

CITY OF LA VISTA
MAYOR AND CITY COUNCIL REPORT
FEBRUARY 18, 2014 AGENDA

Subject:	Type:	Submitted By:
AUTHORIZATION TO ADVERTISE REQUEST FOR PROPOSALS — INFORMATION TECHNOLOGY SERVICES	◆ RESOLUTION ORDINANCE RECEIVE/FILE	SHEILA LINDBERG FINANCE DIRECTOR

SYNOPSIS

A resolution has been prepared authorizing the advertisement of requests for proposals (RFP) for Information Technology (I.T.) services for the City of La Vista.

FISCAL IMPACT

The FY 13/14 Budget provides funding for this service.

RECOMMENDATION

Approval.

BACKGROUND

Since July 2006, the City's I.T. services have been provided by Sarpy County, and while that relationship continues to be successful, this contract has never been bid out. The City's agreement with Sarpy County was first signed in 2006 and extended in 2009 and 2012. In an effort to ensure the City is getting the best service for the expense, the I.T. Committee prepared this RFP based on similar proposals from other communities and based on I.T. services currently provided to the City.

RESOLUTION NO. _____

A RESOLUTION OF THE MAYOR AND CITY COUNCIL OF THE CITY OF LA VISTA, NEBRASKA AUTHORIZING THE ADVERTIZING OF THE REQUEST FOR PROPOSALS FOR INFORMATION TECHNOLOGY SERVICES FOR THE CITY OF LA VISTA.

WHEREAS, the Mayor and Council have determined that requesting proposals for Information Technology Services is necessary, and

WHEREAS, the FY 2013/14 Budget provides funding for this service; and

WHEREAS, Proposals will be due April 11, 2014 with the approximate contract award date of July 1, 2014;

NOW, THEREFORE BE IT RESOLVED, that the Mayor and City Council hereby authorize the advertising of the request for proposals for information technology services for the City of La Vista.

PASSED AND APPROVED THIS 18TH DAY OF FEBRUARY, 2014.

CITY OF LA VISTA

Douglas Kindig, Mayor

ATTEST:

Pamela A. Buethe, CMC
City Clerk



City of La Vista

Nebraska

Request for Proposal

Information Technology Maintenance and Support Services

Pamela Buethe
City Clerk

**PROPOSALS MUST BE RECEIVED BY
NOON (CST), FRIDAY, APRIL 11, 2014**

Introduction

Request for Proposals (RFP)

The City of La Vista 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 infrastructure
- 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
- Minimize the spending and maximize the return on investment for investment in technology

The ideal vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful vendor will be expected to organize help desk service calls efficiently and to ensure that there is NO significant computer downtime during normal working hours, generally 8:00 a.m. to 6:00 p.m., Monday through Friday, and will be expected to provide timely response to help desk requests from 24/7 public safety (Police and Public Works) personnel. The vendor is expected to help plan projects, report on the status of technology issues and communicate effectively with City departments through the I.T. Committee.

Minimum Qualifications

To be a qualified consultant, the individual or entity must be able to verify that they have the following minimum qualifications:

- **3-5 years experience providing the services requested for local/municipal government organizations.**
- **Ability to provide a one-hour response time to help desk requests from 24/7 public safety personnel.**
- **3-5 years experience transitioning technology services for local/municipal government organizations from former providers (onboarding).**
- **5 year history of no contract defaults or disputes.**

Objective

The objective is to enter into a contract with the selected consultant to provide services, which would enable the City to:

- Protect and secure its technology infrastructure
- 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
- Minimize the spending and maximize the return on investment for investment in technology

General Information

Background

The City of La Vista does not have an I.T. Department and is currently using an outside agency to provide maintenance and support on an as needed basis for its user community.

There are five (5) Microsoft Windows Dell PowerEdge servers being utilized throughout the City's infrastructure. These servers have various memory and hard drive sizing. Other detailed information about the specifications is available for review, as necessary.

All City facilities are connected via dark fiber to City Hall. A redundant wireless network also exists as a back up.

There are 133 PCs and laptops in the City user community, which would be covered under the service and support agreement with the successful vendor. These computers are located in five locations throughout the City. The addresses and locations are available upon request. These computers are all Dell machines. They vary by age, specifications, software and service pack versions. Windows 7 is the prevalent operating system used on all City computers, although some versions of Windows XP still exist. Microsoft Office versions, including Exchange Server, are 2007 and 2010. The City deploys Symantec Endpoint Protection, managed from the server, as its anti-virus software and Barracuda for the web filter.

