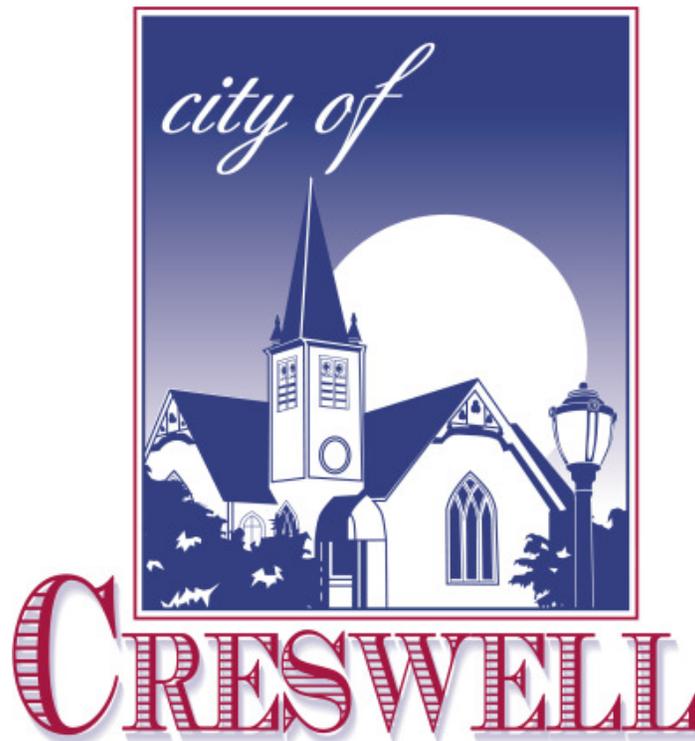


CITY OF CRESWELL

REQUEST FOR PROPOSALS IT Managed Services Provider



Proposals are due by 4:00 PM, Tuesday, December 1, 2015

Proposals will only be accepted by email and must be in MS Word and/or pdf format

Introduction

Creswell lies 10 miles south of Eugene-Springfield, north of Cottage Grove, along Highway 99 and Interstate 5 (I-5). It provides all normal City services including streets, water and sewer utilities, public safety, court, building permits, and administrative and support functions. The City employs approximately 18 people and has an annual budget of \$ 17,288,271.

The City had contracted for IT services utilizing a small internal staff to manage day to day activities including client (employee) support, and some application support. In 2015, the City Administrator determined that the City was better served by a “managed services” approach. Currently there are no internal staff dedicated to IT operations. The selected provider will provide all professional IT staff.

RFP Objective

This Request will be used to obtain proposals from qualified IT managed service providers. This information will allow the City of Creswell to review proposals and enter into negotiations with the vendor whose proposal is most advantageous to the City with price and other factors considered.

Following negotiation, the successful proposer will be asked to enter into a contract with the City of Creswell. The length of that contract is proposed to be 2 years.

Project Description

The City of Creswell currently outsources the management of their IT infrastructure and applications to outside vendors. It is the desire of the City Administrator to consolidate this management under one partnership agreement with a qualified firm or group to support the entire IT environment.

This support includes:

- Network
- Email
- Application Management
- Infrastructure Support
- Network Security
- Disaster Recovery
- On Site and Remote Client Service
- 24/7 System Monitoring and Response

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, so proposers should be careful when submitting proprietary information.

Proposals are to be submitted electronically in MS Word or Adobe Acrobat formats only to:

Roberta Tharp
City Recorder

541-895-2531
email to: rtharp@creswell-or.us

Please put “**Proposal for IT Managed Services Provider**” in the subject line.
Proposals received following the deadline will not be considered.

All proposals shall include a statement indicating that the submitter is authorized to offer this proposal by his/her company and may bind the company under contract if selected.

Timeline

The City of Creswell intends to finalize the vendor selection process according to the following schedule. Any changes in this schedule will be at the sole discretion of the City of Creswell.

October 30	RFP available and advertised
November 13	Site Visit for proposers
December 1	Proposals due
December 11	Proposals evaluated/negotiation with selected firm
January 11	Award by the City Council
February 1	Begin Work

Selection

City of Creswell is using a competitive negotiation process to award a contract to the successful proposer. Although cost is a significant criteria for selection, the City will be awarding based upon a number of criteria evaluated based upon the proposal.

