



REQUEST FOR PROPOSAL (RFP) FOR INFORMATION TECHNOLOGY SERVICES FOR THE CITY OF FORT MORGAN

INTRODUCTION:

The intent of this RFP is to solicit proposals for a variety of information technology services. Vendors are encouraged to submit proposals for any or all of the services listed below. It is important to note that each service has unique proposal requirements. Responders should carefully review each service section for which they are responding, and be sure to include all requirements specified. The services being solicited are:

- PC Procurement / Reseller Support
- PC Installation Services
- Technical Training
- IT Management Consulting
- IT Project Management
- IT Project Management General Consulting Services
- Cabling Services
- Telephone Management Services

The selected firm will be responsible for preparing an outline for the contract for professional services for review and approval by the City Council of Fort Morgan.

To be eligible for consideration, the firm must be capable of supplying the services as noted herein, and must also meet all other criteria outlined in this proposal.

INQUIRIES AND CORRECTIONS:

All inquiries relating to this request shall be addressed to:

City of Fort Morgan
PO Box 100
Fort Morgan CO 80701
Contact: Herman Albrandt, IT Director
(970) 542-3902 or halbrandt@cityoffortmorgan.com

If a firm submitting a proposal finds discrepancies in or omissions from the Request for Proposal (RFP), or should require additional clarification of any part thereof; a written request for interpretation may be submitted. Any interpretation of, or change made to the RFP will be made by written addendum to each proposing firm, and shall become part of the request for any contract awarded.

SUBMITTAL DATE AND LOCATION:

All proposals must be delivered prior to 5:00 p.m. on May 1, 2009. Proposals must be submitted in a sealed envelope plainly marked "Request for Proposals/City of Fort Morgan, IT Consulting;" addressed to the City Manager, P.O. Box 100, 110 Main Street, Fort Morgan, Colorado, 80701.

LATE AND ELECTRONIC PROPOSALS:

Late proposals will not be accepted under any circumstance and any proposal so received shall be returned to the proposing engineering firm unopened. In addition, electronic proposals and/or proposals sent by electronic devices are not acceptable and will be rejected upon receipt. Sole responsibility rests with the proposing firm to ensure that their proposal is received on time.

GENERAL INFORMATION:

The City of Fort Morgan has approximately 155 full time employees and 180 PCs. City employees are located at five primary locations and seven secondary locations. The majority of these sites are connected by fiber optic cable and others via the internet.

The City's standard network operating system is Windows Server 2006. There are still legacy applications residing on some Systems. The data backbone is an Ethernet Gigabit system.

CONDITIONS OF PROPOSAL SUBMITTAL:

- All proposing firms shall comply with all conditions, requirements, and specifications contained here; any departure will constitute sufficient cause for rejection of the proposal.
- A duly authorized official of the proposing firm must sign the proposal.
- Only one proposal will be accepted from any firm.
- All price quotes must be firm for a period of one (1) year following the opening of the proposal.

The City of Fort Morgan reserves the right to reject any and all proposals or any part thereof. The right is reserved to waive any formalities or informalities contained in any proposal and to award the proposal to the most responsive and responsible proposing firm as deemed in the best interest of the City of Fort Morgan.

The City of Fort Morgan will not return proposals or other information supplied to the City by the proposing firms.

EVALUATION OF PROPOSALS:

The City Council of the City of Fort Morgan and the City Manager/staff will evaluate all proposals. The City may evaluate prospective consulting firms. During the interview and evaluation process, the City reserves the right to accept or request additional information or clarifications from the firm, or to allow corrections of errors or omissions. Firms may be required to make oral presentations as part of the evaluation process. The firm selected for the award will be chosen on the basis of the apparent greatest benefit to the City and not necessarily on the basis of the lowest price. Following the notification of the successful firm it is expected a contract will be executed between the parties dependent upon and subject to the availability of specific funding for these professional services.

