



REQUEST FOR PROPOSALS

Information Technology Services

RELEASE DATE: March 17, 2023

DUE DATE: April 7, 2023 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 local governments.

One hard copy and one emailed copy 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.

The deadline for submittal of proposals is April 7, 2023 at 5:00 PM, Pacific Time.

RFP Delivery Address:

Fircrest City Hall
Re: Information Technology Services
115 Ramsdell Street
Fircrest, WA 98466
Email: cbunger@cityoffircrest.net

BACKGROUND

The City of Fircrest currently has a managed service provider and one part-time IT Systems Coordinator to manage all of the City's IT needs. The City is looking for proposals to contract with a managed service provider. The City has approximately 46 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, as well as remotely on occasion. The IT needs of the Police Department, which is housed at the Public Safety Building, is served, in part, by South Sound 911.

IT services currently operate in a mostly hybrid on-prem and Microsoft 365-based environment. In addition to helpdesk operations, IT services will also include network administration and security, systems administration, physical security and access, and telecommunications systems.

The following table identifies the City’s major systems:

Function	System	Notes
Financials & Utility Billing	Springbrook	
Permitting	Springbrook	
Parks Registration	RecDesk	
Document Management	Laserfiche	
Desktop and Email	Microsoft 365	Microsoft 365 email and Office suite
Phone	Zoom VoIP	Implemented April 2022

SCOPE OF SERVICES

The City invites proposals from qualified firms to provide IT services to the City.

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, ongoing maintenance, upgrading and/or troubleshooting of existing systems, and cybersecurity. The firm chosen will need to work closely with the City’s onsite IT Systems Coordinator but should also be prepared to interact 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.

INCOMING PRIORITIES

The following is a brief description of high-priority tasks/projects the City needs immediate assistance with:

- Perform discovery on all City networks, systems, and processes. Potentially assist in developing a roadmap for performing best-practice modifications to network and/or systems.
- Physical relocation of network equipment to new building, and relevant network modifications.
- Explore, recommend, and implement alternative systems management architecture, tools, services, and/or processes.

PROPOSAL REQUIREMENTS

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

1. Cover letter or executive summary of 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:	March 17, 2023
RFP Submission Deadlines:	April 7, 2023 at 5:00 p.m.
Proposal Evaluation Complete:	April 14, 2023
Interviews with Finalists:	April 17 - 30, 2023
City Council Selection:	May 9, 2023

Please note the schedule beyond proposal evaluations is subject to change depending upon the number and quality of proposals received. Finalist Interview process may include 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 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 IT Systems Coordinator, Chris Bunger. Any oral communications will be considered unofficial and non-binding on the City.

Chris Bunger, IT Systems Coordinator
115 Ramsdell Street
Fircrest, WA 98466
Phone: (253) 238-4132
Email: cbunger@cityoffircrest.net

ATTACHMENT A. Sample Professional Services Contract

An insurance certificate showing the foregoing will be submitted to the City for approval before work commences.

The minimum limits above do not limit the contractor's liability to the City or public.

9. COMPLIANCE WITH LAWS: The Contractor shall be duly licensed and shall comply with all applicable laws, ordinances, and codes of the Federal, State, and local governments. A City of Fircrest business license is required.
10. TERMINATION: If the Contractor violates any of the covenants undertaken herein, or any of the duties imposed upon it by the Agreement, this Agreement may be terminated by either party immediately with cause, and without cause upon thirty (30) days' written notice, served to the other party by certified mail. In such case, Contractor shall be compensated by the City for all work performed to the date of termination.
11. VENUE STIPULATION: This Agreement has been and shall be considered as having been made and delivered within the State of Washington both as to interpretation and performance. Any action in law or equity, or judicial proceeding for the enforcement of this Agreement, or any of the provisions contained therein, shall be instituted and maintained only in Pierce County Superior Court, Tacoma, Washington.
12. STATUS OF CONTRACTOR: Neither the Contractor nor personnel employed by the Contractor shall acquire any rights or status in City employment, nor shall they be deemed employees or agents of the City for any purpose. Contractor is required to employ a qualified Supervisor acceptable to the City. Contractor shall be deemed an independent Contractor and shall be responsible in full for payment of its employees, including prevailing wages, worker's compensation, insurance, payroll deductions, and all related costs.
13. PREVAILING WAGES: Prevailing wages are not required for this contract.
14. COMPLIANCE WITH CITY POLICY: The Contractor shall comply with approved City policies concerning the administration of City-owned property, and the provisions of the policy shall have the same force and effect as provisions of this agreement to the extent not inconsistent herewith.
15. DAMAGE BY VANDALISM OR ACTS OF GOD: It is understood and agreed that the Contractor shall not be responsible or required to repair, at the sole cost and expense of the Contractor, any major damage or destruction caused by acts of vandalism or acts of GOD and did not result from the negligent acts or omissions of the Contractor or the Contractor's agents.
16. EXTRA WORK AND CHANGE ORDERS: Work in addition to, or different from that provided for in the scope of work section shall only be allowed by prior authorization in writing and signed by the City Manager, as a modification to this agreement. Such modification shall be attached hereto and made a part hereof.

17. SAFETY REQUIREMENT: Not applicable to this contract.

18. HAZARDOUS CONDITIONS: Not applicable to this contract.

19. CHEMICALS: Not applicable to this contract.

INTEGRATED AGREEMENT:

This agreement, together with attachments or addenda, represents the entire and integrated agreement between the representations, or agreements, written or oral. This agreement may be amended only by written instrument signed by both City and Contractor.

DATED this _____ day of _____, 2022

CITY OF FIRCREST

CONTRACTOR...

By: _____
City Manager

By: _____

Dated: _____

Dated: _____

APPROVED AS TO FORM:

By: _____
City Attorney