



City of Grand Island

Tuesday, March 08, 2011

Council Session

Item G13

#2011-59 - Approving Recommendation of Vendor for Expert Service Provider for Information Technology

Staff Contact: Robyn Splattstoesser

Council Agenda Memo

From: Mary Lou Brown, Finance Director

Meeting: March 8, 2011

Subject: Approving Contract for Information Technology
Network Administration Support

Item #'s: G-13

Presenter(s): Mary Lou Brown, Finance Director

Background

As part of the 2011 budget process the Information Technology division of Finance eliminated one full time position to provide funding for the outsourcing of network administration support.

Discussion

Council approved the increase of \$58,000 for Consulting Services to facilitate Network Administration Support and maintenance of the City's network in the 2011 budget. The Information Technology division went out for proposals and received bids from (2) two vendors. Duey's Computer Service, Inc of Lincoln, received the highest total score based on the criteria set forth in the RFP. The attached contract details the services and costs that Duey's Computer Service will charge. The second proposal received scored lower on the established criteria and their cost was almost triple the budgeted amount.

Alternatives

It appears that the Council has the following alternatives concerning the issue at hand. The Council may:

1. Approve the 36 month Network Administration Support agreement with Duey's Computer Service, Inc.
2. Postpone the request.
3. Take no action.

Recommendation

City Administration recommends that the Council approve the 36 month agreement with Duey's Computer Service, Inc.

Sample Motion

Move to approve the 36 month Network Administration Support Agreement with Duey's Computer Service, Inc.



Jason Eley, Purchasing Agent

*Working Together for a
Better Tomorrow, Today*

**REQUEST FOR PROPOSAL
FOR
EXPERT SERVICE PROVIDER (ESP) FOR INFORMATION TECHNOLOGY DEPARTMENT**

RFP DUE DATE: February 15, 2011 at 4:00 p.m.

DEPARTMENT: Finance

PUBLICATION DATE: January 27, 2011

NO. POTENTIAL BIDDERS: 2

SUMMARY OF PROPOSALS RECEIVED

Duey's Computer Service, Inc
Lincoln, NE

NetStandard
Kansas City, Kansas

cc: Mary Lou Brown, Finance Director
Robyn Splattstoesser, IT Manager

Jason Eley, Purchasing Agent

P1456

**REQUEST FOR PROPOSALS
INFORMATION TECHNOLOGY NETWORK ADMINISTRATION SUPPORT
FOR THE CITY OF GRAND ISLAND, NEBRASKA**

**I.
GENERAL**

The City of Grand Island is pleased to release this Request for Proposal for the outsourcing of a portion of the City's information technology and associated support services. The City seeks an Expert Service Provider (**ESP**) with strong capabilities and a minimum of 10 years experience in outsourcing, and partnering with large, complex, public-sector organizations. The partnership formed as a result of this process will be founded upon open communications and the City expects full answers to Proposal questions and encourages its ESP candidates to propose alternatives that are in the best mutual interest of both parties. The selected ESP, working in partnership with the City, will provide the resources and expertise necessary to develop and promote the City's information technology systems.

The City of Grand Island, located in Grand Island, Nebraska, is soliciting proposals from service providers qualified to assist with the administration and overall strategy of an in-house server/network system. The IT services required can be summarized into three categories, 1) Network Administration & Troubleshooting, 2) Server Administration and 3) Hardware Purchase Consultation. The period of the contract will be 36 consecutive months commencing on the date of award.

Servers

The City of Grand Island is currently connected to the internet through a bonded DSL. A server farm consisting of more than 20 servers currently exists in the Data Center at City Hall. Also inclusive are several remote site networks. Internet connection, security, email and file storage are provided by the City of Grand Island.

Workstations

The City of Grand Island utilizes Intel based workstations (approximately 500) using Windows XP/7, and Microsoft Office 2003/2007 as well as some thin client applications.

Peripherals

The City of Grand Island utilizes network peripherals such as Extreme, 3com, and Netgear to support infrastructure covering the Ethernet environment, wireless access, fiber optic connections, and support for remote access.

