

CITY OF BRYANT
REQUEST FOR PROPOSALS

INFORMATION TECHNOLOGY CONSULTANT

I. **Introduction**

The City of Bryant is soliciting proposals from qualified professional Information Technology (IT) Consultants. The qualified individual will work under the supervision of the Mayor and alongside of Department Heads to improve the City of Bryant's effectiveness; enhance its quality of services; minimize its support costs; and maximize its return on investment in IT.

II. **Services Required**

The following details the services to be provided to the City of Bryant by the Information Technology Consultant:

- Assist in implementation of the 2015 City of Bryant Information Technology Budgetary items.
- Assist and provide guidance and recommendations for 2016 funding for Information Technology needs of the City of Bryant. Offer guidance in goals, objectives and services including vendor support and assistance in supporting current and future needs of the City of Bryant.
- Update and maintain UPN solution for mobile applications and communications
- Funding/purchasing/roll out and implementation plan for workstation replacements during 2015 and plans for 2016; Goal is to ensure no workstations in City are beyond 3yr replacement cycle while staying within budgetary constraints.
- Updating and maintaining existing Video Surveillance and Keyless Entry equipment in city and alignment or integration of new Video Surveillance and Keyless Entry at City owned facilities.
- Coordinate and facilitate consultation with departments and conduct in-service training. Evaluate to determine and recommend the viability of existing system expansion or replacement of system for expansion throughout the city including costs and funding plan.
- Maintain the day to day operations of the IT system by monitoring systems performance, configuration, maintenance, repair and maximize efficiencies in work flow and minimize costs to the City of Bryant.
- Update, review, monitor and make necessary recommendations for the City of Bryant's phone system with the current provider.
- Upkeep, maintenance, and optimization of City of Bryant Internet, including web site, and Intranet site operations and development. Intranet will have to be an in-house development with viability of departmental control and sustainability

- Maintain automated audio recording in city meeting facilities to accommodate both Courts and Council meetings. Including alternatives for video display capability in Court room, from videos, to power point, to document presentation.
- Implementation plan of electronic document storage and retrieval system pursuant to the City of Bryant Record Retention Policy, including use of LaserFiche Avante, identifying efficient means and procedures for electronic storage and retrieval of digital records, and identifying any additional necessary/needed equipment and plan for necessary funding.
- Maintain and support finance software, compatible hardware, and ensure continuous data storage and retrieval of financial information within the IT system
- Ensure City IT services, hardware, procedures and practices comply with applicable laws and regulations for data protection, back up and retrieval of vital City information and data, including but not limited demonstrated availability of back-up data from off-site and on-site storage facilities.
- Evaluation of existing Disaster Recovery Plan for City data systems and electronic operations and identifying any weaknesses or areas for improvement, optimization and sampling of back-up. Develop procedures to maintain and protect systems from unauthorized use, acts of nature and user abuse.
- In the event of a disaster affecting city operations, the contractor would Coordinate with City Disaster Recovery and system operations.
- Complete and verify compliance with State Legislative audit technical division
- City Equipment Management and Retention Plan; Ensure that records of system downtime, UPS, fire protection and equipment inventory are properly maintained. Maintain city information technology activities integrity.
- In support of, but not limited to:
 - Operation of Systems in Place Require Knowledge Of:
 - Windows 2008R2 Active Directory using Replicating Domain Controllers
 - VMware and All Tools
 - MPLS and Fiber Data Connectivity
 - VLAN Layer 2 Switches and Routers
 - Aruba Virtual Appliance
 - Ubuntu Linux
 - Windows XP, Vista, 7, 8, MAC OS X, iOS, Android, Chrome OS NAS, iSCSI, Stateful
 - Packet Firewalls
 - Remote Access Servers
 - Mobile Device Management
 - Virtual Cloud Replication
 - VoIP Poe Hosted Services
 - SQL Servers, 2010, 2008, 2005
 - Video Servers
 - Barracuda

After hours and weekend work may be required

Ability and skills to implement and perform the Tasks associated with Projects Listed Above.

Any additional Labor/Technicians needed must be provided at Contractor's expense

III. **Submittal Requirements**

The following information shall be required in the RFP submittal:

1. Letter of Transmittal – This letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following statements and information:
 - i. Name, address and telephone number(s) of the individual submitting the proposal
 - ii. Briefly state your understanding of the services to be performed and make a positive comment to provide the services as specified.
 - iii. The letter must be signed
 - iv. Statement which indicates “proposal due date and will become part of the contract that is negotiated with the City.”
2. General Applicant Information
3. Describe how you are positioned to provide the services listed above and provide a history of experience on providing similar services.
4. Describe your approach to providing these services and your methodology for providing on-going support.
5. Provide the name, title, address, and telephone number of three references
6. Support Services must be provided by Contractor
7. If you have had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the nonperformance or poor performance; and the issue was either (a) not litigated or (b) litigated, and such litigation is determined that you are at fault. If default occurred, list complete name, address, and telephone number of the party. If NO such terminations for default have been experienced by the vendor in the past five years, declare that.

The City will evaluate facts and may, as it sole discretion; reject the proposal if the facts discovered indicate that completion of a contract

resulting from this RFP may be jeopardized by selection of this proposal.

8. Beyond the scope of this RFP, what services (related or otherwise) do you provide that may be of interest to the City?
9. Proposal Summary – Summarize your proposal and your qualifications. Additionally, you may articulate why you are pursuing this work and how you are uniquely qualified to perform it. Include other pertinent information that helps the City determine your overall qualifications.
10. Cost of Services
 - i. The proposal must contain a fee schedule that includes hourly rates and/or project rates for proposed services.
 - ii. Describe how the services are priced, and any specific pricing you are able to provide.
 - iii. Define any additional charges (e.g. travel expenses).
 - iv. Do you have any state contracts that the City of Bryant would be able to utilize?

IV. **Evaluation Criteria and Process**

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

- ❖ Experience
- ❖ Understanding of services to be provided
- ❖ Personnel expertise
- ❖ Compatibility with end users
- ❖ Project approach
- ❖ Satisfaction of clients/end users

V. **Deadline for Submissions**

A sealed proposal plainly marked as Information Technology Consultant must be received by the City of Bryant prior to 3 P.M. on Thursday, 02/19/2015. Proposals shall be delivered or mailed to:

City of Bryant – Human Resources Department
Information Technology Consultant Proposal
210 SW 3rd Street
Bryant, AR 72022

Any questions regarding this proposal are to be submitted to:

City of Bryant – Human Resources Department
Information Technology Consultant Proposal
210 SW 3rd Street
Bryant, AR 72022
hr@cityofbryant.com

VI. **Miscellaneous**

1. The City of Bryant 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 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, and proposers shall furnish all such information for this purpose as the City may request.