

Lindon City
100 North State Street
Lindon, UT 84042-1808



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March 8, 2012

Re: Lindon City IT Service - Request for Proposals

Lindon City is now accepting proposals for all-inclusive, reliable, experienced, and affordable systems network and computer administration services (IT service). Lindon will consider companies and/or individuals who can provide the level of service necessary to meet the scope of services and qualifications found below.

A. IT Scope of Services

All proposals must address the ability to provide the following minimum scope of services:

- Availability to start providing services on or before April 23, 2012.
- Provide both on-site and remote tech support for two network servers with 75-80 desktop/laptop stations in multiple building locations within Lindon City. Some laptops are within patrol cars and utilize air-card network connectivity. Approximately 90 full and part-time users utilize computers on the city network with multiple part-time users often sharing the same PC's.
- Tech support may include, but is not limited to:
 - Individual user and network support for software and hardware issues (ranging from general individual PC assistance, including but not limited to virus removal, general PC troubleshooting, re-imaging a hard drive, etc. – as well as network support for things such as restoring lost files from a server back-up tape drive, etc.)
 - Manage and support network systems through UTOPIA with multiple Sonicwall routers and firewalls
 - Manage and support wireless network systems
 - Monitor, respond to, and troubleshoot server and network outages
 - Coordinate with other outsourced service and software providers as needed (Xmission, UTOPIA, Veracity, Caselle, Spillman, Sportsman, etc.)
 - Install and set up new hardware and software as needed
 - Set up new users on the network with specific access to network files and software
 - Syncing single-user laptop and desktop machines together over the network
- Provide month-to-month unlimited service hours (all-inclusive – not a block of hours/month). Longer contract time frames may also be considered.
- Provide as-needed evening and weekend service coverage 24x7x365 (technician availability – either remote or on-site).
- Provide 24x7x365 network systems monitoring with ability to notify the City if problems occur (i.e., failed back-up tape drive, network connectivity issues, etc.).

- Recommend, order, and install new hardware, software, and network system components as needed to maintain compatibility with technological advances and City needs.

1. Proposal Guidelines and Requirements

- a. This is an open and competitive process.
- b. Proposals received after 5:00pm, Wednesday, March 21, 2012, will not be considered.
- c. Prices quoted should be inclusive. If the price excludes additional fees or charges, you must provide a detailed list of excluded fees with a complete explanation of the nature of those fees.
- d. If the execution of work to be performed by your company requires the hiring of sub-contractors you must clearly state this in your proposal. Sub-contractors must be identified with name, address, and phone number - and a list of the work they will perform must be defined.
- e. Provisions of this RFP and the contents of the successful responses are considered available for inclusion in final contractual obligations.
- f. If no suitable candidate is found as a result of this RFP advertisement, Lindon City reserves the right to re-advertise the RFP and/or not to select an IT service provider at this time.

2. Contract Terms

- a. Lindon City will negotiate final contract terms upon selection of a suitable candidate. All contracts are subject to review by Lindon City legal counsel. A candidate will not be officially awarded until after approval by the Lindon City Council and signing of an agreement and/or contract which outlines terms, scope, fees and other necessary items.

3. Bid / Proposal requirements

- a. List ability to meet requirements listed in section A above, 'IT Scope of Services';
- b. Include a breakdown of proposed bid amount for a month-to-month contract, providing the minimum services listed above. Please also include any additional billable services not included in the 'base services' proposal (i.e., hardware installation charges, etc.); Longer contract time frames may also be considered;
- c. Provide estimated response times when service calls are submitted for on-site assistance;
- d. Provide business qualifications including:
 - i. Company background
 1. Number of years in business;
 2. Number of employees;
 3. Company organizational chart.
 - ii. List of qualifications
 1. What qualifications do you and/or your technicians have that may be working on our systems?
 2. Describe your experience and length of time in providing IT services for similar sized organizations;
 3. Any hardware / software vendor partnerships;
 - iii. Location of headquarters and branch offices

- iv. Three business referrals for similar sized organizations for which you currently provide IT service – including names and contact phone numbers of clients.
- e. Seven identical hard copies of the bid proposal must be submitted.

4. Evaluation Criteria

- a. The following criteria will form the primary basis upon which Lindon City will evaluate proposals:
 - Submittal of seven hard copies of the bid proposal received by the RFP due date.
 - Suitability of the Proposal – the proposed solution meets the needs and criteria set forth in the RFP, particularly those items found within the Scope of Services.
 - Candidate Experience and Expertise – Candidate has successfully provided similar IT services with other organizations and has the necessary qualifications to provide service to Lindon City.
 - Value/Pricing Structure – The price should be commensurate with the value offered by the proposer.
 - Depth and Breadth of IT Staff – The candidate firm has appropriate staff to provide 24x7x365 services for all ranges of possible IT network and individual user support.
 - Proposal Presentation – The information is presented in a clear, logical manner and is well organized.
 - Demonstrated commitment to high level of service as evidenced by the proposal and through provided references.

5. Timeline

- a. Proposals are due no later than 5:00pm on Wednesday, March 21, 2012 delivered to the Lindon City offices with attention to Adam Cowie, 100 North State Street, Lindon, UT 84042.
- b. Seven identical hard copies of the bid proposal must be submitted.
- c. Proposals will be evaluated immediately thereafter. During this time we may require interviews at our office with our evaluation team on or about March 26, 2012. You will be notified if selected for interviews.
- d. Negotiations will begin immediately with the successful candidate. All other candidates will be notified.

We would be happy to show you our current facilities and network systems prior to you providing a bid as an IT service provider. Please contact me at (801) 785-7687 or by email at acowie@lindoncity.org if you would like to set up an appointment to inspect our facilities, or if you have any questions regarding the RFP.

Sincerely,



Adam Cowie
Director of Planning & Development