Request for Proposals (RFP)

Shared Information Technology (IT) Services for Rural Communities
of
Scott County, Iowa

Response Submission Requirements

Submission Deadline:	December 31, 2018 no later than to 2:00 p.m. CDT
Submission Contact:	Denise Bulat Bi-State Regional Commission 1504 Third Avenue Rock Island, IL 61201 Phone: (309) 793-6302 ext. 122 dbulat@bistateonline.org
Submission Copies:	One (1) electronic copy (email attachment in PDF format) required
Question Deadline:	December 20, 2018 no later than 12:00 noon CDT
Question Contact:	Questions must be submitted via e-mail to Denise Bulat. Question responses will be posted on the front page of the Bi-State Regional Commission website at bistateonline.org by December 21, 2018.

Background

Several communities in Scott County, Iowa have identified the interest in jointly seeking resources and support required to maintain information technology (IT) assets and services. Common needs include technical support for technology systems/networks, equipment maintenance and replacement, and software maintenance and replacement. Currently, there are minimal internal staff dedicated to IT operations in these communities which range in size from 400 to 4,000 population. The selected provider will provide professional IT staff, as well as assist training in basic line level IT skills for community employees to help provide a minimum level of self-sufficiency.

This Request will be used to obtain proposals from qualified IT managed service providers. This information will allow the interested communities in Scott County – Blue Grass, Buffalo, LeClaire, Walcott, and Riverdale - to review proposals and enter into negotiations with the vendor whose proposal is most advantageous to the communities with price and other factors considered. Following negotiation, the successful proposer will be asked to enter into a contract with each of the participating communities. The length of that contract is proposed to be two (2) years, renewable to a maximum of six (6) years.

Participating Communities/Departments
- City of Blue Grass
    - Administration
    - Police
    - Fire
- City of Buffalo
    - Administration
    - Police
    - Fire
- City of LeClaire
    - Administration

1

- o Police
- o Fire
- o Library
- o Public Works
- City of Riverdale
  - o Administration
  - o Fire
- City of Walcott
  - o Administration
  - o Police
  - o Fire

Existing Information
Recently information has been gathered for each of these communities and includes the following which will be supplied to the selected vendor.
Equipment Inventories:
- Workstation and laptop computers
- Servers
- On-site or off-site backup and recovery systems
- Storage
- Emergency power (generators and uninterruptible power supplies)
- Routers
- Switches
- Printers
- Premise wiring

Software and Services Inventory:
- Operating systems
- Licensed software and associated agreements
- Internet access – type of access and provider
- Email service
- Security software (anti-virus, VPN, and etc.)
- Other software critical to providing needed services including line of business applications
- Existing IT professional service and support contracts
- Existing finance mechanisms for maintaining and upgrading equipment such as a Capital Improvement Plan

Scope of Work
Bi-State Regional Commission (Bi-State) is assisting the communities in the RFP process. Bi-State request a project proposal detailing retainers (if required) an estimated number of hours and hourly costs from qualified consultants for the following proposed work:
This support includes:
- Network
- Application
  Management
- Infrastructure Support
- Network Security Disaster Recovery
- On Site and Remote Client Service
- 24/7 System Monitoring and Response
- Development of "Basic" line level IT skills

- All external connectivity needs

The following details the services to be provided to the communities include:

1. Initial Assessment

Compile/update inventory of all information technology related assets, assess system architecture and current processes, and make recommendations for improved community-wide IT system performance. This audit is to be completed and reported to the Community within thirty calendar days of the Start Date. Vendor shall thereafter maintain an up-to-date inventory of all Community computer related hardware and software reporting changes to the Community monthly.

2. Desktop Applications Support

Performs basic support functions including installing PCs, laptops, PDAs, printers, peripherals, and office automation software; diagnosing and correcting desktop application problems, configuring laptops, desktops and other related devices for standard applications and identifying and correcting end user hardware problems, and performing advanced troubleshooting. Assist designated Community personnel with software and hardware purchases.

