

REQUEST FOR PROPOSAL

08/09-009

"IT Asset Management System-Reissue"

1.0 GENERAL CONDITIONS

1.1 Intent

It is the intent of this RFP to secure a qualified vendor to provide an Information Technology (IT) asset management package for the City's Information Technology Department.

1.2 Deadline

Sealed Proposals must be received in the Purchasing office no later than 5:00 PM, **Monday, July 28, 2008** at:

City of Danville
Gary Via, Director of Purchasing
Purchasing Department-Room 304
427 Patton Street
Danville, Virginia 24543

1.3 Questions

Any questions concerning this RFP should be directed to:

Gary Via
Director of Purchasing
(434) 799-6528

or

Laurie Weaver
Help Desk Manager
(434) 797-8916

1.4 Code Compliance

This procurement process is governed by the "PROCUREMENT CODE OF THE CITY OF DANVILLE, VIRGINIA". Copies of the Procurement Code may be obtained by writing the City of Danville Purchasing Department, P. O. Box 3300, Danville, Virginia 24543.

1.5 Equal Opportunity

During the performance of this contract, the Vendor agrees as follows:

- a. The Vendor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, or national origin, except where religion, sex, or national origin is a bona fide occupational qualification reasonably necessary to the normal operation of the Vendor. The Vendor agrees to post in conspicuous places, available to employees or applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- b. The Vendor also shall not discriminate against any handicapped person in violation of any state or federal law or regulation and shall also post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this additional nondiscrimination clause.
- c. The Vendor, in all solicitations or advertisements for employees placed by or on behalf of the Vendor, will state that such Vendor is an equal opportunity employer.
- d. Notices, advertisements and solicitations placed in accordance with federal law, rules or regulations shall be deemed sufficient for the purpose of meeting the requirements of this article.
- e. The Vendor will otherwise comply with all other applicable provisions of local, State, and Federal law.

1.6 Proposals Binding one hundred twenty (120) Days

Unless otherwise specified all formal proposals submitted shall be binding for one hundred twenty (120) calendar days following closing date unless extended by mutual consent of both parties.

1.7 Confidential Information

All proposals shall be held in confidence until an award is made.

1.8 Proposal Overview

The City may evaluate, select, and award a Vendor contract based on the Proposals received without discussion of such Proposals with Vendors. Accordingly, each Proposal should be submitted with the most favorable benefits, values and offerings available for consideration to the City.

The Proposals will be used for comparative evaluation of the various Vendors. This RFP will provide the City with the information necessary to select a Vendor for this project. All of the responses, budgetary pricing, qualifications of the provider, strength of references, ability of system to accommodate future operational upgrades/expansion and equipment delivery schedules. Brochures and other printed materials may be used in the responses to the above items as support information only, not in lieu of a detailed response. Each Vendor bears sole responsibility for the items included or not included in the response submitted by that Vendor.

1.9 Project Overview

The IT Department intends to purchase an asset management software package that would include **but is not limited to the following modules**:

- Asset Management
- Inventory Management
- Remote Control
- Patch Management
- Software Management

There is no guarantee that all these modules will be implemented; however, the Vendor would be expected to provide consulting services for any of these modules.

2.0 SCOPE OF SERVICES TO BE PROVIDED

2.1 Background

The City of Danville, Virginia (City) is requesting proposals from qualified vendors to provide a software package for the city’s IT Department. The IT department currently supports approximately 700 workstations, 1200 users, 435 printers, and a host of other hand-held peripherals. **Our department consists of the following division and personnel: Administration (3), Help Desk (1), Application Support (7), Network (3), PC Support (3), GIS (2).** We currently maintain our hardware and software inventory manually, using scripts to extract information from pc’s on the network. If pc’s experience problems, we manually apply updates at that particular time. A centralized repository is desired to handle much of our manual labor and multi-software segregated problems.