The City reserves the right to reject any and all responses to this Request for Proposal.

No City official or employee shall have a financial interest in this proposal.

In cases of disputes over difference of opinions as the services in the proposal, the decision of the City of Creswell shall be final.

The City reserves the right to ask for clarification of the proposal if the need arises.

Insurance

Proposers shall comply with the City of Creswell's insurance requirements.

Questions concerning RFP and/or site visits

Questions about this Request for Proposals should be directed to James Piper at jpiper@creswell-or.us or (541)-895-2531. All questions and answers will be posted to the City's website so that all proposers have access.

Proposers may attend a site visit and briefing on November 13, 2015 at 10 am at City Hall. Please call and indicate that you plan to attend this meeting.

Questions for Proposer

Please respond to the following in your proposal. Please use the same order and titles to help facilitate scoring your proposal.

1. General Company Information

Provide a profile of your company, including background and history, size, locations, certifications, credentials, etc. Please provide details of your company's practices for staying current on regulations, legislation, certifications, and compliance especially as it relates to public records, and government. Describe all staff that will be utilized to perform contractual duties under your proposal, and their certifications, experience, and duties.

Provide references of similar sized or larger public agencies that proposer is currently managing or has managed.

2. Security

Describe our strategy for securing your clients data. Include your company's policies as well as any security certificates that you possess.

Describe your company's security certification and expertise.

3. Client Relationship Management

Describe how you would manage customer relationship within the City "clients"

- Resumes (including dates of all relevant experience) of all staff expected to support City of Creswell and an organization chart explaining the reporting relationships

- Describe how will you propose changes in technicians assigned to the contract and seek approval to such changes from the City
- Describe your training program
- Describe all support staff that would be expected to serve City of Creswell, including executive, project, and account staff
- Describe the responsibilities of each individual proposed to be assigned to City of Creswell's account
- Describe the hours of operation for on-site staff as well as help desk staff
- Describe how afterhours support would be available
- Describe how you would report to City contacts and users about status of systems, elicit needs of users, needs for change, etc.

4. Service Levels

Describe service levels you will provide to City of Creswell. Note that penalties will be assessed for not meeting service level response times identified.

- Describe your work order/trouble ticket system
- Describe availability of key staff during normal business hours
- Describe how staff is available 24/7
- Provide your guaranteed response time for issues dependent upon severity and time of day
- Provide your average response time for after-hours issues
- Scheduled down times for routine maintenance
- How are scheduled down times determined; how communicated?
- How do you propose that the service level agreement be enforced?
- Describe your communication strategy for keeping clients informed of system conditions and changes.
- Describe how you would assist the City of Creswell's elected officials and top management strategically plan to insure that the City's IT system retains its usefulness, viability, compatibility, and dependability.
- Describe your plans for disaster recovery.
- Describe how your on-site support representative would work and describe any special requirements that would need to be filled by the City.
- Describe how major software upgrades would be applied and what upgrades would require additional fees.

5. Change Control

- Please demonstrate how you would institute change control in City of Creswell's computing environment.

6. Monitoring

- Describe your monitoring tools and strategies to monitor and insure the stability of the computing environment in the City of Creswell.
- Describe how these monitoring results would be communicated to City of Creswell.

7. Documentation and Records

- Describe how you would document and record maintenance, installation, performance, and changes to the system.
- Describe the documentation that you would make available to the City of Creswell at the end of the contract period.
- Describe how you would maintain confidentiality in strict conformance with confidentiality laws and regulations.

8. Fees

Please provide all fees associated with the proposed contract for services. The following should be included in your base bid:

- Fees for service initiation
- Ongoing monthly fees and what is included and excluded
- Fees for connectivity to support

site Optional fees:

- Extra work which is outside the proposal
- Optional ongoing services
- Ad-hoc services
- Escalation fees
- Off-site disaster recovery
- Response and emergency fees

Significant Evaluation Factors

Responses shall be reviewed on these critical factors with the indicated relative importance factors.

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| 1. Company experience, certifications, expertise, references from similar agencies. | 20% |
| 2. Client Relationship approach | 20% |
| 3. Service levels | 30% |
| 4. Management (Change Control, Monitoring, Documentation) | 15% |
| 5. Fees | 15% |