



**REQUEST FOR PROPOSAL**  
  
**For**  
  
**INFORMATION TECHNOLOGY CONSULTING AND MANAGED SERVICES  
PROVIDER**

City of Hamtramck  
Dee Chase, CPM  
Purchasing Agent

November 21, 2018

**REQUEST FOR PROPOSAL---THIS IS NOT AN ORDER OR OFFER**

The City of Hamtramck is accepting bids for IT Consulting and Managed Services for the Administration Offices as described in this bid document.

3401 Evaline  
Hamtramck, MI 48212

DATE OF REQUEST	November 21, 2018
REFERENCE PROPOSAL NUMBER	RFP 11212018
PROPOSED DATE/TIME REQUIRED	December 31, 2018 11:00 am
BID OPENING	December 31, 2018 11: 00 am
SUBMIT PROPOSAL TO	City of Hamtramck City Clerk Office August Gitschlag – City Clerk ATTN: Purchasing 3401 Evaline Hamtramck, MI 48212
MARK PROPOSAL	Hamtramck IT Consulting & Managed Services Proposal
	DELIVER TO THE PURCHASING OFFICE IMMEDIATELY

**1.1 HAMTRAMCK IT CONSULTING and MANAGED SERVICES REQUEST for PROPOSAL**

The City of Hamtramck Purchasing Division on behalf of the City of Hamtramck will be accepting sealed bids for Information Technology related help desk assistance for plus or minus 100 users. See below for specifications:

Respondents can expect support to include but not be limited to:

- Network administration
- Email administration
- Application management
- Infrastructure support
- Network security



- Disaster Recovery
- On-Site and remote client services
- Project Management/Implementation
- Consultation
- Purchasing, Payroll, HR, etc. (BS&A Software)
- Management & Consulting

## **1.2 AGREEMENT TERM/TERMINATION**

- This contract will be a two year agreement with an option to renew (at the same rates) for two additional one-year periods upon the approval of the endorsing parties, with their, bilateral, authorized signatures.
- Termination for convenience prior to the scheduled end date by either party can be given with 45 days written notice.

## **1.3 CONTRACT ADMINISTRATION**

Dee Chase, CPM  
Purchasing Agent  
City of Hamtramck  
3401 Evaline  
Hamtramck, MI 48212

## **1.3 PROPOSAL SUBMISSION**

- Each bidder must provide with its formal proposal a written sworn statement certifying that it has not colluded with any competing bidder or City employee or entered into any type of agreement of any nature to fix, maintain, increase or reduce prices or competition regarding the items covered by this Request for Proposal.

### **The individual signing below certifies:**

1. He/She is fully authorized to submit this Proposal, including all assurances, understanding and representations contained within it which shall be enforceable as specified.
2. He/She has been duly authorized to act as the official representative of the bidder, to provide additional information as required and, if selected, to



consummate the transaction subject to additional, reasonable standard terms and conditions presented by City.

3. This Proposal was developed solely by the Bidder indicated below (Attachment A) and was prepared without any collusion with any competing bidder or City employee and Bidder has not entered into any type of agreement of any nature to fix, maintain, increase or reduce prices or competition regarding the items covered by this Proposal.
  4. The content of this Proposal has not and will not knowingly be disclosed to any competing or potentially competing bidder prior to the proposal opening date, time, and location indicated.
  5. No action to persuade any person, partnership, or corporation to submit or withhold a Proposal has been made.
- Each bidder is requested to complete the attached business information form. This attachment will not be considered in awarding or rejecting the Proposal, but the bidder awarded the Contract will need to submit this information prior to the purchase order release. **(SEE ATTACHMENT A)**

#### **1.4 PROJECT MANAGEMENT CONTACTS**

If there are general questions that require clarification concerning this RFP, please contact Dee Chase, CPM, at [dchase@hamtramckcity.com](mailto:dchase@hamtramckcity.com).

Before submitting proposals, each Bidder shall have at their option, the opportunity to inspect the existing sites to arrive at a clear understanding of the conditions under which the work is to be performed. Bidders will be held to have satisfied themselves as to all conditions affecting the execution of the work.

#### **2.0 CITY INFORMATION TECHNOLOGY STANDARDS**

The City's primary Data Center is located on the 2<sup>nd</sup> floor of City Hall, 3401 Evaline Street, Hamtramck, MI 48212.

