



**Request for Proposal**  
For an  
**IT Managed Services Provider**  
For  
**City of Frankfort**  
**412 Main St.**  
**Frankfort, MI 49635**

*This page intentionally left blank*

# Request for Proposal

## IT Managed Services Provider

**Proposals are due by 4:00 PM, February 12, 2018**

### 1.0 Introduction

The City of Frankfort is located in Northwest Michigan approximately 40 miles southwest of Traverse City. City of Frankfort (COF) provides water/sewer services, resources and police and fire protection for city residents. COF employs approximately 14 full time people and 20+part-time seasonal employees for the 1286 year-round residents and many seasonal visitors.

Since 1990's, COF has contracted for IT services utilizing a regional firm to manage day-to-day activities including client (employee) support, and some application support. Currently, there are minimal internal staff dedicated to IT operations. The selected provider will provide professional IT staff, as well as assist training several COF employees to help provide "basic" support to other employees.

### 2.0 RFP Objective

This Request will be used to obtain proposals from qualified IT managed service providers. This information will allow the City of Frankfort to review proposals and enter into negotiations with the vendor whose proposal is most advantageous to the City of Frankfort with price and other factors considered.

Following negotiation, the successful proposer will be asked to enter into a contract with COF. The length of that contract is proposed to be 2 years, renewable to a maximum of 6 years.

### 3.0 Project Description

COF currently outsources the management of their IT infrastructure and applications to a vendor for the past three years. It is the desire of COF to enter into a new partnership agreement with a qualified firm or group to support the entire IT environment.

This support includes:

- Network
- Internet
- Email
- Application
- Management
- Infrastructure Support
- Network Security
- Disaster Recovery
- On Site and Remote Client Service
- 24/7 System Monitoring and Response
- HIPPA Compliance
- Cloud Back-up Services
- All external connectivity needs

In addition to the above-mentioned items, the COF wishes to significantly decrease the reliance on paper documents and wishes the awarded IT Services provider to assist COF with the goal of a "paperless" environment. (To include the City Council meetings, etc.)

## 4.0 Submittal of Proposals

Proposals should be submitted following the guidelines listed in this RFP. Additional information, options, fee alternatives, and materials are welcome, but should be submitted following the specifics listed in this RFP. Proposals become public record, so proposing firms should be careful when submitting proprietary information.

Proposal Format: Responses must be provided in hard copy (6 copies) and soft copy as MS Word or Acrobat documents. Attachments are allowed as a supplement to the formatted response described above.

Proposals are to be submitted to:

Kimberly Kidder  
City Clerk  
City of Frankfort  
412 Main St.  
Frankfort, MI 49635  
(231) 352-7117  
Email to: [kkidder@cofrankfort.net](mailto:kkidder@cofrankfort.net)

Please put “**Proposal for IT Managed Services Provider**” in the subject line.

All proposals shall include a statement indicating that the submitter is authorized to offer this proposal by his/her company and may bind the company under contract if selected.

## 5.0 Selection

The acceptance of a proposal does not obligate COF to purchase services from any bidding vendor, nor is COF obligated to accept the lowest bid. All costs for proposal preparation are the responsibility of the bidder. After receipt of the proposal and prior to entering into any agreement, COF reserves the right to modify the system requirements. Bidders should use their knowledge and creativity to recommend a solution that will meet or exceed COF's requirements. This creativity may extend to suggesting an alternative approach to specific requirements, if the alternative is supported by solid rationale.

COF is using a competitive process to award a contract to the successful bidder. Although cost is a significant criterion for selection, COF will be awarding based upon a number of criteria evaluated based upon the proposal.

## 6.0 IT Environment

The successful bidder will have experience and/or knowledge with the components of COF's technical environment.

### 6.1 Standalone Servers:

HP ProLiant ML330 5U Tower Server  
1 x Xeon E5506 2.13 GHz 2 Processor 10 GB RAM  
HP Smart Array P410 RAID Controller  
3 x 250GB Hard Drive Space

## **6.2 Firewall**

### **6.3 Desktop/Laptop User environment:**

Approximately 13 +/- PC/Laptops running Windows 7 and 10

### **6.4 Printers/Scanners/Multifunction Devices:**

Approximately 8 printers throughout the agency

While this list is not comprehensive, it is representative of the Printers/Scanners/Multifunction Devices that would need to be supported:

Sharp MX-3550  
HP CP3525n  
HP Laser jet P4515tn  
HP Office Jet Pro 8710  
HP Office Jet Pro 8610  
2 - HP Office Jet Pro 8600