EVALUATION CRITERIA:

Proposals shall be evaluated on the basis of the following criteria:

- a. Responsiveness to the needs of the City both in service cost and in the scope of the services offered.
- b. Responsibility of the proposing firm and its experience in dealing with municipal governments, specifically on projects of similar scope and nature.
- c. The degree to which the proposal meets or exceeds the terms of the RFP.
- d. The proposed fee structure shall be based on the services to be provided.

PROPOSAL ELEMENTS AND FORMAT:

Proposals submitted shall contain all information as requested herein and any additional information necessary to summarize the overall benefit of the proposal to the City of Fort Morgan.

Proposals shall include the following:

- a. A cover letter shall be provided stating the name, address, email address and telephone number of the firms contact person and must bear the signature of the person having the authority to make the proposal for the firm and bind the firm in a formal contract with the City.
- b. A response that defines the methods and means by which the proposing firm will perform the services outlined in the request for proposal.
- c. A list of at least three (3) references per area for which services have been provided by the proposing firm for governmental agencies for projects of this type, include contact names, addresses and telephone numbers.
- d. Evidence that the firm has worked on similar projects.
- e. A statement of qualifications which will include a list of those individuals who will be working on projects either as employees/principals or as employees of a subcontractor who will work on projects under the supervision of the firm.
- f. Any other information deemed necessary by the proposing engineering firm.

- g. Please provide five (5) copies of the proposal, including one unbound, as well as an electronic version.

Submittal of a proposal shall be taken as prima facie evidence that the firm has full knowledge of the scope, nature, quality and quantity of work to be performed and the detailed requirements and conditions under which the work is to be performed.

GENERAL REQUIREMENTS OF THE SUCCESSFUL PROPOSING FIRM:

The successful proposing firm shall be prohibited from assigning or subcontracting the whole or any part of the contract without the prior written consent of the City of Fort Morgan.

The successful proposing firm and its employees will operate as an independent contractor and will not be considered employees of the City of Fort Morgan.

SCOPE OF WORK / BID ITEMS:

1) PC PROCUREMENT / RESELLER SUPPORT:

The City of Fort Morgan computer equipment is on a five-year replacement cycle. We are creating a list of qualified vendors who can provide reseller support on an ongoing basis.

- The vendor will provide a single-point-of-contact liaison with the City Manager and the IT Department.
- The vendor will provide easy access to information on order status, returns, and billing information.
- The vendor will respond to requests for specific-configuration quotes, and make recommendations on additional equipment considerations, based on City of Fort Morgan standards and current market conditions.
- The vendor will maintain an updated price list, complete with detailed descriptions of each part.
- The vendor will coordinate with manufacturers to provide demo-units for evaluation of selected hardware models on an ongoing basis.
- The vendor will serve as the initial receiving agent for all City of Fort Morgan equipment orders. The vendor will identify and process any DOA (dead-on-arrival) equipment, and immediately process a replacement part with City of Fort Morgan approval.
- The City of Fort Morgan will supply the vendor with standard-images. The vendor will apply the appropriate-City of Fort Morgan image to all incoming PCs.

- The vendor will deliver the equipment on the requested date, to the designated address provided by the City of Fort Morgan. All equipment deliveries will include original packing slips and manufacturers' documentation enclosed.
- The vendor will process all returns, including items under warranty.

2) PC INSTALLATION SERVICES:

Services Requested:

- The vendor will install all requested software prior to delivery to client site.
- The vendor will deliver all equipment to specific building.
- The vendor will be responsible for keeping its staff up to date with hardware and software support, based on industry-standard practices. The City of Fort Morgan will provide periodic orientations and documentation on internal call logging procedures as well as configuration/install updates utilized by the City of Fort Morgan.
- The vendor will provide warranty work and certain selected hardware maintenance services on an ongoing basis.
- The vendor will provide its own tools used to troubleshoot and repair PC equipment. The vendor will not utilize any of its own software (operating system, Ghost, Norton, etc.) while in the course of troubleshooting or re-imaging PCs. The City of Fort Morgan will ensure that all software used is City of Fort Morgan-owned and licensed.
- The vendor will provide recommendations on installation processes and tools, based on its industry experience and best practices.
- The vendor will provide the IT Department and the City Manager a single-point-of-contact for problem-escalation and vendor coordination.