3. Server Administration Services

Server administration shall include, but not be limited to managing computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, 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; maintain the maintenance records on the equipment; develop operations, administrative, and quality assurance back-up plans and procedural documentation. Setup new users and edit or remove existing users on server. Server performance and capacity management services with reporting when specified thresholds are reached. Configuration management, including changes, upgrades, patches, etc. Support of software and other specialized software products as it relates to the server(s) and associated hardware. Management of user logins and security. Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion.

4. Network Administration Services

Scope of activity includes all Community network equipment including 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 Community personnel in the event of failure. Complete proactive monitoring of network equipment including but not limited to bandwidth utilization, storage utilization, CPU utilization and other performance indicators, with reporting when specified thresholds are reached and regular monthly reporting. Network performance and capacity management services, and network troubleshooting. Maintain network documentation and procedures including administrative procedures, logins and passwords.

5. Security

Maintenance of virus detection programs on Community servers, email and all other Community computers and laptops. Within thirty days of the Start Date perform a thorough security audit of the entire Community network and all elements. Particular emphasis will be on remote access security and security relating to sensitive data storage such as the unique requirements of the Public Safety Department. Thereafter perform regular security audits and

notify Community personnel immediately of suspected breaches of security or instruction detection. Configure Community system to enable remote access in a secure environment and provide remote access administration as requested by designated Community personnel.

6. Strategic Planning

Engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems to provide redundancy for existing critical systems. Plans and procedures are to be developed for regularly scheduled verification testing of the redundant system. Recommendations for redundant systems will be provided to the Community no later than sixty calendar days after Start Date. Other strategic planning responsibilities will include major server upgrades, storage system upgrades, redesign of backup systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs. Install new servers, software and hardware and transfer data when acquired. Strategic planning, design, and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema redesign, installation of "core" network devices, etc. Provide an annual presentation of cost saving ideas.

7. Policies, Procedures and Records

Develop software and hardware policies and procedures such to be incorporated into an IT Policies and Procedures Manual for the Community. This process is to be completed six months after the Start Date.   Compile an IT Administration Manual containing basic administrative procedures, logins, passwords, emergency "reboot" procedures, redundant system activation procedures, data recovery procedures and other associate administrative functions and information. This manual is to be kept current at all times with current being defined as all changes to be incorporated within forty-eight hours of the change.

Submittal of Proposals

Proposals should be submitted following the guidelines listed in this RFP. Additional information, options, fee alternatives, and materials are welcome, but should be submitted following the specifics listed in this RFP. Proposals become public record. Proposing firms should be aware when submitting proprietary information.

Proposal Submittal Requirements

The following information shall be required in the RFP submittal:

1. Letter of Transmittal - The letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following statements and information:
   a. Company name, address, and telephone number(s) of the firm submitting the proposal.
   b. Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
   c. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
   d. The letter must be signed by a corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.

e. Statement which indicates "proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with each of the communities.

2. General Vendor Information – Please provide the following information:
   a. Length of time in business
   b. Length of time in business of providing proposed services
   c. Total number of clients
   d. Total number of public sector clients
   e. Number of full-time personnel in:
      • Consulting
      • Installation and training
      • Sales, marketing, and administrative support
   f. Location of headquarters and any field offices
   g. Location of office which would service this account

3. Describe how the firm is positioned to provide the services listed above and provide history of experience on providing similar services.

4. Describe your approach to providing these services and your methodology for providing on-going support.

5. Provide the name, title, address, and telephone number of three references for clients whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client.

6. Staff Resources – Identify names of principals and key personnel who will actually provide the information technology services. Summarize the experience and technological expertise of these staff. Describe the role and responsibilities that each of these individuals will have. The local availability of staff that will be providing these services shall be an important consideration.