### **6.5 UPS Backup for Server Room**

### **6.6 Managed switches**

### **6.7 Backup**

### **6.8 Software/Programs (list is not meant to be all inclusive)**

Microsoft Office Suite 2013 and 2016  
Microsoft Exchange Outlook  
Windows 7 pro and 10  
WinZip  
Anti-Virus  
MS SQL Server  
exacqVision  
Remote Management and Support Package  
Print Server  
BS&A Software, APEX Software  
Casselle Software (Civic Systems)  
Thompson, Rueters Fixed Assets CF  
Sensus Water meter reader  
Motorola Records Client, Mobile Messenger  
SYNC, MCOLES, MITRAIN, EJS  
MICJIN portal, SRMS Dashboard

Iyetek.AdminPortal, Iyetek.Law enforcement  
Photoshop, Dream Weaver, Acrobat X Pro  
Wired and wireless Internet Connections

## **7.0 Certifications, Licenses and Experience**

Please provide detail what level of certification is maintained by the personnel assigned to the agency.

Proposing firms should have any licenses or registrations required to do business in the City of Frankfort and in the State of Michigan.

## **8.0 General Terms & Conditions and Insurance Requirements**

**8.1 Ownership of Materials:** All material prepared or completed during the performance of services specified in this RFP, including but not limited to, network diagrams, and documents shall become the property of COF and shall not be copyrighted by the Contractor. In addition, the same material shall not be released or made available to any third party or used for other purposes at any time without the written approval of COF.

**8.1 Federal Tax Identification Number:** The following information should also be included with your proposal: Your form of business entity (i.e., corporation, partnership, joint venture, sole proprietorship, etc.), and your Taxpayer Identification Number. If submitted as a joint venture, a separate number for each member of the venture is required if one number has not been obtained for the venture. A Taxpayer Identification Number is required for entities other than a sole proprietorship.

**8.2 Joint Ventures or Subcontractors:** Joint Ventures are permissible. However, one organization must be clearly defined as the party having primary responsibility and the remaining organization(s) as having secondary responsibilities. The Primary party will submit his/her proposal as outlined in the specifications with the secondary party being a sub-contractor to the proposal. No part of this Contract shall be subcontracted without the prior knowledge and written approval of COF. If subcontractors are requested and approved, the Respondent shall retain full responsibility to COF for all work completed by the Subcontractor.

**8.3 Independent Contractor Status/Responsibilities:** The Respondent shall be and remain an independent contractor with respect to all services performed hereunder and agrees to and does hereby accept full and exclusive liability for payment of any and all contributions of taxes for social security, worker's compensation premiums, unemployment insurance, or old age benefits, pensions, or annuities or hereafter imposed under any Local, State or Federal Law, which are measured by the wages, salaries, or other remuneration paid to persons employed by the Respondent for work performed under the terms of this contract, and further agrees to obey all lawful rules and regulations and to meet all lawful requirements which are not now or hereafter may be issued or promulgated under said respective laws by any duly authorized Local, State or Federal officials; and said Respondent also agrees to indemnify and save harmless COF from any such contributions or taxes or liability.

**8.4 Fee Payments:** The contract awarded pursuant to this RFP document will be based upon a fixed fee basis, with payments negotiated upon acceptance of the vendor's cost proposal. Payments, as approved by COF shall be made monthly to the Contractor based on the proportion of work completed, less twenty percent (20%) retention. This retention shall be released to the Contractor within sixty (60) days after COF has accepted and approved the contract as completed. In the event the work specified herein is not successfully completed within the time provided, unless otherwise allowed, the Contractor shall pay the sum of \$200.00 per day as liquidated damages, not as penalty, for each additional day required for the completion of the work, legal banking days considered.

**8.5** The Contractor, or any of their Subcontractors, shall not commence work under this contract until they have obtained the insurance required under this paragraph, and shall keep such insurance in force during the entire life of this contract. All coverage shall be with insurance companies licensed and admitted to do business in the State of Michigan and acceptable to COF. The requirements below should not be interpreted to limit the liability of the Contractor. All deductibles and SIR's are the responsibility of the Contractor.

