

TOWN OF Moncks Corner, South CAROLINA

REQUEST FOR PROPOSAL:

Information Technology Services

Issue Date: Sept 23, 2016

Proposals Due: October 25, 2016 at 2:00 pm

1. PURPOSE

The Town of Moncks Corner is soliciting proposals from qualified professional vendors for Information Technology support services. The qualified vendor will enable the Town to:

1. Significantly improve information technology (IT) effectiveness in all areas;
2. Enhance its quality of service to all of its employees, and ultimately the citizens;
3. Minimize downtime and technical support costs;
4. Ensure security of data and compliance with SC Records Retention requirements; and
5. Maximize return on investment in IT hardware and software.

Vendors are encouraged to provide as much detail as possible in this proposal regarding their capability and expertise, scope of services, and approach to protecting and securing the technology used by Town users. This RFP requests specific information and in responding, vendors are encouraged to provide any additional information they believe is relevant.

Preliminary Timeline

Task	Date	Time
Issue RFP	September 23, 2016	n/a
Deadline for questions	September 30	2:00 p.m.
Questions/addendum issued	October 11	5:00 p.m.
Responses due	October 25	2:00 p.m.
Proposal evaluation	October 25 – November 4	n/a
Vendor presentations (if necessary)	November 9 –November 11	TBD
Present for award	November 15	6:00 p.m.
Contract effective date	December 1, 2016	TBD

The award date is subject to change at the discretion of the Town. The effective date of the contract is tentative, and is dependent upon the length of time required for contract negotiation.

2. GENERAL PROPOSAL REQUIREMENTS

1. The contract shall be awarded to the vendor that submits the best overall proposal.
2. **Proposals submitted shall not be subject to public inspection until a contract is awarded.** Proposals will be received by the Town at the time and place so stated in this document. At that point, the Town will close the receipt of proposals and begin the evaluation process.
3. As information becomes available and is relevant for release, that information will be shared with the respondents. Any and all information submitted in conjunction with this RFP and the evaluation process will not be returned to the respondent.

4. Vendors must specifically identify portions, if any, of their submittals, deemed to contain confidential and proprietary information, or trade secrets. The vendors may be required to justify why the Town of Moncks Corner should not, upon request, disclose such materials.
5. All questions concerning this Request for Proposals are to be submitted in writing to Jeff Lord, Town Administrator, no later than **2:00 p.m. on September 30, 2016**. Responses will be issued in written form no later than 2:00 p.m. on October 11, 2016 via email. Questions may be submitted via email to Jeff.Lord@twm-mc.com.
6. The Town reserves the right to reject any or all proposals and to waive any informalities as may be permitted by law. The Town reserves the right to request oral interviews or request additional written information from any or all vendors. The Town also reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their proposals during any presentation or discussion.
7. Proposals may be submitted electronically or as hardcopies.
 - a. **If hardcopy:** Five (5) copies of the full proposal and all supporting documentation as required in this RFP must be submitted in a sealed opaque envelope, addressed to:

Town of Moncks Corner
Attn: Jeff Lord, Town Administrator
IT Services Response Enclosed
P.O. Box 700
Moncks Corner, SC 29461
 - b. **If electronic:**
 - i. Via email to Jeff.Lord@twm-mc.com. The subject line should clearly indicate that the email contains a response to this RFP.
 - ii. The Town is not responsible for messages that are not received by the deadline or electronic attachments that town staff are unable to open or access.
8. **Proposals should be submitted no later than 2:00 p.m., October 25, 2016. Proposals will be opened by town staff and will not be made public until after award.**
9. This RFP and any contract resulting from shall be governed by and construed according to the laws of the State of South Carolina.
10. Successful Vendor must be prepared to begin providing service on or before December 1, 2016.

