



No.: 07-0035

PROPOSAL SUBMISSION DEADLINE:

NO LATE PROPOSALS WILL BE ACCEPTED
(Purchasing Division's Clock shall be the official clock)


Jack Dale,
Purchasing Manager

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SECTION I. - INTRODUCTION

1.0 Submission of Proposal

1.1 One (1) original and seven (7) copies of all proposal documents shall be submitted in a sealed package or container. Project Name and Proposer name and address shall be marked on the outside of the envelope. To ensure acceptance of the proposal, the Request for Proposal (RFP) number and the published opening time and date shall also be clearly shown on the lower left corner of the return envelope. Facsimile transmittals or proposals communicated by telephone will not be accepted or considered. Proposals that are not submitted in a sealed package or container will not be considered.

1.2 Proposals may be delivered or mailed to:

City of Fort Worth
Municipal Office Building/City Hall
Purchasing Division (Southwest Corner of Lower Level)
1000 Throckmorton Street
Fort Worth, Texas 76102

2.0 Delivery of Proposals

Proposals must be received in the Purchasing Division no later than the time indicated on the Cover Sheet of this solicitation or subsequent addendum. The Proposer is responsible for the means of delivering the proposal documents to the location listed in 1.2 on time. Delays due to any instrumentality used to transmit the proposal including delay occasioned by the Proposer or the City of Fort Worth's internal mailing system will be the responsibility of the Proposer. The proposal must be completed and delivered in sufficient time to avoid disqualification for lateness due to difficulties in delivery. The time stamp clock in the Purchasing Division is the official clock for determining whether proposals are submitted timely. Late proposals will not be accepted under any circumstances.

3.0 Public Opening

3.1 Proposals will be opened and publicly acknowledged at the following location, at 2:00 p.m. following the 1:30 p.m. submittal deadline:

Location:

City of Fort Worth
Municipal Office Building/City Hall
City Council Chambers, 2nd Floor
1000 Throckmorton Street
Fort Worth, Texas 76102

3.2 Proposer, their representatives and interested persons may be present. Only the Proposer's names shall be acknowledged so as to avoid disclosure of the contents to competing Proposers and keep proposals confidential.

3.3 Submission of information relative to this RFP will not be released by the City during the Proposal evaluation process or prior to contract award.

3.4 After the contract is awarded, all Proposals will be open for public inspection, to the extent permitted by law.

4.0 Proprietary Information

- 4.1 If a Proposer does not desire proprietary information in the proposal to be disclosed, it is required to identify all proprietary information in the proposal. This identification will be done by individually marking each page with the words "Proprietary Information." Trade secrets and confidential information contained in the proposals shall not be open for public inspection at any time. However, if the Proposer fails to identify proprietary information, it agrees, by submission of the proposals, that those sections shall be deemed non-proprietary.
- 4.2 The confidentiality of proposals will be protected by the City to the extent permitted by law. After award of a contract, all proposals become a matter of public record under Chapter 552 of the Texas Government Code, and upon request, shall be open for public inspection, with the exception of those portions of each proposal which are clearly marked as proprietary.
- 4.3 In the event a request for proprietary information is made, the City will notify the Proposer, who may then request an opinion from the Attorney General of the state of Texas pursuant to Section 552.305 of the Texas Government Code. A determination as to whether certain information may be withheld from public disclosure shall be made by the Office of the Attorney General, not the City of Fort Worth. The City shall in no way be liable or responsible for the disclosure of any such records or portions of a proposal not clearly marked as proprietary, or if disclosure is required by Chapter 552 or other applicable law or judicial order.

5.0 Completion of Proposal

Statements made by a Proposer shall be without ambiguity, and with adequate elaboration, where necessary, for clear understanding.

6.0 Explanations

- 6.1 Any explanation, clarification, or interpretation desired by a Proposer regarding any part of this Request for Proposal (RFP) must be requested in writing from the Purchasing Division at least seven (7) days prior to published submission deadline, as referenced on the cover of the RFP or addenda. Interpretations, corrections or changes to the RFP made in any other manner are not binding upon the City, and Proposer shall not rely upon such interpretations, corrections or changes. Oral explanations or instructions given before the award of the Contract are not binding. Requests for explanations or clarifications may be emailed to kevin.karle@fortworthgov.org, Sr. Buyer in Purchasing. Requests must clearly identify the RFO Title, Number and the Buyer's name.
- 6.2 Any reference within this RFP to "Bid," or "Request for Offer" (RFO) is to be defined as RFP.

