

REQUEST FOR PROPOSAL IT TECHNICAL SUPPORT SERVICES

The City of Fraser is soliciting proposals from experienced and qualified companies to provide a managed service model for the city PCs, laptops, and workstations and to provide network administration and server management along with other software and hardware related activities.

The City of Fraser has an integrated fiber ring network that connects all city buildings and provides connectivity to the main servers located at City Hall. The City has multiple servers that provide a variety of functions. The City follows CLEMIS security requirements. The City uses the following general software and services for day to day operations, including, but not limited to the following:

- Microsoft operating systems and software applications
- G-Suite
- Granicus Video Management (live streaming and archiving public meetings)
- CivicPlus (City website)
- BS&A
- Neptune (Water Department)
- Fortinet Fortigate Firewalls
- CLEMIS

It is the City's intention to award a professional services contract for an initial one-year term with two additional one-year renewal term options, if agreed upon by all parties.

Proposals are to be submitted no later than 2:00 P.M. (ET) on Friday, January 29, 2021. Proposals received after this time will not be considered. All requests for additional information or questions should be directed to Amy Cell, HR@MiCityofFraser.com. Detailed instructions for the completion of the proposal are contained in this request for proposal (RFP).

The City of Fraser officially distributes bid documents through the Michigan Intergovernmental Trade Network (MITN) Purchasing Group, website <http://www.bidnetdirect.com/mitn> and on the City's website at www.MiCityofFraser.com. Copies of bid documents obtained from any other sources are not considered official copies.

The City of Fraser has sole discretion to determine the proposal that best serves our needs. The City further reserves the right to consider matters such as, but not limited to quality offered, delivery terms, budget requirements, location, and service reputation, in determining the most advantageous proposal and reserves the right to reject any and all proposals.

INFORMATION SUMMARY

Proposals received after RFP Deadline Date will not be considered.

TABLE OF CONTENTS

SECTION	DESCRIPTION	PAGE
1.	PROPOSAL SUBMISSION	3
2.	QUESTIONS	3
3.	SCOPE OF SERVICES	3
4.	PROPOSAL SELECTION AND AWARD PROCESS	4
5.	SUBCONTRACTORS	4
6.	INDEPENDENT CONTRACTOR	4
7.	OWNERSHIP OF DATA	5
8.	INCURRED EXPENSES/CONFIDENTIALITY	5
9.	RESERVATION OF RIGHTS	5
10.	CONTRACT TERMS, PERIOD, PROCEDURES AND USE	5

VENDOR PROPOSAL CHECKLIST

Failure to submit the following items may result in the proposal being declared non-responsive. Proposal documents should be submitted in the following order:

- ATTACHMENT A – COVER SHEET FOR PROPOSAL
- ATTACHMENT B – VENDOR RESPONSE
- ATTACHMENT C – VENDOR REFERENCE INFORMATION
- ATTACHMENT D – INDEMNITY/INSURANCE – CERTIFICATION STATEMENT
- ATTACHMENT E – DEBARMENT AND SUSPENSION – CERTIFICATION STATEMENT
- ATTACHMENT F – NON-COLLUSION – CERTIFICATION STATEMENT

1. PROPOSAL SUBMISSION

Proposals must be received by 2:00 P.M. (ET) on Friday, January 29, 2021. Proposals received after this time will not be considered. All proposals must include completed, signed copies of all required attachments. Proposals will be accepted by electronic submission only, as follows:

E-mail Proposal Submission: Respondents are to submit electronic response (preferably single-file PDF format) by e-mail to: HR@MiCityofFraser.com with the subject line: “IT Technical Support Services.”

Vendor assumes all risks associated with electronic submission (including possible technical issues). Proposals received after the submission deadline will not be considered. Submissions may be withdrawn by written request only if request is received on or before the submission deadline. Submissions not meeting these criteria may be deemed non-responsive.

2. QUESTIONS

Vendors may submit questions and requests for clarification regarding this RFP until Friday, January 22, 2021 and are encouraged to initiate preparation of proposals immediately upon receipt of this RFP so that all relevant questions and information needs can be identified and answered in a manner that provides adequate time to prepare a comprehensive and complete response. The vendor is responsible to ensure they have received all addenda before submitting a proposal.

Responses to all questions and inquiries received by the City will be issued Tuesday, January 26, 2021 by 5:00 P.M. in the form of an Addendum and posted on the MITN and on the City’s website. All requests for additional information or questions should be directed to Amy Cell, HR@MiCityofFraser.com.

3. SCOPE OF SERVICES

The City of Fraser currently employs approximately 50 full-time on-site staff. The awarded contractor(s) to provide Information Technology Services for the City’s computer operations and infrastructure including but not limited to: network, server, internet edge, enterprise solutions and desktop computing, as well as administration of City enterprise applications.

