



Request for Qualifications: Information Technology Services

The City of Auburn, California (“City”) is pleased to issue this Request for Qualifications (“RFQ”) for Information Technology services. The City requests a qualifications proposal for the services of an information technology (“IT”) firm or service provider to provide maintenance, 24/7 help desk and completion of on-going projects for the City’s software, hardware, and network infrastructure.

Applications submitted in response to this request for qualifications (RFQ) will be reviewed by a team of City representatives. The team will review all complete, eligible qualification submittals received by the deadline. Upon evaluating the qualifications provided in the applications, the team will identify top vendors who may be invited for finalist interviews. The review team reserves the right to make a final decision without an in-person interview.

The City reserves the right to make such changes in the RFQ as it may deem appropriate. Any changes in the RFQ shall be made by a written addendum, which shall be issued by the City to all prospective firms who have been issued a copy of the RFQ or who have notified the City that a copy of the RFQ has been obtained.

If the evaluation of any proposal indicates minor non-compliance or variance with the RFQ, the City may, but need not, make written request to the firm for a supplement to the submitted proposal. Such request will attempt to identify the non-compliance or variance, and will establish a date in which the firm may submit a supplement to the RFQ. If so requested, the firm may submit a supplement to the RFQ responsive to such request, within the time period established, which the City would evaluate in conjunction with the RFQ. Any supplement to the RFQ will be deemed an integral part of the firm’s submittal.

1. OVERVIEW

The City was incorporated in May 2, 1888, as a “General Law” City governed by an elected five-member city council. The City has a population of approximately 14,000 and encompasses 7.5 square miles. The City has a Council-Manager form of government with five members on the City Council. The City has approximately 67 full-time employees and 13 part-time employees.

The City provides the following services to its residents: public safety police and fire, maintenance of streets and infrastructure, planning and zoning, building and engineering, and general administration. Enterprise operations include a municipal airport and sewer services.

The City’s Information Technology Resources

The City’s Information Technology function is part of the Administrative Services Department (Finance / Human Resources / Information Technology); oversight provided by the Director of Finance. The City does not have IT personnel on staff.

The ultimate goal of this RFQ is to identify a firm / consultant that will provide Information Technology support services in an economical manner while providing excellent customer service. Provision of these services could involve a combination of on-site and off-site consultant personnel. The City’s Human Resource Manager would serve as contract/project manager and would provide day-to-day and direction to consultant staff.

2. **SCOPE OF SERVICES**

A. Description

This City will utilize consultant services to respond to help desk tickets, monitor network operations, assist with troubleshooting network/systems issues, and generally provide all needed assistance that would keep the City's basic information technology services functioning; as well as completion of on-going projects.

B. Required Support

1. Routine Maintenance performed on the following equipment: servers, workstations, network equipment

- Deploying updates and patches
- Managing anti-virus updates
- Removing spyware
- Monitor system health on all workstations, servers and networking equipment
- Monitoring backups and other important routine activities
 - Review backup logs
 - Test battery backup – self tests, system shutdown tests
 - Monitor internet connectivity
 - Update virus definitions
 - Update virus engine
 - Apply service pack updates
 - Apply security patches
 - Update BIOS as needed
 - Backup of networking configurations
- Support for PD – The Police Department requires onsite service for items related to Police Department specific software, desktops and portable hardware. Remote diagnosis is available as necessary although onsite repair is required.

2. Help Desk support

- Over the phone and on sight help desk as needed between the hours of 8:00am and 5:00pm (PST), Monday through Friday
- 24/7 phone support for non-maintenance outages and emergencies
 - Emergency support will be provided for issues that affect the City's ability to function and employees are prevented from doing their job
 - Response for emergencies is required within 30 minutes
 - Non-emergency support for issues that interfere with City functions and impact employee's but employees are still able to perform their jobs
 - Response for non-emergencies is required within 3 hours
 - Other requests for support that do not affect City function or impact employee's ability to perform their jobs
 - Response is required within 24 hours
 - Schedule maintenance

- Response is required within 5 business days

3. Server Backup

- Backups should be performed on a regular basis with incremental daily backups and monthly full back ups

4. New Hardware Configuration

- Configuring of new hardware for City personnel use.

Please note that this description of the scope of services is intended to provide a general overview of the essential information technology issues confronting the City of Auburn and is not intended to be exhaustive. The City accepts no responsibility for inadvertent errors or omissions with regard to industry specific jargon or descriptions. A mandatory pre-proposal conference will be held on **Thursday, August 31, 2017, from 1:00 – 3:00 p.m.** Proposers may ask questions of city staff to gain a better understanding of the scope of services. Guided tours will be available to the City's server room to examine the existing network infrastructure.

