

INVITATION FOR PROPOSALS

Sealed proposals, in accordance with O.R.C. § 307.862 and the City of Massillon's specifications for procurement of Services, will be received at the office of the Director of Public Safety and Service, 151 Lincoln Way East, Massillon, Ohio 44646 until **1:00 p.m.** local time on **April 24, 2019** at which time they will be opened and tabulated.

Proposals shall be submitted in a sealed envelope upon the forms furnished with the specifications, shall contain the full name of each person, agency or company submitting the proposal, and shall be signed by an official authorized to execute a contract. Proposal envelopes shall be marked: **"Information Technology Support Services"**

The proposal will be available under the City of Massillon website at www.massillonohio.gov under "home page", IT Services RFP button.

Each proposal and all certificates shall be delivered to the office of the Service Director at, or prior to the date and hour specified for receiving proposals. The City of Massillon is not responsible for documents received after the proposal opening and such documents will be rejected.

Unless specifically excepted, all proposals shall be deemed to incorporate the City's RFP specifications by reference.

In the case of corporations not chartered in Ohio, the proposal shall be accompanied by a current certificate of the Secretary of State, certifying that such corporation is authorized to do business in Ohio.

Each proposer must insure that all employees and applicants for employment are not discriminated against because of race, color, religion, sex, handicap or national origin.

The City is willing to entertain proposals from both local and regional vendors. The "key" is a strong local presence and optimal reporting capabilities. The selected vendors must be able to provide timely IT support services and make definitive recommendations.

The City of Massillon reserves the right to reject any or all proposals, to waive any informalities or irregularities in the proposals received, and to accept any proposal or combination of proposals which is deemed most favorable to the City at the time and under the conditions stipulated.

BY ORDER OF THE DIRECTOR OF PUBLIC SAFETY AND SERVICE, JOEL P. SMITH

Publish in: Independent

Publication dates: April 2, 2019 and April 9, 2019

Information Technology Support Services Contract RFP/RFQ

I. Introduction

The City of Massillon is soliciting proposals from vendors qualified to provide quality Information Technology (IT) software and hardware support services to its locations. The IT services required can be summarized into seven categories, 1) Network Administration, Security and Troubleshooting, 2) Server administration, 3) Email Server Management 4) Desktop system installation and support 5) Backup Management 6) Hardware purchase consultation 7) Other Needs.

The period of the contract will be 36 consecutive months commencing on or about May 13, 2019. All proposals should stipulate rates for the first 36 months.

II. Review of Facilities and Proposal Due Date

Vendors are invited to meet and inspect the City of Massillon facilities for the purpose of preparing their proposals on **April 11, 2019** at 10:00am, meet at Engineering Conference Room, 151 Lincoln Way East, Massillon, Ohio 44646. Vendors may submit questions concerning this RFP no later than **3:00 p.m. EST, Wednesday, April 17, 2019**. These questions must be in writing and emailed to the following:

Gregory A. McCue, Civil Engineer IV
Email: gmccue@massillonohio.gov

You are invited to ask questions during the proposal process and to seek additional information, if needed. We want this to be an interactive process and will make every effort to provide sufficient data for your response.

III. Technical Environment Overview

Networks:

Primary City Server Datacenter:

2 HPE ProLiant DL380 Server running vmware vSphere clustered hypervisors hosting 8 virtual servers connected to an HP MSA 2040 SAN (approximately 1.5TB of data)

City of Massillon Managed End User Computers/Laptops: 106 devices

Video Servers for Police Department (approximately 6TB of data)

City of Massillon Wastewater Treatment Plant Datacenter:

2 HPE ProLiant DL380 Server running vmware vSphere clustered hypervisors hosting 10 virtual servers connected to an HP MSA 2052 SAN (approximately 3.5TB of data)

City of Massillon Wastewater Treatment Plant: 18 devices

City Wide:

Microsoft Exchange Server w/ approximately 240 mailboxes

Backups are performed bi-directionally between City of Massillon primary datacenter and City of Massillon Wastewater Treatment Plant over a 10GB fiber link owned and maintained by the City of Massillon. The backup system is utilizing vERAM Pro backup software.