7.0 Addenda

Any interpretations, corrections or changes to this RFP will be made by addendum. Sole issuing authority of addenda shall be vested in the City of Fort Worth Purchasing Division. Addenda will be mailed to all Proposers who are known to have received a copy of this RFP. Proposers are responsible for determining if addenda have been issued.

8.0 Withdrawal of Proposal

A Proposer's proposal may be withdrawn by a duly authorized representative of the Proposer at any time prior to the proposal submission deadline, upon presentation of acceptable identification as such a representative of such Proposer.

9.0 Award of Contract

The City of Fort Worth reserves the right to accept or reject any and all proposals and to re-solicit for proposals, as it shall deem to be in the best interests of the City of Fort Worth. Receipt of any proposal shall under no circumstances obligate the City of Fort Worth to accept the lowest cost proposal. The award of this contract shall be made to the responsible Proposer whose proposal is determined to be the best evaluated proposal, taking into consideration demonstrated competence and qualifications to perform the service solicited in the RFP.

10.0 Period of Acceptance

Proposer acknowledges that by submitting the proposal contained herein, Proposer makes an proposal, which, if accepted in whole or part by the City of Fort Worth, constitutes a valid and binding contract as to any and all items accepted in writing by the City of Fort Worth. The period of acceptance of this proposal is one hundred twenty (120) calendar days from the date of opening, unless the Proposal notes a different period.

11.0 Tax Exemption

The City of Fort Worth is exempt from Federal Excise and State Sales Tax for equipment or material incorporated into the Project; therefore, tax must not be included in this proposal for this work.

12.0 Cost Incurred in Responding

All costs directly or indirectly related to preparation of a response to the RFP or any oral presentation required to supplement and/or clarify a proposal which may be required by the City shall be the sole responsibility of and shall be borne by Proposer(s).

13.0 Contract Incorporation

Proposer should be aware that the contents of the successful proposal will become a part of the subsequent contractual documents. Failure of a Proposer to accept this obligation may result in the cancellation of any award. Any damages occurring to the City as a result of the Proposer's failure to contract may be recovered from the Proposer.

14.0 Non-Endorsement

If a proposal is accepted, the awardee shall not issue any news releases or other statements pertaining to the award or servicing of the agreement, which state or imply the City of Fort Worth's endorsement of awardee's services.

15.0 Insurance

- 15.1 Insurance coverage's required herein are intended to respond to occurrences which may arise from services and or goods related to this bid solicitation.
- 15.2 Statutory worker's compensation insurance and employer's liability insurance at the following limits:
 - A) \$100,000.00 each accident
 - B) \$500,000.00 disease – policy limit
 - C) \$100,000.00 disease – each employee
- 15.3 Commercial General Liability insurance shall be provided as follows:
 - A) \$500,000.00 each occurrence
 - B) \$1,000,000.00 annual aggregate
- 15.4 Auto liability insurance shall be provided as follows:
 - A) \$250,000.00 bodily injury per person each accident.
 - B) \$500,000.00 bodily injury each accident.
 - C) \$100,000.00 property damage, or
 - D) \$500,000.00 combined single limit each accident.
- 15.5 The vendor shall furnish the City of Fort Worth Purchasing Manager, with a certificate of insurance documenting the required insurance prior to the commencement of services. Policies shall be endorsed to provide the City of Fort Worth, with a thirty (30) day notice of cancellation, material change in coverage, or non-renewal of coverage. Applicable policies shall also be endorsed to name the City of Fort Worth as an additional insured, as its interests may appear (ATIMA).

