March 29, 2013

Request For Proposal – IT Analysis and Support Services

The City of Oregon City has prepared this request for proposal (RFP) to solicit proposals from qualified professional Contractors for an Information Technology analysis and continuing support services.

The City intends to enter into a Personal Services Agreement with the selected vendor for two (2) years starting July 1, 2013, with the option to renew for an additional two (2) year period.

Three (3) sealed copies of the proposal for this work should be submitted no later than **4:00PM**, local time, Tuesday, April 30, 2013, to David Knoll, IT Supervisor, City of Oregon City; and be clearly identified as "**Sealed Bid - Oregon City Information Technology Analysis and Support Services**". Questions concerning this RFP should be directed to the City Bids/RFPs web site: www.bids.orcity.org.

Attachments:

Exhibit A	Personal Services Agreement
Exhibit B	Standard Conditions to Personal Services Agreement
Exhibit C	Bid Price Form

CITY OF OREGON CITY
INFORMATION TECHNOLOGY DEPARTMENT
REQUEST FOR PROPOSALS

SECTION 1: PROJECT SUMMARY

The City of O r e g o n   C i t y is soliciting proposals from qualified professional Contractors for an Information Technology analysis and continued support services. The qualified Contractor will provide the City with strategic direction and best-practices recommendations; hardware, software, and related network support; expertise in specific, city-utilized applications; and remotely-managed and on-the-ground IT support services. The Contractor proposals should address:

1. IT Network Analysis - Strategic direction recommendations and documentation. The Contractor should consider and detail, at a minimum, the use, reliability, scalability, and manageability (remote and onsite) of our current IT environment.

2. Project Management and Support for department-specific applications. The successful Contractor will demonstrate familiarity and ability to support/implement/recommend document management tools as well as client, web, and cloud solutions for City Departments such as Public Safety, Finance, Public Works, etc.

3. Helpdesk - Support and troubleshooting hardware, software, applications, and network services. The proposal should detail contracted managed services, which would include onsite support for installing/setting up software for new workstations, servers, and network equipment.

4. Management and support for Virus, Security, Firewall, VPN, and other network components. The proposal should provide a plan to manage and maintain the City's network security and confidentiality.

SECTION 2: BACKGROUND

The City of O r e g o n   C i t y currently h a s 2 4 Windows 2 0 0 3 – 2008 servers with approximately 150 workstations / laptops running Windows 7 or Windows XP Professional. We use mostly Dell switches. The City has a 48-strand fiber backbone, and 12 and/or 48-strand fiber to all but two facilities, with plans to run fiber to these additional two sites. We run an Allworx VOIP telephone system (one 48x and two 6x) on separate VLANs. We employ and support limited mobile technology such as smart phones and tablets, and expect the use of mobile technology at the City to increase quickly. We run SQL 2005, Office 2007 and 6 Office 365 with Sharepoint licenses, and plan to upgrade to an Office 2010 environment in the upcoming fiscal cycle.

The workstations connect via network shares to up to 24 servers, which act as file, database, application, and web servers. We wish to move to a virtualized environment in the next fiscal cycle. The City has employed an outside contractor for existing support services, and while the service contract has not changed, the City's need for expanded support has. This includes quick response time in the field, robust remotely managed helpdesk/troubleshooting, and expanded strategic consultation and software implementation.

SECTION 3: SCOPE OF WORK

3.1   **IT Network Analysis**

- Compile/update inventory of all information technology related assets
- Assess system architecture (network, LAN, WLAN, wireless) and update Network diagrams
- Assess current processes using these criteria: reliability, scalability, manageability, efficiency, remote accessibility, and security; and provide a plan for addressing any issues discovered.
- Make recommendations for improved, city-wide, IT system performance. Specifically:
  - Network and user usage optimization
  - Implementation of a virtualized environment
  - Server support and monitoring

Section 3.1 will be bid at a separate, one-time rate.

