



## **Request for Proposals Information Technology Services**

May 1, 2019

### **1. INTRODUCTION TO PROJECT**

The City of Talent, Oregon invites qualified providers to submit a proposal and statement of qualifications for professional information technology services for a three-year period beginning July 1, 2019. The qualified vendor will enable the City to maintain and improve information technology (IT) effectiveness, enhance its quality of services, minimize down time and support costs, ensure security of data and equipment, and maximize return on investment in IT. The city does not have professional IT staff.

The vendor will work in conjunction with the City Manager as the main point of contact for general IT infrastructure, equipment and employee needs. The City has approximately 25 full-time employees, and city departments include police, public works, community development, finance and administration located in three separate buildings, plus additional community-oriented space with minimal IT needs. Confidentiality of information is vital. The selected vendor and its employees will be required to sign and adhere to a confidentiality clause that information in the system must remain confidential under penalty of law. All vendor employees with access to the City network will be required to undergo fingerprint background checks at the vendor's expense and be expected to maintain CJIS security standards and authorization at all times.

Applications submitted in response to this RFP will be reviewed by a team of City staff. The team will review all complete, eligible proposals received by the deadline. Upon evaluating the qualifications provided in the applications, the team will identify top vendors who may be invited for finalist interviews. The review team reserves the right to make a final decision without an in-person interview

### **2. SCOPE OF SERVICES**

The City desires a fully outsourced IT management provider to supply proactive maintenance, support, and other IT-related functions, possibly including VOIP telephone service and cloud-based storage/backup. The following are the minimum services to be provided under a future contract:

## A. Desktop Applications Support

- Perform basic support functions including installation of PC's, laptops, printers, and software; diagnose and correct desktop application problems; configure laptops and desktops for standard applications; and identify and correct hardware problems, performing advanced troubleshooting.
- Assist designated City personnel with hardware and software purchases as needed.
- Assist with warranty and other technical support.

## B. Server Administration Services

- Manage computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system.
- Monitor server performance and capacity management services.
- Ensure scheduled preventive maintenance for equipment is promptly performed; develop back-up plans and procedural documentation consistent with disaster recovery plan and city document retention policies.

## C. Network Administration Services

- Manage and maintain all City network equipment including switches, firewalls, routers, IP phone system (not yet installed) and other security devices.
- Manage backup and disaster recovery systems.
- Install and maintain printers, network copiers/scanners, group licenses and software updates, as necessary.
- Monitor network performance and capacity management services.
- Maintain city-wide network diagram.

## D. Security

- Maintenance of virus/malware detection and spam reduction 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.
- Assist the City in complying with best practices and CJIS requirements.

## E. Strategic Planning

- Provide technical leadership for all technology issues. Make recommendations for future purchasing and technology needs.
- Keep City up to date on new technology changes and uses that will enable the City to increase efficiency and reduce costs.
- Make recommendations regarding cloud storage/ backup uses and VOIP for location-based telephone use.

#### F. Help Desk Support

- Provide timely and professional end-user support.
- Urgent and emergent support must be available 24/7/365.
- Routine support must be available Monday through Friday from 8:30 a.m. to 5:00 p.m.

#### G. End User Training

- Provide training on commonly used software applications as needed.
- Orient new hires to city IT system as needed.

#### H. Onsite Support

- Provide regularly scheduled and dedicated onsite support eight hours each month to address city-wide and/or departmental hardware and software issues.

\*\*\*Please note that this description of the scope of services is intended to provide a general overview of the essential information technology issues confronting the City of Talent and is not intended to be exhaustive. The City accepts no responsibility for inadvertent errors or omissions with regard to industry-specific jargon or descriptions. A **voluntary pre-proposal conference** will be held on **Wednesday, May 8, 2019 at 1:00 p.m.** at Talent City Hall. Proposers may ask questions of city staff to gain a better understanding of the scope of services needed. Prospective applicants will be available to see the City's server room to examine the existing network infrastructure.

### 3. BUDGET

- Although "cost" will be only one factor in the selection process, budget constraints are a reality in local government. Firms that can quickly implement affordable but effective solutions and support will be given the strongest consideration. The City is open to proposals based on monthly fixed rates, hourly rates, or a combination of both.

### 4. EXISTING TECHNOLOGY ENVIRONMENT

The City's current IT infrastructure is comprised of the following components:

- Workstations – 36
- Physical Servers – 6
- Laptops – 12 (including 5 PD Toughbooks)
- 3 routers, 4 switches and 3 security gateways
- Computer Operating Systems – (Windows 7, 8 and 10 Professional)
- Network Infrastructure – (current contracts with Hunter Communications, Spectrum/Charter and some city-owned fiber)
- Software Subscriptions – Microsoft Office 365, AdobePro, ArcGISPro, Incode

#### 4. PROPOSAL AND EVALUATION CRITERIA

##### A. Instructions to Applicants:

1. Three identical proposals plus one electronic PDF file version (on a flash drive) shall be submitted to the address below in a sealed package clearly marked to the attention of City Manager and must be received at the address below by 4:00 PM (PDT) on **May 22, 2019**.