2.2 Inventory / Asset Management Desirables

- Inventory: Windows, MAC, Linux, and Unix machines.
- Discover managed and unmanaged
- Notification of changes: example: pc has 1gb of memory today and tomorrow has 512mb.
- Ability to email reports: emails alert to admin when license is about to expire
- Automatic discovery: automatic discovery of computer assets on the network
- Manage Contracts: maintenance, warranty, and SLA’s – monitor and notify admin
- Upload and attach documents to records: license contract info
- Customizable fields: allow user-defined fields
- Device monitoring: ensure use of only approved devices are connected to the network
- Track costs and depreciation

2.3 Software Management Desirables

- License tracking and compliance
- Client push utility: ability to auto-discover and push software, updates, etc.
- Enforcement of system and group policies
- Automatic software deployments
- Push image to bare-metal
- Metering: identifies usage of software on a computer
- **Harvesting/Reallocation of licenses**

2.4 Patch Management Desirables

- Scan for missing and existing patches
- Scheduling: ability to schedule deployment of required patches
- Reporting: ability to easily report computers that are already patched, need to be manually patched, and unsuccessful attempts
- Notification of vulnerabilities: email alerts when vulnerabilities are detected
- Patch dependency: recognize which patches are dependent on others

2.5 Remote Control Desirables

- Full and shared controlling
- Bypass firewalls
- Multiple displays: ability to monitor multiple computers simultaneously
- **File Transfer functionality**
- **Web-based connection based on User (ex. Technician can remote from any browser by Computer name/IP Address)**

3.0 VENDOR'S RELATIONSHIP TO THE CITY

3.1 Subcontracting

Vendor may subcontract services to be performed hereunder with the prior approval of the City, which approval shall not be unreasonably withheld. No such approval will be construed as making the City a part of, or to, such subcontract, or subjecting the City to liability of any kind to any subcontractor. No subcontract shall, under any circumstances, relieve the Vendor of its liability and obligation under this contract; and despite any such subcontracting the City shall deal through the Vendor, and subcontractors will be dealt with as representatives of the Vendor.

3.2 Novation

The Vendor shall not assign or transfer, whether by as Assignment or Novation, any of its rights, duties, benefits, obligations, liabilities, or responsibilities under this Contract without the written consent of the City; provided, however, that assignments to banks, trust companies, or other financial institutions for the purpose of securing bond may be made without the consent of the City. Assignment or Novation of this Contract shall not be valid unless the Assignment or Novation expressly provides that the assignment of any of the

Vendor's rights or benefits under the Contract is subject to a prior lien for labor performed, services rendered, and materials, tools, and equipment supplied for the performance of the work under this Contract in favor of all persons, firms, or corporations rendering such labor or services or supplying such materials, tools, and equipment.

4.0 RESPONSIBILITIES OF THE CITY

4.1 The City designates Inez Pollok, Director of Information Technologies, as its representative with respect to the services to be rendered under any subsequent agreement. Such person shall have complete authority to transmit instructions, receive information, interpret and define City's policies and decisions with respect to the Vendor's services for the Project.

4.2 Furnish all required approvals and permits from all governmental authorities having jurisdiction over the Project and such approvals and consents from others as may be necessary for completion of the Project.

4.3 Give prompt written notice to the Vendor whenever the City observes or otherwise becomes aware of any development that affects the scope or timing of Vendor's services.

5.0 Indemnification

a. The Vendor shall indemnify the City, its agents, officers, and employees, against damages to property or injuries to or death of any person or persons, including property and employees or agents of the City, and shall defend and indemnify the City, its agents, officers, and employees, from any claims, demands, suits, actions, or proceedings of any kind, including workers' compensation claims, of or by anyone, in any way resulting from or arising out to the operations in connection with the work described in the contract, including operations of subcontractors and acts or omissions of employees or agents of Vendor or Vendor's subcontractors. Vendor shall procure and maintain, at Vendor's own cost and expense, any additional kinds and amounts of insurance that, in Vendor's own judgment, may be necessary for Vendor's proper protection in the prosecution of the work.

b. The Vendor shall, at his own expense, appear, defend, and pay all charges of attorneys and other expenses arising therefrom or incurred in connection therewith, and, if any judgment shall be rendered against the City, and/or its officers, agents and employees, in any such action, the Vendor shall, at his own expense, satisfy and discharge the same. The Vendor expressly understands and agrees that any performance bond or insurance protection required by this contract, or otherwise provided by the Vendor, shall in no way limit the responsibility to indemnify, keep, and save harmless and defend the City, its agents, officers, and employees as herein provided.

c. The Vendor, however, will not be obligated to indemnify the City, its officers, agents, or employees against liability for damage arising out of bodily injury to persons or damage to property caused by or resulting solely from the negligence of the City or its officers, agents, and employees.

