

City of Sultan
Request for Proposals
Information Technology Support Services
Posted: Wednesday, June 1, 2011

Proposal will be received by the City of Sultan for Information Technology Support Services for the Sultan Community Center (City Hall), Water Treatment Plant, Waste Water Treatment Plant, and Public Works Shop.

Interest vendors shall submit an original and ten (10) copies of the proposal response documents and any additional information to:

City of Sultan
Laura Koenig, City Clerk
PO Box 1199
319 Main Street, Suite 200
Sultan, WA 98294

Proposals must be submitted by 4:00 PM on Monday, June 20, 2011. There will be an optional pre-proposal conference on Wednesday, June 15, 2011 at 1:00 P.M..

All proposals will be retained by the City.

The City reserves the right to reject all proposals, to request additional information concerning any proposal for purposes of clarification, to accept or negotiate any modifications to any proposals following the deadline for receipt of all proposals, and to waive any irregularities if such would serve the best interests of the City

Please direct all inquiries to:

Deborah Knight
City Administrator
PO Box 1199 / 319 Main Street
Sultan WA 98294-1199
360.793.2231 fax 360.793.3344
deborah.knight@ci.sultan.wa.us

Overview

The City of Sultan provides municipal services to approximately 4,600 residents. The city has computer networks located in city hall, water treatment plant, wastewater treatment plant, and public works shop. The city currently contracts

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support for maintenance and troubleshooting of existing systems, and implementation of new technologies.

The City network runs on a Windows platform. Most work stations are running Windows XP, Windows 2000 or Windows 7 operating systems. The City uses Microsoft Outlook.

There is a wireless network connection between city facilities. The primary server room is located at city hall. The city accesses the internet via Comcast.

The city operates 14 fixed IP based security cameras, 4-portable cameras, and 12 RF based indoor cameras. The cameras are accessible to authorized users through the Internet. Camera data is collected at City Hall.

The City has VPN available to staff and outside vendors managed via RADIUS Auth.

The City networks consists of:

- 3 wireless ptp links
- 5 ptmp wireless links
- 3 VPN tunnels to various City campuses and non-City sites

- workstations and laptops: 34
- printers: 11 printers city wide, centralized print queues
- Multi-Function Copier: 4, all networked

Primary Applications:

- Microsoft Office Suite
- Springbrook financial and building permit system
- Google Earth
- Adobe Acrobat Pro
- Various java based web-applications

Server Applications:

- AD
- Amazon EC2 storage
- Automated Uploads and Downloads of Status data to City Hosting provider
- RADIUS
- Terminal Services Server and Gateway
- OpenEdge 10.1 DB Server (proprietary)
- CCard Authentication Gateway

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Scope of Work

The successful vendor will be on call to provide technical assistance and system administration to the city and provide general professional services on an as-needed basis primarily during normal business hours: Monday to Friday 8:00am to 5:00pm. The successful vendor must guarantee a 2-hour response time for emergency situations at all hours, as defined at the sole discretion of the city.

The successful vendor will work closely with the City Clerk. The successful vendor must be familiar with local government and public safety technology.

Specific responsibilities include, but are not limited to, the following:

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 information technology performance.
2. Desktop application support – Perform basic support functions including ordering and installing personal computers, laptops, PDA's, printers, peripherals, and office automation software, diagnose and correct desktop application problems, configure computers for standard applications and identify and correct end user hardware and software problems, and perform advanced troubleshooting. Assist designated city personnel with software and hardware purchases. Assist in the development of software/hardware policies and procedures.
3. Server and workstation administration services – Manage computer systems and networks including complex applications, database, e-mail, web and other servers and associated hardware, software, communications, and operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the city's systems. Ensure scheduled preventative maintenance for equipment is properly and promptly performed and maintain the maintenance records on the equipment. Manage changes, upgrades and patches. Manage user logins and security. Coordinate repair and maintenance work with contracted repair vendors if needed and ensure repairs are conducted in a timely fashion. Support Springbrook financial software and other specialized software products of the city of Sultan.
4. Network Administration services – Maintain all city network equipment including switches, firewalls, routers, and other security devices. Perform installation and maintenance of printers, network copiers/scanners, etc. Ensure maintenance of network including regular analysis, routine configuration, and installation of patches and upgrades. Perform minor cabling as needed.

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5. Security – Maintain virus detection programs on city servers, e-mail 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 systems to enable remote access in a secure environment and provide remote access administration as requested or designated by city personnel.
6. Data backups – Ensure all city data is backed up and available for restoration when needed. Maintain offsite backups of all system data in a secure environment.
7. Strategic planning – Engineering, planning and design for major system enhancements, including installations and upgrades of new or existing systems. Provide technical leadership for server technology issues. Make recommendations for future purchases and technology needs.

Submittal Requirements

To be considered responsive, the proposal must provide specific and succinct answers to all questions and requests for information. Indirect, imprecise, or incomplete responses can serve only to the disadvantage of the respondent. Submission of individual resumes is optional but encouraged, although alone will not be considered responsive to any specific questions. The following information shall be required in the proposal 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 of information:
 - a. Company name, address and telephone numbers of the firm or individual 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 who correspondence should be directed.
 - c. Federal and state taxpayer identification numbers of the individual or firm submitting the proposal.
 - d. A statement summarizing the services to be performed and a commitment to providing the services as specified. The statement must be signed by a corporate officer or other individual who is legally authorized to bind the respondent to both its proposal and cost schedule,

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- e. A statement which indicates, “proposal and cost schedule shall be valid and binding for ninety (90) days following the proposal due date and will become part of the contract negotiated with the city.”
- 2. General Information – provide the following information:
 - a. Length of time in business
 - b. Length of time in business 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 that would serve this account.
- 3. Describe how you and/or your firm is positioned to provide the services listed above and provide a history of experience on providing similar services.
- 4. Describe your and/or your firm’s approach to providing these services and your methodology for providing on-going support.
- 5. Provide the name, title, address, and telephone number of five (5) references for clients whom you have provided similar services. Provide information referencing the actual service provided, customer size (and number of users), and the length of tenure providing service to this client.
- 6. Staff resources – identify the 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 responsibility that each of these individuals will have. Full resumes of these individuals should be attached to the proposal. The local availability of staff that will be providing these services will be an important consideration.
- 7. Support services – please answer the following:
 - a. Is help desk support available?
 - b. When is support available? Indicate hours of the day and days of the week.
 - c. How are charges for support structured, documented, tracked and invoiced?
 - d. Do you provide a toll-free support number?

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- e. Describe your problem escalation process, including – initial problem identification, 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 during the past five years, all such incidents must be described. If the termination was for default as 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 respondent in the past five years, declare that.

The city will evaluate the facts and may, at its sole discretion, reject the respondent's proposal if the facts discovered indicated that the completion of a contract resulting from this proposal may be jeopardized by selection of this respondent.

9. Statement of material litigation – provide a statement on whether or not the company or individual is currently involved with any material litigation, arbitration, or bankruptcy proceedings, or has been within the past three years directly or indirectly.
10. Beyond the scope of this proposal, what services (related or otherwise) do you and/or your firm provide that may be of interest to the City?
11. Proposal summary – summarize your proposal and your firm's qualifications. Additionally, you may articulate why you and/or 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. The proposal summary is not to exceed two pages.

Cost of Services

The proposal must contain a fee schedule that includes hourly rates for proposed services, and identify any additional charges (e.g. travel expenses). Identify any state contracts the city may be able to utilize.

The city is seeking a single contract price to cover the scope of work described in this proposal for the period of July 1, 2011 to June 30, 2012 with an option to renew for two additional years. The proposal price shall be broken down by

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amount attributed to city hall, water treatment plant, wastewater treatment plant, and public works shop.

Evaluation of Proposals

All proposals must be received in the City Clerk's office by 4:00 PM on Monday, June 20, 2011. Proposals will be screened, and the top candidates will be selected by the mayor or a committee appointed by the mayor. Qualifications for the top candidates will be verified and references will be checked.

The city anticipates approving a contract prior to or shortly after July 1, 2011.

The city plans to evaluate proposals based on the criteria below. Each respondent must include in their proposal a detailed response to all criteria. Proposals must specifically reference each criteria number.

1. Approach and methodology –how the respondent will complete the scope of work described in this proposal document.
2. Work plan and availability – details on approach to the support required, how staff will be assigned.
3. Profile – the description of the company and its history
4. Project staffing –the qualifications and experience of key personnel who will be directly involved in supporting the city. Indication of specific software and hardware knowledge level.
5. References – satisfaction of clients and end users.
6. Cost of services.
7. Other qualifications/criteria deemed appropriate by the mayor.

The City may conduct interviews with top candidates prior to making a final selection.

The award of contract will not necessarily be based on the lowest fee proposed. The city reserves the right to negotiate the price, terms and Scope of Services with the successful respondent prior to making a final selection

The terms and conditions of a contract with the individual or firm selected will required the individual or firm to maintain general liability, automobile, worker's compensation and errors and omissions insurance. The contract will also contain provisions requiring the selected individual or firm to indemnify the city and providing that the individual or firm is an independent contractor serving at the will of the mayor. Provisions will also be included in the contract allowing the city to terminate the agreement, at its sole and entire discretion upon the provision of notice.

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Miscellaneous

1. The city reserves the right to reject any and all proposals for failure to meet the requirements contained in this proposal, to waive any technicalities, and to select the proposal which, in the city's sole judgment, best meets the requirements of the project.
2. The proposal creates no obligation on the part of the city to award a contract or to compensate the respondent for any costs incurred during the 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 negotiations. Respondents should not rely on the opportunity to alter their qualifications during discussions.
3. The city reserves the right to make such investigations as it deems necessary to determine the ability of the respondents to furnish the required services, and respondents shall furnish all such information for this purpose as the city may request.
4. Compliance with general terms and conditions – the successful respondent will be required to meet the following conditions for a contract award:
5. Public record: All proposals submitted in response to this proposal may become the property of the City of Sultan upon submittal and a matter of public record pursuant to applicable law.
6. The respondent awarded a contract will be subject to City of Sultan business license as required in the Sultan Municipal Code.