

# Request for IT Managed Services Provider

City of Thomaston

2017

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TO: Prospective Vendors  
DATE: September 4, 2017  
SUBJECT: Request for Proposal for IT Managed Services Provider

**You are invited to submit Proposals for IT Managed Services Provider for the City of Thomaston, Thomaston, Georgia.**

Attached hereto are the general conditions, technical specifications, and submittal format.

The written requirements contained in this Request for Proposal (RFP) shall not be changed or superseded except by written addendum from City of Thomaston City Manager's Office. Failure to comply with the written requirements for this RFP may result in disqualification of the submittal by the City of Thomaston.

Submittals are to be sealed, marked with the submitting firms name and address, and labeled: **"IT Managed Services Provider"** and delivered to:

City of Thomaston  
C/O City Manager  
106 E. Lee Street  
Thomaston, GA 30286

No later than **Wednesday, October 4, 2017, at 2:00 PM, EST**

The City of Thomaston reserves the right to reject any and all submittals, to waive any technicalities or irregularities and to award services based on the highest and best interest of the City of Thomaston.

**Inquiries regarding this Request for Proposal (RFP) should be made to Rebecca Zebe, Human Resources Director, Tel: 706-647-4242, Fax: 706-646-2653 or e-mail: [rzebe@cityofthomaston.com](mailto:rzebe@cityofthomaston.com).**

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## CITY OF THOMASTON, GEORGIA REQUEST FOR PROPOSAL For IT MANAGED SERVICES PROVIDER

### SECTION I – OVERVIEW OF REQUEST FOR PROPOSALS

#### A. PURPOSE

The purpose of this Request for Proposal (RFP) is to seek qualified IT Managed Services Provider to provide IT managed services to the City of Thomaston.

#### B. INFORMATION TO SUBMITTING FIRMS

##### 1. RFP TIMETABLE

The anticipated schedule for the RFP is as follows:

Posted: September 4, 2017

Deadline for questions: September 25, 2017

Submittal deadline: October 4, 2017 – 2:00 p.m. (EST)

##### 2. BID SUBMISSION:

One (1) original and three (3) copies of the complete signed submittal must be received by **October 4, 2017 by 2:00 PM EST**. Proposals must be submitted in a sealed envelope stating on the outside, the submitting firm's name, address, telephone number, and title (IT Managed Services Provider) to:

**City of Thomaston  
C/O City Manager  
106 E. Lee Street  
Thomaston, GA 30286**

Hand delivered copies may be delivered to the above address ONLY between the hours of 8:30 a.m. and 4:30 p.m. ET, Monday through Friday, excluding holidays observed by the City of Thomaston Government.

Submitting firms are responsible for informing any commercial delivery service, if used, of all delivery requirements and for ensuring that the required address information appears on the outer wrapper or envelope used by such service.

The Submittal must be signed by a company officer who is legally authorized to enter into an agreement by the submitting firm.

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3. CONTACT PERSON:  
Submitting firms may contact **Rebecca Zebe, Human Resources Director, 106 E. Lee St., Thomaston, GA 30286, Fax: 706-646-2653, or e-mail: [rzebe@cityofthomaston.com](mailto:rzebe@cityofthomaston.com)** to clarify any part of the RFP requirements. All questions that arise prior to the DEADLINE FOR QUESTIONS due date shall be directed to the contact person in writing, via facsimile or email. Any unauthorized contact shall not be used as a basis for responding to this RFP and also may result in the disqualification of the submitting firm's submittal.
  
4. ADDITIONAL INFORMATION/ADDENDUM  
The City of Thomaston will issue responses to inquiries and any other corrections or amendments it deems necessary in written addendum issued prior to the due date. Addendums will be posted on the City website. Submitting firms should not rely on any representations, statements or explanations other than those made in this RFP or in any addendum to this RFP. Where there appears to be a conflict between the RFP and any addendum issued, the last addendum issued will prevail.
  
5. LATE SUBMITTAL, LATE MODIFICATIONS AND LATE WITHDRAWALS  
Submittals received after the due date and time will not be considered. Modifications received after the due date will not be considered. The City of Thomaston assumes no responsibilities for the premature opening of a proposal not properly addressed and identified, and/or delivered to the proper designation.
  