IV. Proposal Requirements and Format

To ensure consistency, proposals must conform to the following format:

The submission must not exceed twenty (20) single-sided pages, including attachments. The cover page will not count towards the total number of pages, but all others will. Please submit **two (2) bound hard copies**.

A. Cover Letter

B. Table of Contents

C. Sections

1. Introduction – This section should contain your understanding of the City’s goals and objectives.
2. Background / Qualifications – To determine ability to perform the services described in the proposal and as a measure of demonstrated effectiveness, the City of Massillon requires a Statement of Qualifications. The statement should include information regarding the firm’s history, experience and certifications. Please provide the name of a contact person regarding contractual matters. The proposal should include the name of the state in which the Company is incorporated.
3. Program Implementation – Describe, in narrative form, your plan for implementing the program(s) as described in this RFP. No outsourcing is permitted. Proposed strategy and explanation to meet the City of Massillon Scope of work.
4. Cost - Provide a cost proposal for all services outlined. Cost details for support costs for ongoing server, infrastructure and desktop needs. All services should be bundled and presented at a cost of monthly and yearly. If there are any services offered at an additional fee that are not required in the RFP, such services and fees must be clearly stated. Any additional hourly rates should be included.
5. References –These references should include other entities, preferably governmental, where you have performed, or are currently performing this type of program(s). You should include the name and address of reference, contact person, telephone number, dates when the project/program was performed, and dates of completion of service.
6. Additional Information – This section should include any additional information you feel necessary to evaluate your proposal/service.
7. Required additional Forms –
 - a) Pricing form
 - b) Declaration of Personal Property Tax Delinquency
 - c) Vendor Certification
 - d) Copy of your professional liability insurance policy
8. Miscellaneous
 - a) The City of Massillon reserves the right to refuse to review and classify those proposals that are not typed or those proposals that are not received prior to the deadline.
 - b) The name of the Company or agency making this proposal shall be stamped or typed on each page of the proposal.

- c) Any material submitted with the proposal will become the property of the City unless otherwise requested at the time of submission. Any material that is to be considered as confidential in nature must be so marked.
- d) Proposals are due for submission to the City of Massillon by **1:00p.m., April 24, 2019**. At the office of Public Safety and Service,

Direct all proposals to:

Joel P. Smith
Director of Public Safety and Service
City of Massillon
151 Lincoln Way East
Massillon, OH 44646

Relevant Dates and Schedules

RFP Issued: April 2, 2019

Questions due to City: April 17, 2019 (3:00 p.m.)

Proposal Due: April 24, 2019 (1:00 p.m.)

Vendor Selection: May 7, 2019

V. Scope of Services:

The scope of service shall include the following tasks and deliverables:

Ongoing support is to include the following:

1.) Network Administration, Security and Troubleshooting

- a. Unlimited remote/onsite support of current network infrastructure including servers, routers, switches, firewalls and desktops/notebooks.
- b. Identify and correct problems with the local and wide area network and associated devices.
- c. Configure firewalls for maximum security and flexibility.
- d. Endpoint Security Protection: Hosted Anti-virus/Anti-Malware protection for all servers, desktops and laptops.
- e. Cloud Delivered Threat Protection: Hosted DNS based protection to provide first line of defense against threats on the internet wherever users go.
- f. Monitoring and Alerting of network devices including servers, routers, managed switches and other SNMP enabled devices.

2.) Server Administration

- a. Maintain server OS up to date and secured.
- b. Patch Management: Microsoft server updates performed on an on-going basis and updates requiring downtime will be scheduled with customer.
- c. Ensure backups are being performed, stored correctly and tested routinely.
- d. Manage security and printer policies.

3.) Email Server Management

- a. Set up and removal of employees.
- b. Email Security – Hosted email security service that includes cloud based anti-spam and anti-virus scanning.
- c. Unlimited Service Desk support for business email synchronization on tablets and smartphones.

4.) Desktop computer system installation and support

- a. Unlimited remote/onsite installation of new PC printers, desktops/notebooks including software.
- b. Unlimited remote/onsite upgrades of PC printers, desktops/notebooks including software.
- c. Assist staff with various computer related questions to ensure smooth day-to-day operation of CPU's.
- d. Install and configure new and rebuilt computers on the network; including installing Windows and any necessary software.
- e. Install and configure new office equipment (printers, copiers, etc).
- f. Make sure all computers are up to date and free of viruses and spyware.
- g. Perform minor hardware repairs (ex: replace a hard drive, upgrade memory, etc).