This request provides for staff augmentation of service desk and desktop support, network support, server support, database support, enterprise application administration, application/hardware

monitoring, data backup, website maintenance, inventory control, security, and disaster recovery support. Additionally, the selected vendor may be requested to provide training, network cabling, and help desk/service desk options.

4. PROPOSAL SELECTION AND AWARD PROCESS

Proposals will be reviewed to determine if mandatory submission requirements are met. Proposals that do not comply with submission instructions established in this document and/or that do not include the required information will be considered non-responsive. Respondents assume responsibility for meeting submission requirements and addressing all necessary technical and operational issues to meet the objectives of the RFP.

An Evaluation Committee(s) will be established by the City to review the proposals and to make a recommendation for contract award. **A proposer may not contact any member of an evaluation committee except at the RFP Administrator's direction.**

Proposals will be evaluated based on the following criteria (of equal weight and in no particular order):

- Experience and Qualifications
- Proposal Responsiveness to RFP Objectives
- Comparable Projects
- Customer References
- Costs Proposed

As a part of the proposal evaluation process, Finalists may be invited to attend an in-person interview. The City reserves the right to interview any number of qualifying firm(s) and/or consultant(s) as part of the evaluation and selection process.

5. SUBCONTRACTORS

Since the contract is made pursuant to the proposal submitted by the awarded vendor and in reliance upon the vendor's qualification and responsibility, the vendor shall not sublet or assign the contract, nor shall any subcontractor commence performance of any part of the work included in the contract without the previous written consent by the City.

6. INDEPENDENT CONTRACTOR

The awarded vendor will perform all work and services described herein as an independent contractor and not as an officer, agent, servant or employee of The City of Fraser. The vendor will have exclusive control of and the exclusive right to control the details of the services and work performed hereunder and all persons performing the same and shall be solely responsible for the acts and omissions of its officers, agents, employees, contractors and subcontractors, if any. No person performing any of the work or services described hereunder will be considered an officer, agent, servant or employee of the City nor will any such person be entitled to any benefits available or granted to employees of the City.

7. OWNERSHIP OF DATA

All information provided by the City and any reports, notes, and other data collected and utilized by the vendor, its assigned employees, and/or subcontractors, pursuant to this agreement, shall become the property of the City as prepared, whether delivered to the City or not. Unless otherwise provided herein, all such data shall be delivered to the City or its designee upon completion of the agreement or at such other times as the City or its designee may request.

8. INCURRED EXPENSES/CONFIDENTIALITY

The City is not responsible for any cost or expense incurred by the proposers preparing and submitting a proposal or cost associated with meetings and evaluations of proposals prior to execution of an agreement. All proposals, (including attachments, supporting documentation, supplementary materials, addenda, and other) will become public documents and shall become the property of the City and will not be returned to the proposer. We are not able to provide confidentiality.

9. RESERVATION OF RIGHTS

The City of Fraser reserves the right to award a contract without an interview, as determined in the best interest of The City of Fraser. The City of Fraser reserves the right to select and recommend for award the proposed services which best meets its required needs, quality levels and budget constraints. The City of Fraser reserves the right to reject any and all proposals. The City further reserves the right to delete or modify any task from the scope of services at any time during the course of the bid process.

10. CONTRACT TERMS, PERIOD, PROCEDURES AND USE

A formal written contract, with specifications, will be entered into between the parties. The proposal, or any part thereof, submitted by the awarded vendor may be attached to and become a part of the contract. All requirements of this RFP will be incorporated by reference unless otherwise noted in the final negotiated contract. Any final contract structure resulting from this RFP may be subject to negotiation and the required approvals by the City Council.

It is the City's intention to award an initial contract for an initial one-year term with two additional one-year renewal term options, if mutually agreed upon by both parties.

The City, by written notice, may terminate this contract, in whole or in part, for any reason giving thirty (30) days' notice. If this contract is terminated, the City is liable only for payment under the payment provisions of this contract for services rendered before the effective date of termination.

All proposers are notified that the City reserves the right to modify the scope of services during the course of the contract. Such modification may include adding or deleting any tasks this project will encompass and /or any modifications deemed necessary. Any changes in pricing or payment terms

proposed by the vendor resulting from the requested changes are subject to acceptance by the City. This contract is for the City use. Pricing reflects a commitment of the term indicated.

ATTACHMENT A – COVER SHEET FOR PROPOSAL RFP 20-07 IT TECHNICAL SUPPORT SERVICES

Proposals must include this cover sheet (or this sheet reproduced on company letterhead) as PAGE 1 of the proposal. Vendors may complete all required attachments as a stand-alone response (PDF document, written or typed).

[] an individual, [] a corporation (please mark appropriate box), duly organized
under the laws of the State of .

