

TOWN OF YARROW POINT



REQUEST FOR PROPOSALS

INFORMATION TECHNOLOGY SUPPORT SERVICES

Issue Date: May 22, 2009

Due Date: June 22, 2009, 4:30 p.m.

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I. Introduction

The Town of Yarrow Point is soliciting proposals from qualified professional vendors for Information Technology support services. The qualified vendor will enable the Town to significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize its support cost and maximize investment in IT.

II. Background Information

The Town of Yarrow Point currently runs an integrated system with Macintosh and PC workstations. These workstations connect via basic network shares to the server, which serves as a basic file server.

The Town of Yarrow Point is a general purpose government providing street and storm water system maintenance and improvement, building code services, parks and general administrative services. Water and sewer service and emergency services are provided by the City of Bellevue. The City of Clyde Hill provides policing services. Yarrow Point had a 2007 population of approximately 1,053 with no significant changes expected. No commercial zoning exists within the Town. The Town has approximately four employees.

III. Services Required

The following details the services to be provided to the Town of Yarrow Point 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 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 Town computer related hardware/software and make available to personnel on request. Assist designated Town 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 application, database, messaging, web, other servers and associated hardware, software, communications, and 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 equipment; develop operations, administrative and quality assurance back-up plans and procedural documentation. Set up new users and edit or remove existing users on server. Server performance and capacity management services with reporting when specified thresholds are reached. Configuration management, including changes, upgrades, patches, etc. Support of specialized software products of the Town of Yarrow Point as it relates to the server and associated hardware. Management of user logins and security. Coordinate repair and maintenance work with repair vendors and ensure repairs are conducted in a timely fashion.
4. **Network Administration Services:** Scope of activity includes all Town network equipment including switches, firewalls, routers and other security devices. Primary installation and maintenance of printers, network copier/scanners and etc. Primary maintenance including regular analysis, routine configuration changes and installation of patches and upgrades. Alert notifications to designated Town 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 capacity management services and network troubleshooting. Maintain network documentation and procedures.
5. **Security:** Maintenance of virus detection programs on Town servers, email and all other Town computers and laptops. Perform security audits as requested and notify Town personnel immediately of suspected breaches of security or intrusion detection. Configure Town system to enable remote access in a secure environment and provide remote access administration as requested by designated Town 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.

7. **Website Design/Maintenance:** Posts updated information to Town’s Web site on an as-needed basis. Makes improvements to the Web site for enhanced appearance, usefulness and navigation. Troubleshooting. Creates secure Web interface with Town data as requested.

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, email 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 Town.”
2. General Vendor Information: Please provide the following information:
 - a. Length of time in business.
 - b. Length of time in business providing the proposed services.
 - c. Total number of clients.
 - d. Total number of public sector clients.
 - e. Number of full time personnel.
 - f. Location of headquarters and any field offices.
 - g. Location of office that would service this account.
3. Describe how your firm is positioned to provide the services listed above and provide a history of experience providing similar services.

4. Describe your approach to providing these services and your methodology for providing ongoing 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. Full resumes of these individuals should be appended to the proposal. 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?
 - 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
 - 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 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) litigated or (b) not 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 Town 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 Town?
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 Town determine your overall qualifications.
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 (such as travel expenses).
 - d. Do you have any state contracts the Town would be able to use?

V. Evaluation Criteria and Process

Town staff will conduct an evaluation of qualifications and will rate each submittal based on the following criteria:

- Experience
- Understanding of services to be provided
- Personnel experience
- Compatibility with end users
- Project approach
- Satisfaction of clients/end users

VI. Deadline for Submissions of Proposals

Two copies of the proposal must be received by the Town of Yarrow Point prior to 4:30 p.m. on Monday, June 22, 2009. One (1) copy should be submitted as a loosely-bound reproducible copy. All copies of the proposals must be under sealed cover and plainly marked as "Information Technology Support Services Proposal." Proposals shall be delivered or mailed to:

**Town of Yarrow Point
IT Support Services Proposal
4030 95th Ave. NE
Yarrow Point, WA 98004**

Any questions regarding this proposal are to be submitted to:

Sara McMillon, Town Clerk-Treasurer
Town of Yarrow Point
4030 95th Ave. NE
Yarrow Point, WA 98004
425-454-6994
clerk-treasurer@ci.yarrow-point.wa.us

VII. Miscellaneous

1. The Town of Yarrow Point 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 Town's sole judgment, meets the requirements of the project.
2. The RFP creates no obligation on the part of the Town to award a contract or to compensate the proposer for any costs incurred during the proposal presentation, response, submission, presentation or oral interviews (if held). The Town reserves the right to award a contract based upon proposals received without further discussion or negotiation.
3. The Town 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 Town 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.