

**CITY OF UMATILLA**

**P. O. BOX 130  
UMATILLA, OR 97882**

**REQUEST FOR PROPOSAL  
for**

**IT MANAGED SERVICES PROVIDER**

**FOR THE PERIOD**

**JULY 1, 2018 TO JUNE 30, 2020**

**INQUIRIES AND PROPOSALS SHOULD BE DIRECTED TO:**

**City of Umatilla  
Attn: Melissa Ince  
P.O. Box 130  
Umatilla, OR 97882**

**Deadline for Proposals is:           April 20, 2018  
5:00 P.M.**

## **Introduction**

The City of Umatilla is requesting proposals from IT service providers to manage all of the City's IT needs. Umatilla has been well served by its current providers, however, as a matter of course, the City has found it prudent to periodically request proposals for certain services.

The City of Umatilla is a municipal corporation located in eastern Oregon. It provides a variety of services including public works, police, municipal court, planning, community development, library and administrative and support functions. The City employs approximately 35 people and has an annual budget of \$14,010,187.

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 Umatilla 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 Umatilla. The length of that contract is proposed to be 2 years, renewable to a maximum of 6 years.

## **Scope of Work**

The City of Umatilla currently outsources the management of their IT infrastructure and applications to outside vendors. The City is looking for 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 Assistance
- On Site Services 1 Day per Week (8 hours)

## **Timeline**

The City of Umatilla 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 Umatilla.

March 30 RFP available and advertised  
April 11 Site Visit for proposers  
April 20 Proposals due  
April 23-26 Proposals evaluated by City Staff  
May 1 Award by Umatilla City Council  
July 1 Start Work

## **Selection**

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

## **IT Environment**

The successful bidder will have experience and/or knowledge with the components of the City of Umatilla's technical environment.

### Hardware:

- APC Smart-Ups
- Dell Power Edge R410 x2
- Synology RackStation RS814
- HP ProLiant DL160G60 – Server Review
- NetGear GS 724T
- Avocent Rack Access Console
- OpenEye Video Surveillance
- Allied Telesis AT-FS724i

### Software:

- Caselle
- ArcGIS
- Microsoft Office Suite
- Sensus
- FTR Recording Software
- RIMS (Sun Ridge Systems)
- ForseCom Millenium3
- Watch Guard/Watch Guard Redactive
- Remote Desktop Services

### Printers/Scanners

25 +/- PC/Laptops

## **Certifications, Licenses, Experience**

Proposers should have any licenses or registrations required to do business in the City of Umatilla and in the State of Oregon.

All staff working on Police Department information systems shall complete a full NCIC background check to satisfy CJIS security policy.

## **Insurance**

After the contract is awarded, the proposer shall provide the City with evidence of general liability insurance naming the City as an additionally insured party in the amount of \$1,000,000.

## **Questions concerning RFP and/or site visits**

Proposers may attend a site visit and briefing on April 11, 2018 at 10 am at Umatilla 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 CJIS, public records and government. Describe all staff that will be used to perform contractual duties under your proposal, and their certifications, experience and duties.

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

2. **Security** – Describe your strategy for securing your clients data. Include your company’s policies as well as any security certificates that you possess. Explain how you will ensure that the security clearances required for CJIS are adhered to.

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 the City of Umatilla 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 the City of Umatilla, including executive, project, and account staff
- Describe the responsibilities of each individual proposed to be assigned to the City of Umatilla'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 the City of Umatilla.

- 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 average response time for issues dependent upon severity and time of day
- Provide your average response time for after-hours issues
- How are scheduled down times determined; how communicated?
- Describe your communication strategy for keeping clients informed of system conditions and changes.
- Describe how you would assist the City of Umatilla's elected officials and top management strategically plan to ensure 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. Monitoring

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

#### 6. 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 Umatilla at the end of the contract period.
- Describe how you would maintain confidentiality in strict conformance confidentiality laws and regulations.

## 7. 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.

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