

REQUEST FOR PROPOSAL (RFP)
IT SERVICES

CITY OF COALINGA
155 DURIAN AVE.
COALINGA, CA 93210

MARCH 1, 2017

TABLE OF CONTENTS

| | |
|--|---|
| 1. SUMMARY AND BACKGROUND..... | 3 |
| 2. PROPOSAL GUIDELINES | 3 |
| 3. PROJECT PURPOSE AND DESCRIPTION | 4 |
| 4. PROJECT SCOPE..... | 4 |
| 5. REQUEST FOR PROPOSAL AND PROJECT TIMELINE | 5 |
| 6. BUDGET | 5 |
| 7. BIDDER QUALIFICATIONS | 5 |
| 8. PROPOSAL EVALUATION CRITERIA | 6 |

1. SUMMARY AND BACKGROUND

The City of Coalinga is currently accepting proposals to administer and maintain the City Wide information technology infrastructure. The existing City Wide information technology infrastructure was recently upgraded to comply with DOJ and modern security requirements.

The City of Coalinga is a full service city. The network environment is based on Microsoft Active Directory, Microsoft exchange email, and Windows 7 operating systems.

The City's Police Department has a 24-7 dispatch center. The Police Department is currently leaving its partial hosted network with Fresno County and is currently preparing to deploy the Sun Ridge Systems CAD and RMS product. To support the Police Departments mission, patrol vehicles are equipped with Panasonic CF19 computers. The Police Department is preparing to deploy body worn cameras with a locally hosted network solution.

The City has full service Fire, Human Resources, Finance, Public Works and Administrative Departments that are affected by this project.

The purpose of this Request for Proposal (RFP) is to solicit proposals from various candidate organizations, conduct a fair and extensive evaluation based on criteria listed herein, and select the candidate who best represents the direction the City of Coalinga wishes to go.

2. PROPOSAL GUIDELINES

This Request for Proposal represents the requirements for an open and competitive process. Proposals will be accepted until 5pm PST March 15, 2017. Any proposals received after this date and time will be returned to the sender. All proposals must be signed by an official agent or representative of the company submitting the proposal.

If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.

All costs must be itemized to include an explanation of all fees and costs.

Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by the City of Coalinga's legal department and will include scope, budget, schedule, and other necessary items pertaining to the project.

3. PROJECT PURPOSE AND DESCRIPTION

The purpose of this project is as follows:

The City of Coalinga's current IT infrastructure was recently upgraded and now needs maintenance and administration. This service will provide both.

Project Description:

City of Coalinga is seeking a provider to utilize the latest technology to maintain and administer this new network infrastructure. The successful vendor shall be able to not only maintain equipment but be equally adept at software support and administration. The vendor will be responsible for setting up new users to the network. Finally the vendor shall be adept at navigating the Department of Justice rules regarding public safety software and systems.

4. PROJECT SCOPE

The scope of this project includes all maintenance, development, help desk, user administration, and security related to the City of Coalinga's new information systems network. This Project will service all city departments.

The City requires 8 hours of onsite service per week. The City of Coalinga is open to the public Monday through Thursday 7:30 am to 5:30 pm. The bidder shall provide an hourly rate to the City for services rendered outside of the weekly contract.

The selected bidder will be responsible for all the above with assistance from City of Coalinga's designated staff.

The following criteria must be met to be a successful vendor:

- DOJ systems security approval and live scan
- Familiarly with the Sun Ridge System CAD/RMS product
- Familiarity with Microsoft networks.
- Ability to diagnose and repair issues with servers, networking equipment, desktop computers, laptop computers, and other mobile computing devices.
- The ability to configure and setup new users on the network.
- Monitoring and compliance with current DOJ and industry security rules and best practices.
- Provide input on advances in technology to prevent obsolescence.
- Familiarity with integration of mobile networks within enterprise networks
- Ability to work closely with City of Coalinga personnel on coordination of project tasks and resources
- Plan and perform a complete testing processes on the network in order to ensure functionality

5. REQUEST FOR PROPOSAL AND PROJECT TIMELINE

Request for Proposal Timeline:

All proposals in response to this RFP are due no later than 5pm PST March 15, 2017.

Evaluation of proposals will be conducted from March 16, 2017 until March 23, 2017. If additional information or discussions are needed with any bidders during this one week window, the bidder(s) will be notified.

The selection decision for the winning bidder will be made no later than March 27, 2017.

Upon notification, the contract negotiation with the winning bidder will begin immediately. Contract negotiations will be completed by March 29, 2017. The City Council will approve the new contract with the successful vendor at its regularly scheduled meeting on April 6, 2017

Notifications to bidders who were not selected will be completed by April 1, 2017.

Project Timeline:

This is a monthly services contract to begin after City Council approval.

6. BUDGET

All proposals must include proposed costs to complete the tasks described in the project scope. Costs should be stated as one-time or non-recurring costs (NRC) or monthly recurring costs (MRC).

NOTE: All costs and fees must be clearly described in each proposal.

7. BIDDER QUALIFICATIONS

Bidders should provide the following items as part of their proposal for consideration:

- Description of experience in planning, building, and maintaining Government or Public Safety Networks
- List of how many full time, part time, and contractor staff in your organization
- Examples of DOJ credentials
- A list of current clients (designate Sun Ridge CAD/RMS clients)
- Anticipated resources you will assign to this project (total number, role, title, experience)
- Project management methodology

8. PROPOSAL EVALUATION CRITERIA

City of Coalinga will evaluate all proposals based on the following criteria. To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following criteria:

- Overall proposal suitability: proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner
- Organizational Experience: Bidders will be evaluated on their experience as it pertains to the scope of this project
- Previous work: Bidders will be evaluated on examples of their work pertaining to IT products (Sunridge/ Microsoft etc.) as well as client testimonials and references
- Value and cost: Bidders will be evaluated on the cost of their solution(s) based on the work to be performed in accordance with the scope of this project
- Technical expertise and experience: Bidders must provide descriptions and documentation of staff technical expertise and experience

Each bidder must submit 2 hard copies of their proposal or one email copy to the address below by 5pm PST March 15, 2017

City of Coalinga
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