



CITY OF McLENDON-CHISHOLM, TEXAS

REQUEST FOR PROPOSAL INFORMATION TECHNOLOGY SUPPORT SERVICES

Proposals will be received by the City of McLendon-Chisholm for Information Technology Support Services. Interested vendors should submit seven (7) hard copies and one (1) electronic copy of their proposal in an envelope marked as follows:

IT SUPPORT SERVICES PROPOSAL:

Please submit bids to:

Lisa Palomba, City Administrator
City of McLendon-Chisholm
1371 W. FM 550
McLendon-Chisholm, Texas 75032

**Formal proposals must be received by Wednesday, January 2, 2019
by 2:00 p.m.**

Vendors are required to provide as much detail as possible in this proposal, regarding scope of services, approach to protecting and securing the technology used by City users, and their capability and experience. The City reserves the right to reject any or all proposals or to accept any proposal considered most advantageous, regardless of price.

Copies of the Request for Proposal are available electronically at mclendon-chisholm.com or by contacting the City Administrator. Please forward any questions to Lisa Palomba, City Administrator at lisa@mclendon-chisholm.com.

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REQUEST FOR PROPOSAL

INFORMATION TECHNOLOGY SUPPORT SERVICES

1. INTRODUCTION

The City of McLendon-Chisholm is requesting proposals from qualified, professional technology vendors for Information Technology Services. The qualified vendor would provide necessary technical services, which would enable the City to:

- Protect and secure its technology facilities
- Ensure the efficient operation of its data processing networks and related computer systems in its defined user community
- Enhance its quality of service for all City personnel

The ideal vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful vendor will be expected to organize Help Desk procedures efficiently and to ensure that there is no significant computer downtime during normal working hours, generally 9:00 AM to 5:00 PM, Monday through Friday, in addition to 24-hour operations for Public Safety. The vendor is expected to report on status of technology issues and communicate effectively with City Administrator and employees and may be required to attend City Council Meetings periodically.

2. BACKGROUND INFORMATION

The City of McLendon-Chisholm does NOT have an IT Department and is currently using an outside vendor service to provide routine maintenance and support as needed for employees.

There are approximately 5 PC's in the City areas to be covered under the service and support agreement with the successful vendor. These PC's are located in two buildings. The number of PCs could increase as the City grows. The City uses Office 365 and utilizes a Network Attached Storage (NAS) which boots to a server style operating system. Data is stored on the NAS plus local computer back-ups. Offsite backup is also provided in the event of a NAS failure or similar event.

Experience in municipal government and public safety systems and security is preferred. This experience can be noted in the response. Additionally, all IT vendors having access to the City of McLendon-Chisholm Public Safety Servers must agree to submit to a background check.

3. SERVICES REQUIRED

This section summarizes the services to be provided to the City of McLendon-Chisholm in this RFP. The City is looking for a maintenance and support program to be designed under two major categories. These categories are preventative maintenance and as needed maintenance, to accommodate departmental computer system activities and user equipment performance. The City expects the vendor proposal to define, in detail, the approach to be used in the above categories. Distinction of time and material costs for these efforts are important for current and future budget considerations.

A. Initial Assessment

Review of the inventory, update network map/diagram, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current

processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations.

B. Desktop Application Support

Performance of basic support functions, including the installation of PC's, laptops, mobile devices, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PC's, laptops and mobile devices for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all related computer related hardware, to make available to City personnel upon request; and implementation of Help Desk procedures.

C. Server and Workstation Administrative Services

Management of network and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems.

Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all Help Desk tickets for on-site visits, remote support and telephone support is available; development of operations and quality assurance for backup plans and procedures are being followed.

Configuration management, including changes, upgrades, patches, etc. is maintained; management of user logins and password security is documented; and support of software products relating to servers and workstations; timely response for repair and maintenance work for the user.

Configuration for Council Member or consultant/guest participation in Council Meetings remotely in compliance with Texas Department of Information Resources.

D. Network Administration Services

Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices is included. Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; cabling if needed; alert notifications in case of failure of equipment. Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; and continuous troubleshooting are required. Maintenance of network documentation for daily, weekly, and monthly services is required.

E. Email, Security and Backup Efforts

Maintenance of City email accounts using the City domain, adding, changing, and/or deleting City employee accounts as requested; maintenance of virus detection programs on the City servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the City designated person are required.

Assist staff in identifying and retrieval of email communications for open records requests.

Configuration of the City systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the City designee is required.

Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email, and the like; program to restore systems and data if servers and/or computers go down, are required.

F. Planning

Engineering, planning, and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary.

Installation of new equipment, software, and transfer existing data when acquired, will be needed.

G. Not Included

The contract to be awarded does not obligate the City to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful vendor.

