

**CITY OF BUCKHANNON
70 EAST MAIN STREET
BUCKHANNON
WEST VIRGINIA 26201**

**REQUEST FOR PROPOSALS
INFORMATION TECHNOLOGY SUPPORT SERVICES**

Proposals will be received by the City of Buckhannon for Information Technology Support Services. Interested vendors should submit one original and 4 copies of their response in a sealed envelope marked as follows:

**IT SUPPORT SERVICES BID: DO NOT OPEN
until November 15th at 12:00 noon EST.**

Please submit bids to: Amberle Jenkins, Director of Finance and Administration, City of Buckhannon, City Hall, 70 East Main Street, Buckhannon, WV 26201 by mail or in person.

Formal proposals must be received by Wednesday, November 15 at 12:00 Noon EST at which time bids will be publicly opened and read aloud.

Vendors are required to provide as much detail as possible for this proposal, regarding scope of services, approach to protecting and securing the information and the technology used by the City, as well as their capability and experience. The City will utilize evaluation and selection criteria to determine an acceptable vendor. The City reserves the right to reject any or all proposals or to accept any proposal considered most advantageous, regardless of price to meet the needs of the City. Copies of the Request for Proposal are available electronically at www.buckhannonwv.org.

Proposals will be public information after bids are opened. Please direct all inquiries to Amberle Jenkins at 304-472-1651 or amby.j@buckhannonwv.org. Inquiries will be posted to the City of Buckhannon website (inquirers will not be identified, only the questions), with the associated answer. All vendors assume the sole responsibility for monitoring the website for questions and answers. The City bears no responsibility for vendors not receiving current information due to neglecting to check the status of the proposal on the city website.

Any changes or clarifications to the Request for Proposal will be posted exclusively on the City website.

1. INTRODUCTION

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

- Protect and secure its technology facilities, data, and all stored information

- Ensure the efficient operation of its data processing networks and related computer systems in its defined user community
- Enhance its quality of service for departments defined in the enclosed schedules
- Provide the City with technology services and equipment as needed and desired to maintain and expand services desired
- The ideal vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks.
- The successful vendor will help ensure that there is NO significant computer downtime during normal working hours, generally 7:30 AM to 5:30 PM, Monday through Friday and in addition to the 24 hour operations for Public Safety (Police and Fire Departments).
- The vendor is expected to report on status of technology issues and communicate effectively with all City departments.

2. BACKGROUND INFORMATION

The City of Buckhannon does NOT have an IT Department and is currently using an outside vendor service to provide maintenance and support on an as needed basis. There are High Availability HP Blade Enclosure System with VMWare Hypervisor server being utilized by the City's departmental infrastructure. The servers use a variety of software, and are both physical and virtual in nature. Detailed information about the specifications is available for review, as necessary.

There are approximately 90 PC's (computers, laptops, tablets, servers) 40 cameras, as well as network printers in the departmental areas to be covered under the service and support agreement with the successful vendor. These PC's are located throughout eight (8) different locations. The addresses and locations are available upon request.

The PC's vary by manufacturer, aging, specifications, software, and service pack versions. Windows 7 Professional is the prevalent operating system used on the workstations. The City deploys Bitdefender as its prevalent antivirus software and uses various versions of Windows software. The detail describing the inventory more specifically is available to all bidding parties per request.

Experience in Public Safety Systems and Criminal Justice Information Systems (CJIS) Security Policy preferred. This experience should be noted in the response.

Additionally, the successful IT vendor's staff having access to the City of Buckhannon's Public Safety Servers must submit to a fingerprint and criminal history check conducted as specified by the City of Buckhannon.

3. SERVICES REQUIRED

This section summarizes the desired services to be provided to the City of Buckhannon in this RFP. The City of Buckhannon is looking for a maintenance and support program to be designed under two major categories. These categories are PREVENTIVE 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 to billing the City and future budget considerations.

- A. Initial Assessment Review of the inventory, update network 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. A report of this initial assessment shall be submitted by January 1, 2018 and each January 1 as long as the contract is in force. This is to allow for necessary budget planning for the upcoming fiscal year.
- 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.
- C. Server and Workstation Administrative Services Management of networks 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 and data. Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records; development of operations and quality assurance for backup plans and procedures are being followed.
- D. Configuration management, including changes, upgrades, patches, additions, etc. is maintained; management of user login's and password security is documented; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.
- E. Network Administration Services Maintenance and support of network equipment, including towers, transmission equipment, 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; minor cabling if needed; alert notifications in case of failure of equipment. Proactive monitoring of network equipment, security of all links, including performance indicators to report on threshold limitations; network performance and capacity management services. Maintenance of network documentation for daily, weekly, and monthly services is required. Preference will be given to vendors with certified network engineers having knowledge in network security.

- F. 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 frequent and periodic security audits, including notification of suspected breaches of security to the City designated person are required. 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.
- G. 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 other communications; program to restore systems and data if servers and/or computers go down, are required.
- H. 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.
- I. 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 and consist of no more than twelve pages.

Each proposal shall provide the following information:

Letter of Transmittal:

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

- Company name, address, telephone number(s), and website.

- 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.
- Federal and State taxpayer identification numbers of the firm.
- A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.
- The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
- 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 a minimum: a) Length of time in business. b) Length of time in providing proposed services. c) Number of clients. d) Number of clients in the 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) Small, Minority - owned, and Woman - owned business, if applicable.

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 at least 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 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. support availability (days of week and time, including how you will deal with after hours and weekend calls)
 - b. toll free number, if available

- c. detailed structure of charges for support
- d. steps for resolving problem escalation
- e. final authority regarding conflicts
- f. 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 information if the 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.

5. EVALUATION CRITERIA

A selection committee, appointed by the City, will review the vendors' qualifications. From this review, an evaluation and selection process will be completed using the following criteria as a benchmark for making a recommendation. 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 and are listed in relative order of importance:

- A. Approach and Methodology
- B. Project Staffing and Experience
- C. Pricing
- D. Satisfaction of Clients/End Users

A rating system will be used to evaluate the proposals based on the above criteria.

The award of the contract will be made to a firm, whose proposal receives a favorable evaluation and recommendation of the selection committee, with final approval by the 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 Buckhannon 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, in the Council's sole judgment, best meets the requirements of the program. 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 West Virginia Freedom of Information Act and may be disclosed if requested. All requests from the vendor for additional information must be made in writing (includes email), and this information provided will be made available to all vendors at the discretion of the City