



Request for Proposal

Information Technology Support Contract

**City of Melfort
Request for Proposal
IT Support Contract**

Introduction:

The City of Melfort is requesting proposals from qualified, professional technology vendors for Information Technology Support Services. The qualified vendor would provide necessary technical services, which would enable the City of Melfort to:

- Protect and secure its technology facilities and data
- Establish Plan for prevention and mitigation of Cyber Infiltration
- Ensure the efficient operation of its data processing networks and related computer systems currently and establish plan for future requirements
- Effectively evaluate options and solutions to IT related issues.

The ideal vendor/service provider will resolve computer systems and network issues in accordance with standard and acceptable best practices for maintenance and support benchmarks. The successful vendor will be expected to be readily available for any and all service calls so that there is NO significant computer downtime during normal working hours, generally 8:00 a.m. to 4:30 p.m. Monday to Friday.

All questions regarding the proposal process or the expected service should be directed to:

- Sandy Peterson, Treasurer, (306)752-5911. s.peterson@cityofmelfort.ca

Background:

The City of Melfort currently does not have an IT Department and is currently using outside vendors services to provide maintenance and support on an as needed basis for its user community.

There are approximately 24 desktop computers, 5 laptops, 1 servers, 5 tablets, 20 cellular phones, surveillance cameras, and an automated fuel kiosk in the departmental areas to be covered under the service and support agreement with the successful vendor. The PC's are located throughout the City of Melfort at a total of 3 main facilities on the City server (City Hall, Northern Lights Palace, and the Kerry Vickar Centre) and 3 facilities linked through City server (City Landfill-camera system, City Airport-camera system and automated fuel kiosk, and Highway 6 south-camera system), and 2 facilities with isolated internet (Community Services Shop and the Public Works Shop). The PC's vary by manufacturer, aging, specifications, software and service pack versions.

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Nature of Service Required:

This section summarizes the services to be provided to the City of Melfort. The services required include:

A. An Initial Assessment

Review of the inventory, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed and current processes and make recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment should be submitted. Additionally an annual assessment will be completed and submitted every September 30 to allow for necessary budget planning for the upcoming year.

B. Desktop Application Support

Performance of basis support functions including the installation of PC's, laptops, PDA's, printers, peripherals and office software; diagnosis and correction of desktop application problems, configuring of PC's and laptops for standard applications; identification and correction of user hardware problems, with advanced trouble shooting as needed; maintenance of an updated inventory of all related hardware to make available to City of Melfort personnel upon request.

C. Server and Workstation Administrative Services

Management of networks and computer systems, including complex applications, databases, messaging, surveillance cameras, servers and associated hardware, software, communications and operating systems, necessary for performance, security, prevention of cyber-attacks, reliability and recoverability of the systems.

Scheduling of preventative maintenance for equipment in the areas of coverage is properly and promptly performed.

D. Network Administration Services

Maintenance and support of network equipment, including switches, firewalls, routers and other security devices is included.

Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services, continuous troubleshooting are required.

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Maintenance of network documentation for daily, weekly and monthly services is required

E. Email, Security and Backup Efforts

Maintenance of the City of Melfort email accounts using the City of Melfort domain. The City of Melfort email accounts are accessible through web, through desktop and through cellular applications.

Requirements for a data backup policy, with procedures in place to handle daily, weekly and monthly backup of the computer, data and information, email and the like; program to restore systems and data if servers and/or computers go down, are required. This policy would include mitigation strategies in the event of a cyber-attack.

F. Planning

Engineering, planning and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary.

Installation of new equipment, software, and transfer existing data when acquired, will be needed.

G. Not Included

The contract awarded does not obligate the City of Melfort to purchase hardware devices, cabling, licenses or software from the successful vendor. Replacement parts are not part of this contract.

Deliverables:

The City of Melfort is requesting that the proposal submitted address the subjects with specificity. We are looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective informational technology system.

Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of no more than ten pages. Each proposal shall provide the following information:

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Letter of Transmittal:

The letter of transmittal must contain the following statements and information:

1. Company name, address, telephone number(s), and website.
2. Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.
3. A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.
4. The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
5. A statement indicating that the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal due date, and will become part of the contract negotiated with the City of Melfort.

Proposal:

1. Description of the approach the firm will use in providing the services requested. Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
2. Name, title, address, and telephone number of three references for clients, whom similar services have been provided, including information referencing the actual services performed, number of users, and length of tenure.
3. Naming of staff resources, with identification of principals and key personnel,
 - a. Who are available to provide the services;
 - b. Experience and expertise of staff;
 - c. Local availability of staff is an important consideration
 - d. Role and responsibilities that each staff member will have
4. Support services questions to be addressed:
 - a. Help Desk Description
 - b. Support availability (days of week and time)
 - c. Structure of charges for support
 - d. Steps for resolving problem escalation
 - e. Final authority regarding conflicts
 - f. Response time and goal for resolving problems
5. Scope of services beyond the RFP that the firm provides which may be of interest to the City of Melfort

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6. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services
7. Hourly or contract rate and an explanation as to how billings will be performed and what they will cover.

Selection Process and Criteria

It is the City's intent to solicit bids for IT services at least every three years. This RFP is for an annual contract with the option to renew, based up on satisfactory performance and comparable costs. There will be a full review of the firm's performance by Administration to determine whether to engage the same firm for the next year in the three-year period.

Administration will convene for the purpose of adjudicating the proposals submitted. Based on the written proposals, Administration will recommend the contractor and will negotiate the detailed terms of the agreement.

The evaluation will be based on the following:

- a. The firm's demonstrated knowledge and experience in performing IT Services for other cities and/or municipalities;
- b. Qualifications and expertise of partners and staff, including consultants, to be assigned to the contract. Education, position in the firm, and years and types of experience will be considered. This will be determined from resumes submitted;
- c. The IT plan and philosophy related to the City, particularly the terms of the support service, use of technology and plans for dealing with startup and familiarization of the entities;
- d. Total fees for the term or hourly rate;
- e. Ability to meet proposed deadlines.

The award **will not be based solely on total fees**. All factors weigh in the determination of the successful candidate.

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Proposal Submissions

The deadline for submission of proposals is **3:00 PM, Thursday November 23, 2017**. In conformance with City policy, only those proposals received up to this stated time will be considered.

The proposals should be marked "Proposal to Perform IT Support Services" and be addressed to:

City of Melfort
Attn: Sandy Peterson
Box 2230
Melfort, SK
S0E 1A0
Phone: 306-752-5911
Fax: 306-752-5556
Email: s.peterson@cityofmelfort.ca

Faxed or emailed proposals will be accepted providing all documents are received by the stipulated closing time and date. The City of Melfort will not be responsible for failure to receive facsimile or email proposals. Proponents are responsible for ensure such transmissions are received prior to the stipulated closing time.