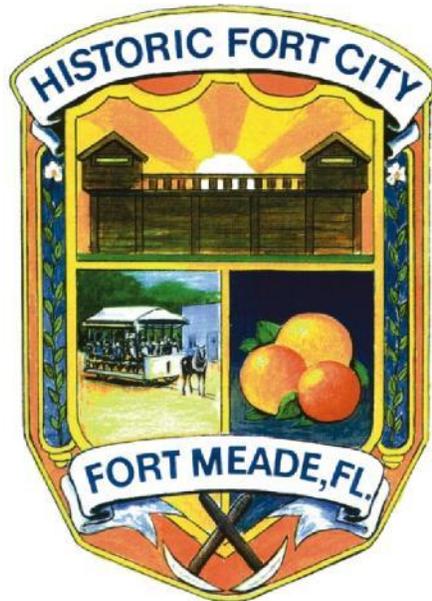


CITY OF FORT MEADE

RFP 18-02

Outsourced IT & Managed Services



CITY OF FORT MEADE
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Fort Meade, Florida 33841
(863) 285-1100
www.cityoffortmeade.com

CITY COMMISSION

Mayor: Richard Cochrane
Vice Mayor: Robert Elliott
Commissioner: Barbara Manley
Commissioner: Maurice Nelson
Commissioner: James Watts

CITY STAFF

City Manager: Fred Hilliard
City Attorney: Thomas A. Cloud, Esquire
Deputy City Clerk: Melissa Wessell, CMC
Finance Director: Breanna Smith, MBA

The City of Fort Meade, Florida Request for Proposals (RFP) For Outsourced IT & Managed Services

RFP PURPOSE

The City of Fort Meade invites all responsible bidders to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide IT managed services to City of Fort Meade over a 5-year period, beginning on July 12, 2018 and ending no later than July 12, 2023. Following the initial term, there is a possibility to renew this contract for a 5-year term.

INSTRUCTIONS TO PROPOSERS

There will be a mandatory pre-bid conference at City Hall, 8 West Broadway St., Fort Meade, FL 33841 at 10AM, March 13th, 2018. Proposals will be received until 2PM March 26th, 2018 at the address above, ATTN: Melissa Wessell, Deputy City Clerk. All inquiries are to be directed to Breanna Smith, Finance Director, via email bsmith@cityoffortmeade.com only after the pre-bid conference. The City reserves the right to reject any or all bids, with or without cause, to waive technical errors and informalities, and to accept the bid which best serves the interest of and represents the best value to the City.

SCOPE OF SERVICES

As part of this RFP, the following services are expected by the City of Fort Meade:

- **Technology Strategy Planning** – The City would like to develop a long-term strategic technology plan. This would assist the City in the budget process, as well as, maintain a current technological infrastructure. In addition, the City requests assistance in planning, guiding, and implementing additional IT projects as they arise.
- **Software Monitoring and Installation** – Monitor software licensing and provide installation services, including antivirus, operating system related software, oversight of automatic software application renewals, and supporting documentation for all such services.
- **Mailbox Addition/Deletions** – The City has an external party that provides web/email hosting. However, assistance is needed for the addition, deletion, and/or archiving of mailboxes.
- **Procurement Management** – Selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing/ordering of replacement parts related to the City's network hardware, software, servers, and other network items.
- **Move, Add, Change (MAC)** – Monitor software licensing and provide installation services, including antivirus and operating system related software. Service changes to the location and/or configuration of existing equipment and/or software, and installation of additional equipment and/or software.
- **Warranty, Break Fixes and Installation** – Planned and on-call services, including but not limited to emergency response to network issues, evaluation/installation of new hardware/software, and/or server issues.

- **Technical Support** – Ability to support the City of Fort Meade’s inquiries as requested through a help desk, including remote access support.
- **Reporting and Communication** – Ensuring monthly reporting on all purchases, assets, current activities and issues, project status reports, server reports, and network reports.
- **IT Policy Review and Development** – Collaboration with the City of Fort Meade to maintain current and customized policies related to the use of technology.
- **Asset Inventory Management** – Tagging, tracking, and management of IT Related assets. Collaborate and assist the City with end-of-life notification, replacement, and asset decommissioning/disposal of equipment.

