

Town of Huachuca City



Request for Bid Proposals **For Managed IT Services**

INVITATION TO BID

The Town of Huachuca City has recognized you as a potentially interested vendor for a contracted service that we are currently bidding. This packet was sent to you in order to provide you with the essential information, requirements, and important dates for this particular bid request. The Town of Huachuca City will receive sealed bids on a general contract for Managed IT Services, until August 6, 2018; 4:00 p.m. MST. Bids will be opened and read aloud at 4:00 p.m. MST on August 6, 2018 at the Huachuca City Town Hall. Any bids received after that time will be held unopened and will not be accepted. All bids must be presented as described within this document.

NEW DEADLINE: The Town of Huachuca City will receive sealed bids on a general contract for Managed IT Services, until August 31, 2018 at 4:00pm MST. Bids will be opened and read aloud at 4:00pm MST on August 31, 2018 at the Huachuca City Town Hall.

Please review the documents included in this packet. We hope that you will take the opportunity to offer a bid proposal for this service.

Thank you for your time.

Publish Dates: June 26, 2018

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The Town of Huachuca City

Request for Bid Proposals

For Managed IT Services

1 STATEMENT OF WORK

- 1.1 **SUMMARY.** The Town of Huachuca City is soliciting proposals from interested vendors to furnish managed IT services per the requirements in section 3.
- 1.2 **COVERAGE AND PARTICIPATION.** The intended coverage of this bid document and any Agreement resulting from this solicitation shall be for the use of managed IT services for the Town.

The Town of Huachuca City reserves the right to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability of any kind or amount.

2 GENERAL INFORMATION AND INSTRUCTIONS TO PROPOSERS

- 2.1 **ORIGINAL BID DOCUMENT.** The Town Clerk will keep all documents, and all related terms and conditions, exhibits and other attachments, in original form in an archival copy. Any modification of these, in the vendor's submission, is grounds for immediate disqualification.
- 2.2 **SCHEDULE OF EVENTS.** The following is the tentative schedule that will apply to this bid process.

7-5-18	Issuance of bid request
7-30-18	Questions/Inquiries due by 10:00 a.m. MST
8-6-18	Due date for all Proposals to be received by 4:00 p.m. MST
8-31-18	NEW Due Date for all Proposals to be received by 4:00PM MST

Proposal Contact

Jennifer Fuller, Town Clerk
Town of Huachuca City, AZ
500 N. Gonzales Blvd
Huachuca City, AZ 85616

Phone 520-456-1354

jfuller@huachucacityaz.gov

2.3 PROPOSAL PREPARATION INSTRUCTIONS

- 2.3.1 **Vendor's Understanding of the Bid Process.** In responding to this bid document, the vendor accepts the responsibility fully to understand the

document in its entirety, and in detail, including making any inquiries to the Town as necessary to gain such understanding. The Town reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, the Town reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. Related to this, the Town's right extends to cancellation of award if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to the Town.

2.3.2 Town Provides Information in Good Faith without Liability. All information provided by the Town in this bid process is offered in good faith. Individual items are subject to change at any time. The Town is not responsible or liable for any use of the information, or for any claims attempted to be asserted there from.

2.3.3 Verbal versus Written Communication. Verbal communication shall not be effective unless formally confirmed in writing by the specified Town official in charge of managing this bid process. In no case shall verbal communication override written communication.

2.3.4 Questions, Communications and Inquiries. All Vendor inquiries, questions and requests for clarification related to this bid process are to be directed, in writing (e-mail and facsimile are also acceptable), **ONLY to Jennifer Fuller**. Once this bid document has been sent out, Vendors **are not to contact any other city employees/officials**, concerning this bid process, or risk disqualification (see 2.4.1 above):

- Questions concerning this document must be submitted in writing (e-mail is also acceptable), and be received **no later than July 30, 2018; 10:00 a.m. MST**
- Errors and omissions in this document. Vendors shall bring to the Town's attention any discrepancies, errors, or omissions that may exist within this bid document. Vendors shall recommend to the Town any enhancements in respect to this bid document, which might be in the Town's best interests. These must be submitted in writing (e-mail is also acceptable), and be received **no later than July 30, 2018; 10:00 a.m. MST**

2.3.5 Response to Communications from Vendor. The Town will make a good-faith effort to provide a written response to each question or request for clarification within three (3) business days. Other vendors will be notified of any changes/clarification resulting from these communications.