C. Budget

The City's annual operating budget for IT services (including labor, equipment, software, materials, etc.) is \$170,500 (\$62,500 – equipment, \$42,000 – support). The City is aware that additional funding may needed to provide sufficient support of current hardware and software. Although "cost" is only one factor in the selection process, budget constraints are a difficult reality. Firms that can quickly implement affordable, but effective, solutions and support will be given the strongest consideration.

D. Project Schedule

Rapid response is a critical element of Information Technology support. The consultant / firm will be held accountable for the response time outline in section 2.B.2. The chosen consultant / firm will be expected to begin providing support immediately once the contract is awarded and firms that cannot commit sufficient time and resources to this request need not respond.

3. **EXISTING TECHNOLOGY ENVIRONMENT**

A. Existing Infrastructure Overview:

1. The City's current IT infrastructure is comprised of the following components:
 - a. Workstations – 66
 - b. Physical Servers – 4
 - c. Virtual Servers – 9
 - d. Microsoft Office applications – 2010 Professional
 - e. Server Operating Systems – (2003, 2008, 2012)
 - f. Computer Operating Systems – (Windows 7 Professional)
 - g. Network Infrastructure – (fiber, point to point, coaxial, T1)
2. Existing Applications – Primary applications essential for the City to function and other software applications used to support City needs.

Primary Applications

Type	Name of System	Hosted/In-house
911 Dispatch	Tiburon	Hosted by Placer County Sheriff
Police Mobile Units	Netmotion	In-house
Business Licensing	HDL	Hosted by vendor
Records management Software	Laserfiche	Hosted by vendor
Microsoft Outlook	Exchange	In-house
Financial Software	Abilia – MIP Fund	Hosted by vendor
Payroll Software	PayrollPeople-Evolution	Hosted by vendor
Credit Card platform	Clover	Hosted by vendor
City Council Meeting	Granicus	Hosted by vendor
Door Fob Software	Kantech	Hosted by vendor

Other Software Applications:

Adobe
GIS
AutoCad
Access

4. PROPOSAL AND EVALUATION CRITERIA

A. Instructions to Applicants:

1. Five (5) identical proposals plus one (1) electronic PDF file version (on a flash drive) shall be submitted to the address below in a sealed package clearly marked to the attention of Administrative Services Department, and must be received at the address below by 3:00 PM (PST) on September 14, 2017.

Admin. Department
City of Auburn
1225 Lincoln Way
Auburn, CA 95603

2. Any proposals received after the specified date and time will be rejected and discarded. Proposals may not be modified or withdrawn after the submittal deadline.
3. All proposals should be 8 1/2" x 11" in size (proposals may include fold-outs).
4. Additional promotional materials/brochures may be included in addition to the proposal but may not substitute for any of the content requirements of the proposal itself. This additional material need not be submitted in an electronic format.
5. Communication with the City, the selection committee, or the general public relative to this project prior to the announcement of a selection is strictly prohibited. All questions should be voiced at the mandatory pre-proposal conference or emailed to Shari Harris, sharris@auburn.ca.gov by September 7, 2017.
6. The City reserves the right to request a change in any proposed sub-consultants, if applicable.
7. The City reserves the right to waive any irregularity or technical defect in a proposal and to accept or reject, in whole or in part, any or all proposals and to advertise for new proposals, as best serves the interest of the City. The City is under no obligation to award a contract to any firm submitting a proposal. During the evaluation process, the City reserves the right, where it may serve the City's best interest, to request additional information or clarification from proposers, or to allow corrections of errors and/or omissions. The City reserves the right to withdraw this RFQ at any time without prior notice and

- to reject any or all bids or proposals for good cause and in the best interests of the City.
8. The City shall not be responsible for any costs incurred in the preparation, submittal, and presentation of proposals.
 9. The City reserves the right to negotiate the final Agreement with any Proposer(s) as necessary to serve the best interest the City.
 10. The City reserves the right to award its total requirement to one Proposer or to apportion those requirements among two or more Proposers as the City may deem to be in its best interest.
 11. All materials submitted shall become the property of the City and shall be subject to the laws and regulations relating to the disclosure of public information. No guarantee of privacy or confidentiality is offered or implied. Materials submitted by respondents are subject to public inspection under the California Public Records Act (Government Code Sec. 6250 et seq.), unless exempt.

B. Proposal Requirements and Evaluation Criteria

The following are the contents that all proposals must include; all the listed criteria should be addressed completely and should follow, as closely as possible, the order and format in which it is listed below. These categories and criteria will be major considerations in the evaluation and determination of the most qualified and capable firm(s). Bids shall be evaluated based on the requirements set forth in the RFQ. Note: The sequence of the listing is not intended to reflect relative weight of each category.