4. SUBMISSION REQUIREMENTS

The City is requesting that the proposal submitted address the subjects outlined in Section 3 herein with specificity. The City is looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective information technology system.

Due to the nature of this proposal, it is requested that each proposal be brief and to the point.

Each proposal shall provide the following information:

Letter of Transmittal:

The letter of transmittal must contain the following statements and information:

- a. Company name, address, telephone number(s), and website.
- b. Name, title, email address, and telephone number of the person(s) to contact and 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. A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.
- e. The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
- f. A statement indicating that the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal due date and will become part of the contract negotiated with the City.

Profile:

Provide a short profile of the firm including at minimum:

- a. Length of time in business
- b. Length of time in providing proposed services
- c. Number of clients
- d. Number of clients in public sector
- e. Number of full-time employees and area of involvement: Technical support, programming, consulting, sales support, administrative support
- f. Location of office to service the account
- g. company website

Proposal:

1. Description of the approach the firm will use in providing the services requested. Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
2. Name, title, address, and telephone number of a minimum of three references for clients, whom similar services have been provided, including information referencing the actual services performed, number of users, and length of tenure. References of other Public Sector clients would be most beneficial.
3. Naming of staff resources, with identification of principals and key personnel,
 - a. who are available to provide the services (The city prefers one primary point of contact or project manager);
 - b. experience and expertise of staff;
 - c. local availability of staff is an important consideration
 - d. role and responsibilities that each staff member will have.
4. Support services questions to be addressed:
 - a. Help Desk description
 - b. Support availability (days of week and time, including how you will deal with after hours and weekend calls)
 - c. Toll free number if applicable
 - d. Structure of charges for support
 - e. Steps for resolving problem escalation
 - f. Final authority regarding conflicts
 - g. Response time and goal for resolving problems
5. Explanation of any contract termination for default or other incident in the past five years. Termination for default is defined as notice to stop services for non-performance or poor performance, and issue was either litigated or not litigated. If default occurred, list name, address, and telephone number of the party. If no such termination occurred for default, declare it. The City will evaluate the facts, and may, at its sole discretion, reject the vendor's proposal.
6. Scope of services beyond the RFP that the firm provides which may be of interest to the City.
7. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.

Draft Contract Language

The vendor shall submit a draft contract.

Reports

The vendor shall submit service reports on a monthly basis, summarizing service and IT policy issues. The Vendor must be available to meet with the City Administrator, designated staff member or City Council to review periodically scheduled reports and discuss issues.

Cost of Services

The City is requesting that the vendor submit a **fixed fee service contract** for ongoing maintenance items **along with an hourly rate for troubleshooting, desktop maintenance and other projects** for a twelve-month period, with an option to renew for four successive twelve-month periods. Each twelve-month period must be shown separately. Payment schedule should also be included (i.e. monthly, bi-weekly, etc.).

As a bid alternate, vendor should also submit a **fixed fee service contract for an all-inclusive service and maintenance, with the understanding that major projects will be negotiated on an as needed basis.**

Vendors may also submit other alternative packages that they feel would meet the needs of the City as an included alternate bid.

Vendors must list, specifically, any services which would not be covered in the proposal price. The vendor shall indicate the impact, if any, of changes in the City's IT infrastructure (number of servers and PC's) on the fixed fee. Identify the following for those services not under the fixed fee:

- a) A fee schedule containing the vendor hourly rates
- b) A description of how services will be billed
- c) A description of additional charges, as in out-of-pocket expenses for travel, subsistence, etc.

5. Evaluation Criteria

Staff and Council Members will review the vendors' qualifications. The City Council will award the contract to the vendor who provides a proposal that it determines provides the best value for the City. The criteria are shown below are important.

- a) Approach and methodology
- b) Availability to meet City needs in a timely manner as issues arise
- c) Staffing and experience
- d) Pricing
- e) Satisfaction of clients

The award of the contract will be determined and approved by City Council. The City reserves the right to accept whichever proposal is felt to be in the best interest of and provide the best value to the City of McLendon-Chisholm as well as to reject any and all bids for any or no reason.

6. Miscellaneous

The City Council reserves the right to reject any or all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which best meets the requirements of the City.

The RFP creates no obligation on the part of the City to award a contract or to compensate the Bidder for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews. The City reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications during any discussions.

The City further reserves the right to make such investigation as it deems necessary, to determine

the capability of the vendors to furnish required services, and vendors shall furnish all such information for this purpose as the City may request.

Vendors must specifically identify any portions of their submittals, deemed to contain confidential and proprietary information, or trade secrets. However, the vendor should also understand that information submitted may be subject to Texas Open Records Act Laws and may be disclosed if requested.