

COPY OF PUBLISHED REQUEST FOR PROPOSALS

Legal notice for insertion on:

May 8, 2018

May 15, 2018

**CITY OF WESTLAKE
REQUEST FOR PROPOSALS
RFP – 2018-01**

Sealed proposals will be received by City of Westlake, at: 4001 Seminole Pratt Whitney Rd., Westlake Florida 33470 until 5:00pm on May 28, 2018, for the following project:

Comprehensive IT Services

The Request for Proposals will be available May 8, 2018, and may be obtained from the City by (561) 530-5880, or by emailing kcassel@Westlakegov.com.

The City specifically reserves the right to reject any proposals or to waive formalities or technicality in a proposal in the interest of the City, including, but not limited to, the low bid proposal. No bidder may withdraw the submitted proposal for a period of thirty (30) days after the date of opening thereof.

Selection shall be based on an evaluation of the criteria set forth in the RFP, including project team and relevant experience (including references), approach to the project (including the ability to bundle services), timeline and proven ability to stay within timeline with limited downtime, ongoing support and price.

Dated this 8th Day of May, 2018

City of Westlake

Request for Proposal Comprehensive IT Services

May 28, 2018

I. INTRODUCTION/PROJECT OVERVIEW

The City of Westlake is posting this Request for Proposals (“RFP”)1 seeking to hire a qualified and motivated information technology (“IT”) provider to provide comprehensive IT services to the City. The City’s operations demand consistent, safe service and it is essential that our personnel can work at multiple locations seamlessly. The City’s structure is a contracted out for services model and therefore, multiple entities must be able to work on the same IT platform.

II. CITY / DISTRICT INFORMATION

The City of Westlake and Seminole Improvement District are the two primary governmental entities responsible for provision of all services within the City boundaries. The City’s primary areas of responsibility are Planning and Zoning, Building Department, Engineering, Records Management, Police and Fire. The Seminole Improvement District’s primary areas of responsibility are Water, Wastewater, Re-use, Stormwater, Right of Way maintenance, Parks & recreation and all other infrastructure within the City limits. Since the two entities need to function seamlessly it is essential that both entities and their contracted providers be able to operate on one system that provides the proper levels of security for all. This cross utilization of the IT platform, Software, Data Base allows for the efficient use of resources increases records accuracy and minimizes the duplication of data and records.

III. UTILITY SERVICE WISHLIST

The City of Westlake is seeking a cost-effective, reliable, and efficient IT infrastructure. Ideally, through this process, the City would receive a full technology refresh, including everything from LAN switches, WAN bandwidth and Firewall, dedicated service plant, Windows desktop operating systems, Microsoft Office and Antiviris/AntiSPAM software hosted in a private cloud environment. The City would prefer to “bundle” services where economical and efficient. As the District does not employ a full-time IT professional, ongoing service is critical.

The City’s needs fall into the follow categories:

Hardware Refresh:

- Servers in redundant SSAE18 data centers
- Thin client, or thin client laptop computers at user desks
- One (1) dedicated virtual desktop in the data center per employee (24)
- Core router/firewall for each office location

- Core switch for office locations, including layer 3 and PoE switches
- Wireless access points to cover office locations
- Data patch cables to connect enrolled devices to wall jacks and cross-connect them from patch panel to core switch
- IT refreshes (every three to five (3-5) years)

Software Licensing

- Microsoft Server operating systems
- Microsoft Virtual Desktop Windows Operating Systems
- Microsoft Office Pro licensing for all virtual desktops
- Microsoft Exchange licensing and hosting
- Microsoft SQL licensing and hosting
- Microsoft file server licenses

Unlimited Support - 24/7/365 unlimited remote and onsite support

Internet – primary connection for main location

Access - full mobility and access to the cloud from any device, anywhere

Hosting - server hosting with unlimited CPU, RAM, hard drive storage and bandwidth usage

Network Security:

- AntiVirus
- AntiMalware
- Spam filtering
- Cisco Umbrella
- Secure data center(s) that are monitored around the clock;
- Necessary redundancy so that uptime is over ninety-nine percent (99.999%)
- Backups and disaster recovery solutions

Phone System:

Please identify a line item price separately a telephone package that would add an HD Audio IP phone and features such as voicemail to email, personal DID numbers, etc. The District has multiple locations and would like to bring all telephones under the same system so as to allow for seamless transfers of calls between locations.

Service Agreements:

Include a sample Services Agreement for review.

IV. BUDGET

Please provide a cost proposal to accomplish the scope outlined above, including any costs for ongoing post-deployment maintenance, support and upgrades, including hourly rates for service. Please be specific as to what is included in the base price and any items that are optional, add-on items. Offers made in accordance with this RFP must be good and firm for a period of thirty (30) days from the date of quote opening to the date of contract execution.

V. PROPOSAL REQUIREMENTS

1. **Summary Statement.** Provide a brief statement that summarizes your qualifications in relation to the unique and general requirements of this project.
2. **Proposed Project Team Organization/Performance on Past Projects.** Provide information on at least three (3) similar type/sized projects that demonstrate your ability to accomplish a project of this scope and size. Provide a reference for each project listed above including contact information.
3. **Proposed Project Schedule.** Provide a schedule for the project and any necessary downtime.
4. **Testing and Support Plan.** Provide information on your firm's testing and quality assurance process. What kind of ongoing support does your company offer and what are the fees associated with that support?
5. **Anticipated fees.** Please include all fees for the project. Again, the City prefers to bundle the services but, if necessary, please provide a la carte pricing for services.
6. **License.** All bidders must be properly licensed to conduct business in the State of Florida. All bidders shall provide evidence that the firm is licensed to do business in the State of Florida with their bid. Proof of all applicable professional licenses is required.

