

Borough of Duncannon

RFP IT Services – Help Desk, Administration & CIO Services

Prepared August 21, 2017

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INTRODUCTION AND BACKGROUND

PURPOSE OF THE REQUEST FOR PROPOSAL

The Borough of Duncannon seeks a qualified IT Consulting firm to provide IT Consulting services including but not limited to: Chief Information Security Officer, Server Administration, Network Administration, Deskside Support and Help Desk. The previously listed services are key to the efficient operations of the Borough Administration and the Public Works Department.

Duncannon Borough is seeking IT Consulting Services including help desk, server administration and network services. The winning vendor will provide hardware (server, desktop/laptop), network, and software support and monitoring, help-desk, back-ups, remote access support, email maintenance and support, inventory control and management (hardware and software), security, emergency backup (data and power) and disaster recovery.

The overall goal of this RFP is to procure comprehensive, reliable, timely, proactive IT management and support that will promote the mission of Duncannon Borough in serving our employees and the community.

ADMINISTRATIVE

FIRM TECHNICAL CONTACT

Any questions concerning technical specifications or Statement of Work (SOW) requirements should be directed to:

Name	Chris A. Courogen, Borough Manager
Phone	717.834.4311
Email	manager@duncannonboro.org

FIRM CONTRACTUAL CONTACT

Any questions regarding contractual terms and conditions or proposal format should be directed to:

Name	Chris A. Courogen, Borough Manager
Phone	717.834.4311
Email	manager@duncannonboro.org

PROPOSAL SUBMISSION

This RFP is only available electronically; paper copies will not be available. Interested parties may download the Request for Proposals from the Borough website:

<http://www.duncannonboro.org>

1 Electronic Copy must be submitted to :

Borough of Duncannon
ATTN: Borough Manager
428 N. High Street
Duncannon, PA 17020
manager@duncannonboro.org

All submissions must be received by the due date below.

DUE DATES

All proposals are due by 4:00 PM Eastern Time on Friday, September 29th, 2016. Any proposal received after the required time and date specified for receipt shall be considered late and non-responsive. Any late proposals will not be evaluated for award.

ORIGINAL SIGNATURE

A cover letter, signed by either the owner of the company, sole proprietor, or other representative authorized to bind the Vendor, must accompany every Response to the RFP in order for it to be considered.

PRESENTATION/INTERVIEW

Duncannon Borough may ask finalists to come in for a presentation or interview.

SCHEDULE OF EVENTS

Event	Date
1. RFP Distribution to Vendors	August 21 st , 2017
2. Information Gathering visits	Aug. 18-Sept. 15, 2017
3. Written questions for Borough due by	Sept. 15, 2017
4. Borough release of responses to questions	Sept. 20, 2017

5. Proposals due to Borough	Sept. 29, 2017
6. Finalist presentations/interviews with Borough	Oct. 5, 2017
8. Contract Award	Oct. 17, 2017
9. Anticipated work begin date	Nov. 6, 2017

GUIDELINES FOR PROPOSAL PREPARATION

PROPOSAL SUBMISSION

Award of the contract resulting from this RFP will be based upon the following: most responsive vendor whose offer will best aligned with Duncannon Borough in terms of cost, functionality, and other factors as specified elsewhere in this RFP.

Duncannon Borough reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor,
- Accept other than the lowest priced offer,
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- Award more than one contract.

Vendor's proposal shall be submitted in several parts as set forth below. The Vendor will confine its submission to those matters sufficient to define its proposal and to provide an adequate basis for Alternatives' evaluation of the Vendor's proposal.

In order to address the needs of this procurement, Vendors may choose to work cooperatively to present a fully integrated solution. Vendor team arrangements may be desirable to enable the companies involved to complement each other's unique capabilities, while offering the best combination of performance, cost, and delivery for provision of both the management services component and the database maintenance component being provided under this RFP. Duncannon Borough will recognize the integrity and validity of Vendor team arrangements provided that:

- The arrangements are identified and relationships are fully disclosed, and A prime Vendor is designated that will be fully responsible for all contract performance.

