

SNOHOMISH SENIOR CENTER REQUEST FOR PROPOSALS INFORMATION TECHNOLOGY SUPPORT SERVICES

Issue Date: May 5, 2011

Due Date: May 17, 2011

I. Introduction

The Snohomish Senior Center is soliciting proposals from qualified professional vendors for Information Technology support services. The qualified vendor will enable the Center to 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 Snohomish Senior Center currently runs a Windows 2003 server with 5 CALs. The Senior Center Network operates at one site only, at the main location address of 506 4th Street, Snohomish, WA. 98296. The Center has Wi-Fi, there are two separate wi-fi network segments at the site; the office and public. The office segment is using a wireless router just as a router with wi-fi disabled. The public segment has a wi-fi router D-link 655. There is one server which functions as the domain controller; DHCP, DNS and a file server. The Network has five (5) workstations configured to the Server; three of the stations operate with Windows XP PRO, and two stations with Windows 7 Pro. The Software applications running on the workstations are Office 2010. Three (3) of the workstations are using QuickBooks Premium. One workstation uses GiftWorks 2011. The primary functions of the workstations are Internet, e-mail, and office applications like Word, Excel, Publisher, and Access. The workstation set up is a standard network configuration. Users are not administrators of their workstations; all administrative network actions are conducted by the Network Administrator.

III. Services Required

The following details the services to be provided to the Snohomish Senior Center 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 Center-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 Center computer related hardware and make available to Center personnel upon request. Assist designated Center 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 capaCenter 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 Snohomish Senior Center 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 Center 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 Center 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 capaCenter management services, and network troubleshooting. Maintain network documentation and procedures.

5. Security – Maintenance of virus detection programs on Center servers, email and all other Center computers and laptops. Perform security audits as requested and notify Center personnel immediately of suspected breaches of security or intrusion detection. Configure Center system to enable remote access in a secure environment and provide remote access administration as requested by designated Center 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 Center.”

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 Center 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 Center?

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 Center 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 Snohomish Senior Center 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

Successful proposals will be scheduled for an on site interview the week of May 21st with the anticipated selection date no later than May 20th and an anticipated contract start date of May 28th.

VI. Deadline for Submissions of Proposals

The proposal must be received by the Snohomish Senior Center prior to 3 P.M. on May 17, 2011. The proposal should be submitted as a loosely-bound reproducible copy.

Proposals shall be delivered or mailed to:

**Snohomish Senior Center
c/o IT Support Services Proposal
PO Box 1426
Snohomish, WA 98291**

A Question & Answer session for interested parties will be held on Wednesday, May 12th at 8:30 am at Snohomish Senior Center, 506 Fourth Street, Snohomish, WA 98290.

If you are unable to attend the Q&A session, questions may be submitted to be answered at the session and then responses will be emailed to all interested parties. If you have questions please email them to:

Kathy McNulty, Executive Director
kmcnulty@snohomishcenter.org

VII. Miscellaneous

1. The Snohomish Senior Center Board 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 Center Council's sole judgment, best meets the requirements of the project.
2. The RFP creates no obligation on the part of the Center 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 Center 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 Center 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 Center 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 Center Council should not, upon written request, disclose such materials.
5. The vendor awarded said contract will be subject to the City of Snohomish business license as required in Snohomish municipal code.