Additional locations to be supported include:

- Hamtramck Fire Station, 2625 Caniff, Hamtramck, MI 48212
- Hamtramck Library, 2360 Caniff, Hamtramck, MI 48212
- Hamtramck DPW, 6000 Caniff, Building E, Detroit, MI 48212



3401 Evaline  
Hamtramck, MI 48212

- Hamtramck Police Department, 3401 Evaline Street, Hamtramck, MI 48212

**Network Environment (Firewall, Switch, Router & Wireless):**

- Watchguard and Sonicwall Firewalls/Routers
- EnGenius Access Points
- Multiple brands of network switches, no management or VLANs in use
- Comcast Cable Modems

**Servers include:**

- City Domain Controller: Dell Poweredge 2950, Windows 2003 R2 SP2
- BSA Server: HP ProLiant DL180 G<sup>^</sup>, Windows 2008 R2, SP1
- MS Exchange Server: Dell Poweredge R430, Windows 2012 R2
- Aclara Water Server: Dell Poweredge T620, Server R2
- PD Domain Controller: Dell Poweredge T420, Server 2012
- FD Domain Controller: Dell Poweredge 2900, Windows 2003, R2, SP2

**Email Management**

- Microsoft Exchange Server 2010

**Server Backup:**

- Onsite backup to local USB device on each server

**VoIP Environment:**

- Must have capabilities to support Comcast VoIP environment

**Workstations:**

- Approximately 100 work stations
- PCs comprised of mostly Compaq 6000 series PCs, Dell PCs and Laptops: Windows 7 professional 64 bit

**Network Printers/Scanners:**

- 9 Konica/Minolta BIZ Hub printers
- Four HP and one Samsung desktop printers
- A City of Hamtramck Inventory list can be provided upon request.



*Several other legacy printers exist through the City – Many of these devices will not be replaced upon the end of the useful life and or existing supplies, 3rd Party responsible for copier maintenance and support, primarily. Bidder shall provide basic, helpdesk for printers/copiers and shall provide coordination of support tickets, maintenance and urgent ticket resolution via 3<sup>rd</sup> party contracts.*

**Important Software & Applications:**

- BS&A Enterprise Resource Planning (ERP) Financial Software
- Microsoft Office Suite
- Anti-Virus – Centrally Managed; Kaspersky and McAfee
- Remote Desktop Protocol and Terminal Services Gateway

**Access Control & Surveillance: (Note 1)**

- Coordinate support requests for the Premisys controlled access throughout City Hall
- Coordinate support requests for CCTV system throughout City Hall, DPW, and Downtown remote locations
- Coordinate support requests, for Polycom video systems (PD & 31<sup>st</sup> Court)

**Water Department: (Note 1)**

- Aclara (Water Meter Reading)
- Elster—EvoQ4
- Kamstrup-flowIQ

**Public Safety Units: (Note 1 & 2)**

- CLEMIS – information management system provided by Oakland County to participating local government solutions
- CLEMIS – supported applications include: FRMS, various Police applications, Property Assessment Software etc.
- Coordinate support requests for in-car video systems (L3)

**Notes:**

1. Bidder shall provide basic, helpdesk support and shall provide, coordination of support tickets, maintenance and urgent ticket resolution via 3<sup>rd</sup> party contracts.
2. CLEMIS application support shall consist of support primarily focused upon coordination between City Departments and CLEMIS.



### 3.0 SCOPE OF WORK

Except as otherwise provided herein, Contractor shall furnish all labor, supervision and services necessary to properly execute and complete the work.

Contractor shall provide support to the following IT systems as well as other systems and equipment as deemed necessary by the City:

1. Municipal
  - a. Microsoft Server Environment
  - b. Hexagram Water Billing System
  - c. ACLARA Star Network MTU/DCU Systems
  - d. BS&A Software
  - e. City Tax Software
  - f. AS400 Platform
  - g. Sonicwall Firewall
  - h. Centralized scanning and printing
  - i. E-mail and internet connectivity
  - j. Media broadcast equipment for public access
  - k. Wireless audio and public address systems
  - l. JIS Court systems
2. Public Safety
  - a. Microsoft Server Equipment
  - b. AS400 Platform
  - c. Linux Platform
  - d. CLEMIS
    - i. Dashboard
    - ii. Property Room Operations
    - iii. Crash Operations
    - iv. CAD
    - v. CRIME IMS Operations
  - e. Talon/LEIN
  - f. Livescan
  - g. Motorola MDC
  - h. Motorola 800 mghz digital radios
  - i. NETRMS
  - j. Evidence Extract / forensic examination / chain of custody
  - k. Video Arraignment
  - l. L3 in-car CC TV systems and back office server support
  - m. E911
  - n. Nortel PBX Support
  - o. DSS Voice Recorder Support