GENERAL PROPOSAL INSTRUCTIONS AND REQUIREMENTS

1. **THE DEADLINE FOR ALL PROPOSALS IS THURSDAY MAY 28TH at 5:00pm.** Any proposal not received before the date and time specified shall not be accepted. Faxes of proposals will not be accepted. All bidders must deliver or mail three (3) copies of the submittal to City of Westlake, at City office: 4001 Seminole Pratt Whitney Rd., Westlake, Florida 33470 no later than the deadline noted above. **NOTE: ALL PACKAGES MUST BE CLEARLY MARKED ON THE EXTERIOR OF THE ENVELOPE/PACKAGE WITH: RFP 2018-01**
2. Ken Cassel will be the primary contact for interested bidders in fulfilling the work described in this RFP. Mr. Cassel can be reached at: 4001 Seminole Pratt Whitney Rd., Westlake, Florida 33470; Email: kcassel@westlakegov.com. Except as authorized by City of Westlake, communication during the selection process shall be directed to Mr.

Cassel in writing. In order to maintain the fair and equitable treatment of everyone, a cone of silence shall be in place during the bid and selection process.

3. All questions regarding this RFP should only be submitted via email to kcassel@westlakegov.com no later than 5:00pm EST on May 18, 2018. Responses to requests for explanations and questions shall be made in the form of an addendum, sent via email to all parties that have requested a RFP.
4. Any other information and/or supplemental instructions shall be in the form of a written addendum and provided via email. Addenda issued to bidders shall become part of the Contract and all proposals shall include the work described in the addenda.
5. The selected bidder will be required to enter into a written contract with City of Westlake in order to provide the services required in the RFP.
6. City of Westlake reserves the right at any time during the RFP process to reject any proposal if City of Westlake determines that the firm submitting the proposal is not responsible or the proposal is not responsive or does not meet mandatory minimum requirements in this RFP.

This RFP does not commit City of Westlake to award a contract, to pay any costs incurred in the preparation of proposals to this request or to procure or contract services. City of Westlake reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with any qualified source, or to cancel in part or in its entirety the RFP, if it is in the best interest of City of Westlake. The City also reserves the right to modify the project scope prior to the award of contract, as necessity may dictate.

Submittals become the property of City of Westlake. All information submitted in the proposal becomes public record upon completion of the procurement process. If any proprietary information is contained in or attached to the proposal, it must be clearly identified by the vendor. However, the City reserves the right to release the entirety of any RFP submitted, in accordance with state law.

Proposals will be evaluated according to the following criteria:

1. Project team and relevant experience (including References) (10 points)
2. Approach to the project, including the ability to bundle services (25 points)
3. Timeline and proven ability to stay within timeline with limited downtime (15 points)
4. Ongoing support (30 points)
5. Price (20 points)

City of Westlake may consider as incomplete any proposal not prepared and submitted in accordance with the provisions hereof and may waive any informalities or reject such proposal for lack of formality.

City of Westlake reserves the right to conduct discussions with offerors who submit proposals determined to be reasonably susceptible of being selected for award, followed by an opportunity to make best and final offers.

City of Westlake shall negotiate with the highest ranked firm. If a mutual agreement cannot be negotiated, City of Westlake will enter into negotiations with the second highest ranked firm. The final recommendation must be approved by the City's Administrative Control Board before any contract may be signed.

VI. TIMELINE

<u>Event</u>	<u>Completion Date</u>	<u>Time (EST)</u>
Advertisement Placed-Legal Notice	May 8 and 15, 2018	
RFP Available for Interested Parties	Tuesday, May 8, 2018	12:00pm
Last Day to Submit Questions	Friday, May 18, 2018	5:00pm
Answers to Questions Will Be Sent via Email	Friday, May 22, 2018	3:00pm
Proposals Due	Monday, May 28, 2018	5:00pm
Evaluation of Proposals	Week of May 28, 2018	
City Council Meeting	Monday, June 11, 2018	6:30 pm
Announcement of Selected Company	Monday, June 11, 2018	

REQUEST FOR PROPOSAL
SUMMARY SHEET

1. Project: Request for Proposals for Comprehensive IT Services
2. Location: 4001 Seminole Pratt Whitney Rd., Westlake, Florida 33470
3. Requested Services: Comprehensive IT Services including hardware refresh, software licensing, support, Internet, access, hosting and network security
4. City of Westlake Representative and Primary Contact:

Ken Cassel
City Manager
4001 Seminole Pratt Whitney Rd.
Westlake, Florida 33470
Telephone: (561) 530-5880
E-mail: ken.cassel@inframark.com

6. Type of Submittal Required: Request for Proposal in accordance with written guidelines as described in the Request for Proposals.
7. Submission Date: Monday, May 28th at 5 pm
8. Submission Time: No later than 5:00pm, EST; all questions on the RFP must be submitted via email no later than May 18, 2018 at 5:00pm, final clarifications will be emailed to all bidders May 22, 2018, by 3:00pm.
9. Submission Requirements: Three (3) paper copies shall be submitted to the address below and shall be received at the address below no later than 5:00pm EST on Monday, May 28th at 5:00 pm. All packages shall be clearly noted on the outside with **RFP 2018-01**

City of Westlake
4001 Seminole Pratt Whitney Rd.
Westlake, Florida 33470