16.0 Additional Insurance Requirements

- 16.1 The City, its officers, employees and servants shall be endorsed as an additional insured on Vendor's insurance policies excepting employer's liability insurance coverage under Contractor's workers' compensation insurance policy.
- 16.2 Certificates of insurance shall be delivered to the Purchasing Department of the City of Fort Worth, 1000 Throckmorton Street, Fort Worth, Texas 76102, prior to a contract or purchase order being issued.
- 16.3 Any failure on part of the City to request required insurance documentation shall not constitute a waiver of the insurance requirements specified herein. Each insurance policy shall be endorsed to provide the City a minimum thirty days notice of cancellation, non-renewal, and/or material change in policy terms or coverage. Ten days notice shall be acceptable in the event of non-payment of premium.
- 16.4 Insurers must be authorized to do business in the State of Texas and have a current A.M. Best rating of A: VII or equivalent measure of financial strength and solvency.
- 16.5 Deductible limits, or self-funded retention limits, on each policy must not exceed \$10,000.00 per occurrence unless otherwise approved by the City.

- 16.6 Other than worker's compensation insurance, in lieu of traditional insurance, City may consider alternative coverage or risk treatment measures through insurance pools or risk retention groups. The City must approve in writing any alternative coverage.
- 16.7 Workers' compensation insurance policy(s) covering employees of the Vendor shall be endorsed with a waiver of subrogation providing rights of recovery in favor of the City.
- 16.8 City shall not be responsible for the direct payment of insurance premium costs for Vendor's insurance.
- 16.9 Vendor's insurance policies shall each be endorsed to provide that such insurance is primary protection and any self-funded or commercial coverage maintained by City shall not be called upon to contribute to loss recovery.
- 16.10 While the purchase order is in effect, Contractor shall report, in a timely manner, to the Purchasing Department any known loss occurrence that could give rise to a liability claim or lawsuit or which could result in a property loss.
- 16.11 Vendor's liability shall not be limited to the specified amounts of insurance required herein.
- 16.12 Upon the request of City, Vendor shall provide complete copies of all insurance policies required by these contract documents.

17.0 Response Format and Organization

- 17.1 The proposal must be organized and indexed in the following format and must contain, as a minimum, all listed items in the sequence indicated. Failure to provide your response in the format indicated or without the required information will result in the immediate rejection of your proposal. Proposer should describe how the services will be met. Statements such as "understand and will comply" are not acceptable without supporting explanation and may be grounds for rejection of the entire proposal.

- 17.1.1 Table of Contents
- 17.1.2 Proposal Summary
- 17.1.3 Response Form
- 17.1.4 Response to General Qualifications
- 17.1.5 Response to Service Specifications
- 17.1.6 Proposer Additional Terms and Conditions (If Necessary)

18.0 Statement of Qualifications

All Proposer must meet the following General Qualifications. The proposal must be organized and indexed in the following format and must contain, as a minimum, all listed items in the sequence indicated. Failure to provide your response in the format indicated or without the required information will result in the immediate rejection of your proposal.

19.0 Organization

The vendor shall provide responses to the following questions:

- 19.1 State organization's full name and address and identify parent company if the organization is a subsidiary.
- 19.2 Specify the branch office or other subordinate element that will perform, or assist in performing, work herein.
- 19.3 Indicate whether the organization operates as an affiliation, partnership, corporation or individual. Include the state in which Proposer is incorporated or licensed to operate.
- 19.4 Indicate whether the organization is authorized to do business in the State of Texas and/or is listed as Catalog Information Systems Vendor (CISV).
- 19.5 Indicate whether the organization has been involved in litigation within the last five (5) years arising out of its service performance. If the answer is yes, explain fully, identifying the parties of all such litigation, the court in which the case was or is pending, and the status or resolution of the litigation.
- 19.6 Indicate whether the organization within the next year, as it currently named and owned, anticipate any mergers, transfer of organization ownership, management reorganization, or departure of key personnel year that may affect the organization's ability to fulfill the proposal.

20.0 Vendor Experience

The Vendor shall provide responses to the following questions:

- 20.1 Minimum five (5) years industry experience within the Information Technology maintenance and repair of mainframes arena; and
- 20.2 Vendors have three years of experience in the form of Professional Service contracts within the Information Technology maintenance and repair of mainframes arena.
- 20.3 Proposer must provide at least five (5) business references. Reference identification shall include entity name, address, and telephone number, person's name and a brief synopsis of Proposer's product or service relationship. Three (3) of the references should be from local, state or other governmental agencies.
- 20.4 Provide a list of key consultant's knowledge necessary to complete the project and provide assurance that you have sufficient qualified staff to complete the project on time.
- 20.5 Provide a list of technicians who will be providing the professional services. Include services, background, certifications, licenses and years of experience.
- 20.6 Describe your background with providing support services for the maintenance and repair of mainframes.
- 20.7 Describe organization's experience with maintenance and repair of mainframes.

