

# City of Grand Blanc, Michigan

## REQUEST FOR PROPOSALS FOR INFORMATION TECHNOLOGY

**Issue Date:** Wednesday, March 27, 2019

**Written Questions Due:** Wednesday, April 10, 2019 by 2:00pm

**Contact:** Mary Hopkins - [clerk@cityofgrandblanc.com](mailto:clerk@cityofgrandblanc.com); 810-694-1118

**Proposals Due:** Monday, April 22, 2019 by 5:00pm

All proposals must be received by the above deadline. Any proposals received after this time will not be considered.

### **Invitation to Submit Proposals**

The City of Grand Blanc is accepting proposals from individual vendors to assist in the networking, troubleshooting, implementation of our computer systems as specified within this Request for Proposals.

### **Physical Address**

City of Grand Blanc  
203 East Grand Blanc  
Grand Blanc, MI 48439  
Attention: Information Technology Proposal  
Mon – Fri, 8:00 am – 5:00 pm

One (1) physical copy of the proposal must be received in the City Office, 203 East Grand Blanc Road (physical address) by 5:00 pm. on Monday, April 22, 2019. The proposal must be in a sealed envelope with “RFP – INFORMATION TECHNOLOGY” and the vendor’s name written on the exterior of the envelope.

### **Project Summary**

For purposes of this proposal the City of Grand Blanc will hereby be referred to as “City” and the individual Vendor will hereby be referred to as “Vendor”.

The City of Grand Blanc is a tax-exempt municipal government located in Genesee County. The City provides services to approximately 8,000 residents. The purpose of the Request for Proposal (RFP) is to assist in the selection of a Vendor that will provide the City with an improved email and network system that will:

- 1. Remote backup** – Executing a nightly backup plan for the critical servers, including a regularly-tested recovery process.

2. **Technology strategy planning** – Working with current staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
3. **Solution design** – Solution packages (e.g., hardware, software, licensing) and associated consolidation of data
4. **Network and email system monitoring** – 24/7 monitoring of City of Grand Blanc’s network and email services with proactive communication and escalation protocols based on the severity of any unscheduled outages.
5. **Procurement management** – Selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
6. **Move, Add, Change** – Changes to the location or configuration of existing equipment or software, and installation of additional equipment or software.
7. **Warranty, break fixes and installation** – Planned and on-call services, including emergency response to server issues.
8. **Technical support** – Ability to support City of Grand Blanc’s inquiries as required, via help desk, including support for remote users.
9. **IT policy review and development** – Development of customized policies related to the use of technology.
10. **Unit evaluation and testing** – Formal evaluation of new hardware
11. **Implementation planning and guidance** – Assistance in deployment planning and execution.
12. **Image development and management services** – Assistance in planning and designing standard images.
13. **Image loading** – Prior to delivery and installation.
14. **Configuration** – Full assembly of hardware and software, including testing and burn-in.
15. **PC deployment** – Delivery and setup of machines on-site.
16. **On-site implementation of business applications** – Installation of non-image software.
17. **Life cycle management of hardware units** – Process for end-of-life notification, replacement, and asset decommissioning/disposal.
18. **Software licensing control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation

During the evaluation process, the City reserves the right to request additional information or clarification from Vendors, or to allow corrections of errors or omissions. Selected vendors submitting proposals may be requested to make visual presentations as part of the evaluation.

### **Specifications**

1. **Background** - The City of Grand Blanc currently uses Outlook email, BS&A software and a host of other software platforms. The City is looking to continue with the current systems in place. The City has one server that would need routine maintenance. The City currently has more than twenty computers on the network. Most of these computers have a printer and/or scanner connected to it. Basic maintenance will need to take place occasionally. This is not an all-inclusive list of devices. The City staff carry tablets and phones with Outlook email and BS&A software which will need to be maintained.

### **Proposal Response Format**

In order to facilitate the analysis of response to this request for proposal (RFP), Vendors are required to prepare their proposals in accordance with the instructions outlined in this section.

One (1) physical copy of the proposal must be received in the City Hall Office, 203 East Grand Blanc Road (physical address) by 2:00 p.m. on April 22, 2019. The proposal must be in a sealed envelope with "RFP – INFORMATION TECHNOLOGY" and the vendor's name written on the exterior of the envelope. Mailed copies received after the deadline will not be accepted.