6. REJECTION OF PROPOSALS  
The City of Thomaston may reject any and all Proposals and reserves the right to waive any irregularities or informalities in any proposals or in the submittal procedure.  
  
***Submittals received after said time or at any place other than the time and place as stated in the notice will not be considered.***
  
7. MINIMUM RFP ACCEPTANCE PERIOD  
Proposals shall be valid and may not be withdrawn for a period of 90 days from the date specified for receipt of proposals.
  
8. NON-COLLUSION AFFIDAVIT  
By submitting a Proposal, the submitting firm represents and warrants that such proposal is genuine and not a sham or collusive or made in the interest or in behalf of any person not therein named and that the submitting firm has not directly or indirectly induced or solicited any other firm to put in a sham proposal, or any other person, firm or corporation to refrain from submitting and that the submitting firm has not in any manner sought by collusion to secure to that submitting firm any advantage over any other submitting firm. By submitting a proposal, the submitting firm represents and warrants that no official or employee of City of Thomaston Government has, in any manner, an interest, directly or indirectly in the proposals or in the contract which may be made under it, or in any expected profits to arise therefrom.

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9. COST INCURRED BY SUBMITTING FIRMS

All expenses involved with the preparation and submission of the RFP to the City of Thomaston, or any work performed in connection therewith is the responsibility of the submitting firm.

10. RFP OPENING

Submitted Proposals will not be opened or read aloud publicly. A list of names of firms providing Proposals may be obtained from Rebecca, Human Resources Director, after the Proposal due date and time stated herein.

11. TAXES

Selected vendor will be provided with City of Thomaston's Sales and Use Tax Certificate of Exemption number upon request.

**C. GENERAL PROCUREMENT INSTRUCTIONS**

1. City of Thomaston must receive all proposals not later than the date and time listed on the cover sheet of this proposal. Proposals must be sealed with "IT Managed Services Provider" clearly marked on the outside of the envelope. **4 copies of the proposal must be received from each submitting firm (1 original, 3 copies)**. Each proposal must be signed and dated by an official authorized to bind the firm. Late proposals will not be considered for award. Electronic proposals (fax, email, etc.) will not be considered.
2. Proposals will be evaluated according to the completeness, content, experience with similar projects, ability of the provider and its staff. The selected proposal does not mean that the other proposals lacked merit, but that, all factors considered, the selected proposal was deemed to provide the best value to the City of Thomaston.
3. Elaborate proposals in the form of brochures or other presentations beyond that necessary to present a complete and effective proposal are not desired.
4. Any costs incurred by provider in preparing or submitting offers are the provider's sole responsibility; City of Thomaston will not reimburse any provider for any costs incurred prior to award.
5. Proposals must be submitted in accordance with the requirements of the RFP. Failure to include any required information may cause rejection of the proposals.

## **SECTION II – GENERAL CONDITIONS**

**1. Purpose:**

The purpose of this Request for Proposal (RFP) is to seek qualified an IT Managed Services Provide to assist the City of Thomaston with:

- Network and email system monitoring – 24/7 monitoring of the City of Thomaston's network and email services with proactive communication and escalation protocols based on the severity of any detected issues.

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- Remote back-up – Executing a nightly backup plan for all servers, included a regularly-tested recovery process.
- Maintain – Maintain the City of Thomaston licensing of all programs, hardware, software and any other program associated or used electronically at the city.
- Procurement management – Selection of commercially rated equipment, order placement, order tracking, shipping, returns, and installation of all electronic equipment for the City of Thomaston.
- Problem Resolution – On-site and remote assistance for all electronic equipment issues as reported.
- Move, Add, Change – Changes to the locations or configurations of existing equipment or software/hardware and installation of additional equipment.
- Technical Support – Ability to support the City of Thomaston’s inquiries as required, via a help desk type call, including support for remote users.
- Reporting and communication – Ensuring monthly detailed reporting of all authorized purchases, assets, current activities and issues; and project status reports.
- IT Policy review and development – Development of customized policies related to the use of technology.
- Unit evaluation and testing – Formal evaluation of new hardware.
- Implementation planning and guidance – Assistance in deployment planning and execution.
- Image development and management services – Assistance in planning designing standard images.
- Image loading – Prior to delivery and installation.
- Configuration – Full assembly of hardware and software, including testing and burn-in.
- PC deployment – Delivery and setup of machines on-site.
- On-site implementation of business applications – Installation of non-image software.
- Asset inventory management – Tagging, tracking, and management of warehousing and inventory.
- Life cycle management of hardware units – Process for end-of-life notification, replacement, and asset decommissioning/disposal
- Software licensing control – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.