The Town will not respond to any questions / requests for clarification, if received by the City after July 30, 2018; 10:00 a.m. MST

2.3.6 Pricing. Vendors shall indicate pricing as directed in section 3.3. Vendor's pricing may not be modified after the bid closing date and time unless the Town of Huachuca City, at its sole discretion, decides that future negotiations

will only enhance the Vendor's offer to the Town. Should the Town decide that such negotiations would not be in the Town's best interests, pricing by Vendor at closing date and time may be considered by Town as the Vendor's best and final offer.

- 2.3.7 Attention to Requirements.** Vendors are cautioned to thoroughly understand and comply with all matters covered under the Requirements section of this bid document.
- 2.3.8 Required Signatures.** The Town may reject any vendor's response if it is not signed as indicated and/or required by the areas, spaces, or forms provided within this bid document.
- 2.3.9 Proposal Organization.** Vendors shall ensure that their proposals include all requirements listed in Section #3, page numbers, and are organized in a manner that will facilitate the Town's evaluation of them. **The Town reserves the right to reject without prior notice and without liability of any kind or amount any proposal that it deems overly complex, disorganized, or difficult to evaluate.**
- 2.3.10 Collusion Prohibited.** In connection with this bid, vendor collusion with other vendors or employees thereof, or with any employee of the Town, is prohibited and may result in vendor disqualification and/or cancellation of award. Any attempt by the vendor, whether successful or not, to subvert or skirt the principles of open and fair competition may result in vendor disqualification and/or cancellation of award. Such disqualification and/or cancellation shall be at no fault or liability whatsoever to the Town.

2.4 PROPOSAL SUBMISSION AND SUBSEQUENT OPENING

Proposals must be: **delivered sealed; be received; and be date/time stamped at the Town of Huachuca City, City Clerk's Office, which is located at 500 N. Gonzales Blvd, Huachuca City, AZ 85616, no later than, August 6, 2018; 4:00pm MST. NEW Date August 31, 2018; 4:00pm MST.**

For U.S. Mail:

Town of Huachuca City
500 N. Gonzales Blvd
Huachuca City, AZ 85616

The Town of Huachuca City **shall not accept proposals received by facsimile or by e-mail.** The Town shall, at the specified opening date and time, accept all proposals that are otherwise in order. The Town will allow interested parties to be present for purposes of identifying which vendors have responded. The Town will make no immediate decision at such time, and **there will be no disclosure of any information contained in any proposal until after formal notice of award and execution of any contract resulting from this bid document.** The Town will hold unopened any proposals received after the closing date and time, and will not consider such proposals. The Town reserves the right to retain or dispose of such proposals at its discretion; however, the Town may return such proposals to their

related vendors, but only at such vendor's request and at no cost or expense whatsoever to the Town of Huachuca City.

The Town of Huachuca City reserves the right to delay the opening if an insufficient number of proposals have been received to ensure competition.

2.4.1 Proposal Costs. The Town of Huachuca City is not liable in any manner or to any extent for any cost or expense incurred by any vendor in the preparation, submission, presentation, or any other action connected with proposing or otherwise responding to this bid document.

2.4.2 Number of Proposal Copies to be furnished. Vendors are to submit **one (1) original**, in hardcopy form, and two (2) copies.

2.4.3 Marking of Envelopes. Vendors shall ensure that the submittal envelope(s) clearly and conspicuously display the following identifying information in addition to any other information otherwise required for transmittal, and are sealed.

Sealed Managed IT Services Bid
Due by August 1, 2018; 4:00pm MST
NEW Date August 31, 2018; 4:00pm MST
Attention: Jennifer Fuller, Town Clerk

2.5 EVALUATION PROCESS AND AWARD

2.5.1 Contractual Intent/Right to Terminate and Recommence The Bid Process. The Town intends to contract with one vendor whose proposal is considered to be in the best interests of the Town. However, the Town may terminate this bid process at any time up to notice of award, without prior notice, and without liability of any kind or amount. Further, the Town reserves the right to commence one or more subsequent bid processes seeking the same or similar products or services covered hereunder.

2.5.2 Effective Period of Proposals. Under this bid process, the Town shall hold that vendors' responses to this bid shall remain in effect for a period of thirty (30) days following the opening date, in order to allow time for evaluation, approval, and award of the contract. No bid received may be withdrawn for a period of thirty (30) days from date of opening. Any vendor who does not agree to this condition shall specifically communicate in its proposal such disagreement to the Town, along with any proposed alternatives. The Town may accept or reject such proposed alternatives without further notification or explanation.

2.5.3 Proposal Acceptance/Rejection. The Town reserves the right to reject any or all proposals. Such rejection may be without prior notice and shall be without any liability of any kind or amount to the Town. The Town shall not accept any proposal that the Town deems not to be in its best interests. The Town shall reject proposals submitted after the due date and time.

