

CITY OF DILLINGHAM REQUEST FOR PROPOSALS

INFORMATION TECHNOLOGY SUPPORT SERVICES

INTRODUCTION

The City of Dillingham is soliciting proposals from qualified professional vendors for Information Technology support services. The qualified vendor will enable the City to significantly improve information technology (IT) effectiveness, enhance its quality of services, minimize its support cost, and maximize return on investment in IT. The City of Dillingham currently runs Windows 2008 server with workstations running Windows XP Professional and Windows 7.

SCOPE OF SERVICE

Desktop Applications Support - Performs basic support functions including installing PCs, laptops, printers, peripherals, and office 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. Create an up-to-date inventory of all City computer related hardware and make available to City personnel upon request. Assist designated City personnel with software and hardware purchases upon request. Assist in development of software/hardware policies and procedures upon request.

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 operation, administrative, and quality assurance back-up plans and procedural documentation. Setup 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. Management of user logins and security. Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion.

Network Administration Services – Activity includes all City network equipment including switches, firewalls, routers, and other security devices. Primary installation and maintenance of printers, network copier/scanners etc, including regular analysis, routine configuration changes, and installation of patches and upgrades. Alert notifications to designated City personnel in the event of failure. Complete proactive monitoring of network equipment including bandwidth utilization, and Network performance and capacity management services, and network troubleshooting. Maintain network documentation and procedures.

Security – Maintenance of virus detection programs on City servers, email 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 system to enable remote access in a secure environment and provide remote access administration as requested by designated City personnel.

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.

SUBMITTAL REQUIREMENTS

- 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:
- 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.
- Federal and state taxpayer ID numbers of the firm.
- Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified
- 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.
- 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 City.”
- General vendor information, including, length of time in business of providing proposed services
- Total number of clients, including public sector clients
- Number of full-time personnel
- Location of headquarters and any field offices
- Location of office which would service this account, describe your approach to providing these services and your methodology for providing on-going support.
- Provide the name, title, address, and telephone number of three references for rural Alaska 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.
- Support Services re help desk availability, indicate XX a.m. to XX p.m.
- How are charges for support structured, documented, and tracked?
- Do you provide a toll-free support number?
- 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
- Indicate your response time and goal, also your statistics regarding meeting that goal
- Indicate if your company has had a contract terminated for default during the past five years, describe incidents

COST OF SERVICES

- Fee schedule that includes hourly rates for proposed services and how your service are specifically priced
- Define any additional charges (e.g. travel expenses)

DEADLINE FOR SUBMITTING PROPOSALS

RFP's will be accepted at the City Manager's Office until 4:00pm June 29th, 2011
One (1) copy should be submitted, loosely-bound, in a sealed envelope plainly marked as:
"Information Technology Support Services Proposal" and mailed to:

The City Manager's Office
Box 889
Dillingham, AK 99576

Any questions regarding this proposal should be submitted to:

Jayne Bennett, Executive Assistant
907-842-4323
assistant@dillinghamak.us

- The Dillingham City Council reserves the right to reject any and all proposals, to waive any technicalities, and to select the proposal which, in the City Council's sole judgment, best meets the requirements of the project.
- The RFP creates no obligation on the part of the City 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 City 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.
- The City 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 City may request.
- 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 City Council should not, upon written request, disclose such materials.
- The vendor awarded said contract will be subject to City of Dillingham business license as required in Dillingham municipal code.