PROPOSAL REQUIREMENTS

Proposed Approach and Solution

1. Please provide a proposed work plan based on the Scope of Work and a transition plan, if applicable, to your organization. Specifically, provide the following information:

- a. Key activities
- b. Timing
- c. Information/resource requirements from City of Fort Meade
- d. Deliverables
- e. Key milestones, checkpoints, and other decision points

2. If your organization’s proposal is selected, what City of Fort Meade resources would you require during the course of transition and on an ongoing basis? (e.g., information, data, staff resources, communication)

3. Please identify the team that will be assigned to the account. Describe how your firm plans to interact with the City and any third-party companies that may provide services to City of Fort Meade. (e.g., software and communications providers)

4. Please describe your firm’s experience in providing the following services, as described in the Scope of Work.

- a. Technology Strategy Planning
- b. Software Monitoring and Installation
- c. Mailbox Addition/Deletions
- d. Procurement Management
- e. Move, Add, Change (MAC)
- f. Warranty, Break Fixes and Installation
- g. Technical Support

- h. Reporting and Communication
- i. IT Policy Review and Development
- j. Asset Inventory Management

5. Please describe your organization's experience in providing server technology and service for customers, focusing on planning, implementation, and ongoing support. Please provide specific examples of client projects that began with significant technology limitations and how your organization helped to plan, implement, and test a successful solution. What were the critical success factors related to the project?

6. How can the City be confident that hardware, software, and managed service pricing levels will remain highly competitive over contract's term, during which new models or services may be introduced?

7. Provide three professional recommendations for your firm's services, similar to those outlined in this RFP.

Support

1. Describe the technical support options of your firm, including the assistance request process, ticket escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.

2. Please provide details, including samples of the firm's standard reporting capabilities.

3. What options are available for user and/or technical training that may be required by the City's staff?

4. How do you monitor customer satisfaction and quality assurance? How will the City benefit from this process?

5. The City of Fort Meade's users have a wide variety of technical expertise. Please describe your firm's experience in successfully supporting users that may be remote and have limited technical skills.

Pricing Structure

1. Please propose a pricing structure that includes the Scope of Work outlined above, as well as any additional services that your firm may have to offer. Include pricing regarding projects considered "outside" of the contract's scope.

a. Please provide sufficient detail for the charges associated with each of the following services:

- i. Technology Strategy Planning
- ii. Software Monitoring and Installation
- iii. Mailbox Addition/Deletions

- iv. Procurement Management
- v. Move, Add, Change (MAC)
- vi. Warranty, Break Fixes and Installation
- vii. Technical Support
- viii. Reporting and Communication
- ix. IT Policy Review and Development
- x. Asset Inventory Management

2. What is the standard price markup charged on the following types of equipment purchased through the managed services contract:

- a. Desktop PCs
- b. Laptops
- c. Servers
- d. Other hardware
- e. Software

3. Does your firm offer service bundles? If so, describe the bundling and pricing options available?

Baseline Information on City's Current System

- 1. Who is responsible for the environment?
The enterprise administrators are responsible for the environment, including the Managed Services Contract services provider.
- 2. How many users?
There are presently 27 users, but this could fluctuate as users are added and/or deleted.
- 3. Is it a PC or MAC environment?
The City's environment is a PC environment.
- 4. What is the server situation?
The City has two servers: network server and accounting software server.
- 5. Where are those servers located?
The servers are located in the server room at City Hall.
- 6. What is the network situation?
City Hall is the hub of the network, with the outlying buildings granted remote access.
- 7. What is the backup process?
The City has a separate Complete Data Backup and Disaster Recovery Service contract.

8. How current is the hardware and software?
The majority of the City's hardware and software is current, with only a few needing replacements.
9. Who is currently providing technical support and guidance?
The current service provider is Data Integrity Services, Inc.

Proposal Format

Proposers must submit (1) original and four (4) copies of the Proposal. The original Proposal must contain an original signature. Be sure that the individual signing the Proposal is authorized to commit the Proposer's organization to the Proposal as submitted. Each page of the Proposal should state the name of the Proposer, the RFP number, and the page number. The City reserves the right to request additional data or material to support Proposals. All material submitted in response to the RFP will become the property of the City. The proposal should be labeled: **"SEALED PROPOSAL FOR IT SERVICES," and shall be received no later than 2 p.m. on Monday, March 26, 2018.** Late proposals will be returned unopened. Please complete all sections of the RFP. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Your response to this RFP will serve as the basis for the consideration for selection of the service provider.