20.8 Provide organization's history and commitment to provide quality services, if available provide a copy of the organization's one (1) year and/or five (5) year strategic plan.

21.0 Financial information

Vendor shall submit current year Profit and Loss statements, balance sheets, and federal income tax returns and/or Dun & Bradstreet financial report. The vendor must have been in business at least five (5) years under their current Doing Business As (DBA) name.

22.0 Authorized Negotiator

Include the name, address and telephone number of the person in the organization authorized to negotiate contract terms and render binding decisions on contractual matters.

23.0 Competitive Selection

This procurement will comply with applicable City of Fort Worth policies. The successful Vendor(s) will be selected by the City on the basis of evaluation criteria. Evaluation factors outlined in Paragraph 24.0 below shall be applied to all eligible, responsive Vendors in comparing proposals and selecting the successful Proposer. Award of a contract may be made without discussion with Vendors after proposals are received; therefore, proposals should be submitted on the most favorable terms.

24.0 Proposal Evaluation Factors

24.1 A team that will include appropriate City staff representatives will review proposals. The criteria used in determining best value for the City of Fort Worth will include:

CRITERIA	% OF IMPORTANCE
Technical Support Capability /Meet Core Requirements	30%
Proposed Contract Price	25%
Experience of Firm	20%
Customer Service/Staff Qualifications	20%
MWBE	5%

24.2 The Selection Committee may wish to request additional information from Proposers. After review of Proposals, the Selection Committee may select one or more vendors to interview for information or clarification of response. Interviews will be done at the City convenience. Additionally, negotiations may be conducted with selected Vendors until such time as the City determines that the best value for the City has been obtained.

25.0 Prices

Prices shall be proposed in US/American Dollars. All freight cost shall be included in unit prices. Freight terms for deliveries to the City shall be FOB destination, freight prepaid and allowed. Freight terms for shipments from the City shall be FOB origin, freight collected.

26.0 Minority Women Owned Business Enterprise (MWBE) Policy

It is the policy of the City of Fort Worth to establish an MWBE participation goal in any contract in which there subcontracting opportunities. The successful Proposer will be

expected to work with the City to identify such opportunities and, if such opportunities exist, agree to an MWBE participation goal as part of the contract for services with the City.

27.0 Modifications

This Proposal can be modified only by the City of Fort Worth. The Proposers will be notified in writing of any changes. This RFP can be rescinded at any time by the City of Fort Worth.

28.0 Acceptance Period

All proposals must include a statement specifying that they are valid for a minimum period of one hundred twenty (120) days subsequent to the RFP closing date.

29.0 Negotiations

29.1 The City reserves the right to negotiate all elements that comprise the Vendor's proposal to ensure that the best possible consideration be afforded to all concerned.

29.2 The City reserves the right to reject any and all proposals and to re-solicit for proposals in such an event

SECTION II. - PURPOSE OF THIS REQUEST FOR PROPOSALS

1.0 The City of Fort Worth Purchasing Division is requesting proposals for maintenance, repair, parts and technical support from qualified vendors to provide these services for the City's mainframe system. The purpose of this RFP is to establish service and price agreement(s) on a "best value" basis with a qualified Vendor who will supply these services to City of Fort Worth.

1.1 The users of this service agreement will be the Information and Technology Solutions Department of the City of Fort Worth.

SECTION III - SCOPE OF PROCUREMENT

1.0 The City has determined that this is a "high technology procurement" within the meaning of Chapter 252, of the Texas Local Government Code. This statute provides for acquiring certain equipment, goods, or services of a highly technical nature through competitive sealed proposals. Other statutes, regulations and guidelines may apply to the system and still others may affect the way Proposers choose to conduct business. Proposers should be familiar with all the legal requirements (as well as technical requirements) to provide this system.

