

## AGENDA REPORT



Meeting Date: August 17, 2010

Agenda Item # \_\_\_\_\_

City Manager Approval:

**TO: Honorable Mayor and Members of the City Council**

**FROM: Margaret Van Warmerdam, Finance Director**

**SUBJECT: REQUEST FOR PROPOSAL – COMPUTER SYSTEM AND MAINTENANCE SERVICES**

**RECOMMENDED COUNCIL ACTION:** Staff recommends that City Council approve the Request for Proposal (RFP)- Professional Services for Computer System and Maintenance Services.

**SUMMARY:**

Staff is requesting that City Council approve the RFP - Professional Services for Computer System and Maintenance Services and Staff will advertise the RFP for Computer System and Maintenance Services Computer System and Maintenance Services.

**PREVIOUS COUNCIL ACTION:**

On September 18, 2007 the City Council approved City Manager to enter into an extension with Apex Technology Management for two year period.

On September 1, 2006 the City Council approved a contract with Apex Technology Management for Computer system and maintenance services.

**DISCUSSION:**

Consultant shall provide Computer System and Maintenance Services including, but not limited to, the following for a one year period. The one year period may be extended by future action of the City Council for additional two year period.

**CITY FISCAL IMPACT:**

Once the RFP - Professional Services for Computer System and Maintenance Services is awarded by City Council, the amount of the RFP will be added as an supplemental appropriation to the 2010/11 Annual 1 Budget. Estimated amount included in RFP – Professional Services for Computer System and Maintenance Services in \$60,000.

**ATTACHMENTS:**

RFP - Professional Services for Computer System and Maintenance Services.

## **CITY OF RED BLUFF**

### **REQUEST FOR PROPOSAL(S) (RFP) – PROFESSIONAL SERVICES**

#### **Computer System and Maintenance Services**

**NOTICE INVITING PROPOSALS** - The City of Red Bluff will receive sealed proposal(s) for the above professional services at the **Office of the Finance Director, City of Red Bluff, 555 Washington Street, Red Bluff, CA 96080, until 4:00 PM Monday, September 16, 2010.**

**DESCRIPTION OF PROFESSIONAL SERVICES DESIRED** – The services desired by the City pursuant to this RFP and provisions related to it are described in the following exhibits, which are incorporated herein by this reference.

- EXHIBIT "A" – DESCRIPTION OF CITY AND GOVERNMENT ORGANIZATION
- EXHIBIT "B" – SCOPE OF CONSULTANT SERVICES; COMPLETION SCHEDULE
- EXHIBIT "C" – COMPENSATION
- EXHIBIT "D" – SPECIAL PROVISIONS
- EXHIBIT "E" – SELECTION CRITERIA MATRIX

**PROPOSAL AWARD/REJECTION** – A proposal award, if a proposal is awarded, will be made to the most responsible professional services provider whose proposal complies with the City's requirements as set forth herein within seventy-five (75) days of the above proposal opening date. The City may interview selected proposers. The City reserves the right, in its sole discretion, to reject any proposal which fails to meet the proposal requirements in any respect, to reject all proposal(s) for any reasons whatsoever and to waive minor irregularities in any proposal.

**PROPOSAL SUBMITTAL REQUIREMENTS** – All proposals shall be in compliance with the following requirements. Failure to comply with the requirements shall be grounds for the rejection of a proposal.

1. The proposal shall be submitted in writing, signed by an authorized individual of the professional services provider.
2. The cost for required services shall accompany all proposals. Proposals shall include a supported breakdown of costs and the consultant's hourly rates to be used for determining compensation.

3. Receipt of and agreement with all exhibits incorporated in the RFP shall be acknowledged.
4. The proposal must be submitted in a sealed envelope **plainly marked on its outside with “Computer System and Maintenance Services Proposal.”**

**BUSINESS LICENSE** – The professional services provider, and any subconsultant(s), must obtain a valid, current City of Red Bluff Business License on or before their commencement of work.

**PROFESSIONAL LICENSING** – The professional services provider, and any subconsultant(s), must possess any necessary professional certifications and/or license(s) relative to the work to be performed required by an appropriate licensing authority of the State of California and must provide evidence of such to the City with their proposal or prior to commencement of the work in such form as the City shall require.

**INDEMNIFICATION** – As appropriate, indemnification provisions will be incorporated in the Professional Services Agreement which will be executed between the provider selected for the services and the City.