5.) Backup management

- a. Bi-directional management between City of Massillon primary datacenter and City of Massillon Wastewater Treatment Plant over a 10GB fiber link owned and maintained by the City of Massillon.

6.) Hardware purchase consultation

- a. Assist in LAN/WAN/Server hardware recommendations and purchase decisions.
- b. Assist in recommendations and purchase decisions new PC printers, desktops/notebooks including software.

7.) Other Needs

- a. Network Asset Assessment Auditing and Inventorying Services
- b. Technology Review Meetings
- c. Customer Portal for placing and reviewing service tickets
- d. Ad Hoc Services
 - a. Based on the needs of the City, additional projects outside the scope of the services specifically identified above may be requested. These projects will be considered Ad Hoc and time and billing rates should be provided. Any Ad Hoc project shall not be executed until mutual agreement is reached on the scope and cost and must be approved prior to execution by the City of Massillon Board of Control Authority.

VI. Proposal Evaluation Criteria

Evaluations of proposals will be conducted by an evaluation committee, consisted of the Director of Public Safety and Service and his assignees, whom will read each proposal and assign a rating of zero (0) through ten (10) points for each of the criteria listed below for a possible one hundred (100) points total. These scores will be used to rank the proposals to determine a finalist or a list of finalists. The highest scoring Vendor will be invited to enter into contract. If a contract cannot be agreed upon with that vendor, the next highest ranked Vendor will be considered. This process will continue until a contract is awarded or until all proposals are rejected.

The City will evaluate proposals based on the Vendors' responses throughout this proposal and assign a rating of zero (poor) through ten (excellent) to each of the following criteria:

1. Compliance with RFP specifications. _____/10
2. Ability to offer a comprehensive set of core services and benefits as requested in Section V Scope of Service and throughout this proposal. _____/10
3. Qualifications- Overview of the company. _____/10
4. Vendor experience, industry knowledge, tools, and resources. _____/10
5. Proven history of working with City governments and similar public sector entities. _____/10
6. Financial position of vendor. _____/10
7. Competitive, stable rates and fees over time. _____/10
8. Ability of the Vendor to provide the City with requested reports or meet with the City in a timely manner. _____/10
9. Response time for urgent matters that impede the workflow of the City of Massillon as a whole. _____/10
10. References and recommendations of other clients. _____/10

Total: _____/100

The City is **not** obligated to award the contract based on cost alone.

VII. Conditions and Stipulations

You are invited to submit your Proposal for **Information Technology Support Services** based on the information contained in this RFP. Unless a specific note is made to the contrary, we will assume that your Proposal conforms to the City's Specifications.

- a) The City will look to contract with a vendor to provide the most comprehensive set of benefits to the City and its employees. The services provided should address the needs of the City. The awarded provider will be able to offer consulting services to include those included in Section V Scope of Services.
- b) Any proposed deviations to any part of these Specifications must be submitted in writing as a part of section IV., 6., and clearly identified in the appropriate section of the Proposal. Any deviation deemed to be significant by the City will disqualify the Proposal.
- c) Failure to identify any such deviation(s) shall not in the future accrue to the disadvantage of the City or any qualified participant or dependent in any manner.
- d) The vendor awarded the business shall submit properly executed contracts to the City within sixty (60) days of the agreement effective date.
- e) An account representative must be available to the City on an on-going basis.

VIII. Competitive Sealed Proposals

The City has determined that the use of competitive sealed proposals and the procedures therefor, under R.C. § 307.862 will be advantageous to the City. The provisions of R.C. § 307.862 will govern the award of the contract solicited by this RFP.

The award will be based upon the factors and criteria developed to receive and evaluate each proposal, including the importance of each factor or criterion stated and the evaluation procedures set forth in this RFP.

Each proposal will be ranked using the factors and criteria the stated in the RFP.

The City may, as it determines in its sole discretion, conduct discussions with vendors for the purpose of ensuring full understanding of, and responsiveness to, the requirements specified in the RFP, and accord fair and equal treatment with respect to any opportunity for discussion with vendors to provide any clarification, correction, or revision of proposals.

The City may award a contract to the vendor whose proposal is determined to be the most advantageous to the City, taking into consideration the evaluation factors and criteria set forth in this RFP.

The City will send a written notice to the vendor to whom it wishes to award the contract and will make that notice available to the public. All other vendors will be notified on the City's website within a reasonable time period after the award that the contract has been awarded to another vendor.

Proposals will be considered valid for a period of sixty (60) days after the scheduled due date, unless otherwise noted.

The City may cancel or reissue a request for proposals if any of the following apply:

- (1) The supplies or services offered through all of the proposals submitted to the City are not in compliance with the requirements, specifications, and terms and conditions set forth in the request for proposals.
- (2) The prices submitted by the vendors are excessive compared to existing market conditions or exceed the available funds of the contracting authority;
- (3) The City determines that award of a contract would not be in its best interests.

The City reserves the right to reject any and all proposals, to waive defects and formalities, and to award the contract to the Proposer which it considers having submitted the best and most advantageous proposal.

IX. PROPOSAL COST

Rates for Scope of Services: 1) Network Administration, Security and Troubleshooting, 2) Server administration, 3) Email Server Management 4) Desktop system installation and support 5) Backup Management 6) Hardware purchase consultation 7) Other Needs.

36-month contract.

Primary City Server Datacenter:

_____ /month _____ /year

City of Massillon Wastewater Treatment Plant Datacenter:

_____ /month _____ /year

1.) Hourly Rate (not covered above) _____ /hourly

VENDOR CERTIFICATIONS. The Vendor hereby acknowledges that the following representations in this bid are material and not mere recitals:

1. The Vendor acknowledges that this is a public project involving public funds, and that the Owner expects and requires that each successful vendor adhere to the highest ethical and performance standards. The Vendor by submitting its proposal pledges and agrees that (a) it will act at all times with absolute integrity and truthfulness in its dealings with the Owner, (b) it will use its best efforts to cooperate with the Owner and at all times will act with professionalism and dignity in its dealings with the Owner, (c) it will assign only competent supervisors and workers to the Project, each of whom is fully qualified to perform the tasks that are assigned to him/her, and (d) it has read, understands and will comply with the terms of the Contract Documents.
2. The vendor represents that it has had a competent person carefully and diligently review each part of the Request for Proposal, including the sections that are not directly applicable to the request on which the vendor is submitting its proposal. By submitting its proposal, each Vendor represents and agrees, based upon its careful and diligent review of the Contract Documents, that it is not aware of any conflicts, inconsistencies, errors or omissions in the Contract Documents for which it has not notified the City in writing at least seven (7) days prior to the due date. If there are any such conflicts, inconsistencies, errors or omissions in the Contract Documents, the Vendor (i) will provide the services, equipment or materials of the better quality or greater quantity of service; and/or (ii) will comply with the more stringent requirements. The Vendor will not be entitled to any additional compensation for any conflicts, inconsistencies, errors or omissions that would have been discovered by such careful and diligent review, unless it has given such prior written notice to the City.
3. The Vendor represents that it has had a competent person carefully and diligently inspect and examine the entire site for the proposal and the surrounding area, including all parts of the site applicable to the Work for which it is submitting its bid, including the location, condition and layout of the site and the location of facilities, and carefully correlate the results of the inspection with the requirements of the Contract Documents. The Vendor agrees that its bid shall include all costs attributable to site and surrounding area conditions that would have been discovered by such careful and diligent inspection and examination of the site and the surrounding area, and the Vendor shall not be entitled to any, additional compensation, or additional time on account of conditions that could not have been discovered by such an investigation.
4. The Vendor represents that the bid contains the name of every person interested therein and is based upon the Standards specified by the Contract Documents.
5. The Vendor and each person signing on behalf of the Vendor certifies, and in the case of a bid by joint venture, each member thereof certifies as to such member's entity, under penalty of perjury, that to the best of the undersigned's knowledge and belief: (a) the Base proposal, and any Alternate proposal in the bid have been arrived at independently without collusion, consultation, communication or agreement, or for the purpose of restricting competition as to any matter relating to such Base proposal, or Alternate proposal with any other Vendor; (b) unless otherwise required by law, the Base proposal, and any Alternate proposal in the bid have not been knowingly disclosed by the Vendor and will not knowingly be disclosed by the Vendor prior to the proposal opening, directly or indirectly, to any other Vendor who would have any interest in the Base proposal, or Alternate proposal; (c) no attempt has been made or will be made by the Vendor to induce any other Person to submit or not to submit a proposal for the purpose of restricting competition; and (d) the statements made in this Bid proposal are true and correct.
6. The Vendor will execute the form of Owner/Contractor Agreement in the form included with the Contract Documents, if a Contract is awarded on the basis of this proposal, and if the Vendor does not execute the Contract Form for any reason, other than as authorized by law, the Vendor and the Vendor's Surety are liable to the Owner.
7. The Vendor certifies that the upon the award of a Contract, the Vendor will ensure that all of the Vendor's employees, while working on the Project site, will not purchase, transfer, use or possess illegal drugs or alcohol or abuse prescription drugs in any way.
8. The Vendor agrees to furnish any information requested by the Owner's authorized representative to evaluate that the Vendor is the best bidder and that the bid is responsive to the specifications.
9. The Vendor certifies that it has no unresolved findings for recovery issued by the Auditor of State.
10. The Vendor certifies that it is aware of and in compliance with the requirements of Ohio Revised Code Section 3517.13 regarding campaign contributions.