II. SCOPE OF WORK

The selected ESP will be expected to provide innovative and responsive support to meet the evolving needs of the City of Grand Island. In addition to current issues that may arise, the ESP will also help develop long term goals in the form of a 5 and 10 year plan. Services required of the selected ESP may include, but not be limited to, the following:

1. Network Administration & Troubleshooting
 - Identify and correct problems with the network as they arise
 - Configure firewall for maximum security and flexibility
 - Frequent monitoring of network status

2. Server Administration
 - Server maintenance including MS Exchange Server
 - SPAM control management
 - Disaster recovery solution identified and implemented
 - Keep servers up to date and secured
 - Ensure backups are being performed correctly
 - Assist staff with various computer related questions to ensure smooth day-to-day operation of the facility
 - Frequently review event logs and system alerts.

3. Hardware/Software Purchase Consultation
 - Assist in hardware purchase decisions and assist in educating the City Council
 - Provide software recommendations based on industry trends.

III. PROPOSAL CONTENT

To facilitate evaluation, proposals should address and be organized in the order of the outline given below and include the following information:

Background Information: Provide general information regarding the organization and the structure of your firm including, but not limited to:

1. Years in business as an ESP
2. Number of MCSE and A+ Certified staff at the Firm
3. Provide profiles for all personnel who would perform hands on maintenance and support including years of experience, experience with network administration, and areas of expertise.
4. Describe knowledge of, and experience supporting the various software applications noted in the "Technical requirement" section of this RFP.
5. Describe experience, providing examples, of IT project management and implementation, such as hardware and software deployment or upgrades.

6. Describe processes that would be put in place to monitor and rectify network performance issues, latency, capacity planning, etc.
7. List current recommendations for changes/upgrades/automation of network maintenance, etc. for The City (future Planning)
8. Describe experience working with Geographic Information Systems software.
9. Describe experience working with IBM AS400 I Series system.
10. Describe experience working with Laserfiche document archival system.

Internet connectivity and Email account access are mission critical applications. Significant loss in productivity would be experienced by any outages to these services.

1. What is your standard response time to be on site for “emergency calls” to restore outages of mission critical services? During regular business hours (8:00 – 5:00 Monday – Friday)? During off hours?
2. What is your standard response time for regular, ongoing maintenance issues and day-to-day work orders?
3. Is your standard procedure to provide one primary account support contact or send different technicians depending on availability and technical need?
4. What will you do to ensure all technical staff is familiar with The City environment, business needs of users, mission critical applications, and protocols to be followed when responding to a service call?
5. What training of end users do you provide when new technology is implemented?
6. Describe your experience with, and willingness to set up, automated notification protocols when outages occur to connectivity, servers, etc
7. Please provide 3 references of existing customers that we may contact
8. Please confirm coverage of your Commercial General Liability Insurance coverage, including limit of liability per occurrence.
9. What is your experience in customer relationships with publicly funded municipality organizations?
10. What rates do you charge for labor? Provide details and breakdown.
11. What are your regular terms for payment of invoices?

IV. EVALUATION CRITERIA

ESPs’ submittals will be evaluated based on the criteria listed in this section. Evaluation of responses to this RFP will be based only on the information provided in the submittal package, and if applicable, interviews and reference responses. The City reserves the right to request additional information or documentation from the firm regarding its submittal documents, personnel, financial viability or other items in order to complete the selection process.

The evaluation criteria are as follows:

Responsiveness of Firm	15%
Qualifications	10%
Depth of Technical Knowledge	25%
Fee Structure	25%
Experience	25%

Following the evaluation, the following steps may be taken:

1. Contract negotiations with one or more proposers will commence; or
2. (a) Request additional information from the proposer whose responses appear to have the greatest likelihood of success; and/or
 - (b) Invite one or more proposers whose responses appear to have the greatest likelihood of success to attend an interview/presentation to discuss their proposal; and then
 - (c) Begin contract negotiations with one or more proposers.

The City of Grand Island reserves the right to conduct reference checks, at either or both of the following two points of the evaluation process:

1. After proposals are evaluated, for the proposer with the highest-scoring proposal;
2. In the event that interviews are held, for the proposer with the highest-scoring proposal and interview.

In the event that information obtained from the reference checks reveals concerns about the proposer's past performance and their ability to successfully perform the contract to be executed based on this RFP, the City of Grand Island may, at its sole discretion, determine that the proposer is not a responsible proposer and may select the next highest-ranked proposer whose reference checks validate the ability of the proposer to successfully perform the contract to be executed based on this RFP.