**8.6 The Contractor shall procure and maintain the following insurance coverage:**

1. Worker's Compensation Insurance including Employers' Liability Coverage, in accordance with all applicable statutes of the State of Michigan.
2. Commercial General Liability Insurance on an "Occurrence Basis" with limits of liability not less than \$1,000,000 per occurrence and aggregate. Coverage shall include the following extensions: (A) Contractual Liability; (B) Products and Completed Operations; (C) Independent Contractors Coverage; (D) Broad Form General Liability Extensions or equivalent, if not already included.
3. Automobile Liability including Michigan No-Fault Coverages, with limits of liability not less than \$1,000,000 per occurrence combined single limit for Bodily Injury, and Property Damage. Coverage shall include all owned vehicles, all non-owned vehicles, and all hired vehicles.
4. Additional Insured: Liability coverage, as described above, shall name COF as an additional insured
5. Cancellation Notice: All policies, as described above, shall include an endorsement stating that is it understood and agreed Thirty (30) days, Ten (10) days for non-payment of premium, Advance Written Notice of Cancellation, Non-Renewal, Reduction, and/or Material Change shall be sent to COF
6. Proof of Insurance Coverage: The Contractor shall provide COF, at the time that the contracts are returned by him/her for execution, a Certificate of Insurance as well as the required endorsements. In lieu of required endorsements, if applicable, a copy of the policy sections where coverage is provided for additional insured and cancellation notice would be acceptable. Copies or certified copies of all policies mentioned above shall be furnished, if so requested.

If any of the above coverages expire during the term of this contract, the Contractor shall deliver renewal certificates and endorsements to COF at least ten (10) days prior to the expiration date.

**9.0 Questions for Vendors**

Please respond to the following in your proposal. Please use the same order and titles to help facilitate scoring your proposal.

**9.1 General Company Information**

Provide a profile of your company, including background and history, size, locations, certifications, credentials, etc. Please provide details of your company's practices for staying current on regulations, legislation, certifications, and compliance and public records. Describe all staff that will be utilized to perform contractual duties under your proposal, and their certifications, experience, and duties.

Provide references of similar sized or larger agencies that proposer is currently managing or has managed.

## 9.2 Security

Describe your strategy for securing your clients data. Include your company's policies as well as any security certificates that you possess.

Describe your company's security certification and expertise.

## 9.3 Client Relationship Management

Describe how you would manage customer relationship.

- Please provide Resumes (including dates of all relevant experience) of all staff expected to support COF and an organization chart explaining the reporting relationships.
- Describe how you will propose changes in technicians assigned to the contract and seek approval to such changes from the county.
- Describe your training program
- Describe all support staff that would be expected to serve COF, including executive, project, and account staff
- Describe the responsibilities of each individual proposed to be assigned to COF's account
- Describe the hours of operation for on-site staff as well as help desk staff.
- Describe how afterhours support would be available
- Describe how you would report to county contacts and users about status of systems; elicit needs of users, needs for change, etc.

## 9.4 Service Levels

Describe service levels you will provide to COF. Note that penalties will be assessed for not meeting service level response times identified.

- Describe your work order/trouble ticket system
- Describe availability of key staff during normal business hours
- Describe how staff is available 24/7
- Provide your guaranteed response time for issues dependent upon severity and time of day
- Provide your average response time for afterhours issues
- Scheduled down times for routine maintenance
- How are scheduled down times determined; how communicated?
- How do you propose that the service level agreement be enforced?
- Describe your communication strategy for keeping clients informed of system conditions and changes. (specifically address Microsoft Patch management and Updates)
- Describe how you would assist COF's top management strategically plan to insure that the agency's IT system retains its usefulness, viability, compatibility, and dependability.
- Describe your plans for disaster recovery.
- Describe how your on-site support representative would work and describe any special requirements



that would need to be filled by the agency.

- Describe how major software upgrades would be applied and what upgrades would require additional fees.

## **9.5 Change Control**

COF requires preapproval by the Frankfort City Council for any changes made to the computing environment.

- Please demonstrate how you would institute change control in COF's computing environment.

## **9.6 Monitoring**

- Describe your monitoring tools and strategies to monitor and insure the stability of the computing environment in COF.
- Describe how these monitoring results would be communicated to COF.

## **9.7 Documentation and Records**

- Describe how you would document and record maintenance, installation, performance, and changes to the system.
- Describe the documentation that you would make available to COF at the end of the contract period.
- Describe how you would maintain confidentiality in strict conformance with confidentiality laws and regulations.
- Describe procedures for maintaining password security? What are your procedures for sharing these with the agency upon request by authorized COF management personnel?
- Describe your process for testing password strength and network penetration

## **9.8 Fees**

Please provide all fees associated with the proposed contract for services. The following should be included in your base bid:

- Fees for service initiation
- Ongoing monthly fees and what is included and excluded.
- Fees for connectivity to support site

## **9.9 Optional fees:**

- Extra work which is outside the proposal
- Optional ongoing services
- Ad-hoc services
- Escalation fees
- Offsite disaster recovery
- Response and emergency fees
- Additional item: Please provide a separate quote to clean-up the COF Server area and wiring.