

CITY OF MUKILTEO
11930 Cyrus Way
Mukilteo, Washington 98275
425-263-8030
www.ci.mukilteo.wa.us

REQUEST FOR PROPOSAL

IT SERVICES

ACQUISITION SCHEDULE

The Acquisition Schedule is as follows, with all times listed in Pacific Time. The CITY OF MUKILTEO reserves the right to revise the Schedule or other portions of this as necessary.

| Description | Date |
|--------------------------------|------------------------|
| Release Solicitation | November 1, 2013 |
| On-site Evaluations by Vendors | November 11 - 15, 2013 |
| Bids Due | November 20, 2013 |
| Anticipated Award Date | December 2, 2013 |

Expected Period of Contract: An annual contract beginning January 1st, 2014 through December 31st, 2016.

Option to Extend Contract Period: At its sole discretion, The CITY OF MUKILTEO may renew any contract awarded as a result of this for additional terms in whatever time increments CITY OF MUKILTEO deems necessary.

BACKGROUND INFORMATION

The CITY OF MUKILTEO is a municipal corporation that operates under an elected Mayor and an elected seven-member City Council. The City's Finance Department is responsible for providing accounting and Information Technology (IT) services to a staff of approximately 110 employees.

The CITY OF MUKILTEO uses a wide variety of systems including but not limited to VMware, Windows SQL, Windows Server 2008, Microsoft SharePoint server, Microsoft Exchange Server, Cisco switches, routers & VOIP phone system, Dell enterprise level Servers, Barracuda Email Archiver, Barracuda Spam & Virus Firewall, Barracuda Link Balancer, Palo Alto Networks Firewall, and Windows based desktop operating systems which consists of Windows 7 Professional and Windows XP. The CITY OF MUKILTEO has 6 locations as well as a BCDR off site location, which are networked together through a fiber backbone. The City network consists of approximately 150 user workstations, 23 Window servers, three ESX servers, one local and one remote SAN.

OBJECTIVE

CITY OF MUKILTEO is seeking proposals from qualified professional vendors for Information Technology support services. The qualified vendor must show possession of skills necessary to maintain and improve effectiveness, enhance its quality of services, minimize down time and support costs, ensure security of data and maximize return on investment in IT. The vendor will work in conjunction with CITY OF MUKILTEO information technology staff which currently consists of one Senior Information Technology Support Technician, one Junior Desktop Support Technician, and a Director of Finance.

REQUEST FOR PROPOSAL

All Vendor representatives/technicians will adhere to CITY OF MUKILTEO security and confidentiality Policies and Procedures. Vendor is allowed on CITY OF MUKILTEO premises during normal operating hours, Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. excepting legal holidays. At the CITY OF MUKILTEO Police Station the vendor will be required to sign in at the security station, and wear a badge at all times.

During after hours events, entry to CITY OF MUKILTEO facilities must be in the presence of a CITY OF MUKILTEO information technology staff or designee, and will require the use of a CITY OF MUKILTEO vendor security access badge. The Vendor is allowed on CITY OF MUKILTEO premises after normal operating hours during scheduled maintenance events, when responding to an network/server related outage or emergency event.

I. VENDOR STAFF REQUIREMENTS

- A. Staff with MSCE Certifications
- B. Staff with CCNA or CCNE Certifications.
- C. Staff with working knowledge and experience with Dell and Cisco hardware.
- D. Staff with Barracuda and Palo Alto Firewall knowledge base and experience.
- E. Staff with knowledge base and experience in Microsoft Office 2010, Exchange Server 2010, Windows Server 2008 (all versions), Hyper-V, SharePoint, Microsoft SQL, and Linux.
- F. Staff with knowledge base and experience in VMware and VSphere 5.1.
- G. Staff with knowledge base and experience in Symantec Backup Executive 2010 or later.
- H. Staff with Cisco Telecommunications experience, and knowledge base regarding Intrado 911.
- I. Ability for staff who will be working at the facility to pass Washington State Patrol background check
- J. Staff will be required to pass ACCESS clearance and attend training through Washington State Patrol.

II. VENDOR SERVICES REQUIREMENTS

The vendor must be able to provide services with regard to server and network management, network security, assistance in the continued implementation of business continuity and disaster recovery directives, and support to the CITY OF MUKILTEO information technology staff.

