

# **CITY OF LEAVENWORTH REQUEST FOR PROPOSALS INFORMATION TECHNOLOGY SUPPORT SERVICES**

**Issue Date: March 10, 2010**

**Due Date: 3:00 P.M., April 2, 2010**

## **I. Introduction**

The City of Leavenworth is soliciting proposals from qualified professional vendors for Information Technology support services. The qualified vendor will enable the City to significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize its support cost, and maximize return on investment in IT.

## **II. Background Information**

The City of Leavenworth currently runs a Windows 2003 Small Business Edition server with workstations running Windows 2000 or Windows XP Professional. These workstations connect via basic network shares to the server which serves as a basic file server and a BIAS financial software server. City Hall is connected to the internet via fiber provided by Chelan County PUD through Genext, LLC. City email and the City website are hosted by Firefly. The City deploys Eset NOD32 Anti-virus for computers located within City Hall. The City also utilizes a ShoreTel Server for the phone system, which communicates with the Windows 2003 Small Business Edition server. The ShoreTel Server and phone system support is provided by LocalTel Communications, Inc.

## **III. Services Required**

The following details the services to be provided to the City of Leavenworth in the area of information services:

- 1. Initial Assessment** – Compile/update inventory of all information technology related assets, assess system architecture and current processes, and make recommendations for improved city-wide IT system performance.
- 2. Desktop Applications Support** - Performs basic support functions including installing PCs, laptops, PDAs, printers, peripherals, and office automation software; diagnosing and correcting desktop application problems, configuring laptops and desktops for standard applications and identifying and correcting end user hardware problems, and performing advanced troubleshooting. Maintain an up-to-date inventory of ALL City computer related hardware and make available to City personnel upon request. Assist designated City personnel with software and hardware purchases. Assist in development of software/hardware policies and procedures.
- 3. Server Administration Services** - Managing computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, software, communications, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Ensure scheduled preventive maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; develop operations, administrative, and quality assurance back-up plans and procedural documentation. Setup new users and edit or remove existing users on server. Server performance and capacity management services with reporting when specified thresholds are reached. Configuration management, including changes, upgrades, patches, etc. Support of BIAS financial software and other specialized software products of the City of Leavenworth as it relates to the server(s) and associated hardware. Management of user logins and security. Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion.

4. **Network Administration Services** – Scope of activity includes all City network equipment including switches, firewalls, routers, and other security devices. Primary installation and maintenance of printers, network copiers/scanners, etc. Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades. 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.
5. **Security** – Maintenance of virus detection programs on City servers, email and all other City computers and laptops. Perform security audits as requested and notify City personnel immediately of suspected breaches of security or intrusion detection. Configure City system to enable remote access in a secure environment and provide remote access administration as requested by designated City personnel.
6. **Strategic Planning** – Engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing 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 redesign, installation of “core” network devices, etc.

#### **IV. Submittal Requirements**

The following information shall be required in the RFP submittal:

1. 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:
  - a. Company name, address, and telephone number(s) of the firm submitting the proposal.
  - b. Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
  - c. Federal and state taxpayer identification numbers of the firm.
  - d. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
  - e. The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.
  - f. Statement which indicates “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.”
2. General Vendor Information – Please provide the following information:
  - a. Length of time in business
  - b. Length of time in business of providing proposed services
  - c. Total number of clients
  - d. Total number of public sector clients
  - e. Number of full-time personnel in:
    - Consulting
    - Installation and training
    - Sales, marketing, and administrative support
  - f. Location of headquarters and any field offices
  - g. Location of office which would service this account

3. Describe how your firm is positioned to provide the services listed above and provide a history of experience on providing similar services.
4. Describe your approach to providing these services and your methodology for providing on-going support.
5. Provide the name, title, address, and telephone number of three references for clients whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client.
6. Staff Resources – Identify names of principals and key personnel who will actually provide the information technology services. Summarize the experience and technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have. The local availability of staff that will be providing these services shall be an important consideration.
7. Support Services – Please answer the following:
  - a. Is help desk support available?
  - b. When is support available? (Indicate XX a.m. to XX p.m. in Pacific Time and the days of the week.)
  - c. How are charges for support structured, documented, and tracked?
  - d. Do you provide a toll-free support number?
  - e. Please describe your problem escalation process, including:
    - Initial problem identification (hand-off from help desk)
    - Triage for priority and severity of problem
    - Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory
    - Final authority regarding conflicts
  - f. Indicate your response time and goal and also your statistics regarding meeting that goal.
8. If your company has had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the vendor's nonperformance or poor performance; and the issue was either (a) not litigated or (b) litigated, and such litigation determined the vendor to be in default. If default occurred, list complete name, address and telephone number of the party. If NO such terminations for default have been experienced by the vendor in the past five years, declare that. The City will evaluate the facts and may, at its sole discretion, reject the vendor's proposal if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of this vendor.
9. Beyond the scope of this RFP, what services (related or otherwise) does your organization provide that may be of interest to the City?
10. 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 it. Include other pertinent information that helps the City determine your overall qualifications. Your proposal summary is not to exceed two pages.
11. Cost of Services
  - a. The proposal must contain a fee schedule that includes hourly rates for 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. Do you have any state contracts that the City of Leavenworth would be able to utilize?

## **V. Evaluation Criteria and Process**

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

- Experience
- Understanding of services to be provided
- Personnel expertise
- Compatibility with end users
- Project approach
- Satisfaction of clients/end users

## **VI. Deadline for Submissions of Proposals**

Three (3) sealed copies of the proposal must be received by the City of Leavenworth prior to 3:00 P.M. on Friday, April 2, 2010. 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 Leavenworth – City Clerk’s Office**  
**IT Support Services Proposal**  
**700 Highway 2, P.O. Box 287**  
**Leavenworth, WA 98826**

Any questions regarding this proposal are to be submitted to:

**Chantell Steiner, Finance Director/City Clerk**  
**City of Leavenworth**  
**700 Highway 2, P.O. Box 287**  
**Leavenworth, WA 98826**  
**(509) 548-5275**  
**chantell@cityofleavenworth.com**

## **VII. Miscellaneous**

1. The Leavenworth City 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 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 investigation 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 City of Leavenworth business license as required in Leavenworth municipal code.