



## **REQUEST FOR PROPOSALS**

Information Technology Services

**RELEASE DATE:** November 13, 2019

**DUE DATE:** November 22, 2019 at 5:00 PM PT

## **INTRODUCTION**

The City of Fircrest, WA invites proposals from qualified firms to provide information technology services to the City. The ideal firm will have experience providing IT services to public sector agencies.

**The deadline for submittal of proposals is November 22, 2019 at 5:00 PM, Pacific Time.**

One hard copy and one electronic copy (on a CD or USB drive) of the proposal must be mailed or hand delivered to the RFP Delivery address listed below no later than the deadline. All proposals must be sealed in an envelope and clearly marked "Information Technology Services." The official clock for submissions is located at City Hall (address listed below). Vendors accept all risks of late delivery of mailed proposals regardless of fault. Proposals delivered after the posted deadline will not be considered for selection. No faxed or emailed proposals will be accepted.

RFP Delivery Address:

Fircrest City Hall  
Re: Information Technology Services  
115 Ramsdell Street  
Fircrest, WA 98466

## **BACKGROUND**

The City of Fircrest currently has one part-time Information Services Manager to manage all of the City's IT needs. The City is looking for proposals to contract with a managed service provider for the City's IT needs. The City has approximately 42 full and part-time staff. These employees work out of the City's four (4) locations - City Hall, Public Works Facility, Community Center, and Public Safety Building. The IT needs of the Police Department, which is housed at the Public Safety Building, is served by South Sound 911 other than email support.

IT services currently operate in a mostly local-based network operations environment, backup, recovery and storage. In addition to direct employee computing support via IT helpdesk operations, IT services may also include website administration, web application development, wireless network administration, security and access, and telecommunications systems.

The following table identifies the City’s major systems:

<b>Function</b>	<b>System</b>	<b>Notes</b>
Financials	BIAS	May be changing to Caselle or Vision.
HR	None currently	See above
Permitting	BIAS	See above
Parks Registration	None currently	Evaluating potential software solutions
GIS	ESRI	
Desktop and Email	Microsoft	Email is Outlook 365, Department Heads have full Office 365 Suite

**SCOPE OF SERVICES**

The City invites proposals from qualified firms to provide information technology services to the City. The ideal firm will have experience providing IT services to local governments.

The nature of the service will be to fully support and provide the City’s IT needs, including but not limited to: ensuring proper implementation of new technology, planning for future improvements, general management and operation, along with maintenance and/or troubleshooting of existing systems. The firm chosen will need to work closely with a variety of departments within the organization, providing support as needed or instructed. Due to these diverse needs, the City will need access to individuals on the consulting team with experience in a variety of IT specialties.

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 and is not intended to be exhaustive.

**PROPOSAL REQUIREMENTS**

Proposals shall be a maximum of 15 single-sided pages and include the following information:

1. Cover letter or executive summary the proposal and the firm’s qualifications as they relate to the scope of work.
2. Description of your approach to providing these services and your methodology for providing ongoing support.
3. Cost and payment expectations/options.
4. References

All costs for developing proposals in response to this RFP are the obligation of the consultant and are not chargeable to the City.

## SELECTION CRITERIA

Proposals will be evaluated based on the following criteria:

Evaluation Criteria	Weight
Expertise and overall experience	15
Presented understanding of necessary tasks and services to be provided	25
Background and experience within the public sector	30
Cost	30

## SCHEDULE

The following is an outline of the tentative RFP schedule:

Release RFP: November 13, 2019  
RFP Submission Deadlines: November 22, 2019 at 5:00 p.m.  
Proposal Evaluation Complete: November 26, 2019

The process beyond proposal evaluations will depend upon the number and quality of proposals received. Additional process may include interviews and/or site visits.

**CONTRACT** Upon selection of a consultant, the City intends to enter into an agreement using its standard Professional Services Agreement, which shall be used to secure these services. See Attachment A for a sample contract.

**DISCRETION AND LIABILITY WAIVER** The City reserves the right to reject all proposals or to request and obtain supplementary information as may be necessary for City staff to analyze the proposals pursuant to the consultant selection criteria listed above. The City has previously (during 2019) received service proposals from IT firms. Such proposals, at those firms' option, may be deemed sufficient response to this RFP for consideration and evaluation.

The consultant, by submitting a response to this RFP, either new or previous, waives all right to protest or seek any legal remedies whatsoever regarding any aspect of this RFP.

## CONTACTS

All communication concerning this RFP should be directed in writing to City Manager, Scott Pingel. Any oral communications will be considered unofficial and non-binding on the City.

Scott Pingel, City Manager  
115 Ramsdell Street  
Fircrest, WA 98466  
Phone: (253) 238-4121 Email: spingel@cityoffircrest.net

**ATTACHMENT A.** Sample Professional Services Contract