The following details the minimum services to be provided to the CITY OF MUKILTEO in the area of information services:

- A. **Annual Assessment** –
 - i. With the assistance of City staff, compile an inventory of all information technology assets, assess system assets, software and maintenance agreements, hardware warranties, and make recommendations for improved City-wide IT system performance.

B. Server Administration Services –

- i. Assist in the administration of computer network and associated hardware, software, communications and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system.
- ii. Monitor server performance and capacity management services.
- iii. Ensure scheduled preventive maintenance on equipment is promptly performed; assist in development of backup plans and procedural documentation.
- iv. Confidentiality of information is vital. The selected vendor and their employees will be required to sign and adhere to a Confidentiality Statement that information in the system must remain confidential under penalty of law.
- v. All vendor employees with access to the City network will be required to undergo fingerprint background checks, training and be required to maintain Criminal Justice Information System (CJIS) security standards at all times.

C. Network Administration Services – Scope of activity includes:

- i. Assist in the management of network equipment including switches, firewalls, routers, VOIP phone system and other security devices.
- ii. Assist in managing backups, disaster recovery and business continuity processes.
- iii. Assist IT staff with group policy, software updates, the monitoring of network performance and capacity management services.

D. Security –

- i. Assist in the administration of virus/malware detection and spam reduction programs and hardware (Barracuda) and email archiver (Barracuda).
- ii. Assist in the administration of the Palo Alto Networks Firewall and UTM.
- iii. Assist in the administration of all CITY OF MUKILTEO servers which includes but is not limited to all versions of Windows Server 2008, Exchange 2010, SharePoint 2010, VMware, Hyper-V, Web Services, and SQL.
- iv. Perform security audits annually or as requested by the CITY OF MUKILTEO immediately following suspected breaches of security.
- v. Assist the CITY OF MUKILTEO in complying with best practices as well as Washington State Patrol Access and Criminal Justice Information Systems (CJIS) requirements.

E. Strategic Planning –

- i. Provide technical leadership for current technology issues.
- ii. Make recommendations for future purchasing and technology needs.
- iii. Assist with policy formation and application.

F. Onsite Support –

- i. Provide onsite support for major projects, or when work load otherwise dictates.

G. **Deliverable Reporting** – Provide City management reports as follows:

Annual Reports – presented annually to the Mayor and City Council

- i. Annual Asset Inventory Assessment and Recommendations
- ii. Annual Security Assessment Report
- iii. Annual Strategic Planning Report

Monthly Reports

- i. Server Administration duties performed summary report
- ii. Network Administration duties performed summary report
- iii. Security and BCDR duties performed summary report

III. COMMUNICATION THROUGH SOLICITATION COORDINATOR

It is the responsibility of the potential bidders to carefully read, understand, and follow the instructions contained in this solicitation document and all amendments to the solicitation.

Upon release of this RFP, all Vendor communications concerning this acquisition must be in writing and directed to the RFP Coordinator listed below. Unauthorized contact regarding this RFP with other City employees may result in disqualification.

| | |
|--------------------|------------------------------------|
| Coordinator | Scott James |
| Physical Address | 11930 Cyrus Way, Mukilteo WA 98275 |
| Mailing Address | 11930 Cyrus Way, Mukilteo WA 9275 |
| Phone | 425-263-8030 |
| Fax | 425-212-2069 |
| E-mail | sjames@ci.mukilteo.wa.us |

Any verbal communications will be considered unofficial and non-binding on CITY OF MUKILTEO. Vendors must submit their questions in writing in order to receive an official, written response from the RFP Coordinator. Vendors should rely only on written statements issued by the RFP Coordinator.

On-site evaluations can be scheduled with Mary Thomas, Senior Information Technology Support Technician at 425-263-8037. The on-site evaluations will be available beginning November 11, 2013 and ending November 15, 2013. The times available for the evaluations vary and are at the availability of the CITY OF MUKILTEO Information Technology department.

IV. PROPOSAL SUBMISSION

- A. Each Vendor may submit only one proposal in response to this RFP.
- B. You must respond to every section in the specifications except where otherwise noted. Your response must be sufficiently detailed to substantiate that services offered meet the requirements of the RFP. Vendors must respond to each item/paragraph

using the same headings as detailed within this document. Be succinct, concrete, and use quantified descriptions whenever possible.