## **2. IT Managed Services Provider Period:**

The IT Managed Services Provider which results from the awarding of this RFP shall begin services immediately following notification of proposal approval. The term of service shall continue until any subsequent (Request for Proposals) RFP for the same services is issued and awarded, or a 90 day advance notice given by either party to severe services.

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### **3. Respondent Qualifications/IT Environment:**

City of Thomaston requires qualified respondents to this RFP to have articulated experience and knowledge adequate to manage:

- Equipment (+/-):
  - Five different locations (City Hall (Admin. HR, Community Dev, Finance, Code Enforcement), Fire Department, Police Department, Electric Department, Parks/Public Spaces/Streets Departments,)
  - Two Server(s) – City Hall and Police Department
  - 30-PC's, 38-Laptops, 11-IPads, 41-Cell phones (set up remote access)
  - Remote access for specified positions
  - Antivirus/Security suites
  - Wi-Fi
  - Microsoft Office Suite
  - Web access (internet)
  - Raid 5 – Police Server
  - Caselle (Payroll and Financial system)
  - Courtware
  - WatchGuard EL4
  - Flircloud
  - Custom Grant funded program developed for warrants
  - Numerous Printers, Scanners, CD players/burners
  - Other added as needed
  
- License/Background/References:
  - IT Certification
  - Must pass NCIC background check
  - Must provide names, addresses and phone numbers of three (3) business references

### **4. Insurance:**

IT Managed Services Provider must submit with proposal limits and proof of liability coverage.

### **5. Scope of Work:**

IT Managed Services Provider to City of Thomaston under any agreement ensuing from this Proposal includes all aspects of the essential technology functions including assessments, analysis, recommendations, technical tasks and timely response to all issues. The overall objectives are to assist the City of Thomaston with maintaining its technology infrastructure and information systems, in a secure manner, as well as management of all IT projects. This includes the need to provide technical advice, support, repair, installation, and consulting services as needed.

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## 6. IT Managed Services Provider Proposal Questionnaire:

The proposal response must clearly demonstrate the required qualifications, expertise, competence and capability of the vendor. Please provide a concise description of your firm's ability to provide the services required in the *Scope of Work* section of this document. Costs incurred by firms responding to this RFP are solely their responsibility. Additionally, please include the answers to the following questions (Address each by letter):

- A. **General Company Information**- Provide a profile of your company, including background and history, size, location(s), certifications, and credentials. Please provide details of how your company stays current on regulations, legislation, certifications and compliance especially as it relates to HIPPA, public records, and government. Describe all staff that will be utilized to perform contractual duties under your proposal, and their certifications, experience and duties.
- B. **References** – Provide a minimum of three (3) business references including name, address, phone number, services provided to them and years you worked with them.
- C. **Security/Open Records** – Describe your measures for securing your clients data. Include your company's policies as well as any security certificates you possess. Explain your company's security expertise and experience with providing electronic data in Open Records Requests.
- D. **Client Management** - Describe how your company would manage a customer relationship with City "clients". Include here the flow chart of contact for the City of Thomaston with your company. Describe the responsibilities of each individual proposed to be assigned to work with the City of Thomaston. Describe the hours of operation for on-site as well as help desk or off-site assistance. Describe how your company will report to the City any and all major breaches of systems security.
- E. **Monitoring** - Describe your company's monitoring tools and strategies to insure the stable technology environment and secure storing of confidential data at the City of Thomaston. Include information if cloud backups are used, how the data is secured, who has access to data.

