



REQUEST FOR PROPOSAL To Provide INFORMATION TECHNOLOGY SUPPORT SERVICES

April 16, 2018

I. INTRODUCTION

West Bountiful City (the “City”) is requesting proposals from qualified, professional firms with expertise and experience in Information Technology (“IT”) services to submit a proposal for providing computer hardware, software, and network support for the City’s computer network as detailed in this document.

II. GENERAL INFORMATION

1. RFP Material and Addenda - There may be clarifications and/or addenda which will be posted to the City’s website. Any harm to the Respondent resulting from failure to receive clarifications and/or addenda shall not be valid grounds for a protest against award(s) made pursuant to this RFP. Each Respondent is solely responsible for obtaining all RFP materials.
2. Additional Information - Any questions or clarifications of any material within this RFP should be directed to:

Cathy Brightwell - City Recorder
CBrightwell@WBCity.org
801-292-4486

3. Due Date and Delivery – Proposals must be received no later than **10:00 am on Tuesday, May 8, 2018**, in sealed envelopes clearly marked “RFP – Information Technology Services.” Proposals received after this time will not be accepted or considered. All proposals must be signed by an agent authorized to submit the proposal on behalf of the Respondent.

Please deliver one (1) electronic copy by email and 2 original paper copies to:

Cathy Brightwell – City Recorder
CBrightwell@WBCity.org
550 N 800 West
West Bountiful, UT 84087

4. Confidentiality – All submitted proposals and evaluation materials may become public information and be subject to disclosure pursuant to the Utah Government Records Access and Management Act. As a condition of participating in the City’s Request for Proposal (RFP) process, any person or entity that chooses to respond to this RFP agrees that it will not make a request for any records relating to this RFP until the City has concluded its selection process. This process is concluded when a signed contract is completed between the City and the selected Respondent.
5. Contract Term – The term of the resulting contract will be in effect for an initial term of three (3) years, commencing on July 1, 2018, and terminating on June 30, 2021, unless terminated sooner. Prior to expiration of the initial term, the Contract may be extended by mutual agreement for an extension term of two additional years.

III. SCOPE OF SERVICES

The City is looking for a maintenance and support program for both preventative and on-demand services for the city-wide computer and network operating systems. A single point of contact is preferred for routines services; the City generally expects standard maintenance visits every 2 weeks for a minimum of 2 hours each visit.

City owned network equipment and applications are identified in attached Appendix A.

1. Server Administration Services – Manage computer systems and network to include complex application, database, web and other server and associated hardware, software, communications, and operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system.

Ensure scheduled preventative 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.

Configure management upgrades, changes, patches, etc., in support of Caselle Connect financial software and other specialized software products of West Bountiful City as it relates to the server(s) and associated hardware.

2. Desktop Applications Support – Perform basic support functions including installing PCs, laptops, PDAs, printers, peripherals, and software; diagnose and correct desktop application problems; configure laptops and desktops for standard applications; identify and correct end user hardware problems and perform advanced troubleshooting as needed.
3. Network Administration Services – Maintain City network equipment including switches, firewalls, routers, and other security devices; install and maintain printers, network copiers/scanners and other network devices; maintain and perform regular analysis,

routine configuration changes, and installation of patches and upgrades; complete proactive monitoring of network equipment including bandwidth utilization and other performance indicators reporting when specified thresholds are reached. Perform network performance, capacity management, and network troubleshooting and maintain network documentation and procedures.

4. Security, E-mail and Back-up Protection – As requested, maintain the City’s email accounts adding, changing or deleting employee accounts; assist employees with email retrieval and set-up on phones and personal devices; maintain virus detection programs on all City services and computers; perform periodic security audits including notification of suspected breaches.
5. Strategic Planning – Ability to provide technical leadership for server technology issues; perform strategic planning, designing, and installation/upgrading of core network systems including major network upgrades, provider changes, installation of ‘core’ network devices, etc.; make recommendations for future purchasing and technology needs; and install new servers, software, and hardware, and transfer data when acquired.
6. Availability - Respond to service interruptions within two (2) business hours from notification of failure, and provide maintenance during normal business hours, specifically 8:00 a.m to 5:00 p.m. Monday through Thursday, and 8:00 a.m. to 3:00 p.m. on Friday.