Proposals should provide a straight forward and concise description of the Vendor's capabilities to satisfy the requirements of the RFP. The proposal should be organized into the following major parts:

1. **Executive Summary** - This part of the response to the RFP should be limited to a brief narrative describing the process used for migration, maintaining the network, technical support, setting up tablets and email aspects. The summary should contain as little technical language as possible and should be oriented toward non-technical personnel.
2. **Company Background** - Vendors must provide the following information about their company so that the City of Grand Blanc can evaluate the Vendors' stability and ability to support commitments set forth in the response to the RFP. The City of Grand Blanc, at its option, may require a Vendor to provide additional documentation to support and/or clarify requested information. The Vendor should describe the company's background including:
  - a. How long the company has been in business
  - b. A brief description of the company, including history, present status, future plans relevant to the continued provision of services, etc.
    - i. Note any parent/subsidiary relationships
    - ii. Note any name changes/acquisitions
  - c. Total number of employees. Number of full-time and part-time employees. Number of technical staff and certifications.
  - d. Experience working with other municipalities
3. **Timeline and Implementation** - The Vendor must provide, as part of the response, a draft detailed timeline for the project. It should include evaluation, design and development processes, implementation, testing, conversion and training. The City reserves the right to determine the implementation timetable based on calendar and fiscal restraints. Implementation will not occur until all contract(s) are signed. A more detailed timetable will be discussed as part of the pre-project meeting with the selected vendor.
  - A. Please provide a proposed work plan for a migration to your organization as a City of Grand Blanc preferred vendor. Specifically, provide the following information:
    - i. Key activities
    - ii. Timing
    - iii. Information/resource requirements from City of Grand Blanc
    - iv. Deliverables
    - v. Key milestones, checkpoints, and other decision points
  - B. If we elect to move forward with your organization, what City of grand Blanc resources would you require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?
  - C. Please identify the team that will be assigned to the account. Describe how you plan to interact with us and any third-party providers that may provide services to City of Grand Blanc.
  - D. Please describe your experience in providing the following value-added services:
    - i. Remote backup
    - ii. Technology strategy planning
    - iii. Solution design

- iv. Network and email system monitoring
- v. Procurement management
- vi. Move, Add, Change
- vii. Warranty, break fixes and installation
- viii. Technical support, including remote user support
- ix. IT policy review and development
- x. Unit evaluation and testing
- xi. Implementation planning and guidance
- xii. Image development and management services
- xiii. Image loading
- xiv. Configuration
- xv. PC deployment
- xvi. On-site implementation of business applications
- xvii. Life cycle management of hardware units
- xviii. Software licensing control

- E. Please describe your experience in providing server technology and service for your customers, focusing on planning, implementation, and ongoing support.
- F. Can you provide specific examples of how you have worked with customers that began with significant technology limitations and helped to successfully transform them into organizations with well planned and executed technology strategies? What were the critical success factors in this transformation?
- G. How can we be confident that hardware pricing levels will be aggressive and will remain highly competitive over a multi-year period during which new models may be introduced?

- H. **Support** - Vendor must give a detailed description of the support options to be provided during and after the implementation of the proposed site. Support may refer to software support, updates, and any ongoing costs.
  - 1. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.
  - 2. Please provide details on your standard reporting capabilities.
  - 3. Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end user perspective.
  - 4. What options are available for user training and technical training that may be required by our staff?
  - 5. Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.
  - 6. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?
  - 7. The City of Grand Blanc user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.

- I. **Client References** - Vendors must provide any government client references, preferably local government clients. References must have currently functioning computer network systems processed by the vendor. Please provide the following information:
  - i. Name of client and contact information of reference
  - ii. Description of service provided

- J. **Detailed Cost Breakdown** – A Cost Breakdown Form is attached to this Request for Proposals.

## **Selection Criteria**

Proposals received will be evaluated on the following selection criteria:

1. Proposed cost
2. Estimated timeline for completing the migration
3. Demonstrated experience developing local government networks
4. Demonstrated experience in all aspects of computer networks relevant to this project
5. Demonstrated understanding of the purpose and scope of this project
6. Demonstrated ability to coordinate resources, equipment and staffing for all work included in this Request for Proposals

## **Reservations**

The City of Grand Blanc has the right, in its sole and absolute discretion, to reject any proposals, waive informalities, or accept any proposal it deems to be in the City's best interests. The City of Grand Blanc has the right to modify any of the information provided with this request for proposal and the City has the right to provide the candidate firms with additional information at any time during the selection process.

Candidate firms shall review this Request for Proposals and all materials or addendums associated with this RFP, and shall prepare all materials for submittal and all presentations at their sole cost and expense, and the City of Grand Blanc shall not be responsible for any cost or expense incurred by the candidate firms in such reviews and preparations.