## 7. Criteria for Evaluation:

All proposals will be evaluated according to, but not necessarily limited to, the following:

- Your firm's indicated ability to provide a level of service (including response time) sufficient to meet the City of Thomaston's needs, as stated in your response to Section II, 5. (Scope of Work) and II, 6. (IT Managed Services Provider Questionnaire).

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- Extent and success of previous work your firm has provided to organizations similar in nature and size to City of Thomaston, as determined by City of Thomaston's contact with references provided in Section II, 6.(B).
- The proposals itself as an example of your firm's work product.
- Proposals/experience of key personnel to be assigned to the project as stated in Section II, 6.(D).
- Adherence to RFP requirements, including: completion of all required forms; provision of all requested information; adequacy of responses, and return of the RFP by the stated deadline.

## 8. Pricing:

Provide your pricing rates and fees for all services in the following manner:

- **Monthly**
  - Workstation (set up, maintenance, issues)
  - Networks (maintenance, issues)
  - Programs/Software (purchase, installation, maintenance issues)
  - Server (maintenance)
  - Server Backup
  - Offsite Backup
  - Help Desk support
  - Data retrieval
- **Hourly**
  - After hours (after 5 pm and before 8 am Monday – Friday)
  - Hourly rate for services not included in the monthly service rate
- **Response Time:** Describe the expected operational time frame for providing services to the City of Thomaston

## 9. Oral Presentations:

During the evaluation process, City of Thomaston may at its discretion, request oral presentations from any or all respondents for the purpose of clarification or amplifying the materials presented. However, respondents are cautioned that the City of Thomaston is not required to request clarification; therefore, all proposals should be complete and reflect the most favorable terms available from the IT Manager Services Provider.

## 10. Final Selection:

Following review of all qualified proposals, a suitable vendor will be recommended to the City of Thomaston Mayor and Council. The selected vendor should be prepared to commence working as the IT Managed Services Provider immediately following proposal award.

**Note:** City of Thomaston reserves the right to accept the response that is determined to be in the best interest of the City of Thomaston and its employees. The City of Thomaston reserves the right to reject any and/or all proposals



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## EXECUTION OF PROPOSAL

DATE: \_\_\_\_\_

The potential Vendor certifies the following by placing an "X" in all blank spaces:

- \_\_\_ That this proposal was signed by an authorized representative of the firm.
- \_\_\_ That the potential Vendor has determined the cost and availability of all materials and supplies associated with performing the services outlined herein.
- \_\_\_ That all labor costs associated with this project have been determined, including all direct and indirect costs.
- \_\_\_ That the potential Vendor agrees to the conditions as set forth in this Request for Proposal with no exceptions.

Therefore, in compliance with the foregoing Request for Proposal, and subject to all terms and conditions thereof, the undersigned offers and agrees, if this proposal is accepted within sixty (60) days from the date of the opening, to furnish the services for the prices quoted within the timeframe required.

\_\_\_\_\_  
Business Contact Representative

\_\_\_\_\_  
Operational Contact Representative

\_\_\_\_\_  
Vendor's Name Federal ID #

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Fax

\_\_\_\_\_  
Email

\_\_\_\_\_  
Authorized Signature Date

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Typed Name & Title

**Contractor Affidavit under O.C.G.A. §13-10-91 (b) (1)**

By executing this Affidavit, the undersigned Contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of the City of Thomaston has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C. G. A. §13-10-91. Furthermore, the undersigned Contractor will continue to use the federal work authorization program throughout the contract period and the undersigned Contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an Affidavit to the Contractor with the information required by O.C.G.A. §13-10-91 (b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number

Date of Authorization

Name of Contractor

Name of Project

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on \_\_\_\_\_, \_\_\_\_\_. 2017, in \_\_\_\_\_ (City), \_\_\_\_\_ (State)

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME  
ON THIS THE \_\_\_\_ DAY OF \_\_\_\_\_, 2017.

Notary Public

My Commission Expires: