

**CITY OF WHITE HOUSE
REQUEST FOR PROPOSALS**

**FOR A THIRD PARTY
INFORMATION TECHNOLOGY
CONTRACTOR FOR HARDWARE AND
SOFTWARE SUPPORT**

May 4, 2015

**105 College Street
White House, Tennessee, 37188**

CITY OF WHITE HOUSE

REQUEST FOR PROPOSAL
IT SERVICES

PURCHASING DEPARTMENT
105 COLLEGE STREET

WHITE HOUSE, TN 37188

PHONE: 615-672-4350 Extension 2130 FAX: 615-672-2939

BID NO. 15 – 1022H

DATE: MAY 4, 2015

**PROPOSALS WILL BE RECEIVED
UNTIL 11 AM ON JUNE 4, 2015.**

TO PROPOSER:

PLEASE QUOTE YOUR LOWEST PRICE, BEST DELIVERY DATE, CASH DISCOUNT TERMS, AND F.O.B. POINT FOR THE FOLLOWING. THE CITY RESERVES THE RIGHT TO REJECT ANY OR ALL QUOTATIONS AND TO ACCEPT ANY OR ALL ITEMS AT THE PRICE QUOTED. UNLESS OTHERWISE STATED, ALL QUOTATIONS ARE CONSIDERED TO BE FIRM QUOTATIONS FOR A PERIOD OF 90 DAYS FROM DATE OF QUOTATION DUE DATE. PLEASE QUOTE ON THIS FORM AND RETURN IT MARKED "NO QUOTE" IF YOU CANNOT QUOTE IN ORDER TO REMAIN ON THE CITY'S VENDOR LIST.

FIRM'S NAME: _____

ADDRESS:

TELEPHONE: _____ FAX: _____

EMAIL: _____

NAME: _____ TITLE: _____

DATE _____

SIGNATURE _____

GRAND TOTAL COST OF SERVICE (YEARLY): _____

I. INTRODUCTION

A. General Information

The City of White House is requesting proposals from qualified firms to manage its IT services.

There is no expressed or implied obligation for the City of White House to reimburse responding firms for any expenses incurred in preparing proposals in response to this request.

To be considered, five (5) copies of the proposal must be received by Mr. Derek Watson, Purchasing Specialist at 105 College Street, White House, Tennessee, 37188 by 11:00 AM on Thursday, June 4th, 2015.

The City of White House reserves the right to reject any or all proposals submitted.

Proposals submitted will be evaluated by a Selection Committee consisting of the City Administrator, the Human Resource Director, the Purchasing Specialist, Public Services Director, and City Recorder.

During the evaluation process, the City reserves the right to request additional information or clarifications from proposers, or to allow corrections of errors or omissions. Firms may be requested to make oral presentations to the Selection Committee as part of the final evaluation process.

The City of White House reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for proposals, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the City of White House and the firm selected.

It is anticipated the selection of a firm will be completed by June 18th, 2015. Following the notification of the selected firm it is expected a contract will be executed between both parties following the June 18, 2015 meeting of the City of White House Board of Mayor and Aldermen, and the firm start its services on July 1st, 2015.

B. Term of Engagement

A (1) one-year contract is contemplated with a renewal for up to (3) years, subject to the annual review and recommendation of the Selection Committee, the satisfactory negotiation of terms and the concurrence of the Board of Mayor and Aldermen of the City of White House.

II. NATURE OF SERVICES REQUIRED

1. Professional services should include, but are not limited to, phone, remote access, and on-site support for the following:
 - a. Microsoft software
 - b. Citrix software
 - c. End-user
 - d. Client-side network troubleshooting
 - e. Interconnectivity
 - f. Network hardware

2. Provide the following:
 - a. Service hours
 - b. Response time to non-priority requests
 - c. Response time to priority requests
 - d. Monday through Friday regular business hour rates
 - e. After hours nights and weekends rates
 - f. Qualifications of staff assigned to our account