More detailed equipment and software inventories are available in the "Additional Information" document at the end of this document.

The following information should be utilized for incorporation and/or reference in proposals submitted by potential vendors. You may access this information on the City's website at www.cityoflavista.org/itplan:

- 2011 I.T. Strategic Plan

SCOPE OF SERVICES

The City is looking for maintenance and support services 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 to provide these services. Distinction of time and material costs for these efforts are important to billing the City and future budget considerations.

Task #1: Initial Assessment

Review of the inventory, 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 solutions. A report of this initial assessment shall be submitted by September 1, 2014, and each May 1st as long as the contract is in force. This is to allow for necessary budget planning for the upcoming year.

Task #2: Desktop Application Support

Performance of basic support functions, including the installation of PC's, laptops, printers, peripherals and office software; diagnosis and correction of desktop application problems, configuring of PC's and laptops for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all related computer hardware, to make available to City personnel upon request; and implementation of help desk procedures under policy constraints of the successful vendor. Help desk operations can be done remotely using a remote desktop support tool.

Task #3: 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.

Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all help desk tickets for both on-site visits and telephone support is available; development of operations and quality assurance for backup plans and procedures are being followed.

Configuration management, including changes, upgrades, patches, etc. is maintained; management of user logins 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.

Task #4: Network Administration Services

Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices is included.

Installation 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, including the dark fiber connections at all City facilities, performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting are required.

Maintenance of network documentation for daily, weekly and monthly services is required.

Task #5: E-mail, Security and Backup Efforts

Maintenance of City e-mail 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 desktops and laptops; performance of 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.

Requirements for a data backup policy, with procedures in place to handle daily, weekly and monthly backup of the computer, data and information, e-mail; program to restore systems and data if servers and/or computers go down, are required.

Task #6: Planning

Engineering, planning, consulting and design services for major system enhancements and/or upgrades to existing systems when requested as necessary. This includes assistance in the continued implementation of the City's I.T. Strategic Plan (www.cityoflavista.org/itplan) as well as serving as a member of the City's I.T. Committee, which meets monthly.

Installation of new equipment, software and transfer of existing data when acquired, will be needed.

Task #7: Purchasing

Recommend technology vendors and/or products, act as a liaison between technology vendors and the City, recommend future purchases and assist in budget recommendations and/or planning.

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. Replacement parts are not part of this contract. The scope also does not include the cost of new computer equipment purchased through the City's replacement schedule.

REQUEST FOR PROPOSAL PROCESS

The City of La Vista has made every effort to include enough information within this RFP for a vendor to prepare a responsive proposal and statement of qualifications. The City encourages prospective vendors to submit the most comprehensive, responsive, and competitive proposal; however, each proposal should be prepared in a clear, logical, and concise manner. The City will administer the request for proposal process in accordance with the terms and dates discussed in this document. However, the City reserves the right to modify the proposal process and dates as deemed necessary.

SUBMITTAL REQUIREMENTS

Respondents are required to submit all of the information listed below. Submission of a proposal is certification to the factual truth of all information presented.

A. Letter of Interest

Acknowledge receipt of any addendum if applicable. Summarize your understanding of the project scope and services being required. Provide a statement indicating your ability to provide timely services for this project and to meet the requirements of the proposed schedule. Indicate your

acceptance of the requirements of this RFP. Provide a one-page summary of the benefits you believe the City would receive from selecting your company.

B. Statement of Qualifications

The statement of qualifications will summarize the firm's qualifications to provide the services requested as outlined in this document. The following information shall be included:

1. Provide name and address of the Vendor(s)
2. Project contact person with address, telephone number, and email address.
3. Length of time in business
4. Length of time in providing proposed services
5. Number of clients
6. Number of clients in the public sector, specifically experience working with municipalities
7. Number of full-time employees and area of involvement: technical support, programming, consulting, administrative support
8. Location of office to service the account

C. Detailed Proposal and Approach

The proposal will include the following:

1. The vendor's understanding of the services requested as outlined in this document.
2. Description of the approach the vendor will use in providing the services requested.
3. Description of how the vendor is positioned to provide the services requested, with a history of experience on providing similar services.
4. Name, title, address and phone number of three references (2 good and 1 questionable) for clients to whom similar services have been provided, including information referencing the actual services performed, number of users and length of tenure.
5. Naming of staff resources, with identification of principals and key personnel
 - a. Who are available to provide the services;
 - b. Identify which staff would be dedicated to the City's account;
 - c. Experience and expertise of staff, including a list of certifications for each staff member;
 - d. Local availability of staff;
 - e. Role and responsibilities of each staff member;
6. Describe support service operations, including:
 - a. Help desk description
 - b. Support availability (days of week and time)
 - c. Toll free number
 - d. Steps for resolving problem escalation
 - e. Final authority regarding conflicts
 - f. Response time and goal for resolving problems

7. Describe project management process, including:
 - a. Identify staff dedicated to project management
 - b. Project management process and impact of special projects on normal support and maintenance operations.
8. Describe reporting process, including:
 - a. Frequency (monthly, quarterly, etc.)
 - b. Level of detail
 - c. Type of data required
9. 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, poor performance, and issue was either litigated or not litigated. If default occurred, list name, address and phone number of the party. If no such termination occurred for default, declare it. The City will evaluate the facts, and may, as its sole discretion, reject the vendor's proposal.
10. Scope of services beyond the RFP that the firm provides which may be of interest to the City.

Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.

D. Cost Proposal

The City is requesting that the vendor submit a FIXED FEE service contract for a thirty-six (36) month period, with an option to renew for three more twelve (12) month periods. Payment schedule should also be included.

Vendors must list, specifically, any services which would not be covered in the proposal price. The vendor shall indicate the impact, if any, of changes in the City's I.T. infrastructure (number of servers and PC's) on the fixed fee. Identify the following for those services not under the fixed fee:

- a) A fee schedule containing the vendor hourly rates
- b) A description of how services will be billed
- c) A description of additional charges, as in out-of-pocket expenses

E. City's Timetable

Release Request for Proposal	February 18, 2014
Proposal Responses Due	Submittals are to be received by Friday, March 14, 2014 at 12:00 p.m. (CST) to: Pam Buethe, City Clerk City of La Vista 8116 Park View Blvd. La Vista NE 68128

Finalists Notified	April 4, 2014
Interviews/Reference Checks Complete	April 14-25, 2014
Final Selection	June 3, 2014
Contract Awarded	June 3, 2014
Work Begins	July 1, 2014

F. Submittal

Each vendor shall submit eight (6) printed copies and one (1) electronic copy (Microsoft Word or Adobe Acrobat format preferred) of the proposal no later than 12 noon, CST, Friday, April 11, 2014. Proposals shall be delivered to:

Pamela Buethe, City Clerk
 City of La Vista
 8116 Park View Blvd.
 La Vista, NE 68128

The outside of the proposal package should be clearly marked "**City of La Vista, NE, Proposal for Information Technology Maintenance and Support Services.**"

It will be the sole responsibility of the vendors to have their proposals delivered to the City before the closing deadline. Late proposals will not be considered and will be returned unopened to the sender.

RFP responses must be sealed. No responses will be accepted via facsimile or email.

Questions concerning this RFP should be submitted in writing, and may be sent via email to Pamela Buethe at pbuethe@cityoflavista.org. Responses to the questions will be provided in writing to all vendors who hold copies of the RFP and posted to the City's website.

Clarifications, Exceptions and Special Conditions

The RFP does not commit the City to procure or award a contract for the scope of work described herein.

The City of La Vista reserves the right to reject any and all proposals, to waive informalities or irregularities, to negotiate contract terms with various proposers when such is deemed by the City to be in its best interest. The right is also reserved to accept or reject any part of the proposal unless otherwise indicated by the vendor.

The City further reserves the right to:

1. Amend, modify, or withdraw this RFP;
2. Revise any requirements under this RFP;
3. Require supplemental statements of information from any responding party;
4. Extend the deadline for submission of responses hereto;
5. Negotiate or hold discussions with any bidder to correct insufficient responses that do not completely conform to the instructions contained herein;
6. Waive any nonconformity with this RFP; and
7. Cancel, in whole or in part, this RFP if the City deems it is in its best interest to do so;
8. Request additional information or clarification of information provided in the response without changing the terms of the RFP;
9. Waive any portion of the selection process in order to accelerate the selection and negotiation with the top-ranked vendor.