3.2   **Continued Support Services**

The Contractor will work with City IT staff to provide the following services to the City of Oregon City:

3.2.a   Desktop Applications Support - Performs basic support functions including:
- Install workstation, server, laptop, printer drivers, and enterprise database software
- Diagnose and correcting desktop application problems
- Configure laptops and desktops for standard applications
- Identify/correct end user hardware problems
- Perform advanced troubleshooting
- Maintain an up-to-date inventory of all computer related hardware and make available to City personnel upon request
- Assist designated City personnel with software and hardware purchases
- Assist in development of software/hardware policies and procedures

3.2.b   Server Administration Services - Manages computer systems and networks including:
- Manage complex application, database, messaging, web and other servers, and associated hardware
- Monitor software, communications, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system
- Ensure scheduled preventive maintenance for equipment is properly and promptly performed and maintain records to City specifications
- Develop operation, administrative, and quality assurance back-up plans and procedural documentation
- Active server and MS Exchange administration
- Provide server performance and capacity management services with reporting when specified thresholds are reached
- Manage virtualized environment when implemented
- Configuration management, including changes, upgrades, patches, etc.
- SQL database administration to support specified departmental applications including upgrades, patches, etc.
- Coordinate repair and maintenance work with contracted service and ensure repairs are conducted in a timely fashion

3.2.c   Network Administration Services – Scope of activity includes all City network equipment including, but not limited to, switches, firewalls, routers, and other security devices.

- Primary installation and maintenance of printers, network copiers/scanners, etc.
- Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades
- Alert notifications to designated City personnel in the event of failure
- Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached
- Network performance and capacity management services, and network troubleshooting
- Maintain network documentation and procedures

3.2.d   Security –

- Maintenance of virus detection 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 or instruction detection
- Configure City system to enable remote access in a secure environment and provide VPN administration as requested by designated City personnel
- Oversee public safety security connections for use with outside agencies. Our Police currently connect using CCom, Classweb, and Forcecom

3.2.e   Strategic Planning –

- Engineering, planning, and design services for major system enhancements including installations and upgrades of new or existing systems. Examples include major server upgrades, virtualization and storage system upgrades, and redesign of backup systems
- Provide technical leadership for server technology issues
- Make recommendations for future purchasing and technology needs.
- Design, install, upgrade and configuration of servers, routers, switches, and network software

    Section 3.2 will be bid separately at a monthly rate for the services requested.

SECTION 4: CONTRACT

The City intends to enter into a Personal Services Agreement with the selected Contractor. This agreement will commence once signatures by both the City and the Contractor are obtained, and will be in effect for two (2) years. The City reserves the right to renew the agreement, with the consent of the Contractor, under the same terms and conditions for two (2) additional years.

Should the City choose to renew the Agreement, all prices at the time of the renewal may be adjusted on the anniversary date of the Agreement, based on the Portland Consumer Price Index (CPI-U, http://www.bls.gov/eag/eag.or_portland_msa.htm) for the immediate twelve (12) month period preceding the renewal of the Agreement. The Agreement shall automatically be renewed for two (2) additional years unless the City provides the Contractor written notice that it does not intend to renew the contract thirty (30) calendar days prior to the ending of the term then in effect.

SECTION 5: COST

The City is requesting two (2) separate bids within this RFP. Based on the Scope of Work (Section 3), Contractors are requested to provide their bid prices on the attached Bid Proposal (Exhibit C).

The Bid Proposal (Exhibit C) consists of two (2) sections. They are:

5.1 **IT Network Analysis** – Contractors will submit an all-inclusive bid price for this one-time service outlined in Section 3.1. Proposal shall not exceed 5 pages.

5.2 **Continued Support Services** – Contractors will submit a monthly bid price for the services outlined in Section 3.2. Proposal shall not exceed 10 pages, as indicated below:

SECTION 6: SUBMITTAL REQUIREMENTS

The Contractor shall submit three (3) copies of their proposal; which must include the following information:

- An introductory letter with the company's name, address, phone, and fax numbers included. A name, email address, and phone number of the company point of contact for this project is also required.

- A statement which indicates the proposal and bid price shall be valid and binding for ninety (90) days following the proposal due date.