**INSURANCE** - The professional services provider to whom a contract is awarded may be required to furnish to the City evidence of insurance coverage(s), including general liability, professional liability, and workers compensation insurance, as appropriate.

**DISCLOSURE – CONFLICTS OF INTEREST** – The professional services provider selected may be required to disclose potential conflicts of interest pursuant to the provisions of the City's Conflict of Interest Code. A determination regarding disclosure will be made by the City Manager following selection.

## **CITY OF RED BLUFF – REQUEST FOR PROPOSALS**

### Computer System and Maintenance Services

#### **EXHIBIT "A"**

#### **DESCRIPTION OF CITY AND GOVERNMENT ORGANIZATION**

Located in the northern Sacramento Valley of California in Tehama County, the City of Red Bluff is a small, but growing community of 13,000 residents. As one of California's oldest cities, Red Bluff has a long and proud history reaching back into the 1800s. The City of Red Bluff is located along the Sacramento River on the Interstate 5 corridor. To the north of the community is the Lake Shasta Recreational area and to the east is Mt. Lassen National Park. State Highway 36 is a historical route that connects the City to the rest of the north valley and the north coast. The City was incorporated in 1876 and is a full service city operating under the Council Manager form of government.

The City government organization consists of the following departments and commissions:

- Administration
- Finance
- Human Resources
- Building
- Planning
- Public Works
- Parks and Recreation
- Police
- Fire
- Planning Commission
- Parks and Recreation Commission
- Airport Commission

In addition, the City owns and operates the Red Bluff Municipal Airport. City water and wastewater facilities are owned and operated by the City. The City is also a member of the Tehama County Sanitary Landfill Joint Powers Agency (JPA #1) and the Tehama County/City of Red Bluff Landfill Management Agency (JPA #2) and is a co-owner of the landfill. The City is also a partner to an agreement with the County of Tehama for operation of the Red Bluff Community Center and the Senior Nutrition Program.

The City of Red Bluff has three (3) formally recognized employee units - Miscellaneous, Fire, and Police Units (Police and Dispatch). Currently the Police and Fire Departments and the Red Bluff Police Officers Association each have their own web sites and maintain them separately from the City's web site. In addition, the City's main website is serviced and maintained by a separate consultant.

The City Council meets at 7:00 p.m. in the Red Bluff City Council Chambers, 555 Washington Street, Red Bluff on the first and third Tuesdays of the month.

This Request for Proposals is for computer system and maintenance services for the City of Red Bluff. The City recognizes that, from time to time, other and/or additional specialized web site design and maintenance services are needed and therefore reserves the right to utilize additional services in specialized areas when appropriate.

# **CITY OF RED BLUFF – REQUEST FOR PROPOSALS – PROFESSIONAL SERVICES**

## Computer System and Maintenance Services

### **EXHIBIT “B”**

#### **SCOPE OF CONSULTANT SERVICES and COMPLETION SCHEDULE**

The selected consultant will provide City-wide (City Hall, Community Center, Corporation Yard, Police Department, Fire Department) computer system and maintenance services including, but not limited to, the following for a one (1) year period, with two (2) twelve month extensions if approved City Council and consultant in accordance with the City’s Purchasing Policies and Procedures and City Code.

#### **Servers:**

14 Total Servers - 7 Physical Servers + 7 Virtual Servers:

- 1 – Windows Server 2003 R2 Standard Edition
- 1 – Windows Server 2003 Standard Edition
- 1 – Windows Server 2003 Web Edition
- 2 – Windows Server 2008 x64 Standard Edition
- 3 – Windows Server 2003 R2 Enterprise Edition
- 4 – Windows Server 2008 Enterprise Edition
- 2 – VMWare ESXi 3.5

#### **Workstations:**

62 Total Workstations:

- 58 – Windows XP
- 3 – Windows 2000 Professional
- 1 – Windows Vista
- Wireless laptop computer

#### **Software/Applications requiring specialized knowledge:**

##### General:

- Microsoft Exchange 2007
- Blackberry Professional Server
- Microsoft Windows Server 2008
- Microsoft Windows Server 2003
- Microsoft Windows Server 2003 Terminal Server
- Symantec BackupExec 2010
- VMWare ESXi 3.5

##### Specialized/Line of Business:

- LEADs
- CARS

CLETS  
NEMRC  
ArcView GIS  
Firehouse Software Fire and EMS Records Management Software  
HDL Property tax

