CITY OF BRYANT

REQUEST FOR PROPOSALS

INFORMATION TECHNOLOGY CONSULTANT

I.   **Introduction**

The City of Bryant is soliciting proposals from qualified professional Information
Technology (IT) Firms. The qualified IT Respondents will work under the
supervision of the Mayor and alongside 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 IT
Respondents:

- 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 solutions 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 the 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 as needed to properly utilize IT equipment and software. Evaluate current
  IT systems to determine capabilities, vulnerabilities, and efficiencies, then
  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 to return the City to functional capability.
- 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 are 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. This section should specifically address the availability of on-site work performance, identification of the point of contact between Contractor and the City, and address after hours and weekend response. Certain systems are critical to continued efficient operations of the City and must be addressed in a timely manner 24 hours a day. Contractor should describe how it proposes to respond to critical systems failures or crashes that may occur. It should describe anticipated response times, additional charges, if any, and other factors necessary to City understanding of how Contractor will maintain system integrity during critical systems failures and downtime.

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. The City is specifically seeking hourly rates, bulk hourly rates, or flat monthly rates to provide the services described herein.
    ii. If different prices are provided depending on the type of work performed by Contractor, please describe how the services are priced, and any specific pricing for specific work listed herein.
   iii. Define any additional charges, including travel expenses, expert in a particular area or field costs, if any, and additional charges for different providers of the Contractor, i.e. specialized employee or general technical help employee provided by the Contractor.
    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 proposals and qualifications of each Respondent 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
- ❖ Availability for nights and weekends
- ❖ Emergency response to critical systems failures and crashes
- ❖ Total anticipated charges by Contractor to City
- ❖ Experience with specific systems and hardware identified herein
- ❖ Closeness to City of principal contact person provided by the Contractor
- ❖ Demonstrated ability to negotiate on behalf of Contractor's clients to maximize City's purchasing dollars for IT infrastructure and software

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 Friday, March 20, 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 Contractor which, in the City's sole judgment, best meets the requirements described herein.

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.

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.