C. Please provide the following information for the CITY OF MUKILTEO:

- Company name, address and telephone number of the firm providing IT Services.
- Federal Employer Identification number and a copy of a W-9
- UBI Number
- Briefly state your understanding of the services to be performed and make a positive commitment to provide services as specified.
- Provide statement which includes the language “proposal and cost schedule shall be valid and binding for 45 days following proposal due date and will become part of the contract that is negotiated with the CITY OF MUKILTEO.”

D. Vendor’s Response must be separated into the following sections.

1. General Vendor Information to 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 and number specifically assigned for server and network support.
 - Identify names and major certifications of key personnel who will actually provide the information technology services. Summarize the experience and technical expertise of these staff. Please reference section “II. VENDOR STAFF REQUIREMENTS” and identify which personnel will meet these requirements
 - The local availability of the staff providing these services will be an important consideration, describe how will this need be met by the support staff selected to service the CITY OF MUKILTEO account.
- d. Location of the office that would service the CITY OF MUKILTEO account.

2. Describe the approach that will be implemented in order to provide the services as defined in each section of “VENDOR SERVICE REQUIRMENTS”

- a. Annual Assessment
- b. Server Administration Services
- c. Network Administration Services
- d. Security
- e. Strategic Planning
- f. Onsite Support

- g. Deliverable Reporting

3. Server and Network Support Services

- a. When is support available (indicate xx a.m. to xx p.m. and the days of the week)?
- b. How are charges for support structures documented and tracked?
- c. What is your problem escalation process?
 - Initial problem identification
 - Determination of priority and severity of problem
 - Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory
 - Indicate your response time goals and your statistics regarding meeting that goal.

4. Explain your experience in the support of the specialized technology required in servicing Police and Fire departments at a municipal level. These technologies include the INTRADO 911 system, and the mobile technology that is utilized within the department vehicles.

- a. Describe your company's availability with regard to support services for this department. These departments function around the clock, 24/7, 365 days a year. Should an event take place that required immediate attention during non-routine business hours, how will this be responded to?

5. Cost of Services

- a. The proposal must include a fee schedule that indicates either hourly rates or a flat monthly rate for the proposed 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 expenses)
- d. Define the company's tiers of service and pricing associated with each tier. Define the tier cost associated with each assigned staff member that will be servicing CITY OF MUKILTEO.

6. References

- a. Vendors must also provide a minimum of three relevant references, preferably city, county or state agencies of current clients for whom your firm has performed similar services within the past three (3) years, specifying :
 - Client name
 - Contact person and contact person's title

- Contact person's address, phone number, fax number and e-mail address

CITY OF MUKILTEO reserves the right to contact any references provided by the Vendor.

E. Vendors must submit their Responses in both print and electronic formats as follows (no e-mail responses will be accepted):

- One (1) complete hard-copy original, signed (in ink), and three (3) additional copies. Firms shall clearly mark the ink signed copy as "original".
- One (1) complete electronic copy formatted in Microsoft Word version 2010. Ensure that the media is labeled with the date, title, number, and Vendor's name and packaged with the original copy of the proposal. **Do not submit in PDF format.**

F. Late proposals **will not be accepted** and will be automatically disqualified from further consideration. All proposals and any accompanying documentation become the property of the CITY OF MUKILTEO and will not be returned.

V. INCORPORATION OF PROPOSAL INTO CONTRACT

This and the Bidder's response, including all promises, warranties, commitments, and representations made in the successful proposal, shall be binding and incorporated by reference in the CITY OF MUKILTEO's contract with the Bidder.

VI. COSTS OF PROPOSAL PREPARATION

CITY OF MUKILTEO will not pay any Bidder costs associated with preparing or presenting any proposal in response to this.

VII. PROHIBITION OF VENDOR TERMS AND CONDITIONS

A Vendor may not submit the Vendor's own contract terms and conditions in a response to this. If a proposal contains such terms and conditions, CITY OF MUKILTEO, at its sole discretion, may determine the proposal to be a non-responsive counteroffer, and the proposal may be rejected.