LEGAL NAME OF VENDOR: _____

VENDOR IS (check one): sole proprietor partnership corporation other legal entity

NAME & TITLE OF PERSON LEGALLY AUTHORIZED TO BIND VENDOR TO A CONTRACT:

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Name

Title

DATE SIGNED: _____

SIGNATURE: _____

ADDRESS: _____

TELEPHONE: _____

FAX: _____

FEDERAL TAX I.D. # _____

When the Vendor is a partnership or a joint venture, state name and address of each partner in the partnership or participant in the joint venture below:

Name

Address

Name

Address

Name

Address

CONTRACT

KNOWN ALL MEN BY THESE PRESENTS THAT:

hereinafter known as the Vendor, and the City of Massillon, Ohio, a municipal corporation situated in Stark County, Ohio, hereinafter known as the Owner hereby agrees as follows:

- (1) The Vendor will furnish to the Owner the following service/materials at the price hereinafter stipulated and, on the conditions, as follows:
 - (a) The said service/materials will conform to and be in accordance with the specifications contained in the written proposal or bid submitted to the Owner by the Vendor pursuant to the policies of the City of Massillon. Said bid or proposal was acknowledged on April 24, 2019 is presently on file in the office of the Service Director of the City of Massillon, Ohio, and is made a part thereof by reference as fully as if rewritten herein full.
 - (b) As approved and awarded by Board of Control dated _____.

Project Scope

- (1) The project will be to provide quality Information Technology (IT) software and hardware support services to its locations in the City of Massillon. As outlined in the attached Bid Proposal.
- (2) Cost Not to Exceed \$ _____
- (3) This contract shall be in force and effective from _____ through _____.
- (4) The above Vendor hereby declares that they have no delinquent personal property taxes due in Stark County. The above Vendor hereby agrees, if applicable, to withhold all city income taxes due or payable for wages, salaries, fees, and commissions paid to its employees and further agrees that any of its subcontractors will be required to agree to withholding any such City income taxes due or services performed under this contract. Any person, firm, or agencies under this contract, may, if applicable, be subject to City income tax whether a resident or nonresident of the City, and whether the work being done is in the City or out of the City. In addition to the tax withheld for employees, the net profits on the contract may, if applicable, be subject to City income tax.
- (5) Upon receipt of the above service/materials in good condition, within reasonable time thereafter to allow for processing of vouchers in compliance with the laws binding the Owner as a municipality, the Owner will pay the Vendor for the same at the above price.

IN WITNESS WHEREOF, we have hereunto set our hands to duplicates this _____ day of _____, 20 _____.

ATTEST:

CITY OF MASSILLON, OHIO

Barb Sylvester, Director of Public Service & Safety

ATTEST:

Vendor

Printed Name