7. Support Services – Please answer the following:
   a. Is help desk support available?
   b. When is support available? (Indicate XX a.m. to XX p.m. in Central Time and the days of the week.) If the help desk is not available 24 hours a day 7 days a week, what support is available for after-hours emergencies?
   c. How are charges for support structured, documented, and tracked?
   d. Do you provide a toll-free support number?
   e. Please describe your problem escalation process, including:
      • Initial problem identification (hand-off from help desk)
      • Triage for priority and severity of problem
      • Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory
      • Final authority regarding conflicts
   f. Indicate your response time and goal and also your statistics regarding meeting that goal.
   g. Provide service level agreement.

8. If your company has had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the vendor's nonperformance or poor performance; and the issue was either (a) not litigated or (b) litigated, and such litigation determined the vendor to be in default. If default occurred, list complete name, address and telephone number of the party. If NO such terminations for default have been experienced by the vendor in the past five years, declare that. The community will evaluate the facts and may, at its sole discretion, reject the vendor's proposal if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of this vendor.

9. Beyond the scope of this RFP, what services (related or otherwise) does your organization provide that may be of interest to the Community?

10. Proposal Summary – Summarize your proposal and your firm's qualifications. Additionally you may articulate why your firm is pursuing this work and how it is uniquely qualified to perform it. Include other pertinent information that helps the Community determine your overall qualifications. Your proposal summary is not to exceed two pages.

11. Cost of Services
    a. The proposal must contain a fee schedule that includes hourly rates for proposed services.
    b. Describe how your services are priced, and any specific pricing you are able to provide.
    c. Define any additional charges (e.g. travel expenses).

12. Please provide a copy of the following billing information:
    a. A copy of your company's proposed fee schedule for services provided
    b. A sample invoice
    c. Summary of the company's billing practices
    d. Hourly billing rates for any support personnel
    e. Billing rates for disbursement, such as copying, telephone rates, courier service, fax, supplies, etc. (if any)
    f. Rates charged for travel time (if any)

13. The firm's method and procedure used to provide assurance of quality on past projects and how those methods and procedures will be incorporated into this project to achieve professional quality documents and services shall be presented in sufficient detail.

14. Upon award of contract, each community's staff and the company's representatives will determine the formal Notice to Proceed with Start Date and milestone completion dates.

15. An acknowledgement that the scope of work requires the completion of several time sensitive projects, audits and evaluations.

Proposal Acceptance Period
All proposals must include a statement that they are valid for a minimum period of ninety (90) days subsequent to the RFP closing date.

Additional Information

The communities reserve the right to require additional technical and pricing information during the evaluation period. Each proposal must designate person(s) who will be responsible for answering technical and contractual questions.

Negotiations

The community reserves the right to negotiate all elements of a proposal to ensure that the best possible consideration be afforded to all concerned. The communities reserves the right to reject any or all proposals and to re-solicit for services. Acceptance of the best proposal could be by only one entity or all of the entities at their sole discretion. Each community's acceptance and participation is still predicated upon their Council's approval and expiration of any current service agreements.

Contract Payment/Compliance Statement

The contract shall be prepared under the direction of the each community and shall incorporate all applicable provisions. Payment for all services other than those described as "special projects" will be made based on an all-inclusive, not-to-exceed fee estimate, with progress payments as mutually determined to be appropriate. These payments shall be based upon completion of phases of the work. A sample contract should be submitted with the proposal.

Evaluation Criteria and Process

A selection committee will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria:

- Experience
- Technical Expertise as determined by the communities
- Understanding of services to be provided
- Personnel expertise
- Compatibility with end users
- Project approach
- Satisfaction of clients/end users

A contract for services may be awarded to the vendor who provides such services at the best value for the communities, based upon the above criteria.

Miscellaneous

Cost Incurred In Responding - All costs directly or indirectly related to preparation of a response to this RFP, including any oral presentations required to supplement and/or clarify a proposal, and/or reasonable demonstrations which may be, at its discretion, required by the communities shall be the sole responsibility of and shall be borne completely by the proposer.