3. Services may include assisting employees with the following:
 - a. Analyzing and identifying requirements for new computer systems
 - b. Ensuring the accuracy of existing systems
 - c. Performing daily data backups
 - d. Performing disaster recovery operations
 - e. Maintaining necessary files by managing network files to guarantee their safety in the event of a network failure or problem
 - f. Installing and programming, if necessary, network hardware (e.g. routers, switches, UPS)
 - g. Maintaining and updating the electronic mail system
 - h. Assisting users in diagnosing and resolving hardware and software issues
 - i. Adding, deleting, and maintaining user accounts on the electronic mailing system's global address list
 - j. Identifying substandard equipment that may require upgrading
 - k. Training users in use of required equipment
 - l. Developing and writing procedures for installation, use, and troubleshooting of network hardware and software
 - m. Determining specific network hardware and software requirements (e.g. platforms, interfaces, bandwidths)
 - n. Developing and implementing plan to safeguard network files against accidental or unauthorized modification, destruction, or disclosure and to meet data processing needs
 - o. Providing and maintaining anti-virus, anti-spam, anti-Malware, and anti-spyware software
 - p. Monitoring and issuing reports of viruses, spam, Malware, and spyware
 - q. Assisting in annual budgeting process in identifying hardware and software replacement and/or upgrade needs

4. Attachments: The following attachments may help you to better understand the level and type of services that will be required:
 - a. Organizational Chart
 - b. Network Configuration
 - c. Equipment Inventory

III. DESCRIPTION OF THE GOVERNMENT

A. Contact Person

The IT firm's main contact with the City of White House will be Ms. Amanda Brewton, Director of Human Resource, who will coordinate the assistance to be provided by the City of White House.

B. Background Information

The City was incorporated in 1971 and is chartered under Chapter Six of Tennessee Code Annotated (T.C.A.) operating as the Mayor-Aldermanic Charter. The City serves an approximate area of 10 square miles lying in both Robertson and Sumner Counties. The City's current population as certified by a 2008 special census is 9,891.

The City of White House fiscal year begins on July 1st and ends on June 30th. The City offers a full range of municipal services typical of Tennessee towns and cities, including public safety, public works, sanitation, parks and leisure services, and a wastewater utility. The City does not operate water, gas, or electric services.

Effective January 1st, 2003, the City began operating with a full-time City Administrator as provided under T.C.A. Chapter Six.

The City employs approximately 111 full-time and 25 part-time and seasonal employees (part-time includes 6 elected officials; 5-Mayor and Aldermen, 1-Judge).

The City of White House is organized into (11) eleven departments. The accounting and financial reporting functions of the City of White House are centralized. The City's budget for FY 2014-2015 is approximately 24 million dollars.

More detailed information on the government can be found on the City's web-site at www.cityofwhitehouse.com, or by contacting Ms. Amanda Brewton at (615) 672-4350 ext. 2108.

VI. PROPOSAL REQUIREMENTS

A. General Requirements

1. Inquiries

Inquiries concerning the request for proposals and the subject of the request for proposals must be made to:

Mr. Derek Watson
Purchasing Specialist
105 College Street
White House, TN 37188
(615) 672-4350 x 2130
dwatson@cityofwhitehouse.com

2. Pre-Bid meeting is scheduled for May 26th at 10 am in the Board Room located at 105 College Street White House, TN 37188

3. Submission of Proposals

The following material must be received by 11:00 AM on June 4th, 2015, for a proposing firm to be considered:

- a. A master copy (so marked) of the proposal and 4 copies to include the following:

- i. Title Page

Title page showing the request for proposals subject; the firm's name; the name, address and telephone number of the contact person; and the date of the proposal.

- ii. Table of Contents

- iii. Transmittal Letter

A signed letter of transmittal briefly stating the proposer's understanding of the work to be done and a statement why the firm believes itself to be best qualified to perform the engagement. Also, a statement that the proposal is a firm and irrevocable offer for 90 days.

- iv. Detailed Proposal

The detailed proposal should follow the order set forth in Section VI B of this request for proposals.

Proposers should send the completed proposals to the following address:

Mr. Derek Watson, Purchasing Specialist
105 College Street
White House, TN 37188

B. IT Services Proposal

1. General Requirements

The purpose of the proposal is to demonstrate the qualifications, competency and capacity of the firms seeking to undertake IT services of the City of White House in conformity with the requirements of this request for proposals. As such, the substance of proposals will carry more weight than their form or manner of presentation. The proposal should demonstrate the qualifications of the firm and of the particular staff to be assigned to this engagement.

3. Licensing of Firm

An affirmative statement should be included that the firm and all assigned key professional staff are properly licensed/credentialed to do IT services.

Copies of licensing and credentials in the proposal would be beneficial, but not necessary.

4. Firm Qualifications and Experience

The proposal should state the size of the firm, the location of the office from which the work on this engagement is to be performed and the number and nature of the professional staff to be employed in this engagement on a full-time basis and on a part-time basis.

