

**22-02CM****REQUEST FOR PROPOSAL  
INFORMATION TECHNOLOGY SUPPORT SERVICES**

The City of Palmer, AK (hereinafter City) is issuing a Request for Proposal (hereinafter RFP) to obtain the services of a qualified firm to provide information technology support services and network management. The City reserves the right to accept or reject any or all proposals or any part of any proposal.

**1) GENERAL TERMS AND CONDITIONS**

**UNDERSTANDING AND VARIATIONS:** It is the proposer's responsibility to read and understand the requirements of this RFP. Proposers are required to state exactly what they intend to furnish to the City and must indicate any variation to the terms, conditions, and specifications of this proposal, no matter how slight. If variations are not stated in the proposal, it shall be construed that the proposal fully complies with all conditions identified in this RFP.

- a) RESPONSES:** All responses to this RFP must comply with the General Conditions.
- b) SUBMISSION:** The Proposer shall submit one (1) original and five (5) copies of the proposal in person or by mail to the City of Palmer, City Hall, 231 W Evergreen Ave., Palmer, AK 99645 by 2:00 p.m. on Friday, May 13, 2022. The original proposal must be manually and duly signed in ink by a corporate officer with the authority to bind the bidder by his/her signature.
- c) PRICES, TERMS, AND CONDITIONS:** All prices, terms, and conditions quoted in the proposal will be firm for acceptance for sixty (60) days from the deadline of submission (May 13, 2022) unless otherwise stated by the City.
- d) WITHDRAWAL OF PROPOSAL:** Any proposer may withdraw from consideration prior to the bid opening time. The request for withdrawal must be submitted in writing to the City Clerk's Office.
- e) QUANTITIES:** Quantities shown are estimates only. No guarantee or warranty is given or implied by the City as to the total amount that may or may not be purchased from any resulting contract. The City reserves the right to decrease or increase quantities as required.
- f) PERFORMANCE:** Failure on the part of the Proposer to comply with the conditions, terms, specifications, and requirements of the RFP shall be just cause for the cancellation of the award. The City may, by written notice to the Proposer, terminate the contract for failure to perform. The date of termination shall be so stated in the notice. The City shall be the sole judge of nonperformance.
- g) DEFAULT:** In the event that the successful proposer defaults on the contract or the contract is terminated for cause due to performance, the City reserves the right to obtain the materials or services from the next lowest proposer or other source during the remaining term of the contract. Under this arrangement, the City will charge the proposer any excess cost incurred because of the default.

- h) ASSIGNMENT:** The proposer shall not transfer or assign the performance required by the proposal without the prior written consent of the City. Any award issued pursuant to this RFP and moneys that may become due hereunder are not assignable except with written approval of the City.
- i) PREPARATION EXPENSE:** The proposer shall bear all expenses associated with the preparation of the proposal. The proposer shall prepare the proposal with the understanding that no claim for reimbursement shall be submitted to the City for the expense of preparing or presenting the proposal.
- j) OMISSION OF DETAILS:** Omission of any essential details from these specifications will not relieve the proposer of supplying such product(s) as specified.
- k) CLARIFICATION TO TERMS AND CONDITIONS:** The proposer shall examine all documents being submitted and shall judge all matters relating to the adequacy and accuracy of such documents. Any inquiries, suggestions, requests concerning clarification or solicitation for additional information shall be submitted in writing to the City of Palmer. The City shall not be responsible for oral interpretations given by any City employee or its representative.

**The City shall issue a written addendum if substantial changes which impact the submission of the proposal are required. A copy of such addenda will be emailed or distributed via facsimile transmission to each proposer receiving the RFP. Each addendum will also be available on the City's website. It is the bidder's sole responsibility to determine if they have obtained and acknowledged all addenda before the solicitation due date.**

## 2) INTRODUCTION

### a) Overview of City operations

The City of Palmer is located 42 miles northeast of Anchorage on the Glenn Highway in the Matanuska Valley. The City government has approximately 80 employees and serves a population of approximately 5,979 residents. The City's operations include Library, Public Safety, Public Works, and administration. Computer equipment and computer networks are spread out within the City in approximately ten different locations.

### b) Overview of Information Technology Support Service Requirements

The City is soliciting proposals for information technology support services related to regularly scheduled technical support, on-site support during normal business hours, emergency after-hours support for critical systems, e-mail technical support, and other services that may be necessary after hours to avoid business interruptions. Said services may include but are not limited to the following:

- Requested repair and/or maintenance for desktop computers, laptop computers, and tablets.
- Support for all servers located at various City facilities.
- Support for all network systems located at various City facilities.
- Scheduled maintenance for all the above including updates, backups, and virus protection.
- Identify and evaluate hardware and software needs.
- New hardware/software/system installation.
- Support for all copiers and printers and copier and printer networks.
- Firewall configuration as needed.
- Software licensing compliance.
- Network documentation.
- Email hosting with spam and virus filtering.
- Research and recommend solutions for technology needs, compatible with the City's technology architecture, infrastructure, and resource constraints. Solicit quotes and recommend products and vendors.
- Provide strategic planning and oversight of the City's Information Technology (IT) services and contribute to the development and implementation of long-term plans, goals, and objectives to achieve City technology priorities.
- Recommend policies, procedures and standards for implementation and use of IT.
- Emergency repair and maintenance of all hardware and network systems as necessary.
- Service provider shall be onsite within two (2) hours for critical system failures (e.g. Public Safety).
- Provide an interactive work order system via email and phone application for reporting computer issues/problems. Include tracking of issues. Provide quarterly reporting.
- Be able to obtain APSIN clearance including background check and fingerprinting.
- Security, Internal and Cyber in protection of City systems and data.