V. SUBMITALS

Proposals must be delivered to the Grand Island City Clerk's Office no later than **4:00 P.M.** on the **15th** day of **February 2011**. Please provide **three (3) copies** of your proposal in a sealed envelope clearly marked on the exterior as containing "Proposal for Information Technology Network Administration Support". Submit proposals to RaNae Edwards, City Clerk, City of Grand Island, 100 East First Street, Grand Island, Nebraska 68801. Interested persons should submit their questions to the Grand Island Information Technology Manager at 308-385-5444 ext. 188.

COMPUTER/NETWORK MAINTENANCE AGREEMENT

This Computer/Network Maintenance Agreement is entered into by and between Duey's Computer Service, Inc. and The City of Grand Island, a city government located in Grand Island, Nebraska this _____ day of _____, 2011.

In consideration of the promises, covenants, obligations and other consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereby mutually agree as follows, to wit:

1. Term. The term of this Agreement shall begin the 1st day of April, 2011 and end on the last day of March, 2014. After the last day of March, 2014 this agreement shall continue on a month to month basis until cancelled by either party in writing.

2. Scope of the Service Provided. Duey's Computer Service, Inc. (hereinafter "Duey's") shall be the primary provider of computer and network support for The City of Grand Island (hereafter "The City"), during the term of this Agreement. Duey's will provide The City 35 hours of standard service per month at the rate set forth hereinafter. The 35 hours per month must be used in the designated month or used in the month immediately following the designated month providing this contract is still in effect. If the hours in the 35 hour provision are not used in the designated month or immediately following month the hours shall be forfeited and shall lapse. Duey's will provide two monthly onsite visits without travel charges. Additional onsite visits during any given month will incur travel charges, at the rate set forth below. The City hereby agrees that no other computer service provider, or equipment vendor of any kind shall install, upgrade, adjust, or otherwise alter the configuration of the network system, or any component thereof, during the term of this Agreement without first contacting Duey's to obtain the necessary information with which to make the installation, upgrade, adjustment or alteration, so as to avoid jeopardizing the network system. Duey's will not charge for e-mail or telephone calls with a vendor called by The City under the foregoing circumstances, if said e-mails or phone calls require less than 15 minutes of Duey's time. If additional assistance is required by the service provider, or vendor, The City hereby agrees to pay Duey's the "Priority Rate" for such services, as set forth below.

Duey's shall also provide telephone and e-mail support for The City at The City's request. Any computer related issue not resulting in a service call, and brought to Duey's attention shall be considered telephone or e-mail support. Duey's shall provide telephone or e-mail support out of the monthly pool of hours as part of the monthly fee set forth hereinafter.

Duey's shall further provide proactive network monitoring from its home location, Lincoln, Nebraska. The City shall promptly notify Duey's of any computer related problems as they occur, and shall allow Duey's access to its computer systems, and all components thereof, in order to document and resolve the network and computer problems. Any alarms generated by the monitoring system implemented by Duey's shall be considered an incident, as set forth in the preceding paragraph.

3. Service Rates.

- A. Contract Rates. In exchange for the services to be provided by Duey's to The City, The City hereby agrees that it shall pay to Duey's the sum of \$3125 per month, for each month during the term hereof. Duey's shall provide an invoice to The City on a monthly basis, setting forth this charge, together with any additional charges for time spent by Duey's in servicing the needs of The City under the terms and provisions hereof.
- B. Standard Rate. For a standard service call, Duey's will respond within 1 to 3 business days. Included within this Computer/Network Maintenance Agreement is 35 hours of standard service per month, for the charges set forth in the preceding paragraph. In the event that 35 hours have not been used by The City in any calendar month or immediately following calendar month as outlined above in section 2, said time shall be forfeited, and shall lapse. Additional time for standard service calls will be billed at \$95 per hour for the first hour, and \$23.75 for each 15 minute segment or any portion thereof, thereafter. As stated previously, Duey's will waive travel charges for two visits per month. Additional on-site visits during any given month will incur a charge of \$142.50 per trip.
- C. Priority Rate. For all priority service calls, Duey's will make itself available within one hour of being contacted by The City for said service (plus any additional travel time). Priority service calls shall be billed at \$180.00 per hour for the first hour, and \$45 for each 15 minute segment, or any portion thereof, thereafter.