The undersigned, having carefully read and considered the services as described within this solicitation, does hereby offer to perform such services on behalf of the City in the manner described and subject to the terms and conditions set forth in the attached proposal, including, by reference here, the City's solicitation document. Proposals must be signed by an official authorized to bind the provider to its provisions for at least a period of 90 days.

By submission of a response, the vendor agrees that at the time of submittal, he/she: (1) has no interest (including financial benefit, commission, finder's fee, or any other remuneration) and shall not acquire any interest, either direct or indirect, that would conflict in any manner or degree with the performance of the vendor's services, or (2) benefit from an award resulting in a "Conflict of Interest." A "Conflict of Interest" shall include holding or retaining membership, or employment, on a board, elected office, department, division or bureau, or committee sanctioned by and/or governed by the City. Vendors shall identify any interests, and the individuals involved, and shall understand that the City, at its discretion may reject their proposal.

By submission of a proposal the vendor certifies, under civil penalty for false certification, that it is fully eligible to do so under law and that it is not an "Iran linked business," as defined in the Michigan Economic Sanctions Act, 2012 P.A. 517.

The undersigned affirms that he/she is duly authorized to execute this proposal, that this company, corporation, firm, partnership or individual has not prepared this proposal in collusion with any other vendor and that the contents of this proposal as to prices, terms or conditions have not been communicated by the undersigned, nor by any employee or agent, to any competitor, and will not be, prior to the award and the vendor has full authority to execute any resulting contract awarded as the result of, or on the basis of the proposal.

If Applicable, vendor acknowledges, by initialing, receipt of the following

addendums: Addendum No. 1:

Addendum No. 2:

Addendum No. 3:

**ATTACHMENT A – COVER SHEET FOR PROPOSAL-
continued**

The submission of a proposal hereunder shall be considered evidence that the vendor is satisfied with respect to the conditions to be encountered and the character, quantity and quality of the work to be performed.

BY:
(Signature of Authorized Representative)

Date

(Printed Name and Title of Authorized Representative)

PRINCIPAL OFFICE INFORMATION / ADDRESS:

Individual / Company Name:

Street Address

City

State

Zip Code

Telephone

Fax

Email

Taxpayer Identification Number

**ATTACHMENT B –VENDOR
RESPONSE
IT TECHNICAL SUPPORT
SERVICES**

Submitted proposals must address the requirements completely and accurately, be organized according to the following outline:

Section 1: INTRODUCTION AND EXECUTIVE SUMMARY

Provide a brief Introduction and Executive Summary of the major facts or features of the proposal, including any conclusions, assumptions, and recommendations. The Executive Summary should be designed specifically for review by a non-technical audience and senior management.

Provide clear, descriptive information on the following:

1. A description of the company's background and history, including year established, former names, and type of ownership.
2. Provide the number of offices, the locations for the company, and the location of the office that will most likely be working with the City.
3. Identify whether the vendor is a single-source provider of professional services or if a subcontractor(s) will be used. If a subcontractor(s) will be used, please provide detailed information regarding the nature of the subcontracting work and descriptive information about the company, including its primary representative.
4. A statement concerning the Company's current financial stability. Any financial/bank statements, data, line of credit information, proof of cash reserves, etc., pertaining to the company performance may be listed as "Confidential" and will be made available for review only by the review team for the project.
5. Identify the primary contact.

Section 2: PERSONNEL, EXPERIENCE, PROFESSIONAL QUALIFICATIONS

1. Describe your market share in the industry and what differentiates your company from key competitors. Describe what is distinctive about your firm and the services you offer.
2. A description of at least three (3) similar professional experiences/projects, elaborating on experience in providing professional services for IT Technology Services of comparable or larger size companies/ municipalities with both private and public sector clients. Description shall include at a minimum the Project Manager assigned to each project referenced, hardware and software environment, date of initiation, status of work and discussion of activities and applications.
3. Describe how the company responds to daily issues and maintains close, effective communications with the City and its staff.
4. Total number of personnel currently available for services described herein.

**ATTACHMENT B –VENDOR
RESPONSE-continued Section 3: SERVICE DELIVERY**

The City desires the vendor will work with all staff to provide a seamlessly integrated system for all IT services. The proposal should address, and include a detailed description of, each of the following:

1. Describe the specific services and service delivery you will provide and your ability to provide services and/or projects in a timely manner.
2. Examples of activities need to be performed for the City of Fraser, include but are not limited to:
 - A. Installing and configuring computer hardware, software, systems, networks, printers and scanners;
 - B. Monitoring and maintaining computer systems and networks;
 - C. Responding in a timely manner to service issues and requests;
 - D. Providing technical support across the company (this may be in person or over the phone);
 - E. Setting up accounts for new users;
 - F. Repairing and replacing equipment as necessary;
 - G. Testing new technology;
 - H. Potentially training staff members in the use of equipment and programs.