### c) City of Palmer Network Management

The City is soliciting proposals to include network management. The City uses routers and metro nets to connect the network between buildings including the voice over IP Avaya phone network.

Current City of Palmer network infrastructure includes the following:

- **Servers**
  - ◆ Seven (7) Active Directory Domain Controllers
    - One (1) 2012 R2 Standard x64 (Fire Training Center)
    - Four (4) 2016 Standard x64 (City Hall, Library, Police Department)
    - Two (2) 2019 Standard x64 (Police Department and Public Works)
  - ◆ Six (6) File and Print Servers
    - Three (3) 2012 R2 Standard x64 (City Hall, Fire Training Center, Police Department)
    - One (1) 2016 Standard x64 (Library)
    - Two (2) 2019 Standard x64 (Police Department, Public Works)
  - ◆ Four (4) Application Servers
    - One (1) 2012 R2 Standard x64 (City Hall)
    - Three (3) 2016 Standard x64 (Police Department)
  - ◆ Incode finance server 2016 Standard x64. Also, has Badger Meter.
  - ◆ Work order interface 2012 R2 Standard x64.
  - ◆ Work order system 2019 Standard x64.
  - ◆ Avaya Voicemail Server 2019 Datacenter x64.
  - ◆ Remote Desktop Services 2019 Datacenter x64.
  - ◆ Three (3) SQL Servers
    - 2012 R2 Standard x64 (City Hall)
    - 2019 Standard x64 (Police Department)
- **Infrastructure**
  - ◆ Two (2) Firewall
    - Fortinet FortiGate 200E (City Hall)
    - WatchGuard Firebox 500 Series (Police Department)
  - ◆ Fifteen (15) Network switches
    - Four (4) Cisco
    - Three (3) HPE
    - Two (2) Fortinet
    - Three (3) Linksys
    - One (1) Meraki
    - Two (2) Unknown
  - ◆ Wireless devices
  - ◆ 3 DSL for city use, and 2 DSL that are for heat control at library and PD
  - ◆ 1 Fiber channel for internet at City
  - ◆ Eight (8) Cisco Routers
- **Client Computers**
  - ◆ Sixty-five (65) Dell Desktops
  - ◆ Forty-seven (47) laptops
  - ◆ Nineteen (19) tablets

- **Backup**
  - ◆ Four (4) Hypervisor Host (Fire Training Center, Library, Police Department, Public Works)
  - ◆ Three (3) Hypervisor Host Cluster Members (City Hall)
- **Special**
  - ◆ Multiple big screens
  - ◆ Multiple projectors
  - ◆ Multiple printers
  - ◆ Special devices for connectivity to screens and projectors (avIT)
  - ◆ Video conference equipment (Library)
  - ◆ Voice over IP Avaya phone system
  - ◆ Electronic record management system (such as Laserfiche, HP Trim)
- **Software (including but not limited to)**
  - AVG
  - Bluebeam
  - BlueZone
  - Cassie
  - Cylance
  - Deep Freeze, plus anti-virus, anti exe
  - Incode
  - Java
  - LogMeIn/GoTo
  - Microsoft
  - SIRSI Dynex
  - Spillman
  - Tyler Technologies
  - Veeam
  - Windows 10
  - Zoom

**d) Contract Term**

The term of the professional services agreement is two years, with three one-year options unilaterally available to the city. The agreement may be terminated at the convenience of the city any time.

**3) Schedule**

Request for Proposal Issued	April 8, 2022 April 15, 2022
Proposal Due Date – by 2:00 pm.	May 13, 2022
Presentation of Proposals (If required)	May 24, 2022
Contract Award	June 14, 2022
Contract Begins	July 1, 2022

#### 4) Evaluation of Proposals

##### Evaluation Criteria

Proposals will be consistently evaluated and scored on the criteria identified below. The evaluation criteria may not be listed in order of priority. The objective of this RFP is to ensure the selection of services is adequate in all respects. Proposals will be evaluated on a weighted average of all evaluation criteria. The relative weights of evaluation criteria will not be disclosed prior to proposal submission and will not be disclosed until and unless a contract is awarded. Proposers must provide a response to the following evaluation criteria in their Statement of Work:

- a. Proposers company/organizational overview
- b. Proposers project methodology
- c. Approach to maintenance support
- d. Maintenance and warranty capabilities
- e. Technical skills and certifications of staff
- f. Vendor certifications and alliances
- g. Organizational stability, dependability, geographical location, length of time in business, corporation, and professional demeanor
- h. Proposer's service and support offerings
- i. Ability to respond to City's need for technology support services related to regularly scheduled technical support, as-needed call-out and emergency support, and other IT services as listed in Section 5.d through 5.e Statement of Work.
- j. Proposer's past performance history of comparable work
- k. Length of time and experience the proposer has performed such work
- l. Quality of performance on previous projects and comparable services
- m. Proposer's past response time to emergencies and other call outs
- n. Proposer's ability to obtain competitive pricing on hardware and software needs of the City of Palmer
- o. Technical project capabilities
- p. Business references
- q. Cost:
  1. Each proposal will be examined to determine whether the calculations shown on the various cost schedules are accurate.
  2. The City may reject any cost proposal that is incomplete and/or in which there are significant inconsistencies or inaccuracies on cost schedules.

#### 5) Statement of Work

Proposers must respond with their history as well as their capabilities for each of the following services:

##### a) Organization History and Location

Address the history of the organization, how long the organization has been in business, the number, size, and type of clients serviced, as well as business location(s).

##### b) Staff Experience, Certifications, and Skills

Address the staff who would be assigned to this engagement including their experience, certifications, technical skills, unique abilities, and past engagements similar to the City of Palmer in terms of IT infrastructure and size. Include at least three work references for each staff member to be assigned to this engagement.

**c) Network Support Capabilities**

Address the support capabilities for the network infrastructure as outlined in 2 c)

**d) City of Palmer Network Infrastructure.**

Include a listing of clients with similar infrastructure and at least four (4) references of clients with similar infrastructure.

**e) Regularly Scheduled Technical Support Services**

1. Address the support capabilities and methodology that will be used to support the City's current need of technical support of five 8-hour days per week or possible alternatives.
2. Provide a fee schedule.

**f) As-needed Call-out Support Services**

1. Address the support capabilities and methodology that will be used to support the City's need for as-needed call-out support outside of the regularly scheduled support service. This will include response times for emergency and non-emergency requests.
2. Provide a fee schedule.

**g) Procurement of Hardware and Software for City of Palmer**

1. Address the ability to obtain hardware and software at competitive pricing.
2. Address the ability to obtain hardware and software in an expedient fashion after the need for said hardware/software is identified.

**h) Technical Project Services**

1. Describe technical project capabilities and provide at least three (3) project references including research and recommended solutions for technology needs.
2. Provide a fee schedule.

**i) Strategic Planning and Oversight of IT Services**

1. Describe strategic planning capabilities and provide at least three (3) strategic planning references, and how the planning contributed to the long-term plans, goals, and objectives to achieve the technology priorities for the entity being serviced.
2. Provide a fee schedule.

**j) Other Information Technology Services**

Describe capabilities, delivery methodology, and fee methodologies, as appropriate, for the following services:

1. On-line payment solutions for utilities, taxes, and fees.
2. Business application training.
3. Remote support.

**k) Subcontractor Disclosure**

If utilizing subcontractor(s), proposer will include the appropriate subcontractor information in the response to the Statement of Work so the subcontractor(s) can be evaluated based on the same evaluation criteria as the main contractor.

**6) Selection Process**

**a) The IT Steering Committee will receive all proposals.**

The IT Steering Committee will review the proposals.

**b) The IT Steering Committee will determine the need for the interview process.**

The interviews will be with the IT Steering Committee. The City will notify those companies selected for the interview process and will schedule interviews for March 24, 2022.

1. No more than three (3) people may be part of the Company's presentation team.
2. Presentations will be allowed a maximum of 45 minutes each, with 15 minutes additional time available for questions and answers after the presentation.
3. No competing company will be allowed to attend the presentation of another company.

**c) The City reserves the option for an additional interview.**

**7) Final Selection**

The final selection of the successful proposer will be made by the City of Palmer Council at a regularly scheduled meeting on June 14, 2022. The successful proposer will be notified in writing.

**8) Miscellaneous**

**a) City Prerogatives**

The City of Palmer reserves the right to award the contract to the responsible company whose proposal is judged to be in the best interests of the City, with the City being the sole judge thereof; to negotiate with any or all proposers; to reject any or all proposals, in whole or in any part thereof; and to waive any minor technicalities or informalities in accordance with the City's determination of its own best interest.

**b) Venue**

Any dispute or controversy arising out of this Request for Proposals shall be governed by the laws of the State of Alaska, and venue shall be in Palmer, Alaska only.

**PLEASE NOTE: FAILURE TO COMPLY WITH ANY PART OF THIS REQUEST FOR PROPOSAL MAY RESULT IN REJECTION OF THE PROPOSAL.**



**PROPOSER INFORMATION SHEET FOR IT SUPPORT RFP**

Proposer must complete all the requested information in the space provided below. Please type or print your response.

Company Name

Street Address:

Mailing Address:

City, State, Zip:

Point of Contact

Name:

Title:

Phone:

Fax:

Email:

Name of Person Authorized to Bind the Organization/Sign the Contract

Name:

Title:

Phone:

Fax:

Email:

Signature:

Date:

**(Must be in blue ink and individual must be authorized to bind the organization)**