3) TECHNICAL TRAINING:

The City of Fort Morgan is creating a list of qualified vendors who can provide technical training to staff in a variety of technology disciplines (web specialist, database administration, SQL, Oracle, A+, MCSE, MCSA, network security, VB, XML, etc.). We will use this information to create a preferred vendor list for use by the City when obtaining training for staff. Please submit your experience with these disciplines and provide your approach to training in said disciplines.

4) IT MANAGEMENT CONSULTING:

The City of Fort Morgan periodically utilizes outside consultative services to assist in IT initiatives. Consultants are utilized when internal resources are not available or they do not have the requisite experience or expertise in a given discipline.

Examples of IT consulting we are interested in utilizing include the following:

- IT Strategic Planning
- Infrastructure Evaluations
- Operational Auditing
- Disaster and recovery planning
- Security planning and auditing

5) IT PROJECT MANAGEMENT:

The City is in the process of replacing our legacy business applications. Each replacement application will be its own project. There are also other new technology initiatives that are projects. Presently the workload exceeds the existing resources. The City is looking for experienced project management oversight to handle the overflow of project work. This person (company) will report to the IT Department, which is under the direct supervision of the City Manager.

Please describe your experience in the area of project management.

6) CABLING SERVICES:

The City of Fort Morgan's data infrastructure is a Gigabit Ethernet based network. Cabling is a combination of CAT5 UTP to the desk top, Multi Mode fiber optics in the riser and between campus buildings and Single Mode fiber to Remote sites. The voice network uses CAT3 and CAT5 cabling and is a 1 pair system off an Avaya IP 400 PBX and Meridian KSU's.

Vendors must be capable of providing the following services:

- Indoor and outdoor cabling that includes: CAT 5, Fiber Optic and CATV.
- Telecommunication copper cable.
- Telecommunication equipment grounding and bonding.
- Installing telecommunications racks and equipment.

The following forms are required in order to submit a response to this section of the RFP:

- Proposal Summary.
- Cost proposal.

7) TELEPHONE MANAGEMENT SERVICES:

The City of Fort Morgan utilizes an Avaya 400 IP Office telephone system. The voice network is Voice Over IP between the buildings and TDM within the buildings. We are looking for qualified vendors to assist the IT Department on occasions when further expertise is needed.

Vendors must be capable of providing the following services:

- Implement and program an Avaya 400 IP Office telephone system.
- Troubleshoot and maintain the IP telephone system.
- Assist in upgrades and Tier III level programming and assistance.

INDEMNIFICATION:

The selected firm agrees to indemnify and hold harmless the City of Fort Morgan and its officers and its employees, from and against all liability, claims, demands and expenses including court costs and attorney fees on account of any injury, loss or damage which may arise out of or are in any manner connected with the work to be performed, if any injury, loss or damage is caused in whole or in part by, or is claimed to be caused in whole or in part by, the negligent act of omission, error, professional error, mistake, accident, or other fault of the engineering firm, or any officer, employee, or agent of the engineering firm.

CONFIDENTIALITY OF INFORMATION:

All information and data furnished to the Proposer by the City, and all other documents to which the Proposer's employees have access to during the term of the contract, shall be treated as **CONFIDENTIAL** to the City. Any oral, written or electronic disclosure to unauthorized individuals is strictly prohibited.

INSURANCE REQUIREMENTS:

The selected firm shall procure and maintain for the duration of any contract for services insurance coverage agreeable to both parties. The cost of such insurance shall be paid by the Contractor.

RIGHT TO REFUSE PROPOSALS:

The City of Fort Morgan reserves the right, without prejudice, to reject any and all proposals or any part of any proposal.