- p. Panasonic CCTV/DVR support
- q. Firehouse Software Support
- 3. General
  - a. Comcast Voice/Data Network Connectivity Support
  - b. Vendor negotiations
  - c. Equipment / contractor procurement consulting
  - d. Infrastructure / organizational / technology cost reduction consulting
  - e. Water / DPW consulting
  - f. Operational consulting as needed
  - g. Webmaster – duties include, but are not limited to:
    - i. Manage the server software
    - ii. Debug issues that arise with the performance of the City's website
    - iii. Act as Interface for performance issues
    - iv. Troubleshoot the site
    - v. Review statistics and monitor analytics
    - vi. Maintain responsive design
    - vii. Plan and implement future changes to the website
    - viii. Transform website into WordPress or some other user friendly format
  - h. Telephones/telecommunications
    - i. Support all telephone/telecommunication systems
    - ii. Plan and implement future changes

#### **4.0 PROFESSIONAL REQUIREMENT**

- Currently, the City utilizes the services of a part-time IT Services Contractor, who provides on-site embedded services for a firm 24 Hours per week, plus 16 hours of remote service capability. Additionally, when more technical services are required, the Contractor is given support by higher level technicians from current vendor provider.

#### **PRICING**

- a. The following should be considered by Bidders responding to this RFP (Attachment B)
  - i. Bidders must provide pricing for a two year agreement, with option to renew
  - ii. Administrative costs, including all travel and expenses, cannot be billed as a time and materials add-on, costs must be included in the basic fee structure
  - iii. For specific services that are outside the scope of this undertaking, please provide an hourly rate for these by staff by job function
  - iv. Bidders are specifically requested to provide clarity, in the response, to all service/cost offer

#### **REFERENCES**

- a. Please provide reference information from three customers (Attachment B)





**ESSENTIAL FUNCTIONS INCLUDING, BUT ARE NOT LIMITED TO:**

- Provide on-site and/or remote support to end users in person or via telephone or email.
- Troubleshoot and resolve technical problems relating to hardware, software, printers, phones, and other computer related equipment.
- PC and work area set-ups (laptop, desktop and tablet)
- Establish and manage a Helpdesk system to ensure timely resolution of all tickets
- Attend and participate in staff meetings and city council work sessions/meetings when requested.
- Assume responsibility for related duties and/or special projects as required or assigned. Performs other duties as assigned.

**SKILL REQUIREMENTS:**

- Experience installing or troubleshooting low voltage networks (both copper and fiber) and network electronics (switches, firewalls routers).
- Experience repairing and/or rebuilding workstations
- Experience mapping computers to printers
- Experience configuring & repairing server infrastructures
- Experience configuring firewall policies; VoIP experience
- Active Directory experience
- MS Exchange 2010/2013 experience
- Experience repairing and/or refurbishing mechanical devices
- Experience with BS&A (Software for municipalities)

**PROPOSAL FORMAT:**

**Executive Summary:** This section shall provide a general overview of your organization, experience, a high level description of your company's vision. This is an opportunity to introduce your company and communicate your vision and/or roadmap.

**Company Experience:** This section should describe the company's experience with the information technology architecture listed in sections 2 and 3 of this RFP.

**Staffing Experience:** This section should describe the company's experience with providing an on-site staffing solution as well as a description of the staffing resources(s) that would be proposed for the on-site help desk position. If required by the City Manager.

**Project Management & Consultation Experience:** This section shall highlight major technology projects managed by the company on behalf of a client. Provide an examples(s) of a project, describe the recommended solution, and your rationale behind this recommendation. Innovation is a core value of



the City of Hamtramck. This section provides an opportunity for respondents to demonstrate their creativity, resourcefulness, knowledge, and foresight.

**Security:** Describe your 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 certifications and experience.

**Service Levels:** Describe service levels you will provide the City of Hamtramck. Please include descriptions of the following: Work order/trouble ticket system, availability of key staff during business hours, remote management and monitoring tools, guaranteed response time for issues depending on severity and time of day as well as associated costs for emergency of afterhours calls for service, communications strategies for keeping clients informed of system conditions and changes, identify other requirements and/or expectations that the respondent would ask of the City.