- A statement of the qualifications and experience of the firm on projects similar in scope and nature, including the firms organization staffing.

- Names, contact information, and qualifications of personnel to be assigned to the project. Local availability of staff will be an important consideration in the selection process.

- Names, qualifications, and experience of outside contractors, if proposed to be used on the project, and their degree of participation.

- Client reference from three (3) recent related projects, including name, address, and phone number of individuals to contact. Reference actual services provided, customer size (number of users), and the length of time providing services to each.

- The above information must not exceed 3 pages.

- Project Proposal and Summary of Support Services plan for the project not to exceed 7 pages. The plan shall include:

  o Available on-site help-desk support
  o Available remote phone support and contact information
  o Hours/Days support is available
  o Service Level Agreement (SLA) information to include:
    - Critical, enterprise-wide issue – work stoppage
    - High priority: Work stoppage
    - Normal: resolution required; normal work flow impacted
    - Low: No immediate workflow impact, low priority
  o Metrics on response times and resolutions

- Contractor's after hours hourly rate schedule (if applicable) for each classification of personnel to be assigned to the project including outside contractors.

SECTION 7: SUBMISSION PROCESS

Proposals must be in ink or typewritten and should be submitted, enclosed in an envelope clearly marked on the outside as **"Sealed Bid –Information Technology Analysis and Support Services."**

Bids may be mailed or delivered personally; however, if mailed, the responsibility of their delivery on time to Oregon City City Hall 625 Center Street, Oregon City, Oregon, 97045 is wholly upon the bidder. Bid proposals received after the designated date and time will be returned unopened. Facsimile or electronic bids will not be accepted.

Three (3) hard copies of the Proposal must be submitted to: David Knoll, IT Supervisor, City of Oregon City.

The Proposal must be received no later than **4:00 PM**, local time, on April 30, 2013.

Each proposal shall be double-sided and printed on recycled paper wherever possible. All proposals become part of the public file for the project, without obligation to the City of Oregon City.

The City reserves the right to reject any or all submittals for good cause, in the public interest, and is not liable for any costs incurred by the Contractor in the submittal preparation.

A City of Oregon City Business License is required. Chapter 5.04 of the City Code states no person shall do business within the City without a current, valid City license. No contracts shall be signed prior to the obtaining of the City of Oregon City Business License.

Questions regarding this RFP shall be directed to the City's Bids/RFPs web site: www.bids.orcity.org. Similar questions may be combined into one answer. Interpretations or clarifications considered necessary by the City in response to such questions will be issued by Addenda, posted to the City's Bids/RFPs web site and made available to all parties recorded by the City as having received the bid package. Questions received less than five calendar days prior to the date of bid opening may not be answered. Only questions answered by formal written Addenda will be binding. Oral statements and other interpretations or clarifications may not be relied upon and will not be binding or legally effective.

If discrepancies or omissions are found or there is doubt as to the true meaning of any part of this bid package, a request for clarification or interpretation shall be submitted to the City no later than five calendar days prior to the date of bid opening.

SECTION 8: EVALUATION/SELECTION CRITERIA & PROCESS

From the proposals received, the City will select the most qualified firm based on the factors in the chart below. The most qualified firms selected may be interviewed by the City prior to final selection.
- Project Approach   (40%)
- Experience   (30%)
- Cost   (20%)
- References   (10%)

The contractor selected for consideration must be able to provide staff with demonstrated capabilities to provide the service listed above. In addition the selected Contractor must show they have the staffing capabilities to meet all scheduling requirements.

As part of the consideration for entering into a personal service agreement with the successful firm, the firm is required to sign an agreement including the indemnification and hold harmless language and to obtain insurance with an insurer or insurers satisfactory to the City as set forth in Exhibit B. Failure to meet the insurance regulations as set forth shall result in the proposer's loss of contract award.

Attachments:

1. Exhibit A – Draft Personal Services Agreement
2. Exhibit B - Standard Conditions to the Oregon City Personal Services Agreement
3. Exhibit C – Bid Proposal Form