



REQUEST FOR PROPOSALS RFP 2021-03 IT SUPPORT SERVICES

The City of Dillingham is soliciting proposals from qualified, professional, Information Technology (IT) support services vendors for support at City facilities including: City Hall, Harbor, Dock, Senior Center, Library/Museum, Public Safety, EMT/Fire, and Public Works. The selected vendor will enter into a term contract in effect from November 1, 2021 through June 30, 2022, with the opportunity for five (5) more, one (1) year extensions.

The vendor will enable the City to significantly improve IT effectiveness, enhance its quality of services, minimize its support cost, and maximize return on investment in IT. The City currently runs Windows 2010 Pro on workstations and Windows 2019 Standard Servers.

Proposal documents can be found at: <https://www.dillinghamak.us/rfps>.

Inquiries should be sent to Kelsa Brandenburg, Executive Assistant/HR at 907-842-5148 or via email at assistant@dillinghamak.us.

Bid deadline is 4:00 p.m., Thursday, August 5, 2021. A contract to award will be authorized at a subsequent City Council meeting.

SPECIFICATIONS

Submittal Requirements and Information

To be considered, all proposals must be delivered to the address below, on or before the deadline no later than 4:00 p.m. on Thursday, August 5, 2021. Submissions must include three (3) printed copies of the following required proposal content (see below for full details on each section):

1. Letter of Transmittal
2. References
3. Scope of Work
4. Cost of Services

Please mark the envelope to identify the project: **RFP 2021-03 IT SUPPORT SERVICES.**

Delivery instructions – mail or hand deliver in a sealed envelope to:

City of Dillingham – Planning Department
PO Box 889
Dillingham, AK 99576

Electronic and faxed proposals will not be accepted.

Required Proposal Content

Return the following proposal content (submission must include three (3) printed copies) to the City of Dillingham by the due date:

1. Letter of Transmittal

The letter of transmittal must contain the following statements and information, but no more than three (3) pages in length:

General Information

- Name, title, physical and mailing addresses, e-mail address and phone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
- Federal & State taxpayer ID number of the firm or individual.
- Provide general vendor information including length of time in business of providing proposed services.
- Provide the total number of clients, including public sector clients.
- Provide the number of full-time personnel.
- Provide location of headquarters and any field offices.
- A 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 the City.

Services

- Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
- Provide the location of office which would service this account.
- Provide any on-site service delivery commitment in Dillingham.
- Describe your approach to providing these services and your methodology for providing on-going support.
- Do you provide a toll-free support number?
- Describe Support Services provided through help desk availability during the week, on weekends, during holidays in the am and pm.
- Please indicate your average response time and your response time goals, including statistics.
- How are charges for support structured, documented and tracked?
- Describe your problem escalation process, including initial problem identification (hand-off from help desk).
- What is your triage for priority and severity of the problem?
- What are the steps for resolving problem escalation when a solution is not forthcoming or when an implementation solution is unsatisfactory to the client?
- Who is the final authority regarding conflicts?
- Please indicate if your company has had a contract terminated for default during the past five years, and describe the incident.
- The letter must be signed by the corporate officer or other individual who is legally authorized to bind the applicant to both its proposal and cost schedule.

2. References

References shall be no more than one (1) page in length:

- Provide name, title, address, email address, and telephone numbers of three references for rural Alaska clients whom you have provided similar services. Please provide information referencing actual services provided, customer size (number of users), and the length of tenure providing the services to these clients.

3. Scope of Work

Describe in sufficient detail, experience providing the following service requirements and how you would deliver on these requirements for the City of Dillingham. The scope of work shall be no more than seven (7) pages in length:

Desktop Applications Support

- Performing basic support functions including installing PCs, laptops, printers, peripherals, and office software;
- Diagnosing and correcting desktop application problems, configuring laptops and desktops for standard applications and identifying and correcting end user hardware problems;
- Performing advanced troubleshooting;
- Creating an up-to-date inventory of all City computer related hardware and software and making recommendations for improvement;
- Assisting City personnel with software and hardware purchases and installation upon request;
- Recommending upgrades of programs or systems when identified; and assisting in the development of software/hardware policies and procedures;
- Providing a projection of IT expenses for next five (5) fiscal years (July 1-June 30).