**Fees:** Please provide all fees associated with the proposed contract for Managed IT Services. The following should be included in your base bid (Attachment B):

- Fees for Service initiation
- Ongoing monthly and annual fees and what is included and excluded
- Other fees as identified by the company, i.e. emergency on-site work on off days, holidays, etc. Include any optional fees that might occur and should be included in the final service agreement.
- On-Site and Out Sourced rates

#### **GENERAL INFORMATION:**

1. **CHANGES TO RFP:** All additions, corrections or changes to the solicitation documents will be made in the form of a written Change Form posted in MITN by Purchasing Agent, Dee Chase, only. Bidders shall not rely upon interpretations, corrections, or changes made in any other manner, whether by telephone or in person. Additions, corrections, and changes shall not be binding unless made by such a written, signed Change Form. All written, posted Change Forms issued shall become part of the Agreement documents.
2. **CONTACT INFORMATION:** To receive future communications related to this RFP, possible bidders are asked to immediately send contact information by email to Dee Chase, City of Hamtramck Purchasing Agent, at [dchase@hamtramckcity.com](mailto:dchase@hamtramckcity.com) ; failure to do so may limit your ability to submit a complete, competitive proposal.
3. **RIGHT TO WITHDRAW BIDS:** By submitting a Proposal in response to this RFP, Bidder agrees to be bound by this RFP's terms and conditions. Proposals may be withdrawn by the Bidder without penalty at any time before notification that the Bidder's Proposal has been selected. However, if the Bidder withdraws after selection of its Proposal but before executing the Contract for any reason ("Late Withdrawal"), Bidder shall pay liquidated damages to the



City in an amount equal to five percent (5%) of the amount of the Proposal ("Liquidated Damages"). The City and Bidder intend these Liquidated Damages to constitute compensation and not a penalty. The parties acknowledge and agree that the harm caused to the City by such a Late Withdrawal of a Proposal would be impossible or very difficult to accurately estimate at the time of the Late Withdrawal and that the Liquidated Damages are a reasonable estimate of the anticipated or actual harm that might arise from such a Late Withdrawal. Bidder's payment of the Liquidated Damages shall be Bidder's sole liability and entire obligation and City's exclusive remedy for Late Withdrawal of Bidder's Proposal.

4. RFP, PROPOSALS AND ACCEPTANCE DO NOT OBLIGATE: The parties agree that they will not consider either distribution of this RFP or receipt of Proposals by the City or even notification of Proposal acceptance by the City as an obligation or commitment by the City to either purchase equipment from the Bidder or to enter into a contractual agreement. Rather, the parties understand that the City will have no binding obligation until it signs the Contract approved by its City Council.

5. TAX-EXEMPT STATUS: The City of Hamtramck is a tax exempt entity. A tax exempt form will be provided to the successful bidder.

6. FOIA: All bids are confidential until the listed bid opening time and date; however, as a public entity, the City of Hamtramck is subject to the Michigan Freedom of Information Act (FOIA). Information contained in proposals may be subject to FOIA requests.

7. RESPONSIBILITY: Bidder is solely responsible for ensuring its bid is received by the City of Hamtramck Purchasing Agent in accordance with the solicitation requirements, before the date and time specified in this Request, and at the place specified.

The City of Hamtramck Purchasing Agent shall not be responsible for any delays in mail or by common carrier or mistaken delivery. Delivery of bid shall be made to the City of Hamtramck City Clerk Office; August Gitschlag – City Clerk Attn: Purchasing; 3401 Evaline; Hamtramck, MI 48212.

Deliveries made before the due date and time but to the wrong office will be considered non-responsive unless re-delivery is made to the office specified before the due date and time specified in this Request.



8. INSURANCE: The Bidder shall purchase and maintain insurance sufficient to protect it from any and all claims which may arise out of or result from the Bidder's services related to this RFP and any resultant contract, whether such service be by the Bidder individually or by anyone directly or indirectly employed by Bidder, or by anyone for whose acts Bidder may be liable, including independent contractors. Insurance policies purchased and maintained shall include, but are not limited to, the following:

- a. Workers' compensation insurance for claims under Michigan's Workers' Compensation Act or other similar employee benefit act of any other state applicable to an employee in the minimum amount as specified by statute;
- b. Employer's liability insurance, in conjunction with workers' compensation insurance, for claims for damages because of bodily injury, occupational sickness or disease or death of an employee when workers' compensation may not be an exclusive remedy, subject to a limit of liability of not less than \$100,000 each incident;
- c. Motor vehicle liability insurance required by Michigan law including no-fault coverage for claims arising from ownership, maintenance or use of a motor vehicle with liability limits of not less than \$1,000,000 per occurrence. Coverage shall include all owned vehicles, all non-owned vehicles, and all hired vehicles.
- d. Commercial General Liability insurance for claims for damages because of bodily injury or death of any person, other than the Bidder's employees, or damage to tangible property of others, including loss of use, which provides coverage for contractual liability, with a limit of not less than \$1,000,000 each occurrence and a mandatory \$2,000,000 annual aggregate.

Insurance required shall be in force until acceptance by the City of the entire completed work, and shall be written for not less than any limits of liability specified above. Certificates of insurance, acceptable to the City, shall be provided to the City's Department of Purchasing no less than ten (10) working days prior to commencement of the services.