11. Vendor warrants that his proposal is genuine and not collusive nor sham and that he has not conspired nor agreed in any manner to fix any proposal or any element of such proposal price, payment or agreement for commission percentage, brokerage, or any other compensation for the procurement of this contract.
12. All proposals shall be signed by an authorized officer or employee of the submitting organization. The name of the company, contact person, telephone number, fax number, and address shall be included.
13. The Town shall have the right to reject or accept any Proposal or offer, or any part thereof for any reason whatsoever, at its sole discretion.
14. The RFP does not commit the Town to award, nor does it commit the Town to pay any cost incurred in the submission of the Proposal, or in making necessary studies or designs for the preparation thereof, nor procure or contract for services or supplies. Further, no reimbursable cost may be incurred in anticipation of a contract award.
15. The Town reserves the right to terminate this RFP at any time prior to contract execution.
16. No prior, current, or post award verbal conversation or agreement(s) with any officer, agent, or employee of the Town shall affect or modify any terms or obligations of this RFP, or any contract resulting from this procurement.

3. BACKGROUND INFORMATION

The Town of Moncks Corner DOES NOT have an IT Department and is currently using an outside vendor to provide maintenance and support on an as-needed basis for user issues and project planning and implementation assistance.

Currently the planning and implementation of technology-related projects is diffused, with each department responsible for determining its own needs, the evaluation of potential solutions, and implementation of software or hardware. It is the desire of the Town Administrator's Office to centralize as much as possible, while allowing departments the ability to coordinate department-specific projects and plans with the Town's overall plan.

It is the proposer's responsibility to confirm information below.

1. Users

Full-time employees	65
Part-time employees	22
Governing Board	7

2. Connectivity

Network devices are a mixture of consumer and commercial products. The Town currently receives internet access through Home Telecom.

There is fiber optic connectivity between two facilities.

Three additional facilities utilize separate cable or DSL accounts for internet access.

3. Domains

The Town currently has one domain.

4. Servers

The Town currently has six physical servers as shown below:

PLATFORM	
PowerEdge R410	320 Gb local server
PowerVault MD1000	12 TB external storage
Dell PowerEdge 2950	876 Gb internal archive
Dell PowerEdge 2950	876 Gb internal archive
Super Micro 1U video storage	
Super Micro 2U video storage	

5. Workstations

The Town currently has approximately 36 Windows based workstations and 10 laptop/mobile devices. There is no centrally managed process for tracking, updating, or proactively managing workstations.

6. Printers

The Town currently utilized 2 network connected printers and 15 dedicated printers which are directly connected to local workstations.

7. Software

The primary line of business applications used by the Town include:

Microsoft Office 2007, 2010 and 2013

Incode (hosted but budgeted to move onsite this fiscal year)

Windows Server 2008 and 2008

ArcGIS for Desktop 10.x

Adobe Acrobat X Pro

Southern Software - RMS

4. SCOPE OF SERVICES

The successful vendor will provide the Town with all of the following services. The vendor shall not subcontract any portion of the services to be performed under the contract without the prior written agreement of the Town.

Vendor shall perform the Scope of Services as outlined in the RFP, which will be integrated into the final contract. The Scope of Services shall not be deemed to be all-inclusive and may be changed from time to time to meet the business needs of the Town.

1. Initial Assessment

Compile/update inventory of all information technology related assets, assess system assets and make recommendations for improving the Town-wide IT system performance.

The vendor must perform an initial assessment of the IT infrastructure and provide the Town with a recommendation of hardware, software, and employee training and policy improvements that can be implemented as part of an overall technology roadmap.

2. Help Desk Support

Manage, monitor and track all support related issues and provide monthly updates to the Town of significant support patterns or issues. The Vendor must provide the Town with a system that will allow for the tracking of all support requests and must provide the Town with a monthly IT Status report detailing the support status and overall health of the environment. Historical support data should be available by user or issue type. Remote support and on-site support must be provided during business hours as requested. 24x7x365 support must be available for significant issues.

The Town would prefer the Vendor provide the Town with a primary support engineer that will report to the Town as their primary home office. The Town will provide the Vendor with sufficient office space for this engineer to perform their support duties for the Town. Proposal should clearly indicate whether or not and how the Vendor will meet this request.

3. Desktop Support

Perform basic support functions including installing PCs, laptops, printers, and software; diagnosing and correcting desktop application problems, configuring laptops, tablets, and desktops (or equivalent) for standard applications and identifying and correcting hardware problems, performing advanced troubleshooting, and when requested by designated Town personnel, provide assistance with software and hardware purchases.

