

Mapleton City

REQUEST FOR PROPOSAL



Computer and Network Support Services

Release Date: September 11, 2017

Due Date: September 26, 2017

NOTICE INVITING PROPOSALS FOR COMPUTER SUPPORT SERVICES FOR MAPLETON CITY

Project Overview and Submittal Process:

Mapleton City invites prospective respondents to submit proposal for providing computer hardware, software, and network support for the City's computer network as detailed in this document.

Interested providers should submit one original and three (3) copies of their proposal response document by **3:00 p.m.**, September 26, 2017.

RFP: Computer and Network Support Services

Mapleton City

Attn: Camille Brown, City Recorder

125 West 400 North

Mapleton, UT 84664

Questions regarding this RFP must be directed to Camille Brown at cbrown@mapleton.org

REQUEST FOR PROPOSAL

Computer and Network Support Services

1. Introduction

Mapleton City is requesting proposals from qualified, professional technology providers for City- wide computer and network support services. The qualified vendor will be able meet the following requirements:

A. **Service Availability:**

1. Respond to service interruptions within two (2) business hours from notification of failure.
2. Provide maintenance during normal business hours, specifically 8:00 a.m to 5:30 p.m., Monday through Friday.
3. Upgrades to equipment and server shall be performed outside of normal business hours.
4. Ability to connect to City servers remotely to enable more expedient and effective service.

B. **Qualifications:**

1. Documented experience in maintenance of computer hardware and software.
2. Experience with working in environments that require a high level of confidentiality.
3. Proof of business/professional liability, worker's compensation and property liability insurance coverage.

2. Scope of Services

This Section summarizes, but is not limited to, the services to be provided under this RFP. Mapleton City is looking for a maintenance and support program for both preventive and "on-demand" services for the City-Wide computer and network operating systems. City owned network equipment and applications are identified in the attached Appendix A.

Proposal responses should address, in detail the approach to be used in addressing the following:

- A. **Initial Assessment:** Review of inventory, assessment of system design and equipment for efficiency, life expectancy capacity and speed, and make recommendations for routine support criteria with the goal of eliminating emergency maintenance situations.

- B. **Server and Work Station Administrative Services:** Management of network and computer systems, including complex applications databases, messaging, servers and associated hardware, software, communications and operating systems necessary for the performance security, reliability, and recoverability of the systems. Scheduling of preventive maintenance; development and quality assurance of back up plans and procedures, and configuration management, including updates, etc.
- C. **Network Administration Services:** Maintenance and support of network equipment, including switches, firewalls, routers and other security devices. Perform installation, maintenance, and routine configuration of printers, scanners, and other network devices. Proactive monitoring of network equipment, including performance indicators to report on threshold limitations, performance, and capacity management. Continuous trouble-shooting and documentation of daily, weekly, and monthly service required.
- D. **Email, Security, and Backup efforts:** Maintenance of Mapleton City's email accounts using Mapleton City's domain; adding, changing, and or deleting employee accounts as requested; assisting employees with Mapleton City email retrieval on phones and personal devices; maintenance of virus detection programs on servers, desktops, and laptops; performance of periodic security audits, including notification of suspected breaches; and configuration of systems to enable secure remote access, as requested by Mapleton City.
- E. **Desktop Support:** Basic support functions, including the installation of PC's, laptops, printers, peripherals, and software; diagnosis and correction of applications and configuration problems; maintenance and advanced troubleshooting as needed.

3. Proposal Requirements:

Costs of developing, replicating, and sending the proposal is the sole responsibility of the respondent. Proposals, once submitted, become the property of Mapleton City and are subject to applicable Government Records Access and Management Act classification.

Proposals should be presented in an organized and concise format, no longer than 10 pages, addressing each of the following areas:

A. Letter of Interest. containing the following statements and information:

1. Company name, address, telephone number(s), and website.
2. Name, title, email address and telephone number of the person(s) authorized to represent the firm and to whom correspondence should be sent.
3. Short profile of the firm, including (at minimum): length of time in business, number of clients, number of municipal clients, number of full-time employees available to service the account and the location of the office to service account.
4. Federal and State taxpayer identification numbers of the firm.

5. A brief statement of understanding of the service to be performed indicating commitment to provide services as specified.
6. Signature by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.

B. Proposal

1. Description of approach to be used in providing the services requested. Explanation and history of successfully providing similar service.
2. Name, title, address and telephone number of three reference clients for whom you have provided similar service.
3. Identification of staff resources and key personnel that would be assigned to the account, including experience and local availability.
4. Statement regarding support availability (days of week and time) support contact information, and structure of charges for support (hourly, daily, etc.)
5. Explanation of any contract termination for default or other incident in the last five years.
6. Any additional services beyond the RFP that the firm provides which may be of interest to Mapleton City.
7. Proposal summary, including why the firm is pursuing the contract and how it is uniquely qualified to perform the services.

C. Cost of Services

1. Mapleton City is requesting that the vendor submit a **fixed fee service contract** for a twelve-month period, with an option to renew for a second twelve month term. A payment schedule should also be provided (monthly, quarterly). Providers must list, specifically, any service which would not be covered in the proposed price. For services not included in the fixed fee, the vendor shall indicate the hourly billing rate and how the service will be billed.

D. Additional Materials

1. Sales and marketing materials, and brochures may be included in an appendix to the proposal documents as necessary.

4. Evaluation Criteria

A selection committee will review the firm's qualifications and make a recommendation using the following criteria as a benchmark. As part of the selection process firms may be invited to present to the selection committee. Incomplete proposal packages will not be evaluated.

- A. Approach and Methodology
- B. Experience of the Firm
- C. Project Staffing and Experience
- D. Satisfaction of Clients/End Users
- E. Pricing

5. Other Considerations

Mapleton City reserves the right to reject any and all proposals for failure to meet the requirements contained herein, and to select the proposal which, at the sole discretion of the Mapleton City Council, best meets the requirements of the program. This RFP creates no obligation on the part of Mapleton City to award a contract. Terms of any contract awards are subject to the review and approval of the Mapleton City Council and the Mapleton City Attorney.

APPENDIX A

Hardware

- 2x Asus RS520-E6/RS8 2U Rack mount servers, Dual Xeon 5600, 48GB DDR3, Dual PSU, 128GB SSD OS
- 1x QNAP TVS-871U-RP NAS, 8x 2TB HDD RAID5, 2x 256GB SATA3 SSD Cache
- 6x Dell PowerConnect2824 24 port switches
- 2x Dell Sonicwall NSA 2400 Security Gateways
- 5x OpenMesh WAPs
- 2x CyberPower OR1500LCDRM1U UPS 1500VA 900W
- ~about 50 User Desktops
- Various Printers, consumer desktop switches, SOHO wifi routers, tablets, cellphones, etc

Software

- 2x Microsoft Windows Hyper-V Server 2016
- Microsoft Windows server 2012 R2
- Microsoft Windows server 2008 R2 ADDS
- 1x QNAP QTS NAS OS
- Office365 Email software subscription
- Microsoft Azure Domain services
- Google Cloud Platform Nearline Storage
- OpenMesh Cloudtrax cloud WAP service