2.0 The goal of this procurement is to establish a Price Schedule for information technology components and services from qualified Proposers. Initial agreement shall be for two years after the agreement has been initiated. The City of Fort Worth shall have options to renew agreement up to four (4) successive one-year terms at the same terms and conditions.

3.0 The scope of maintenance, repairs, parts, products and services includes software and seat licenses (or alternative licensing arrangements if more beneficial to the City of Fort Worth) and related support and services if and when available or needed.

SECTION IV. SPECIFICATIONS

Based on the equipment listed below, please explain how you would provide maintenance and support (labor and parts) for the City of Fort Worth mainframe peripheral inventory taking into account the service coverage level. Please include your escalation procedures. The proposer should be prepared to generate pricing schedules based on the 4 categories listed below, one rate for each category, taking into account the various equipment owned/leased by the City.

1.0 Service Level Agreement

Provide support 24 hours a day, 7 days per week, 365 days a year basis

1.1 Response Time:

- 1.1.1 Technician or dispatcher shall respond by telephone within 15 minutes to the customer to complete over the phone troubleshooting.
- 1.1.2 Remote Diagnostic support for those systems and components that have this capability must be capable of analyzing hardware failures down to the level of identifying the failing replaceable unit and then dispatching a service technician to effect appropriate repairs.
- 1.1.3 Technician shall arrive on-site within 2 hours from the time of receiving the customer's call if they were unable to troubleshoot and correct the problem or malfunction over the phone.
- 1.1.4 Certain priority one calls require vendor on site response within one hour. Including, but not limited to *priority equipment listed in the Section IV. 2.0 Equipment to be Maintained as noted but as well City emergencies.
- 1.1.5 If Technician is not able to diagnose and repair the malfunction within the first two (2) hours after their arrival, a next level technician must be made available. The next level technician shall arrive and begin repair within three (3) hours of the arrival of the first technician at the trouble site.
- 1.1.6 If the problem or malfunction has not been corrected within four (4) hours of the original technician at the trouble site, a loaner shall be provided and installed within six (6) hours from original call.

1.2 Warranty/Out of Warranty

Monthly maintenance pricing for equipment in warranty and all out of warranty equipment is to include all labor, parts and travel required to restore the failed machine to proper operation. The monthly maintenance level of service includes the provision for loaner equipment of equal functionality in the event that the failed piece of equipment cannot be repaired within six (6) hours. All parts used in maintenance must meet the Manufacturers minimum specifications.

1.3 Loaner Equipment

Loaner equipment shall be the exact product generation being repaired and provide the exact functionality of the device being removed for repair. The City of Fort Worth is not responsible for the cost of purchasing or maintaining this loaner equipment. In addition the City will not be assessed any additional charges for installation or de-installation of the loaner equipment.

2.0 Equipment to be Maintained

Current inventory to be covered under maintenance agreement:

Current CFW Mainframe Equipment Inventory		
Category	Model	Qty
Front End Processor	*IBM 3745-170	1
Channel Extender	*IBM 3044-C01	2
	*IBM 3044-D01	2
Controllers	*IBM 3172-03	1
	*IBM 3174-01L	1
	*IBM 3174-01R	2
	*IBM 3274-41D	1
	*IBM 3274-61C	2
Modems	*CODEX 2640	3
	*GDC 9600 QPS	1
	*GDC 9600SP	2
Monitors	IBM 3151	1
	IBM 3179	2
	IBM 3278	1
	IDEA 9292-2F	2
	IDEA 9292C+	1
	MEMOREX 1472	3
Printers	DECISION DATA 424-20	1
	IBM 4224-001	2
	IBM 4224-002	4
	*IBM 4245-20	2
	IDEA 8900B	1
	MEMOREX 2062-SCI	1
	PRINTEK 4500	2
	TELEX 262	1
	TELEX 287-D2	7

*Noted as priority equipment.

Equipment may be added or deleted with notice. For additions or deletions the City will make every effort to give at least a 30 days notice when adding or removing equipment.