4. Support, Management & Monitoring of Servers and Infrastructure

Provide 24 X 7 X 365 monitoring and alerting, Windows patching and updates, remote and onsite remediation for all server/infrastructure related issues as necessary. Ensure scheduled preventive maintenance for equipment is promptly performed; develop and test back-up and disaster

recovery plans and procedural documentation. Set up new users and edit or remove existing users when requested; thus managing the computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recover-ability, and reliability of the system. Install new servers, software and hardware and transfer data when acquired.

5. Support Services Response

Support personnel need to be available to meet all the needs associated with the parameters outlined in this request. All technical support staff that will deliver services to the Town must have CJIS clearance and must have completed CJIS training.

In the event a problem needs to be escalated, a prescribed escalation process must be in place along with a time frame for resolving issues. Any service issue that needs to be escalated to the Town must be started promptly and must be completed within a time discussed between the vendor and the Town to the satisfaction and approval of the Town. Statistical measures and approaches for performance evaluation should be included. The proposal must include a detailed response time for each type of service issue.

6. After Hours and Emergency Services

Provide technical, communication, and IT support services in the event of emergency situations or outside of normal business hours, 24x7x365. The proposal should clearly outline how various levels of support are defined. The vendor must clearly identify how they are structured to provide 24x7x365 support through a multi-tiered support staff methodology and must provide the Town with an outage notification process such that in the event of any outages, the Town staff can be kept informed of the status of any resolution activities.

7. Security

Maintenance of virus detection programs on the Town servers, email and all other Town computers and laptops. The vendor will provide the Town with the appropriate Anti-Virus software as part of their fees to the Town and should identify the technology platform they are using to provide the Town with Anti-Virus protection. The Vendor will review and enhance the security of the Town's network and wireless devices. The Vendor shall notify Town personnel immediately of suspected breaches of security or intrusion detection.

Develop and implement a method to track and identify IT assets by location or user, and the characteristics of each device. Devices should be physically tagged to match their electronic record. This should be updated whenever a new device is added or removed.

8. Software/Third-Party Applications Services

Includes oversight, management and support of the Town's software; oversight, management and supervision of third party desktop, server, and web-based applications and act as the Town's representative when dealing with third party application support, as directed. Vendor will review invoices as requested for verification of services.

9. Communications (Desk Phones, Cellular Phones, Voicemail) Support

Prepare recommendations and provide management and coordination of the Town's communications system including but not limited to: desk phones, communications devices, voice mail systems, and authorized BYOD devices.

10. Strategic Planning and Budgeting

Provide technical and organizational leadership for technology issues. Make recommendations for future purchasing and technology needs for the organization and specific departments as needed and during the annual budget preparation process. Provide recommendations for potential savings in IT related matters. Coordinate all IT and Communication related support.

11. Town's IT Liaison/Representative

The vendor should provide a primary point of contact within the company, recognizing that other vendor employees may work on specific issues or projects. The primary point of contact will act as the Town's liaison/representative for all IT related matters with other vendors and town departments under the scope of the Agreement. The vendor will be available for any meetings as directed by the Town Administrator.

5. PROPOSAL FORMAT

The proposal shall be organized as outlined below. Responses should be complete and unequivocal. In instances where a response is not required, or is not applicable or material to the Proposal, a response such as "no response is required" or "not applicable" is acceptable.

1. Letter of Intent

The Letter of Intent is to be signed by an officer of the company authorized to bind the vendor to the proposal. It should also contain the following information:

- a. Company name, address, telephone number(s), and website.
- b. Name, title, email address, and telephone number of proposal contact person(s) who are authorized to represent the firm and to whom correspondence should be directed.
- c. Federal taxpayer identification number of the firm.
- d. A brief statement of your understanding of the services to be performed, and an understanding that the terms of this RFP will be incorporated in the final contract.

- e. The Letter of Intent is to contain a statement indicating the period during which the Proposal will remain valid. A period of not less than ninety (90) calendar days from the proposal date is required.

2. Proposer's Statement of Organization and Experience

Vendor must demonstrate considerable relevant experience (minimum of 7 years) with this type of work, and should emphasize their experience, technical qualifications, working knowledge of Information Technology Services, and capability of the particular principal and personnel who will actually be assigned to the Town.