Label each section as numbered. In response to this proposal, the proposal must be in the following format and provide the following information:

- 1. Title Page** --The name of the Proposer's firm, address, telephone number, name of contact person and the date.
- 2. Table of Contents** --Include a clear identification of the material by section and by page.
- 3. Transmittal Letter** --A letter of transmittal, signed by an authorized officer of your company, briefly stating the Proposer's understanding of the services to be performed, how the project will be approached and a positive commitment to perform the services described herein. Provide the name(s) of the person(s) who will be authorized to make representations for the Proposer, their titles, office and E-mail addresses and telephone numbers.
- 4. Company Information**
 - Name of Individual or Firm (including any "Doing Business As" names)
 - Office Location(s)
 - Internet Web Site Address (if any)
 - Details of Entity Business Structure (Corporation, Partnership, LLC)
 - Date Founded
 - Office address and telephone number
 - Proof of insurance
 - Indication of how long it would take to provide data after authorized to begin
 - List of any outstanding litigation that would threaten the viability of the firm or the performance of this contract
- 5. Qualifications and Requirements** -- Each Proposer must have at least five (5) years' experience having provided the scope of services as outlined in the RFP and provide details of this experience. The City will review the bank's incorporation date filed on Sunbiz.org by month

and year. The submittal due date is the period of time counted for the five-year experience. Each Proposer must provide an explanation of why the Proposer is the best qualified to perform the contract and demonstrate its qualifications including an item-by-item disclosure outlining how the firm meets or exceeds the requirements of this RFP.

6. References -- The Proposer must provide five (5) verifiable references, preferably, a minimum of three (3) municipalities/local governments/public organizations, for projects of similar scope as outlined in this RFP. Please ensure the contact information provided is up-to-date and accessible. The information provided for the references must include:

- Name of the firm for which services were/or are being provided
- Name of reference (project manager)
- Type of services provided, the year services started and, if applicable, ended.
- Phone number and updated e-mail address for reference (project manager).

7. Personnel Experience and Qualifications -- Provide relevant experience and qualifications of key personnel (i.e. designated representative, project manager, etc.), including key personnel of subcontractors, that will be assigned to the City’s accounts and experience and qualifications of subcontractors, if applicable. The composition of the team should include:

- The names and titles of the employees in the area responsible for this contract
- The name of the person who will be responsible for the coordination of work through to implementation

8. Pricing and Fees -- Provide a schedule of proposed services and fees (if possible)

EVALUATION AND SELECTION PROCESS

The City of Fort Meade will use various criteria to select the most appropriate provider. The City shall not be obligated to accept the lowest dollar and cents bid, but shall take into consideration quality, past experience, delivery date, discounts, and other factors in determining the best bid in the best interest of the City and shall award on the basis of the lowest responsible and responsive bidder. Respondents are encouraged to be as aggressive and creative as possible in their proposals. During this RFP process, any intentional omissions, alterations, or false representations will be grounds for rejection of any proposal. During the RFP process, questions or requests for additional information concerning this RFP shall be directed to the Finance Director.

Name	Breanna Smith
Title	Finance Director
Phone	863-285-1100 Ext. 234
Email	bsmith@cityoffortmeade.com
Address:	PO Box 856 or 8 West Broadway St. Fort Meade, FL 33841

Clarification and Addenda

Each Proposer shall examine all RFP documents and shall judge all matters relating to the adequacy and accuracy of such documents. Any inquiries, suggestions, or requests concerning interpretation, clarification, or additional information pertaining to the RFP shall be made in writing through Breanna Smith, City of Fort Meade. The City shall not be responsible for oral

interpretations given by any City employee, representative, or others. The issuance of a written addendum is the only official method whereby interpretation, clarification, or additional information shall be given. If any addenda are issued to the RFP, the City will attempt to notify all prospective Proposers who have secured the same. However, it shall be the responsibility of each Proposer, prior to submitting the competitive bid, to contact the City of Fort Meade to determine if addenda were issued and to make such addenda a part of the competitive proposal.

Proposal Preparation Expenses

Each Proposer preparing a response to the RFP shall bear all expenses associated with its preparation and no claims for reimbursement shall be submitted to the City for the expense of proposal preparation or presentation.