2.5.4 Errors and Omissions in Vendors Proposals. The Town may accept or reject any vendor's proposal, in part or in its entirety, if such proposal contains

errors, omissions, or other problematic information. The Town may decide upon the materiality of such errors, omissions, or other problematic information.

2.5.5 Determination of and Information Concerning Vendor's Qualifications.

The Town reserves the right to determine whether a vendor has the ability, capacity, and resources necessary to perform in full any contract resulting from this bid. The Town may request from vendors information it deems necessary to evaluate such vendors' qualifications and capacities to deliver the products and/or services sought hereunder.

2.5.6 Method of Award. The evaluation of each response to this bid document will be based on its overall competence, compliance, format, and organization. The award shall be made to the responsible vendor whose proposal is determined to be the most advantageous to the Town of Huachuca City, taking into consideration the following evaluation criteria listed in the relative descending order of importance. The Town is under no obligation whatsoever to select, as most responsive the proposal that demonstrates the lowest pricing, but not necessarily the one receiving the highest overall score.

Evaluation Criteria

- Qualifications and experience of the firm and project team
- Municipal auditing experience
- Fee schedule
- Understanding of project requirements
- References
- Overall quality of proposal

Vendors whose proposals are not accepted will be notified after a contractual agreement exists between the Town and the selected proposer or when the Town rejects all proposals.

2.5.7 Pre-Award Presentations. The Town reserves the right to require presentations from the highest ranked vendors, in which they may be asked to provide information in addition to that provided in their proposals.

2.5.8 Pre-Award Negotiations. The Town reserves the right to negotiate prior to award with the highest ranked vendors for purposes of addressing the matters set forth in the following list, which may not be exhaustive.

- Resolving minor differences and errors
- Clarifying necessary details and responsibilities
- Emphasizing important issues and points
- Receiving assurances from vendors
- Obtaining the lowest and best pricing

2.5.9 Public Record. After the award and execution of a contract resulting from this bid process, vendors' proposals become public record and are available for review during the Town's regular business hours.

3 SCOPE OF WORK, REQUIREMENTS, PRICING, TERM OF AGREEMENT

Vendors responding to this bid request shall base their offer on the following requirements, and at a minimum, propose how each of the following requirements shall be accomplished. Vendors may provide other services not specified in this document. These added services will be considered when determining which proposal is selected.

- 3.1 SCOPE OF WORK.** The Town is seeking responses to this document for vendor-provided managed IT services for a three (3) year period for fiscal years 2018-19, 2019-20, and 2020-21 with the Town's option to renew the contract for two (2) additional one year periods. The following services shall be performed by the vendor:

Employee Specifics

Interested entities must provide employee(s) who can effectively:

- Analyze, troubleshoot, identify problems, and develop solutions relating to computer hardware, operating systems and application software.
- Analyze, troubleshoot, identify problems, and develop solutions relating to surveillance equipment and telecommunication equipment

Interested entities must provide employee(s) who have knowledge of:

- Computer hardware, software, and peripherals.
- Technical and operational aspects of most current windows operating systems, including but not limited to, windows server operating systems.
- Computer configurations.
- Computer and Wireless networking.
- Data communications and related software.
- Technical and operational aspects of various office suite applications.
- Client connectivity software.
- Surveillance equipment and software
- Telecommunication equipment

- 3.2 REQUIREMENTS.** This section identifies specific requirements to be met by vendors in their proposal. Unless you indicate that you cannot meet a requirement, you are accepting the requirement and will meet it. If you cannot meet a requirement, indicate in the proposal that you cannot meet this requirement. Where the vendor's specific capabilities may differ from stated preferences, please identify those differences and areas, which exceed the requested capabilities. In the event of a conflict between any provisions contained in any of the documents governing

this transaction, the following shall be the order of precedence: Agreement; Request for Proposal; Proposal.

3.2.1 An overview of the vendor that includes the following information shall be included in the proposal:

General Duties and Responsibilities to be expected of this managed IT service are listed below, and represent the various types of work that may be performed. The omission of specific statements and duties does not exclude them, if the work is related or a logical assignment to this class. Area of coverage and support encompass all areas where the Town has assets deployed such as, but not limited to, Town Hall, Police Department, Fire Department, Library, Landfill, Public Works, Animal Shelter, Police Impound and Water Tower.