All service requests shall be considered standard service calls unless The City specifically requests a priority service call.

4. Parts and Equipment. If parts or other equipment are required to repair or upgrade existing equipment, Duey's shall contact The City for authorization before any such parts or other equipment are purchased or installed.

5. Indemnification and Hold Harmless. Duey's hereby agrees that it shall handle all computers, equipment, and data owned by The City with utmost care. However, Duey's cannot and shall not be liable for any hardware failures, software failures, or data loss as a result of the services provided hereunder. The City hereby agrees to indemnify and hold Duey's harmless from and against any and all claims, damages, losses or expenses arising out of or related to acts, negligence, or failures of its employees, or agents, with respect to the computers, network equipment and software being serviced by Duey's hereunder.

6. Invoice and Payment. Duey's shall submit monthly invoices to The City, containing the monthly charge of \$3125, and an itemization of any charges for additional services provided, pursuant to the rates set forth herein above, and any additional costs which have been incurred for parts and equipment, in each month during the term of their Agreement. The monthly

maintenance fee shall be prepaid each month. The City shall pay the full amount of each such invoice within 30 days of the date of its receipt. Any balances not paid within 30 days of receipt by The City shall bear interest at the rate of 1.5% per month, beginning 30 days after the date of the unpaid invoice. Any and all costs of collection, including postage, attorneys fees, and costs shall be paid by The City.

7. Governing Law. This Agreement shall be construed, governed, and interpreted according to the laws of the State of Nebraska.

8. Time of the Essence. Time is of the essence of this Agreement, and the parties hereby agree that any and all obligations as set forth herein shall be performed in a reasonably timely manner.

9. Severance. If any paragraph, section, or portion of this Agreement shall be unenforceable under the laws of the State of Nebraska, for any reason, the remaining portions of the Agreement which are otherwise enforceable shall remain in full force and effect.

10. Assignability. Neither this Agreement nor any of the parties' rights hereunder shall be assignable by any party hereto, without the prior written consent of the other party.

11. Entire Agreement. This Agreement, shall constitute the final written expression of all of the agreements between the parties, and is a complete and exclusive statement of those terms. It shall supersede all understandings and negotiations concerning the matters specified herein. Any representations, promises, warranties or statements made by either party that differ in any way from the terms of this written Agreement shall be given no force or effect. The parties specifically represent, each to the other, that there are no additional or supplemental agreements between them related in any way to the matters set forth herein unless specifically included or referred to herein. No addition to or modification of any provision of this Agreement shall be binding upon any party unless made in writing, and signed by all parties hereto.

12. Headings. Headings of the articles and sections of this Agreement are for the convenience of the parties only, and shall be given no substantive or interpretative effect whatsoever.

IN WITNESS WHEREOF, the parties have executed this Computer/Network Maintenance Agreement on the day and year herein above first set forth.

DUEY'S COMPUTER SERVICE, INC.

Date: _____

By: _____
Andrew Duey, President

THE CITY OF GRAND ISLAND.

Date: _____

By: _____
Authorized Representative

RESOLUTION 2011-59

WHEREAS, the Information Technology Division of Finance included funds of \$58,000 in the 2011 budget for the outsourcing of Network Administration Support; and

WHEREAS, on February 15, 2011 (2) two proposals were received, reviewed and evaluated in accordance with established criteria in the RFP; and

WHEREAS, Duey's Computer Service, Inc of Lincoln, Nebraska submitted a proposal for established services for a period of 36 consecutive months; and

WHEREAS, the Contract would cover the term of April 1, 2011 through March 31, 2014; and

WHEREAS, the proposed agreement has been reviewed and approved by the City Attorney's office

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND COUNCIL OF THE CITY OF GRAND ISLAND, NEBRASKA, that the Information Technology Network Administration Support and Maintenance Agreement by and between the City and Duey's Computer Service, Inc, is hereby approved.

BE IT FURTHER RESOLVED, that the mayor is hereby authorized and directed to execute such agreements on behalf of the City Of Grand Island.

- - -

Adopted by the City Council of the City of Grand Island, Nebraska, March 8, 2011.

Jay Vavricek, Mayor

Attest:

RaNae Edwards, City Clerk

Approved as to Form ☐ _____
March 4, 2011 ☐ City Attorney