

REQUEST FOR PROPOSAL
Information Technology Services for City of Crestview, Florida
Request for Proposal May 10, 2011

General RFP Information

Objective of this RFP

The purpose of this RFP is to solicit proposals from vendors qualified to provide us with an IT Service Management (“ITSM”) solution and the associated implementation services. We will consider proposals from single vendors or from multiple vendors working as a team.

Background

The City of Crestview is located in northwest Florida at the intersection of US Highway 90 and SR 85. Our population is currently 21,000 and is expected to grow over fifteen percent in the next two years. A full community profile can be found on our website. (cityofcrestview.org)

Crestview Computing / Work Environment

The City of Crestview has approximately 236 full time employees, approximately 120 PCs, approximately 50 of which are mobile laptop units and 5 servers. City employees are located at 7 primary locations, all connected by fiber. Voice and data needs for these sites are served by a combination of fiber, frame relay, and leased lines.

The City’s network operating systems are Windows Server 2003 & 2008 and the desktop operating systems are Windows XP and Windows 7.

The City of Crestview's servers are split between a server room in the City Hall building and small servers at 4 other locations.

Crestview IT Current Divisions and Responsibilities

IT at the City of Crestview is currently not a centralized function. Generally, the division of services is as follows:

1. City Clerk’s Office: The server is located in city hall. Aside from numerous personal computer applications, the principle software is HTE.
2. Administrative Services Department: Works off of the server in the clerk’s office. Aside from numerous personal computer applications, the principle software is Blueprince by Builderadius. A G.I.S. and mapping division is in this department.
3. Public Services Department: Works off of a small independent server.
4. Fire Department: Works off of a small independent server. The dispatch service for the police and fire departments are located at the main station house.
5. Police Department: Works off of a small independent server.

6. Public Library: Works off of a county server. Their system is managed by Okaloosa County IT. There are numerous PCs in this location which are included in the count listed above.

Requested Services

We are looking for an IT Service Management (“ITSM”) solution that best meets our requirements, and the associated implementation services to make it operational at the City of Crestview.

Project Goals

The primary goals that we hope to achieve with this ITSM solution include:

1. Support our adoption of the ITIL framework of good practices for IT Service Management, including our shift to a Single-Point-of-Contact “Service Desk”.
2. Replacing our current Help Desk application.
3. Enable true Problem Management and Change Management processes
4. Develop and implement effective system and service documentation via a searchable Knowledge Base.
5. Manage our IT Configurations and Assets.
6. Help with Resource and Project Management.

Deliverables

The following deliverables are to be provided by the vendor:

1. ITSM Software solution.
2. Software Maintenance & Support for the solution.
3. Implementation services.
4. Proposal should set a per hour figure for a minimum of 20 hours each week (inclusive of nights/weekends where required. Normal work schedule should be Monday – Thursday. Proposal should set a per hour figure for after hour calls.

Certifications

Required

1. CompTIA A+
2. CompTIA Network+

Desired

1. Microsoft Certified Systems Engineer (MCSE)
2. Microsoft Certified Systems Administrator (MCSA)

General Qualifications

1. Expert with TCP/IP routing.
2. Expert with IP subnetting.
3. Experience with Checkpoint Firewalls.
4. Experience with Symantec Backup Exec
5. Experience with Symantec Antivirus Corporate Edition and Endpoint Protection.
6. Experience with Exchange 2010.
7. Expert with Windows Server 2003 & 2008.
8. Experience with Pervasive SQL 8 and above.
9. Windows XP, Windows 7 desktop troubleshooting skills.
10. Desktop and server hardware maintenance and troubleshooting skill.

In addition to the above requirements this person will be required to work with city staff and with the Florida Department of Law Enforcement Local Agency Security Officer to assist in compliance with security policies and procedures. These policies and procedures also require compliance with the insert below taken directly from the FBI/FDLE Criminal Justice Information System Security Policy.

Personnel Security Policy and Procedures

5.12.1.2 Minimum Screening Requirements for Individuals Requiring Access to CJI:

1. To verify identification, a state of residency and national fingerprint-based record checks shall be conducted within 30 days of assignment for all personnel who have authorized access to CJI and those who have direct responsibility to configure and maintain computer systems and networks with direct access to CJI. Federal entities bypassing state repositories in compliance with federal law may not be required to conduct a state fingerprint-based record check. All requests for access shall be made as specified by the CSO. The CSO, or their designee, is authorized to approve access to CJI. All designees to the CSO shall be from an authorized criminal justice agency.
2. If a felony conviction of any kind exists, the hiring authority in the Interface Agency shall deny access to CJI. However, the hiring authority may ask for a review by the CSO in extenuating circumstances where the severity of the offense and the time that has passed would support a possible variance.
3. If a record of any other kind exists, access to CJI shall not be granted until the CSO or his/her designee reviews the matter to determine if access is appropriate.
4. If the person appears to be a fugitive or has an arrest history without conviction, the CSO or his/her designee shall review the matter to determine if access to CJI is appropriate.
5. If the person is employed by a noncriminal justice agency, the CSO or his/her designee, and, if applicable, the appropriate board maintaining management control, shall review the matter to determine if CJI access is appropriate. This same procedure

applies if this person is found to be a fugitive or has an arrest history without conviction.

6. If the person already has access to CJI and is subsequently arrested and or convicted, continued access to CJI shall be determined by the CSO. This does not implicitly grant hiring/firing authority with the CSA, only the authority to grant access to CJI.
7. If the CSO or his/her designee determines that access to CJI by the person would not be in the public interest, access shall be denied and the person's appointing authority shall be notified in writing of the access denial.
8. Support personnel, contractors, and custodial workers with access to physically secure locations or controlled areas (during CJI processing) shall be subject to a state and national fingerprint-based record check unless these individuals are escorted by authorized personnel at all times.

RFP Official Contact

Upon release of this RFP, all vendor communications concerning the overall RFP should be directed to the RFP Coordinator listed below. Any oral communications will be considered unofficial and non-binding on the City. Vendors should rely only on written statements issued by the RFP Coordinator.

RFP Coordinator

Michael Wing
City of Crestview
198 N. Wilson Street
Crestview, Florida 32536
Telephone: 850-689-1619
E-mail: mikewing@cityofcrestview.org

Procurement Schedule

The procurement schedule for this project is as follows:

Note: The City reserves the right to adjust this schedule at any time, as necessary.

Milestone	Date
Release RFP to Vendors	May 10 , 2011
Proposal Responses Due From Vendors	Jun 9, 2011
Finalists selected; invitations to demonstrate sent out with demonstration scenarios to guide vendors.	June 14, 2011
Vendor Selection	June 20, 2011
Contract Negotiations Complete	To be determined
Contract Signed	To be determined

Interested vendors should submit the following, no later than 5:00 p.m. on June 9, 2011, to the Crestview City Clerk, 198 North Wilson Street, Crestview, FL 32536. If there are questions, call Michael Wing at (850) 689-1619, Monday – Thursday from 7:00 a.m. to 6:00 p.m. The proposal must be in a sealed envelope addressed to the City Clerk and must be labeled “Information Technology Services”.

Prospective firms are hereby warned not to contact any City employee, official, board member, or Councilmember on matters relating to this Request for Proposals, except as indicated herein. Any attempt to do so, or engaging in lobbying or any other activity interfering with the evaluation process may result in immediate disqualification of the vendor from any City business.

Note: City of Crestview reserves the right to procure proposed implementation services from the selected vendor in whole, in part, or not at all.