- Provides excellent customer service to both internal and external customers.
- Responsible for the Town's laptop and mobile computers. Ensures units are functional and provides user training as required.
- Responsible for maintaining the Town's network infrastructure (switches, routers, firewalls, etc.) to ensure reliability and security
- Responsible for day-to-day computer software OS, printer support issues and application support issues related to standard and non-standard software. Includes product installation, product upgrades, product fixes, troubleshooting, and interaction with vendor technical support, i.e. Microsoft, TrendMicro, Sophos, Caselle, etc.
- Responsible for the tracking, monitoring, and evaluation of software patches, fixes, and service packs.
- Coordinates and manages vendor contracts for hardware maintenance and software applications.
- Responsible for coordinating computer based anti-virus software implementation, usage, and training. Performs random audits to ensure anti-virus software is current and updates when needed.
- Responsible for monitoring Town compliance with software copyright laws. Performs random audits to ensure compliance.
- Monitors vendors related to electronic data transfers, i.e. troubleshooting issues.
- Trains, advises, and assists personnel with technical problems related to computers, networks, wireless and technical systems, and associated software.
- Reviews technical information about hardware, software, operating systems, and evaluates products for usefulness.
- Assists in installing, configuring, and troubleshooting certain network and client server connectivity hardware and software.

- Responsible for the Town of Huachuca City's databases related to the tracking inventory of software and computer hardware and maintains computer software inventory, i.e. software license install media, manuals, etc.
- Authorize system access to users and maintain necessary documentation of authorities assigned.
- Coordinate and administer Town telephone, equipment, and maintenance agreements.
- Coordinate and participate with other Town departments and agencies on technology projects as required.
- Install, maintain/repair, program and test Telecom equipment, surveillance equipment and antennas and peripherals.
- Installs, assembles and configures computers, monitors network infrastructure and peripherals such as printers, scanners and related hardware; pulls cables and rewires or directs the rewiring of cables as required for new installations and office reconfiguration.
- Performs related duties as required.
- Provides recommendations relating to architectural, design and process improvement.

3.2.2 A section shall be included in the proposal that sets forth the vendor's approach to management of IT services. This section shall include an explanation of the tasks to be provided to the town.

3.3 PRICING. Provide a fee schedule for the services as described herein. The vendor must provide a firm fixed fee for all services, including a listing and fee schedule for the various team members. The fee schedule must reflect direct labor hours, wages, overhead and profit amounts that are summed into a total proposed annual cost for each contract year. It is understood that the fee schedule can be amended during the course of the contract period if federal or state laws or regulations should require an increase or decrease in auditing services. The Town reserves the absolute right to cancel its' agreement with the vendor, without cause. A thirty (30) day notice shall be given if cancellation occurs.

3.4 TERM OF AGREEMENT The term of the award resulting from this bid will be from the date of the execution of the Agreement through the completion of services as described herein for the 2018-19 fiscal year, with options to renew for two additional one (1) year terms.

4 CERTIFICATION OF PROPOSAL (vendor to complete and return with proposal)

Explanation. This certification attests to the vendor's awareness and agreement to the content of this bid proposal and all accompanying provisions contained herein.

Action. Vendor is to ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to the Request for Managed IT Services, issued by the Town of Huachuca City, Arizona. The undersigned, as a duly authorized officer, hereby certifies that

_____ (Vendor's Name),
located

at _____ (address),

Agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions and provisions of the referenced bid proposal in the event of an award. Exceptions are to be noted as stated in the bid proposal. The proposal shall remain in effect for a period of thirty- (30) calendar days as of the Due Date for responses to the bid.

The undersigned certifies that to the best of his/her knowledge: **(please check one)**

There is no officer or employee of the Town of Huachuca City who has, or whose relative has, a substantial interest in any Contract award subsequent to this proposal.

The names of any and all public officers or employees of the Town of Huachuca City who have, or whose relative has, a substantial interest in any Contract award subsequent to this proposal are identified by name as part of this submittal.

The vendor is not currently engaged in, and agrees for the duration of the contract to not engage in, a boycott of Israel, pursuant to A.R.S. 35-393.01.

The vendor is not currently engaged in, and agrees for the duration of the contract to not engage in, any discrimination against any employee, client or any other individual in any way because of that person's age, race, creed, color, religion, sex, disability or national origin in the course of carrying out its duties pursuant to this engagement.

The undersigned further certifies that as a duly authorized officer, is authorized to negotiate in good faith on behalf of this firm for purposes of this bid proposal.

Name: _____ Title: _____

Signature: _____ Date: _____ E-Mail: _____

Telephone #: _____ Facsimile #: _____ F.E.I.N: _____