Vendor's proposal in response to this RFP will be incorporated into the final agreement between Duncannon Borough and the selected Vendor(s). The submitted proposals are suggested to include each of the following sections:

1. Executive Summary
2. Approach and Methodology
3. Management Deliverables and Reports
4. Detailed and Itemized Pricing
5. Appendix: References
6. Appendix: Team Staffing
7. Appendix: Company Overview

The detailed requirements for each of the above-mentioned sections are outlined below.

DETAILED RESPONSE REQUIREMENTS

EXECUTIVE SUMMARY

This section will present a high-level synopsis of the Vendor's responses to the RFP. The Executive Summary should be a brief overview of the engagement, and should identify the main features and benefits of the proposed work.

APPROACH AND METHODOLOGY

Proposer must respond to each task/deliverable in the Scope of Work section and include:

- The Proposer's overall support strategy/philosophy
- The approach Proposer will take to carry out the work objective
- Assumptions, i.e. requirements, risks, and expectations used to develop the proposal
- An explanation of the problem reporting and resolution process that describes the Proposer's support plan, including tiers, reach-back capability, service levels, the person(s) authorized to close problem reports, etc.

DETAILED AND ITEMIZED PRICING

Include a fee breakdown based on your pricing model.

- What is the pricing model? Fixed fee, hourly rate, hybrid, other?
- What services are included in the pricing? Address specifically the following (and feel free to include anything not included in this list):
 - On-site time
 - Help-desk support
 - Response time/problem resolution time
 - Travel time
 - Vendor management
 - Training
 - Regular in-person business review

- Regular reporting on system health in business terms
- Response to major system problems or outages

APPENDIX: REFERENCES

Provide three current references for which you perform similar work. At least one of the references should be comparable to Duncannon Borough in size and requirements.

APPENDIX: STAFFING

Include biographies and relevant experience of key staff and management personnel. Describe the qualifications and relevant experience of the types of staff that would be assigned to this engagement by providing biographies for those staff members.

Please describe bonding process and coverage levels of employees. Affirm that no employees working on the engagement have ever been convicted of a felony and will pass the CLEAN compliance requirements.

APPENDIX: COMPANY OVERVIEW

Provide the following for your company:

- Official registered name (Corporate, D.B.A., Partnership, etc.), address, main telephone number, toll-free numbers, and facsimile numbers.
- Key contact name, title, address (if different from above address), direct telephone and fax numbers.
- Person authorized to contractually bind the organization for any proposal against this RFP.
- Brief history, including year established and number of years your company has been offering IT services and network support.
- Disclosure of any actual or potential conflicts of interest and any pending lawsuits.

EVALUATION FACTORS FOR AWARD

CRITERIA

Any award to be made pursuant to this RFP will be based upon the proposal, with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the Vendor's responsiveness to the RFP and the total price quoted for all items covered by the RFP.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Vendor or Vendors:

1. Completion of all required responses in the correct format.

2. The extent to which Vendor's proposed solution fulfills Duncannon Borough's stated requirements as set out in this RFP.
3. An assessment of the Vendor's ability to deliver the indicated services in accordance with the specifications set out in this RFP.
4. The Vendor's stability, experiences, and record of past performance in delivering such services.
5. Availability of sufficient high quality Vendor personnel with the required skills and experience for the specific approach proposed.
6. Overall cost of Vendor's proposal.

Duncannon Borough may, at our discretion and without explanation to the prospective Vendors, at any time choose to discontinue this RFP without obligation to such prospective Vendors.

Scope of Services

A. Objectives of the Project

The Borough of Duncannon (the Borough), seeks a qualified consultant to develop a five (5) year Information Technology (IT) Master Plan to guide the Borough over the next five years in planning, procuring, implementing and managing current and future technology investments and resources. The master plan should include:

- A comprehensive assessment of existing technologies and staffing that will highlight current strengths and weaknesses, including a list of all current systems with associated recommended future upgrades
- Recommended projects
- Cost estimates
- Prioritization of recommended projects
- A proposed implementation plan that will be incorporated into the Capital Improvement Plan process for FY2018 through FY2021 and annual budget deliberations. The implementation plan must take into account the current IT staffing level and budgetary considerations.
- Recommendations for cost savings and efficiencies with respect to available regional partnerships and collaboration strategies.