VIII. PROPOSAL EVALUATION & SCORING

The evaluation criteria for this RFP reflect a wide range of considerations. While pricing is important, the primary objective of this RFP is to select a reliable, experienced service provider who will provide the comprehensive, responsive services required by CITY OF MUKILTEO. Consequently, the Apparently Successful Vendor **may not necessarily be the Vendor offering what appears to be the lowest cost.**

The Vendor who meets all of the RFP requirements and receives the highest number of total points as described below will be declared the Apparently Successful Vendor. CITY

OF MUKILTEO will enter into negotiations for a contract with the Apparently Successful Vendor. Should contract negotiations fail to be completed within a reasonable period of time, CITY OF MUKILTEO will cease contract negotiations, declare the Vendor with the second highest score as the Apparently Successful Vendor, and enter into contract negotiations with that Vendor. At CITY OF MUKILTEO’s discretion, this process will continue until a contract is signed or no qualified Vendors remain.

EVALUATION PROCESS

Responses failing to meet a MINIMUM requirement will be disqualified from further consideration. If, however, all responding Vendors fail to meet any single MINIMUM item, CITY OF MUKILTEO reserves the following options: revise the RFP, delete the MINIMUM item or cancel the RFP.

COMPUTATION OF SCORE

Vendors will be awarded scores based on the combined score factors listed below, with a total of 2000 points available. The computation of scores assigns a relative importance to each section of the response by assigning the following point values:

| Criteria | Points Available |
|--|------------------|
| Experience & Qualifications | 425 |
| Understanding of City’s Needs & Services | 325 |
| Compatibility with City IT staff & their needs | 200 |
| Methodologies and Project Approach | 200 |
| Availability | 325 |
| Costs | 425 |
| Totals | 2000 |

IX. LEGAL DISPUTES

In submitting a response to this RFP, the Proposer agrees that in the event litigation concerning or arising out of the above-referenced agreement or this RFP, Proposals submitted in response to this RFP or related process, the sole venue of any legal action shall be Snohomish County Superior Court, and the laws governing the interpretation of the agreement, this RFP or related process shall be Washington Law.

X. INDEMNIFICATION

In submitting a Proposal, the Proposer agrees to indemnify and hold the CITY OF MUKILTEO harmless of all liability, risks, costs, claims, actions, suits, demands, losses expenses, injuries and damages of any kind arising directly or indirectly out of, or in connection with, the CITY OF MUKILTEO's handling of the RFP process, including, but not limited to, the rejection of any or all Proposals.

XI. CONTRACT

The CITY OF MUKILTEO anticipates a three-year contract that will be renewable on an annual basis. Renewal of the contract will require City Council reauthorization. All fees should be set for annual term and clearly state that in the proposal. The CITY OF MUKILTEO expects all submitting firms to provide to the CITY OF MUKILTEO the detailed Vendor Staff and Services requirements that are listed within the RFP. Exceptions desired must be noted in the proposal submittal. The CITY OF MUKILTEO reserves the right to revise the stated contract terms and conditions prior to the contract signature.

XII. TERMINATION OF CONTRACT

The contract may be terminated by mutual agreement in writing or it may be terminated at any time by either party by delivery of a sixty (60) day written notice to the other party.

XIII. PROPOSAL CERTIFICATION FORM

The Proposal certification form must be completed and signed by the Proposer Representative authorized to make contractual obligations.

**CITY OF MUKILTEO
REQUEST FOR PROPOSALS: IT SERVICES
CERTIFICATION**

I have read the Request for Proposal (RFP) for IT Services and fully understand its intent. I understand that our ability to meet the criteria and provide the required services shall be reviewed by the City, which will develop a recommendation for City Council consideration regarding the selection of the most advantageous IT Services. It is understood that all information included in, attached to, or required by this RFP shall become public record upon delivery to the City.

With my signature, I certify the following:

1. I am authorized to commit my firm to this Proposal and that the information herein is valid for 45 days from this date.
2. That all information presented herein is accurate and complete and that the services and equipment can be delivered as presented in this Proposal upon the City's request.
3. That I have had an opportunity to ask questions regarding this RFP and that those questions have been answered.
4. That I understand that any material omission of required forms or information may result in rejection of this Proposal as non-responsive.
5. That this Proposal is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting an offer for this Proposal, and is in all respects fair and without collusion or fraud.
6. That the completion of the Proposal is a binding commitment to provide IT Services as proposed therein.

Proposer Signature _____ Date _____

Name (printed) _____ Title _____

Address _____

Phone _____ Fax _____

Email Address _____