



## **REQUEST FOR PROPOSAL Highland City Information Technology Support Services**

PROPOSAL DEADLINE: Wednesday, January 3, 2018 at 4:00 P.M. MST

SUBMITTAL LOCATION: Highland City  
5400 Civic Center Drive  
Highland City, UT 84003

[erin@highlandcity.org](mailto:erin@highlandcity.org)

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### **PROPOSALS**

Highland City (hereinafter referred to as “City”) is soliciting proposals from qualified individuals and companies for Information Technology Services. The qualified vendor will enable the City to improve Information Technology (IT) effectiveness, enhance its quality of services, minimize its support costs, and maximize return on investment in IT. Departments to receive IT services include: general City Office staff, the City Library, Lone Peak Police Department, and Lone Peak Fire Department.

### **INTRODUCTION**

Highland City currently utilizes a variety of software programs designed for municipal government and public safety disciplines. City staff has workstations that connect via basic network servers. City email is accessed through Microsoft Outlook and the City website is hosted by CivicPlus. The City also utilizes the ShoreTel Server for its phone system.

### **SCOPE OF SERVICES**

The following services are to be provided to Highland City in the area of IT:

- 1. Initial Assessment** – Compile/update inventory of all information technology related assets, assess system architecture and current processes, and make recommendations for improved citywide IT system performance.
- 2. Desktop Applications Support**
  - a. Perform basic support functions including installing PCs, laptops, PDAs, printers, peripherals, and office automation software; diagnose and correct desktop application problems, configure laptops and desktops for standard applications, identify and correct end user hardware problems, and perform advanced troubleshooting.

- b. Maintain an up-to-date inventory of all City computer related hardware and software and make it available to City personnel upon request.
- c. Assist designated City personnel with software and hardware purchases.
- d. Assist in development of software/hardware policies and procedures.

### **3. Server Administration Services**

- a. Manage computer systems and network to include complex application, database, messaging, web and other server and associated hardware, software, communications, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system.
- b. Ensure scheduled preventive maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; develop operations, administrative, and quality assurance back-up plans and procedural documentation.
- c. Setup new users and edit or remove existing users on server.
- d. Monitor server performance and capacity management services with reporting when specified thresholds are reached.
- e. Configure management, including changes, upgrades, patches, etc., support of Caselle Clarity financial software and other specialized software products of Highland City as it relates to the server(s) and associated hardware.
- f. Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion.

### **4. Network Administration Services**

- a. Maintain City network equipment including switches, firewalls, routers, and other security devices.
- b. Install and maintain printers, network copiers/scanners, etc.
- c. Maintain and perform regular analysis, routine configuration changes, and installation of patches and upgrades.
- d. Alert designated City personnel in the event of failure.
- e. Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached.
- f. Perform network performance, capacity management services, and network troubleshooting.
- g. Maintain network documentation and procedures.

### **5. Security Protection**

- a. Maintain virus detection programs on City servers and all City computers and laptops.
- b. Perform security audits as requested and notify City personnel immediately of suspected breaches of security or instruction detection.

- c. Configure City systems to enable remote access in a secure environment and provide remote access administration as requested by designated City personnel.

## **6. Strategic Planning**

- a. Engineer, plan, and design services for major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc.
- b. Provide technical leadership for server technology issues.
- c. Make recommendations for future purchasing and technology needs.
- d. Install new servers, software, and hardware and transfer data when acquired.
- e. Perform strategic planning, designing, and installation/upgrading of core network systems. Examples include major network upgrades, provider changes, IP schema redesign, installation of “core” network devices, etc.

## **SUBMITTAL REQUIREMENTS**

The following information is required in the RFP submittal:

### **1. Letter of Transmittal**

The letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following statements and information:

- a. Company name, address, and telephone number of the firm submitting the proposal.
- b. Name, title, address, email address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
- c. Statement of your understanding of the services to be performed and positive commitment to provide the services as specified.
- d. Statement which indicates that the proposal and cost schedule shall be valid and binding for ninety (90) days following proposal date and will become part of the contract that is negotiated with the City.

### **2. General Vendor Information**

- a. Length of time in business
- b. Length of time in business providing proposed services
- c. Total number and examples of clients
- d. Total number of and example of municipal government clients
- e. Number of full-time personnel

### **3. Service Description**

- a. Description of how your firm is positioned to provide the services listed above. Provide a history of experience on providing similar services.
- b. Description of your approach to providing these services and your methodology for providing on-going support.

### **4. Reference Information**

- a. Name, title, address, and telephone number of three references for clients whom you have provided similar services. Municipal clients are preferred.
- b. Information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to reference clients.

### **5. Staff Resources**

- a. Names of principals and key personnel who will actually provide the information technology services.
- b. Summary of the experience and technological expertise of these staff.
- c. Description of the role and responsibilities that each of these individuals will have.

### **6. Extra Services**

Information related to the services your firm provides beyond the scope of this RFP that may be of interest to the City.

### **7. Proposal Summary (not to exceed two pages)**

- a. Summary of your proposal and your firm's qualifications.
- b. Articulation of why your firm is pursuing this work and how it is uniquely qualified to perform it.
- c. Any other pertinent information that helps the City determine your overall qualifications.

### **8. Cost of Services**

- a. Fee schedule including hourly rates for proposed services.
- b. Description of how your services are price and any other specific pricing you are able to provide.
- c. Articulation of any additional charges (e.g. travel expenses).

## **EVALUATION CRITERIA AND PROCESS**

A selection committee will conduct an evaluation of qualifications and will rate each submittal based upon the following criteria:

1. Experience
2. Understanding of services to be provided
3. Personnel expertise

4. Compatibility with end users
5. Project approach
6. Satisfaction of clients/end users

### **DEADLINE FOR SUBMISSIONS OF PROPOSALS**

Three (3) sealed copies of the proposal in addition to one (1) electronic copy must be received by the Highland City prior to 4:00 P.M. on Wednesday, January 3, 2018. One (1) copy should be submitted as a loosely-bound reproducible copy. All copies of the proposal must be under sealed cover and plainly marked as "Information Technology Support Services Proposal". Proposals shall be delivered or mailed to:

Highland City  
IT Support Services Proposal  
5400 Civic Center Drive  
Highland City, UT 84003

Any questions regarding this proposal are to be submitted to:

Erin Wells, Assistant to the City Administrator  
Highland City  
5400 Civic Center Drive  
Highland City, UT 84003  
801-772-4566  
[erin@highlandcity.org](mailto:erin@highlandcity.org)

### **MISCELLANEOUS**

1. The City reserves the right to reject any and all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in the City Council's sole judgment, best meets the requirements of the project.
2. The RFP creates no obligation on the part of the City to award a contract or to compensate the proposer for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews (if held). The City reserves the right to award a contract based upon proposals received without further discussion or negotiation. Proposers should not rely upon the opportunity to alter their qualifications during discussions.
3. The City further reserves the right to make such investigation as it deems necessary to determine the ability of proposers to furnish the required services. Proposers shall furnish all such information for this purpose as the City may request.