All coverage shall be with insurance carriers licensed and admitted to do business in Michigan, and are subject to the approval of the City.

All Certificates of Insurance and duplicate policies shall contain the following clauses:

1. "It is understood and agreed that thirty (30) days advance written notice of cancellation, nonrenewal, reduction and/or material change in coverage will be mailed to City of Hamtramck Department of Purchasing, 3401 Evaline, Hamtramck, MI 48212"; and



2. "It is understood and agreed that the following are listed as additional insureds: The City of Hamtramck, including all elected and appointed officials, all employees and volunteers, all boards, commissions, departments and/or authorities."

9. COST OF DEVELOPING PROPOSAL: The Bidder shall be responsible for all costs incurred in the development and submission of its Proposal.

**THE CITY WILL NOT ACCEPT PROPOSALS SENT BY FAX MACHINE OR E-MAIL.**

10. NON-DISCRIMINATION: In the performance of the proposal and resultant contract, bidder agrees not to discriminate against or grant preferential treatment to any individual or group on the basis of race, sex, color, ethnicity, or national origin in the operation of public employment, public education, or public contracting. Bidder shall not discriminate against any employee or applicant for employment to be employed in the submission of this Proposal or in performance of the duties necessitated by an award of the proposed contract with respect to his or her hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of his or her race, color, religion, national origin, ancestry, gender, height, weight, marital status, age, except where a requirement as to age is based on a bona fide occupational qualification, or disability that is unrelated to the individual's ability to perform the duties of a particular job or position. Any breach of this provision will be regarded as a material breach of the contract.

11. PROPOSAL OPENING: There will be a public proposal opening following the deadline to receive proposals in the City of Hamtramck City Clerk office located in the City of Hamtramck Building, 1<sup>st</sup> Floor, Hamtramck, Michigan. All bidders are invited to attend and hear the proposals read.

12. PROPOSAL REJECTION/ACCEPTANCE: The City reserves the right to accept or reject any part or all proposals, to waive any irregularities and to make the final determination as to the best low qualified proposal.

13. PROPOSAL AWARD: In the event the proposal is awarded directly by the City Manager, a Notice of Intent to Award will be used to notify all bidders of her intent to award the proposal to the Bidder providing the best value to the City.

14. CONTRACT: The City's award of any proposal is subject to and conditioned upon execution of a formal agreement for products and services between the successful bidder and the City. In submitting a proposal, the bidder acknowledges that the contents of the RFP will become incorporated within any formal agreement. This RFP does not include every term and



3401 Evaline  
Hamtramck, MI 48212

provision which shall be included in the formal agreement. In the event that the bidder fails to execute the formal agreement within 14 days of its presentment by the City, the City may reject the selected bidder, and proceed to accept another qualified proposal, or reject all proposals.

15. QUESTIONS: All questions about this RFP must be directed by December 13, 2018, 3:00 pm in writing, via email, to:

**Dee Chase, CPM**  
**Purchasing Agent**  
[dchase@hamtramckcity.com](mailto:dchase@hamtramckcity.com)

Responses will be released via Addendum issued by December 18, 2018, 3:00 PM.

## **Attachments**

**Attachment A Certification**

**Attachment B Pricing and Reference Sheet**

**Attachment C Inventory List**



**ATTACHMENT A**

**CERTIFICATION**

The individual signing below certifies:

1. He/She fully authorized to submit this Proposal, including all assurances, understanding and representations contained within it which shall be enforceable as specified.
2. He/She has been duly authorized to act as the official representative of the bidder, to provide additional information as required and, if selected, to consummate the transaction subject to additional, reasonable standard terms and conditions presented by County.
3. This Proposal was developed solely by the Bidder indicated below and was prepared without any collusion with any competing bidder or County employee and Bidder has not entered into any type of agreement of any nature to fix, maintain, increase or reduce prices or competition regarding the items covered by this Proposal.
4. The content of this Proposal has not and will not knowingly be disclosed to any competing or potentially competing bidder prior to the proposal opening date, time, and location indicated.
5. No action to persuade any person, partnership, or corporation to submit or withhold a Proposal has been made.

3401 Evaline  
Hamtramck, MI 48212

**ATTACHMENT A**

**BUSINESS INFORMATION**

Signature:	<div></div>
Print Name:	<div></div>
Title:	<div></div>
Company Name:	<div></div>
Company Address:	<div></div> <div></div>
Phone Number:	<div></div>
Fax Number:	<div></div>
E-mail Address:	<div></div>
Date:	<div></div>