**Hardware requiring specialized knowledge:**

Dell

MD3000i iSCSI SAN  
SonicWall  
Cisco routers  
Dell Servers

**Scope of work:**

- Unlimited 24x7x365 live phone and on-site support with 2 hour SLA
- Regular weekly on-site scheduled maintenance
- Unlimited on-site support as needed
- Unlimited remote support as needed
- Unlimited helpdesk support as needed
- Server maintenance
- PC/Workstation maintenance
- Patch management - Keep all city workstations, laptops and servers current on patches. Patches must be tested prior to being deployed on City computers or servers. Patches must be deployed at least weekly. Must provide monthly report on patch level of all PCs and servers.
- 1<sup>st</sup> line application support for all applications (Including Microsoft applications and 3<sup>rd</sup> party apps)
- Vendor management
- Manage and monitor backups
- Perform backups and restores as needed
- Disaster prevention
- Disaster recovery
- Prepare business continuity/disaster recovery plan
- Manage switches and routers
- Manage Internet connection and Internet service providers
- Monitor and manage antivirus and insure Antivirus software is kept up to date
- Setup printers and network and local print/copy/scan devices
- Manage VPN, LAN/WAN and remote access network connections
- Setup new users
- User administration
- Setup and manage file security and modify security/groups/etc. as needed
- Setup and manage Group Policies
- Monitor all servers and business critical applications/services 24x7x365
- Monitor and report on as necessary performance and availability of servers and applications including:
  - Hardware availability
  - Network availability
  - Disk space utilization and rate of growth of data
  - Bandwidth utilization and rate of growth

- Memory utilization averages and peaks, and rates of growth
- CPU utilization averages and peaks, and rates of growth.
- Exchange services and mail queues, where applicable
- Perform monthly review meetings
- Perform inventories on PC/Server/Network equipment and manage IT assets
- Monitor for and immediately report on internal and external security incidents
- Root cause analysis of security incidents and problems
- Intrusion detection and response
- Firewall management
- Password policy implementation
- Vendor will be responsible for ensuring that ICMA's business-critical technology systems remain operational or are restored in the event of a disaster
- Change Management
- Incident Management
- Problem Management
- Application/Database Maintenance
- Asset tracking & Asset Management
- Software/Licensing Compliance Audit
- Warranty and software renewal management
- Capacity planning
- Password resets, account lockout resets, login problem assistance
- Setup and manage wireless network and wireless access points
- Application/software updates/ software training
- Software deployment
- Virus prevention, response, quarantine & removal
- Assistance with PDAs, cell phones, mobile devices, etc.

The selected consultant and employees must pass a fingerprint background check. In addition, the selected consultant and employees with access to the Police Department must receive CLETS (California Law Enforcement Telecommunications) security training. This training consists of four hours of classroom training. The training will be provided by the Police Department but is at the expense of the selected consultant. No access will be granted without this training having been completed.

The selected consultant and employees must sign a Volunteer/Employee Statement Form for CLETS and must sign a Red Bluff Police Department Confidentiality Form.

The selected consultant must provide documentation or references that he/she and employees have the experience and knowledge necessary to handle the above listed items.

## **CITY OF RED BLUFF – REQUEST FOR PROPOSALS – PROFESSIONAL SERVICES**

### **Computer System and Maintenance Services**

#### **EXHIBIT “C”**

#### **COMPENSATION**

Compensation for the computer system and maintenance services will be in accordance with the consultant’s schedule of hourly rates. Total maximum compensation for the work outlined herein, including all reimbursable expenses, shall not exceed the maximum amount budgeted for in each annual City Budget without a budget amendment approved by the City Council. The total annual City Budget amount does not provide for the provision of other and/or additional specialized or emergency services or projects. These services must be budgeted and invoiced for separately. Emergency system and maintenance services must be authorized by the City Manager or designee at the time they occur.

#### **Annual City Budget Not-to-Exceed Without Budget Amendment - \$60,000**

The City will pay CONSULTANT over the term of the contract in the following manner:

- a. CONSULTANT shall submit a request for payment on a monthly basis, including an invoice which details work completed, number of hours billed, and hourly rate.
- b. The City will expeditiously process the request for payment to ensure the consistency of services.