Server Administration Services

- Manage computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, software, communications, operating systems necessary for 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 operation, administrative and quality assurance back-up plans and procedural documentation;
- Set-up new users and edit or remove existing users on server;
- Server performance and capacity management services with reporting when specified thresholds are reached;
- Recommend upgrades of servers as identified;
- Configuration management including changes, upgrades, patches, etc;
- Management of user logins and security; and
- Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely manner.

Network Administration Services

- Activity includes all City network equipment including switches, firewalls, routers and other security devices;
- Primary installation and maintenance of printers, network copier/scanners etc, including regular analysis, routine configuration changes and installation of patches and upgrades;
- Alert notification to designated City personnel in the event of a failure;
- Complete proactive monitoring of network equipment including bandwidth utilization and network performance and capacity management services and network troubleshooting; and
- Maintain network documentation and procedures.

Security

- Maintenance of virus detection programs on City servers, email and all other City computers and laptops;

- Perform security audits as requested and notify City personnel immediately of suspected breaches of security or intrusion detection;
- Configure City system to enable remote access in a secure environment and provide remote access administration as requested by City personnel.

Other

- If not located in Dillingham must be prepared to come to Dillingham periodically to work with staff on computer issues. Plan on at least 6 onsite visits in a year;
- Work with City personnel on a schedule for rotating out computer equipment and software; and
- Must have a plan for full back-up support both onsite and offsite. Furnish personnel necessary for expeditious and satisfactory performance of this service, each to be competent, experienced and well qualified for the work assigned. No person objected to by the City shall be employed by the firm for the work described.

4. Cost of Services

The Cost of Services shall be no more than one (1) page in length:

- Fee schedule that includes hourly rates for proposed services and how your service are specifically priced;
- Indication of an annual cost for all services;
- Define any additional charges (e.g. travel expenses).

Proof of Insurance and Licensing

Responding proposers will be required to provide the following prior to “Notice of Award”:

- Copy of 2021 City of Dillingham Business License;
- Current State of Alaska Business License;
- Certification of Insurance and Workers Compensation as required under AS23.30 naming all employees;
- Proof of commercial insurance, covering bodily injury, death, and property damage with a single limit not less than one million (\$1,000,000) dollars;
- Vehicle liability insurance including applicable uninsured/underinsured coverage with limits of liability not less than one million (\$500,000) dollars per occurrence combined single limit bodily injury and property damage.

All insurances, workers’ compensation insurance, commercial general liability insurance and motor vehicle liability insurance, as described above shall include an endorsement stating the following: sixty (60) days advance written notice of cancellation, non-renewal, reduction change, shall be sent to the City Manager, PO Box 889, Dillingham, AK 99576.

Owner/Operators are eligible to submit a proposal, as long as they meet the minimum State requirements for operating as an owner operator.

Conditions of Offering and Acceptance

This is a Request for Proposal/Bid only and is not a guarantee the City of Dillingham will purchase any or all of the products or services indicated in this invitation.

The City of Dillingham reserves the right to reject or accept any and all bids, to waive irregularities or informalities in the procurement process, and to give particular attention to the qualifications of the proposer.

****The City reserves the right to revise or clarify the Request for Proposal/Bid, respond to questions, and/or extend or shorten the due date of process.****

The City retains the right to cancel the Request for Proposal/Bid process if the City determines it is in their best interest. Any cost incurred by proposers for the preparation and submittal of the bid is the sole responsibility of the bidder.

A proposal/bid may be corrected or withdrawn by a written request received prior to the deadline for receipt of bid proposals.

All bid proposals and other material submitted become City property and may be returned only at their option.

The City assumes no responsibility or liability for the transmission, delay, or delivery of bid proposals by either public or private carriers.

Any and all media announcements pertaining to this RFP require the City's prior written approval.

The proposer agrees to allow the City at least 90 days from the RFP close date to enter into a contract with the selected proposer for the price offered by the proposer.

The City intends to award a contract, subject to negotiation of a satisfactory agreement based upon the City's standard professional services contract form.

Contractor shall in performance of a contract, comply with all applicable federal, state, and local laws, ordinances, orders, rules and regulations applicable to its performance.

Contractor must be in compliance with Dillingham Municipal Code 4.20.240, Tax Delinquent List.