A proposer must include a brief profile of the firm, including, at a minimum:

- a. Length of time in business.
- b. Length of time in providing proposed services.
- c. Number of clients.
- d. Number and List of local government and public sector clients, and scope of services provided to those clients.
- e. Number of full-time employees and area of involvement: Technical Support, Consulting, Sales Support, Administrative Support
- f. Location of office to serve the Town
- g. Relevant technical certifications and/or partnerships
- h. Resumes for all individuals employed in a full-time or part-time capacity who shall provide services sought in this RFP. If resumes are not available, the Proposer shall provide information indicating the name, job title, education and years employed with the firm.
- i. Vendor shall demonstrate that it has existing government clients that have contracted with it for the same or similar services within the last three years, preferably with at least one client represented within eastern South Carolina and shall provide the Town with contact information for those clients to allow the Town to obtain their recommendations as to the services rendered by the vendor.

3. Description of Services

Proposer shall include a description and synopsis, including sample deliverables where appropriate, detailing its methodology and approach to providing the Scope of Services as described in Section 4 of this RFP. (The scope of work indicates "what" the vendor is supposed to do; the description of services should show "how" the vendor intends to perform the services).

The description of services should also be accompanied by:

- a. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.
- b. Proposal must include a description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
- c. The proposal must include a detailed response time for each type of service issue.
- d. A draft contract and vendor's terms and conditions. Payment schedule should also be included (i.e. monthly, quarterly – *not proposed cost*). The vendor must describe the method of obtaining the fee for service (i.e. fixed fee, per device, per location) and describe any cost increases throughout the contractual term.

4. Proposal Pricing

Proposer should provide complete pricing information and a full copy of their proposed contract.

5. Litigation History

Proposers shall provide a summary of any litigation or arbitration that the Proposer, its parent company or its subsidiaries have been engaged in during the past three (3) years against or involving (1) any public entity for any amount, or (2) any private entity for an amount greater than One Hundred Thousand Dollars (\$100,000.00). The summary shall state the nature of the litigation or arbitration, a brief description of the case, the outcome or projected outcome, and the monetary amounts involved.

6. Insurance Requirements

Workers' Compensation: Coverage to apply for all employees for statutory limits in compliance with the applicable state and federal laws. The policy must include employer's liability with a limit of \$100,000 for each accident, \$100,000 bodily injury by disease each employee and \$500,000 bodily injury by disease policy limit.

Comprehensive General Liability: Shall have minimum limits of \$1,000,000 per occurrence combined single limit for bodily injury liability and property damage liability. This shall include premises and/or operations, independent contractors, products and/or completed operations, broad form property damage and explosion, collapse and underground damage coverage, sudden and accidental pollution losses, and a contractual liability endorsement.

6. SELECTION PROCESS

1. Proposal Evaluation

1. Proposals will be evaluated by the Town using the criteria listed in 6.2.
2. A contract may be awarded to the vendor that submits the best overall proposal.
3. **Oral Interviews:** The Town reserves the right to request oral interviews from top ranking firms. If oral interviews are conducted, it will be in accordance to the anticipated schedule.
4. **Additional Information:** The Town reserves the right to request additional written information or clarification of the proposal from top ranking firms.

2. Selection Criteria

The evaluation of Proposals and the determination of conformity and acceptability shall be the responsibility of town staff. Such determination shall be based on information furnished by the Proposer, as well as other information reasonably available to the Town.

Proposals shall be evaluated and ranked based on, among additional factors, the following:

- 1. Technical Expertise/Qualifications**
- 2. Service Approach and Methodology**
- 3. Proposal Pricing**
- 4. Project Staffing/Experience**
- 5. Satisfaction of clients/end users**

The Proposal ranked one (1), will be recommended to the Town Administrator. The Town Administrator shall review and make a recommendation to Council for award.

If the Town is unable to negotiate a satisfactory Agreement with the highest ranked proposer, negotiations with that Proposer shall be terminated and the Town shall attempt to negotiate an Agreement with the next highest ranked qualified proposer and so on. If no Agreement can be reached, the Town may reject all proposals and may re-advertise for new proposals.