IV. PROPOSAL REQUIREMENTS

The following information is required in Respondent’s Proposal.

1. Letter of Transmittal to 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) authorized to represent the company and to whom correspondence should be sent.
 - c. Profile of the company, including (at a minimum): length of time in business, ownership structure, organization structure, number and examples of clients including number of municipal clients, number of full-time employees available to service the account, and the location of the office to service account.
 - d. Statement of Respondent’s understanding of the services to be performed and positive commitment to provide services as specified.
 - e. Statement which indicates the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal date and will become part of the contract that is negotiated with the City.
2. Service Description
 - a. Description of how Respondent is positioned to provide the requested services, including a history of experience on providing similar services.
 - b. Description of approach to be used in providing requested services and methodology for providing on-going support.

3. Staff Resources

- a. Names of principals and key personnel who will actually provide the services requested.
- b. Resumes for key employees who would perform the requested services, including a summary of experience, technological expertise, and local availability of these staff.

4. Cost of Services

- a. Fee schedule including hourly rates for proposed services, including travel time and after hour call-outs.
- b. Confirm the ability to accurately account for fees and time associated with services provided to various city departments, including golf course and police department.
- c. Description of how services are priced and any other specific pricing proposal.
- d. Specify whether Respondent is able to provide any value-added services to the City either for a fee or as complimentary service.
- e. While the City is currently most interested in a fee structure based solely on hourly rates, respondents are welcome to propose any alternative structures they believe to be in the best interest of the City. The City also reserves the right to further negotiate fee structures with any respondent.

5. Insurance –

Proof of business/professional liability, worker’s compensation, bodily injury and property liability insurance coverage.

6. Extra Services

Information related to the services Respondent firm provides beyond the scope of this RFP which may be of interest to West Bountiful City

7. Reference Information

- a. Name, title, address, and phone number of three references of clients for whom Respondent has provided service. Municipal clients are preferred.
- b. Information referencing the actual services provided, customer size (number of users), and the length of tenure of those providing services to reference clients.

IV EVALUATION CRITERIA

The City will review the Respondent’s qualifications and make a determination using the following criteria as a benchmark.

1. Experience of the Respondent
2. Understanding of services to be provided
3. Ability to provide requested services
4. Project staffing and experience
5. Project approach

6. Satisfaction of Clients/End Users
7. Pricing

IV. OTHER CONSIDERATIONS

1. The City reserves the right to reject any and all proposals for failure to meet the requirements contained herein, and to select the proposal which, at the sole discretion of the West Bountiful City Council, best meets the requested requirements.
2. This RFP creates no obligation on the part of West Bountiful City to award a contract. Terms of any contract award is subject to the review and approval of the West Bountiful City Council and the West Bountiful City Attorney.
3. The City further reserves the right to make such investigation as it deems necessary to determine the ability of Respondents to furnish the required services. Respondents shall furnish all such information for this purpose as the City may request.

WEST BOUNTIFUL CITY

Locations

City locations at which services will be provided:

- | | |
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| 1. West Bountiful City Hall | 550 N 800 West |
| a. Administration | |
| b. Police Department | |
| c. Public Works Department | |
| 2. Lakeside Golf Course – Clubhouse | 1201 N 1100 West |
| 3. Lakeside Golf Course – Maintenance Bldg | 1000 W McKean Ln (1070 North) |

City Owned Equipment

22 – Desk top computers	Windows 7
8 – Desk top computers	Windows 10
1 – Desk top computer (Police Video)	XP
7 – Laptop computers	Windows 7
10 – Laptop computers	Windows 10
2 – Network Servers (Admin)	
1 – Video Server (Police)	
1 – Network Server (Police)	
1 – Micro Server (Golf Course)	