1. Interest and Qualifications:

- a. A brief description of the firm, including its location, years in the business, history, and philosophy. Include an outline of the firm's officers and executive management.
- b. A statement of interest for the scope of services including a narrative describing the respondent's capabilities and unique qualifications as they pertain to this particular project.

2. Related Experience and References:

- a. Proposal shall include a list and description of at least three projects completed in the previous two years that demonstrate the respondent's experience in troubleshooting and delivering comprehensive IT solutions for municipalities or similar private sector organizations. List the projects in order of priority, with the most relevant project listed first. Provide for each project, at a minimum:
 1. Project client, location, and description of services.
 2. Total project timeline and budget.
 3. Include whether the project met the budget and schedule established at the start of the project.
 4. Identify any members of the proposal team who also worked on each project, and include a description of his/her role in the project.
 5. Names and contact information for the point(s) of contact for each project.

3. Background Clearance

- a. Must pass a Department of Justice background investigation for all employees with access to any/ all City of Auburn hardware, software or remote capabilities.

4. Team and Availability

- a. Proposal shall include a description of the proposed consultant team. Proposal shall identify all key personnel as well as any sub-consultants, if applicable. Proposal shall outline roles, responsibilities and reporting relationships. Proposal shall identify key contact person for communicating with the City on all project-related matters.
- b. Proposal shall include a statement on the availability and commitment of the respondent and assigned professional who will undertake the scope of services. Time is of the essence on this

- project.
- c. Proposal shall include resumes for all the key personnel including educational background/training, experience and detailed descriptions of roles played on past projects.

5. Project Approach

- a. Proposal shall include a narrative indicating an understanding of the scope of the project and the services to be performed. An overview of the intended approach to providing the necessary services should be provided.
- b. Describe the firm's history and ability to establish and maintain schedules.
- c. Describe the firm's history and ability to establish budgets and control costs.
- d. Describe the firm's quality assurance process and history of delivering high quality contracted services on time and within budget.

6. Insurance

- a. Provide a certificate of insurance showing the firm's current limits of liability for commercial, general, and professional liability, workers compensation, and business automobile liability.
- b. List all current and unresolved litigations, arbitrations, or mediations of the firm.

7. Business License

- a. The selected consultant must possess or obtain a City of Auburn business license while providing any services for the City.

8. Cost Proposals

- a. *Initial Scope of Services:* Routine maintenance and unlimited Help Desk support
Note: Cost proposals should be all-inclusive. Hardware, software, labor, materials, etc. should be included and itemized.
- b. *Extra Work:* Include an hourly rate schedule for all team personnel and any sub-consultants for any unanticipated work performed to complete the negotiated scope of services for the original project. Include any irregular rate tiers such as weekend or after hours.
- c. *Ongoing Maintenance:* Include an hourly rate schedule or other fee proposal for routine, ongoing IT and network support services. Include any irregular rate tiers such as weekend or after hours.

9. Agreement

The City's standard professional services agreement shall be used. An example is attached as Appendix A.

5. PROPOSED PROCESS AND TIMELINE

- August 25, 2017 RFQ issued and posted on the City of Auburn website; www.auburn.ca.gov
- August 31, 2017 Mandatory Pre-Proposal Conference will be held at 1:00 p.m. for a review of the project and the RFQ. (Location – Auburn City Hall, 1225 Lincoln Way, Auburn, CA 95603)
- September 7, 2017 Questions due from attendees of Pre-Proposal conference
- September 12, 2017 Responses to Questions provided by City staff
- September 14, 2017 Receipt of proposals due by 3:00 PM (PST)
- September 14, 2017 A city representatives and officials will evaluate the proposals and select a preferred firm. If multiple firms have exceptional qualifications, the selection committee will conduct interviews with a short-listed group of finalists.

- September 15, 2017 Short-listed firms are interviewed (optional)
- September 19, 2017 Preferred firm is notified of selection and draft professional services agreement is prepared.
- October 9, 2017 Recommendation to City Council

Please note that this timeline is aggressive and will require prompt responses from short-listed firms. By submitting a proposal in response to this RFQ, the respondent expresses its intent to comply with the established timeline. In addition, the respondent accepts the evaluation process and methodology, as well as acknowledges and accepts that the determination of “the most qualified and capable” firm(s) will require subjective judgments by the selection committee and the City. Thank you in advance for your interest in the City of Auburn.

The contract shall be awarded with reasonable promptness by appropriate written notice to the lowest responsible and responsive bidder whose bid meets the requirements and specifications set forth in the invitation for bids.

END OF REQUEST FOR QUALIFICATIONS