Equipment may be located at the following sites:

NPD#2	3457 Decatur
NPD#8	1000 W Magnolia
NPD#12	2509 Merrick St
Police South	3128 W Bolt St
Water Department	1008 11the Avenue
Police East	5650 East Lancaster St.
CACU	908 Southland Ave
Police Auto Pound	1301 Northside Dr
Police Gang Unit	1000 Calvert
Background Investigation	1000 Calvert
Jim Lollar	6200 Airport Frwy
TCU Storefront	2900 W Berry
Police Department	350 W Belknap
Equipment Room	3000 Bolt St
Alarms Office	3000 Bolt St
Police Information	3000 Bolt St
City Hall	1000 Throckmorton

3.0 Disposal of Equipment

Equipment the City has no further use for must be disposed of in a way that meets environmental and City requirements.

The proposer shall provide a cost structure options to properly dispose of equipment that is listed.

Options:

Cost of disposal and or trade in

4.0 Customer Service

Proposers should describe the companies' commitment to customer service and provide examples of how that standard is maintained and enhanced by their employees on a daily basis. The narrative should address: Escalation Procedures, the use of performance metrics and the use of standard troubleshooting techniques and training.

An on-line service call initiation capability consisting of the ability to dial-up, log on, and initiate a service call without actual contact with Contractor personnel should exist. The on-line service will provide the City of Fort Worth Customer Service Manager with information on the status of the service call, the assigned technician, estimated time of arrival, etc.

5.0 Billing

The successful Vendor shall submit maintenance invoices in duplicate. Invoices shall indicate the purchase order number. Invoices shall be itemized and transportation charges, if any, shall be listed separately. A copy of the bill of lading and the freight waybill, when applicable, should be attached to the invoice. Mail to: City of Fort Worth, IT Solutions Department, Attention: Finance Group and to the address as set forth in the block of the purchase order entitled to "Ship to." Payment shall not be made until the above instruments have been submitted after delivery and acceptance of the goods.

6.0 Reporting

The following list is a sample of the list of reports the vendor must provide to ITSolutions. On-line reporting is preferred. These reports must be provided electronically in MS 2000 Excel or Access. Please include examples of the reports you will provide us based on the list below.

6.1 Ad Hoc Reports – prefer on-line

- a. Master Equipment Inventory (cumulative), including:
A list of all mainframe equipment and peripheral:
Equipment description, device number, serial number, and location changes
- b. Vendor cases transferred to the City of Fort Worth Customer Service Group, including:
Case number, department, reason for transfer, date transferred, status
- c. Unresolved and open issues, including:
Case number, department, customer name and phone number, loaner install date, problem description, scheduled return date to fix the issues

6.2 Monthly (cumulative)

- a. Performance Metrics
Including, but not limited to, response time, rework, established delivery schedule, customer satisfaction survey results, and SLA Measurement
- b. Equipment Failure and Replacement, including:
Equipment description, parts description, new install or maintenance, downtime, include City of Fort Worth call ticket number.
- c. Out of service monthly report

6.3 Yearly

- a. Inventory Report
List of all equipment under maintenance, including:
Department, address, device ID, equipment description

DESCRIPTION	QTY	PRICE PER UNIT	TOTAL
*IBM 3745-170	1		
*IBM 3044-C01	2		
*IBM 3044-D01	2		
*IBM 3172-03	1		
*IBM 3174-01L	1		
*IBM 3174-01R	5		
*IBM 3174-13R	2		
*IBM 3274-41C	3		
*IBM 3274-41D	1		
*IBM 3274-61C	3		
*TELEX 274-C	1		
*CODEX 2640	3		
*GDC 9600 QPS	10		
*GDC 9600SP	2		
*IBM 3745-170	1		
IBM 3151	1		
IBM 3179	2		
IBM 3279	1		
IDEA 9292-2F	2		
IDEA 9292C+	2		
MEMOREX 1472	3		
MEMOREX 2178	1		
TELEX 1472	1		
DECISION DATA 424-20	1		
IBM 4224	9		
IBM 4224-001	2		
IBM 4224-002	4		
*IBM 4245-20	2		
IDEA 8900B	1		
MEMOREX 1187	8		
MEMOREX 1324	2		
MEMOREX 2062-SCI	1		
PRINTEK 4500	2		
TELEX 187	2		
TELEX 262	1		
TELEX 287-D2	9		

* NOTED AS PRIORITY EQUIPMENT