Legal Name

Proposals shall clearly indicate the legal name, address, and telephone number of the consultant and shall indicate whether the consultant is a corporation, general partnership, individual, or other business entity. Proposals shall be signed above the typed or printed name and title of the signer. The signer shall have the authority to bind the consultant to the submitted competitive proposal.

Openness of Procurement Process

Written proposals, other submissions, correspondence, and all other pertinent records shall be handled as public records in compliance with Chapters 119 and 286, Florida Statutes. The City gives no assurance as to the confidentiality of any portion of any proposal once submitted. Meetings with the City Commission are conducted "in the Sunshine" pursuant to Chapter 286, Florida Statutes.

Errors and Omissions

Once a proposal is submitted, the City shall not accept any request by any Proposer to correct errors or omissions in any calculations or competitive proposal price submitted.

Proposals will be publicly opened as soon as possible after the submission deadline. Evaluation and selection will occur in accordance with the appropriate requirements at a time and place to be determined. At the discretion of the City, respondents may be asked to give a short presentation/interview as part of the selection process.

Retention and Disposal of Proposals

The City reserves the right to retain all submitted competitive proposals for public record purposes. No copies of any competitive proposal will be returned to the Proposer.

Evaluation Committee Meeting

The Evaluation Committee will meet on March 29, 2018 at 10:00 a.m. in City Hall located at 8 W. Broadway Street, Fort Meade, FL. 33841

REJECTION OF PROPOSALS; AWARD OF BID SUBJECT TO CONTRACT NEGOTIATIONS

The City may reject a proposal if:

- A. The Proposer fails to acknowledge receipt of an addendum, or if
- B. The Proposer misstates or conceals any material fact in the bid, or if
- C. The proposal does not strictly conform to the law or requirements of RFPs, or if
- D. The proposal is conditional, except that the proposer may qualify his proposal for acceptance by the City on an "all or none" basis, group basis, or a "low item" basis. An "all or none" basis bid must include all items upon which bids are invited.
- E. The City is under a pre- lawsuit claim or current litigation with the proposer.

The City may reject all bids whenever it is deemed in the best interest of the City to do so, and may reject any part of a bid unless the bid has been qualified as provided in paragraph D above. The City reserves the right, at its sole discretion, to waive technicalities or irregularities, to reject any or all submittals, and/or to accept that submittal which is in the best interest of the City, regardless of whether that submittal is the lowest cost proposal. The City shall be the sole judge of which submittal(s) is/are City the most responsive to the City's needs. The City of Fort Meade reserves the right to request clarification of any information submitted by responding firms. The City Commission, with suitable basis provided for by law, reserves the right to reject any and all proposals, and to waive any informalities or irregularities in the proposal process.

After the City has approved the Proposer, City staff will negotiate the actual contract with the firm or individual(s). Notwithstanding the foregoing, if the City and said Proposer(s) cannot reach agreement on a contract, the City reserves the right to terminate negotiations and may, at the City Manager's or designee's discretion, begin negotiations with the next ranked provider. This process may continue until a contract acceptable to the City has been executed or all proposals are rejected. No Proposer shall have any rights against the City arising from such negotiations or termination thereof. Any Proposer recommended for negotiations must provide to the City:

- a) Its most recent audited financial statements as of a date not earlier than the end of the Proposer's preceding official tax accounting period. A copy of the most recent business income tax return will be accepted if audited financial statements are unavailable.
- b) Information concerning any prior or pending litigation, either civil or criminal, involving a governmental agency or which may affect the performance of services to be rendered herein, in which the Proposer, any of its employees or subcontractors is or has been involved within the last three years.

Right to Protest

Any actual or prospective responder who is aggrieved in connection with the solicitation or award of a contract may seek resolution of his/her complaint by contacting the City Clerk. Protests can be filed either by hand delivery or email to the City Clerk. A formal written protest is considered filed with the City when the City Clerk receives it. Accordingly, a protest is not timely filed unless it is received within the time specified above. Failure to file a formal written protest within the time period specified shall constitute a waiver of the right to protest and shall result in the relinquishment of all rights to protest by the bidder or proposer.

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Title	Deputy City Clerk
Phone	863-285-1100 Ext. 233
Email	mwessell@cityoffortmeade.com
Address:	PO Box 856 or 8 West Broadway St. Fort Meade, FL 33841