The consultant must provide a detailed plan and timeline of how they will complete this project within the specified time period established in the RFP schedule.

B. Information Gathering

The key to developing a credible IT Strategic Master Plan for the Borough is reliant upon the comprehensive efforts utilized to gather sufficient input from Borough management and departments. The results of the information gathering sessions must be categorized in a logical and systematic fashion and incorporated into the Master Plan as appropriate. The results must be published as an appendix to the final report.

The consultant shall develop a plan to conduct interviews in order to gain an in-depth understanding of how technology is used throughout the organization. Authority management and departments that should be included in the interview process include:

- Administration Department
- Finance Department
- Public Works Department

The Borough Manager will be available to aid in the logistics of reserving facilities, setting up forums and interviews. The consultant will remain responsible for facilitating events, conducting interviews, gathering, quantifying, analyzing and reporting on all information obtained throughout this process.

C. Anticipated Specific Tasks and Services

1. Network Infrastructure – Assessment of the current network infrastructure, including all data switches, appliances, LAN wiring within the facilities, cabling between the facilities, and comments with recommendations for appropriate improvements.

2. Telecommunications Infrastructure – Assessment of the current telecommunications infrastructure, including all data switches controllers and phone devices and provide comments with recommendations for appropriate improvements.

3. Servers and Server-Based Applications – Assessment of the current servers being utilized, including virtual servers, domain servers, email servers, and application servers and provide comments with recommendations regarding management, maintenance and life-cycle of the devices in the final report. Emphasis should be given to newer virtualization technologies.

4. Storage and Backups (servers only) – Assessment of the current use the Borough’s current backup system and recommendations regarding secure, remote, redundancy and backup.

5. Business Continuity and Disaster Recovery – Assessment of the current emergency preparedness and disaster recovery initiatives and recommendations for a more comprehensive disaster recovery program.

6. Network and Data Security – Assessment of the current network and data security used by the Borough. The Consultant must assess the current level of protection and provide observations with recommendations.

7. Desktop Environment – Assessment of the current desktops, laptops and workstations, operating systems, and applications. Observations with recommendations regarding deployment, patching, updating, upgrading, monitoring, maintenance and life-cycle must be provided.

8. Software Licensing – Review the current software licensing scheme and provide recommendations that will assist the Borough in reducing software licensing costs while ensuring compatibility with other agencies. This section will require recommendations in regards to migration or upgrades to newer operating systems or application suites or the adoption and implementation of low-cost or free open-source software applications.

9. Help Desk & Reporting – The Consultant will assess the current system and provide observations with recommendations.

10. Policies and Procedures – Assessment of the current policies and procedures. There is an existing core set of policies and procedures in place, additional policies and procedures may need to be added. The consultant will provide observations with recommendations on the policies and procedures.

11. Document Management and Retrieval – Assessment of the current document management and retrieval capabilities.

12. Email and Message Archiving – Assessment of the current utilization of the Borough’s email system and the method used to archive messages. The Consultant must assess the resiliency of the current system and provide observations with recommendations.

13. Emerging Technologies – Having observed the Borough’s current computing environment, the Consultant is expected to make general recommendations regarding the potential benefits of new or emerging technologies.

D. Strategic Master Plan Document

The Consultant shall provide a draft Master Plan document to the RFP Coordinator by the date specified in the RFP schedule. The Master Plan document should include an Executive Summary for the Borough Board and Senior Staff. Following discussions with select Borough staff, the consultant shall refine, finalize and deliver to the Borough one (1) electronic and three (3) professionally bound copies of the final document. The consultant shall participate in at least one meeting with Borough management staff to present the draft document and shall attend a minimum of one Borough Council meeting to present the final document and answer questions.