The City may exercise the foregoing rights at any time without notice and without liability to any bidder, or any other party, for expenses incurred in the preparation of responses hereto or otherwise. Responses hereto will be prepared at the sole cost and expenses of the bidder.

As required by State Law, neither the vendor nor his subcontractors shall discriminate against any employee or applicant for employment, to be employed in the performance of this contract, with respect to their hire, tenure, terms, conditions, or privileges of employment or because of their race, color, religion, sex, disability or natural origin.

The City of La Vista is exempt from the payment of federal excise taxes and Nebraska sales and use taxes and all such taxes shall be excluded from bids. Tax exemption certificates will be provided upon request.

Pursuant to Neb. Rev. Stat. Section 73-102, by submitting a proposal, vendor hereby represents and certifies to the City of La Vista that vendor is complying with, and will continue to comply with, fair labor standards in the pursuit of its business and, if vendor is awarded a contract fair labor standards will be maintained in the execution and performance of the contract.

Method of Award

Evaluation Process

Proposals will be evaluated on the basis of the written materials submitted. During the evaluation process, the City may, at its discretion, request any number of firms to make oral presentations. Such presentations will provide firms with an opportunity to answer any questions the City may have on a firm's proposal. Not all firms may be asked to make such oral presentations.

The City of La Vista reserves the right to award the contract without written or oral discussions with proposers. The City of La Vista reserves the right to reject any and all proposals, to waive irregularities in a proposal, and to award contracts based on the best interest of or what is most advantageous to the City.

Selection Criteria:

Criteria
1. History of providing similar services to municipalities
2. Qualifications and expertise of proposed key staff members
3. Ability to provide onsite I.T. support service within 24 hours
4. References of past clients

City of La Vista I.T. Additional Information

Company/staffing

Total number of sites including main site: 5

- City Hall/Community Center (Rec Center)
- Golf
- Police Department
- Public Works/Fleet
- Library
- Swimming Pool
- Sports Complex

Days and hours of operation:

City Hall

8:00 – 5:00 M-F

Library

Monday – Thursday 8 am - 9 pm

Friday – Saturday 8 am - 5 pm

Sunday 1 pm - 5 pm

Community Center

Monday-Friday 8 am – 9 pm

Saturday (May 1-Aug. 31) 9 am – 4 pm

Saturday (Sept. 1-April 30) 8 am – 6 pm

Sunday (May 1-Aug. 31) Closed

Sunday (Sept. 1-April 30) 1-9 pm

Police Department

8:00 – 5:00 M-F

Public Works

Monday-Friday 7 am – 3:30 pm

Total Number of computers:

41 City Hall/Community Center

3 Golf

31 Police Department

17 Public Works/Fleet

41 Library (approx. 30 for public use)

There are 22 authorized VPN users (Department Heads, exempt employees)

Servers

Total Number of servers:

5 Physical, 8 Hosts

Physical:

- Dell PowerEdge 2970
- Dell PowerEdge 2950
- Dell PowerEdge R710 (VMWare ESXi 4.1)

- **Dell PowerEdge R710 (Library)**
- **HP Server (no warranty, Library public use)**
- Virtual with Hyper-v or VMware
- **R710 has 4 VM's (local storage)**

Software

Line of Business applications

- **Summit**
- **Blue Prince**

Workstations

- All computers and servers are Dell with few exceptions.
 - All computers at the Library are HP machines.
- OS Versions **Windows XP, 7**
- Office versions **2007 & 2010**

Networking

- ISP: **Cox**; Firewall: **Cisco ASA 5505 (Qty 2)**
- Wireless Manufacturer **Access Points: Motorola**; Wireless Point to Point: **Proxim & RadWin (backup to fiber)**
- Switching Manufacturer **Extreme Networks**

IT information

- DNS hosted by Cox. Registrar is GoDaddy
- SPAM filtering with Barracuda Spam & Virus Firewall 300. Users filtered: 125
- Web filter: Barracuda Web Filter 310
- Antivirus: Symantec Endpoint Protection, managed from server, Symantec Mail Security for Exchange
- E-mail hosted in house on Exchange 2010, no encryption
- Backups: Overland LTO5 Tape Library, Weekly full, nightly incremental
- Data sent offsite via tapes which are sent to the New Access semi-monthly. A full backup is 800 GB.
- All software is owned.