Section 4: COSTS

Based on the scope of services requests, propose a mix of staffing.

1. Please provide a rate schedule.
2. Please provide an annual estimated cost based on assumptions and experience with a similar service scope. Please include relevant assumptions in this analysis.

Section 5: OTHER INFORMATION / SUPPLEMENTAL MATERIALS

Provide any supplemental materials which might enhance the City's understanding of the Respondent's capabilities and experience. Identify any additional value-added services that may be of interest to the City.

**ATTACHMENT C – VENDOR REFERENCE
INFORMATION RFP IT TECHNICAL
SUPPORT SERVICES**

The proposer hereby authorizes the recipient of this authorization (or a copy thereof) to furnish the City any and all information concerning the undersigned's (and the employees of the undersigned) education, work experience, and character which they may have, personal or otherwise, and releases all parties from all liability for any damage that may result from furnishing the same to the City.

Customer Reference 1

Customer Name:	
Customer Address:	
Contact Person:	
Contact Phone Number:	
Contact Email:	
Brief overview/description of the services provided:	

Customer Reference 2

Customer Name:	
Customer Address:	
Contact Person:	
Contact Phone Number:	
Contact Email:	
Brief overview/description of the services provided:	

Customer Reference 3

Customer Name:	
Customer Address:	
Contact Person:	
Contact Phone Number:	
Contact Email:	
Brief overview/description of the services provided:	

**ATTACHMENT D - CERTIFICATION FOR INSURANCE AND INDEMNITY
REQUIREMENTS RFP IT TECHNICAL SUPPORT
SERVICES**

The vendor must affect and maintain any and all insurance coverages, including, but not limited to, Worker's Compensation, Employer's Liability and General, Contractual and Professional Liability as required by the City. Additionally, the vendor shall evidence satisfactory compliance for Unemployment Compensation and Social Security reporting as required by federal and state laws.

Evidence of Worker's Compensation and Employers' Liability, Commercial General Liability and Automobile and Professional Liability Insurances shall be provided to the City by a certificate naming the City of Fraser as an additional insured on general coverage and automobile liability and providing a waiver of subrogation on Worker's Compensation in favor of the City and certificate holder on all policies affording a thirty (30) day written notice of cancellation, non-renewal, or known material change for the duration of the contract.

The vendor agrees to indemnify and hold harmless the City, its employees, agents and volunteers against and from all claims, judgments, losses, damages, payments, costs and expenses of every nature and description including attorney's fees arising out of or resulting from the vendor's performance or nonperformance of the work described.

A certificate of insurance shall be submitted for review to the City for each successive period of coverage for the duration of any agreement resulting from this RFP process. Additional Insured Endorsement to the Commercial General Liability policy must accompany the certificate, OR the Certificate must state that the General Liability policy includes a blanket additional insured provision on the primary basis for any entity required by contract or agreement to be an additional insured.

The undersigned certifies and represents an understanding of the City's Insurance and Indemnification requirements. The undersigned further acknowledges that financial responsibility for claims or damages to any person or to companies and agents shall rest with the vendor.

Authorized Representatives Signature

Date

Authorized Representative's Printed Name and Title

Company Name (and Legal Name) for Business

**ATTACHMENT E – DEBARMENT AND
SUSPENSION RFP IT TECHNICAL
SUPPORT SERVICES**

The undersigned certifies to the best of his/her knowledge and belief, that the corporation, LLC, partnership, or sole proprietor, and/or its' principals, owners, officers, shareholders, key employees, directors and member partners: (1) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency; (2) have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; (3) are not presently indicted for or otherwise criminally charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in (2) of this certification; and, (4) have not within a three-year period preceding this proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

Authorized Representatives Signature

Date

Authorized Representative's Printed Name and Title

Company Name (and Legal Name) for Business

**ATTACHMENT F – CERTIFICATION OF
NON-COLLUSION RFP IT TECHNICAL
SUPPORT SERVICES**

The undersigned certifies and represents that the vendor: 1) has not colluded, conspired, connived or agreed, directly or indirectly, with any other vendor or person to submit a proposal which is a sham, 2) has not in any manner agreed with any other persons or businesses to fix the proposed price, overhead, profit, or any cost element of the submitted proposal, 3) has not attempted to secure any advantage against any other vendors through collusion with any other vendor or employee(s) or representative of The City of Fraser, 4) has not directly or indirectly submitted or disclosed its proposal or its contents or divulged information or relative data to any association or to any member or agent of any other vendor to this proposal.

Authorized Representatives Signature

Date

Authorized Representative's Printed Name and Title

Company Name (and Legal Name) for Business