# **CITY OF RED BLUFF – REQUEST FOR PROPOSALS – PROFESSIONAL SERVICES**

## Computer system and Maintenance Services

### **EXHIBIT “D”**

#### **SPECIAL PROVISIONS**

#### **SUBMITTAL REQUIREMENTS**

1. Proposals (8 copies) must be submitted no later than 4:00 p.m. on Monday, September 16, 2010 to Margaret Van Warmerdam, Finance Director, City of Red Bluff, 555 Washington Street, Red Bluff, CA 96080
2. Format – Proposals shall be 8 ½ by 11 inch and organized in sections following the order specified under contents.
3. Contents – Proposals shall contain the following information:
  - a. Firm/Team/Individual Description – Provide a description of your firm/team/individual, contact person, address, telephone number, fax number, and e-mail address, and list relevant information about capabilities, size, range of services, and length of time in existence.
  - b. Key Personnel Qualifications – Identify all personnel who will provide services, the role each would play in the completion of the services, a synopsis of relevant experience, and a resume for each.
  - c. References – Provide a list of clients for whom similar work has been performed, with the name, title, and phone number of a contact person.
  - d. Cost Proposal – Provide a total annual cost proposal for the services. Include the hourly rate of personnel in item “b” as well as total annual reimbursable costs (lodging, meals, mileage, and any other costs), if any.

#### **EVALUATION CRITERIA**

Proposals will be evaluated according to the attached City of Red Bluff – Consultant Selection Criteria Matrix (Exhibit E). The selection criteria are provided to assist interested proposers and are not meant to limit other considerations that may become apparent during the course of the selection process.

#### **SELECTION PROCESS**

It is anticipated that proposals will be reviewed by a Proposal Review Committee consisting of City Department Heads and the City Manager. The Proposal Review Committee will provide a recommendation for consultant selection to the City Council. Interviews with selected proposers may be held. Notification of acceptance or rejection by the City will be made to all firms.

#### **INSURANCE REQUIRED**

The consultant may be required to furnish to the City evidence of insurance coverage including Professional Liability, Comprehensive General Liability, Automobile Liability, and Workers Compensation, as appropriate. If required, the form of the insurance policy will be subject to approval by the City and the City shall be furnished a copy of the policy AND an endorsement showing that "City, its officers, employees, and agents are named as additional insured," prior to Consultant commencing duties under this Agreement. If required, said policy of liability insurance shall state that "coverage thereunder as applied to City, its officers, employees, and agents shall be primary and non-contributing as to any other insurance and self-insurance as

may be maintained by the City." The policy shall contain severability of interest working, specifying that the coverage afforded by the policy applies separately to each insured thereunder. The policy shall be endorsed to expressly provide City with 30 calendar days advance written notice of cancellation, non-renewal, or material change in coverage.

#### OTHER CONSIDERATIONS

The City of Red Bluff reserves the right to waive informalities and to reject any and all proposals. This Request for Proposals does not commit the City to award a contract, pay any costs incurred in the preparation of proposals, or to procure or contract for supplies or services.

The City of Red Bluff reserves the right to negotiate with any qualified source or to cancel in part of or in its entirety, this Request for Proposals if it is in the best interest of the City to do so. The City may require the selected consultant to participate in negotiations, and submit such cost, technical or other information which may result from these negotiations.

Questions about this Request for Proposals should be directed to:

Margaret Van Warmerdam  
Finance Director  
City of Red Bluff  
555 Washington Street  
Red Bluff, CA 96080  
mvanwarmerdam@ci.red-bluff.ca.us  
phone: (530) 527-2605 extension 3050  
fax: (530) 529-6878



**EXHIBIT E**

**CITY OF RED BLUFF – CONSULTANT SELECTION CRITERIA MATRIX**

**Computer system and Maintenance Services**

**INSTRUCTIONS:** Review/evaluate each proposal. Enter Rating Points for each for the Evaluation Criteria shown in the matrix below.

<b>EVALUATION CRITERIA (MAXIMUM POINT VALUE)</b>	<b>CONSULTANT PROPOSAL RATINGS</b> (Enter consultants in the column headings below. Enter Point Values for each based on evaluation of their proposal re the Evaluation Criteria. Use more sheets if necessary)					
Consultant’s overall professional experience with the provision of computer system and maintenance services. (max 35)						
Consultant’s approach to working with City staff in the provision of computer system and maintenance services. (max 30)						
Qualifications of consultant. (max 15)						
Availability and accessibility to City staff. (max 10)						
Cost Proposal. (max 10)						
<b>TOTAL RATING POINTS (Max=100)</b>						