City Manager

City of Talent

110 E. Main Street

Talent, Oregon

2. Any proposals received after the specified date and time will not be considered. Proposals may not be modified or withdrawn after the submittal deadline.

3. All proposals should be 8 1/2" x 11" in size (proposals may include fold-outs).

4. Additional promotional materials/brochures may be included in addition to the proposal but may not substitute for any of the content requirements of the proposal itself. This additional material need not be submitted in an electronic format.

5. Communication with city employees or the selection committee about this project prior to the announcement of a selection is prohibited. All questions should be asked at the voluntary pre-proposal conference or emailed to [sspelliscy@cityoftalent.org](mailto:sspelliscy@cityoftalent.org) by May 10, 2019.

6. The City reserves the right to waive any irregularity or technical defect in a proposal and to accept or reject, in whole or in part, any or all proposals and to advertise for new proposals, as best serves the interest of the City. The City is under no obligation to award a contract to any firm submitting a proposal. During the evaluation process, the City reserves the right, where it may serve the City's best interest, to request additional information or clarification from proposers, or to allow corrections of errors and/or omissions. The City reserves the right to withdraw this RFQ at any time without prior notice and to reject any or all bids or proposals for good cause in the best interests of the City.

7. The City shall not be responsible for any costs incurred in the preparation, submittal, and presentation of proposals.

8. The City reserves the right to negotiate a final professional Services Agreement with any Proposer(s) as necessary to serve the best interest the City.

9. The City reserves the right to award its total requirement to one Proposer or to apportion those requirements among two or more Proposers as the City may deem to be in its best interest.

10. All materials submitted shall become the property of the City and shall be subject

to the laws and regulations relating to the disclosure of public information. No guarantee of privacy or confidentiality is offered or implied. Materials submitted by respondents are subject to public inspection under the Oregon Public Records Law, unless exempt.

## B. Proposal Contents

The following are the contents that all proposals must include. All the listed criteria should be addressed completely and should follow, as closely as possible, the order and format in which it is listed below.

These categories and criteria will be major considerations in the evaluation and determination of the most qualified and capable firm(s). Bids shall be evaluated based on the requirements set forth in the RFP. The sequence of the listing is not intended to reflect relative weight of each category.

### 1. Interest and Qualifications:

- a. A brief description of the consultant or firm, including location, years in business, history, and philosophy. Include an outline of the firm's officers and executive management, if applicable.
- b. A statement of interest for the scope of services, including a narrative describing the respondent's capabilities and unique qualifications as they pertain to this particular project.

### 2. Related Experience and References:

- a. Proposal shall include a list and description of at least three projects completed in the previous two years that demonstrate the respondent's experience in troubleshooting and delivering comprehensive IT solutions for municipalities or similar private sector organizations. List the projects in order of priority, with the most relevant project listed first. Provide for each project names and contact information for the point(s) of contact.

### 3. Team and Availability

- a. Proposal shall include a description of the proposed consultant team. Proposal shall identify all key personnel as well as any sub-consultants, if applicable. Proposal shall outline roles, responsibilities and reporting relationships. Proposal shall identify key contact person for communicating with the City on all project-related matters.
- b. Proposal shall include a statement on the availability and commitment of the respondent and assigned professionals who will undertake the scope of services. Time is of the essence on this project.

### 4. Project Approach

- a. Proposal shall include a narrative indicating an understanding of the scope of the project and the services to be performed. An overview of the intended approach to providing the necessary services should be provided.
- b. Describe the firm's history and ability to establish and maintain schedules.

c. Describe the firm's history and ability to establish budgets and control costs.

d. Describe the firm's quality assurance process and history of delivering high quality contracted services on time and within budget.

### C. Proposal Cost

Cost proposals should be all-inclusive. If proposal is based on hourly rates, include an hourly rate schedule for all team personnel and any sub-consultants. Include any irregular rate tiers such as weekend or after hours.

If proposal is based on a fixed fee, include any exclusions or additional hourly charges.

## 5. PROCESS AND TIMELINE

- **May 1, 2019** RFP issued and posted on the City of Talent website; [www.cityoftalent.org](http://www.cityoftalent.org)
- **May 8, 2019** Voluntary Pre-Proposal Conference will be held at 1:00 p.m. for a review of the project and the RFP. (Location – Talent City Hall, 110 E. Main Street, Talent, OR)
- **May 22, 2019** Receipt of proposals due by 4:00 PM (PDT)
- **May 31, 2019** City staff will evaluate the proposals and select a preferred firm. If multiple firms have exceptional qualifications, the selection committee will conduct interviews with a short-listed group of finalists.
- **June 7, 2019** Short-listed firms are interviewed (optional)
- **June 14, 2019** Preferred firm is notified of selection and draft professional services agreement is presented.
- **June 19, 2019** Recommendation to City Council
- **July 1, 2019** Contract begins

\*\*\*Please note that this timeline is aggressive and will require prompt responses from short-listed firms. By submitting a proposal in response to this RFP, the respondent expresses its intent to comply with the established timeline. In addition, the respondent accepts the evaluation process and methodology, as well as acknowledges and accepts that the determination of "the most qualified and capable" firm(s) will require subjective judgments by the selection committee and the City.

Thank you in advance for your interest in the City of Talent.