5.1 Insurance Coverage

The Vendor shall not commence work under any contract until he has obtained all the insurance required hereunder and such insurance has been approved by the City; nor shall the Vendor allow any Subcontractor to commence work on his subcontract until all similar insurance has been so obtained and approved. Approval of the insurance by the City shall not relieve or decrease the liability of the Vendor hereunder.

a. Worker's Compensation including Occupational Disease and Employer's Liability Insurance: The Vendor shall take out and maintain during the life of the Contract, Worker's Compensation and Employer's Liability Insurance for all of his employees to be engaged in work on the project under this Contract in an amount no less than the minimum allowed by the State Corporation Commission, and in case any such work is sublet, the Vendor shall require the Subcontractor similarly to provide Workers' Compensation and Employer's Liability Insurance for all of the latter's employees to be engaged in such work.

b. Comprehensive General Liability Insurance: The Vendor shall maintain during the life of the Contract comprehensive general liability insurance as shall protect him and the City of Danville and its officers, agents, and employees from claims for damages for personal injury, including death, as well as from claims for property damage, which may arise from operations under the Contract, whether such operations be by himself or by any subcontractor, or by anyone directly or indirectly employed by either of them. The amount of such insurance shall be not less than a combined single limit of \$500,000.00 per occurrence on bodily injury and property damage and \$500,000.00 aggregate on completed operations. The comprehensive general liability insurance shall provide the following coverage's:

Comprehensive
Premises—Operation
Products/Completed Operations Hazard
Contractual Insurance
Independent Vendor & Subcontractor
Broad form property damage
Personal injury

c. Automobile liability insurance with minimum combined single limits of \$500,000.00 per occurrence. This insurance shall include bodily injury and property damage for the following vehicles:

Owned vehicles
Non-owned vehicles
Hired vehicles

d. Umbrella Policy: At the option of the Vendor, primary limits may be less than required, with an umbrella policy providing the additional limits needed. This form of insurance will be acceptable provided that the primary and umbrella policies both provide the insurance coverage's herein required. However, any such umbrella policy must have minimum coverage limits of \$1,000,000.00.

6.0 EVALUATION CRITERIA

A selection committee, consisting of representatives from City's IT staff shall review the proposals submitted. After each proposal has been evaluated on the basis of the Vendor's approach to meeting City's needs, short-listing procedures will narrow the list of candidates to the two or more best qualified firms. City expects to ask for references related to quality of service and ability to deliver, after choosing the top contenders.

Your proposal will be evaluated using the following criteria:

- a. Costs. Break out specifics for software licensing, annual support, implementation, and training.
- b. Future maintenance and service.
- c. Company history, stability and financial resources.
- d. The ability of the firm to initiate work on this project in a timely manner and the firm's ability to provide its services within the project budget established by the City.
- e. Quality of performance of previous contracts.
- f. Responsiveness to City's desires.
- g. Suitability of your program in relation to ease of operation for the City.
- h. References.

6.1 The City reserves the right to reject any or all proposals submitted, and to waive any informality in the proposals. The right is also reserved to award the contract where it appears to be in the best interest of the City of Danville.

7.0 WHAT TO SUBMIT (1COPY REQUESTED)

Proposals should include the following information:

- a. A brief history of your company.
- b. A detailed description of your system.
- c. A detailed response to Desires as listed above
- d. All costs involved. Including licensing, annual maintenance fees, training costs, consulting, etc.**
- e. Statement of willingness to be interviewed on site in the City of Danville and provide onsite demo to interested parties.
- f. Specify customer service and training programs.
- g. Detail all hardware requirements.