY OF SAMMAMISH, WASHINGTON

CONSULTANT

By: \_\_\_\_\_

By: \_\_\_\_\_

Print Name: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Attest/Authenticated:

Approved As To Form:

\_\_\_\_\_  
City Clerk

\_\_\_\_\_  
City Attorney