Include a detailed description of each major type of work being requested of the vendor. All information that is provided will be held in strict confidence. The proposal should address each of the following:

OVERALL

- Evidence that you understand Duncannon Borough including an understanding of working within budgetary constraints
- Evidence of ability to deliver on time and on budget

IT SERVICES

- Describe your Service Level Agreements (SLAs)
- Our hours of operation are 8 a.m. to 4 p.m. Monday through Friday for administrative support. Describe the support model for all hours of operation.
- Emergency support options
- Is your support model all-inclusive? If not, what is not included?
- Does in-person response, review, and other contact rotate among support staff?
- Your proposal should address all of the following:
 - Chief Information Security Officer Services
 - Proven experience in budget management
 - Proven experience in security best practices and compliance
 - Proven experience in identifying and managing initiatives creating ROI
 - Experience with management of IT staff
 - Server Support
 - Microsoft Certified Partner
 - VMware Certified Partner
 - Dell Rapid Recovery Partner and ability to receive and manage offsite replication up to 6TB and 7 years retention.
 - Network Support
 - Cisco Experience
 - Existing knowledge of VoIP phone systems
 - Desktop & Laptop Support
 - Help desk support
 - Is it limited to a quota of calls?
 - What are the help desk hours? If they do not cover all our hours of operations, please describe what coverage will be provided for those hours outside of your help desk hours.
 - Who can call the help desk?
 - Are help desk staff local?
 - Are help desk staff employees of the support company or sub-contracted?
 - Are help desk staff full-time?
 - What is the skill/certification level of first-level help desk staff?

- What happens if the help desk cannot resolve the problem?
 - Vendor management
 - Other User Support (not included above)
 - Internet Service Providers
 - Electronic Mail
 - External (public-facing) Web Site
 - Security of Equipment and Data
 - Security Plan for Remote Access
 - Emergency backup power plan (generator)
 - Support for IT Operational Recovery Plan
 - Reporting to Duncannon Borough Manager
- Who is responsible for managing, monitoring and responding to systems?
- Is training provided? Is it part of the “package,” or costed separately? If separately, please provide cost information and provide information about what kind of training you provide.
- In what instances would we incur extra costs?
- What kind of insurance coverage does the company have? Are you willing to name Duncannon Borough as an additional insured? Please include a copy of your current certificate of insurance.
- Your plan for ensuring compliance with the information security standards.
- Explain your process for handling special requests or projects from your clients.
- Experience with public service agencies
- Proficiency in Microsoft/Apple/Cisco/VMware
- What are the terms for canceling the support relationship? How much notice is required?
- Your company’s onboarding plan
- What is included in your proposal?
- What is *not* included in your proposal?
- What are your key differentiators?

DESCRIPTION OF ENVIRONMENT AND EXISTING INFRASTRUCTURE

The following information should be used to determine the scope of this project and provide pricing for this engagement.

Duncannon Borough currently has 10 full-time and/or part-time employees, but no Borough IT staff on payroll.

Existing IT service provider provides CISO services to the Borough Manager and is involved with all technology strategic planning to meet the goals of the borough as defined by council and the Borough Manager. This includes, but is not limited to life cycle management, system upgrades of hardware and software throughout the Borough, proactive operational support, evaluation of new systems and software,

security best practices, price negotiation, business continuity, help desk, system maintenance.

The following is a brief description of the IT environment at Duncannon:

SERVERS

- Dell PowerEdge T110 server

DESKTOPS and LAPTOPS

- Approximately 5 workstations
- Primarily Dell Branded workstations with a mixture of active and expired warranties.
- Operating systems primarily Windows 7 and Windows 10
- Microsoft Office 2010

NETWORK

- The Borough has one LAN
- Internet Access is via Century Link (but looking to move to cable access through Blue Ridge)

PRINTERS

- Fully managed copier and printer environment contracted with Phillips Office Group including repairs and toner.
- One Epson receipt printer connected locally to one workstation (not on network)
- One Canon MG2500 printer connected locally to one work station (not on network)
- Installation and connectivity of printing devices are responsibility of IT Firm.

INTERNET SERVICE PROVIDER

- Currently Century Link provided service
- Phone system is also through Century Link
- Plan is to switch to cable service through Blue Ridge Cable because service will be free under franchise agreement

EMAIL

- All e-mail accounts are currently hosted on GoDaddy's workspace secure web based service.

DESKTOPS

All Desktops are configured with Windows [7, 8, 10] and Microsoft Office [2007/2010/2013]

SOFTWARE –

- Accounting
- Human Resources
- Server
- Anti-Virus
- Spam/Web filtering