5. Partner, Supervisory and Staff Qualifications and Experience

Identify the principal supervisory and management staff, including engagement partners, managers, other supervisors and specialists, who would be assigned to the engagement.

Engagement partners, managers, other supervisory staff and specialists may be changed if those personnel leave the firm, are promoted or are assigned to another office. These personnel may also be changed for other reasons with the express prior written permission of the City of White House. However, in either case, the City of White House retains the right to approve or reject replacements.

6. Similar Engagements With Other Government Entities

For the firm's office that will be assigned responsibility for the service, list the most significant engagements performed in the **last three years** that are similar to the engagement described in this request for proposal. Indicate the scope of work, date, engagement partners, and the name and telephone number of the principal client contact. Specifically identify

those engagements at which the managers and other supervisors who will be assigned to the City of White House engagement have worked.

VII. EVALUATION PROCEDURES

A. Selection Committee

Proposals submitted will be evaluated by a Selection Committee consisting of the City Administrator, the Director of Human Resource, the Purchasing Specialist, Public Services Director, and City Recorder.

B. Evaluation Criteria

Proposals will be evaluated using three sets of criteria. Firms meeting the mandatory criteria will have their proposals evaluated and scored for both technical qualifications and price. The following represent the principal selection criteria, which will be considered during the evaluation process.

A. Technical Qualifications

- a. The firm exhibits expertise based on past experience and performance on comparable government engagements.
- b. The quality of the firm's professional personnel to be assigned to the engagement and the quality of the firm's management support personnel to be available for technical consultation

B. Price Consideration

- a. Cost will only be one factor in the selection of a firm.

C. Oral Presentations

During the evaluation process, the Selection Committee may, at its discretion, request up to three firms to make oral presentations. Such presentations will provide firms with an opportunity to answer any questions the Selection Committee may have on a firm's proposal. Not all firms may be asked to make such oral presentations.

D. Final Selection

The Board of Mayor and Aldermen will select a firm based upon the recommendation of the Selection Committee.

It is anticipated the selection of a firm will be completed by June 18th, 2015. Following the notification of the selected firm it is expected a contract will be executed between both parties following the June 18, 2015 meeting of the City of White House Board of Mayor and Aldermen, and the firm start its services on July 1st, 2015.

E. Disposition of Proposals

All materials submitted in response to this Proposal will become the property of the City of White House. One (1) copy of each proposal shall be retained for official files. It is understood that the proposal will become part of the official file on this matter without obligation on the part of the City of White House. All Proposals become the property of the City upon submission and will not be returned to the applicant.

F. Right to Reject Proposals

Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for proposal unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the City of White House and the firm selected.

The City of White House reserves the right without prejudice to reject any or all proposals.

**CITY OF WHITE HOUSE
NONDISCRIMINATION POLICY**

It is the policy of the City of White House not to discriminate on the basis of race, color, national origin, age, sex, or disability in its hiring and employment practices, or in admission to, access to, or operation of its programs, services, and activities. In addition, the City of White House does not discriminate based on race, color, or national origin in federal or state sponsored programs, pursuant to Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d). With regard to all aspects of this contract, the contractor certifies and warrants it will comply with this policy.

COMPANY NAME

DATE

REPRESENTATIVE

TITLE

**CITY OF WHITE HOUSE
105 COLLEGE STREET
WHITE HOUSE, TN 37188
615.672.4350
615.672.2939 FAX**

STATE OF TENNESSEE/CITY OF WHITE HOUSE
COUNTY OF SUMNER/ROBERTSON

DRUG-FREE WORKPLACE AFFIDAVIT OF PRIME BIDDER

NOW COMES AFFIANT, who being duly sworn, deposes and says:

1. He/She is the principal officer for;

Company Name

Address

2. That the proposing entity has submitted a proposal to the City of White House for;

Project

3. That the proposing entity employs no less than five (5) employees;
4. That Affiant certifies that the bidding entity has in effect, at the time of submission of its bid to perform the construction referred to above, a drug-free workplace program that complies with 50-9-113, Tennessee Code Annotated.
5. That this affidavit is made on personal knowledge.

Further Affiant saith not.

Affiant

SUBSCRIBED AND SWORN TO before me this _____ day of _____.

Notary Public

My commission expires:_____

**CITY OF WHITE HOUSE
105 COLLEGE STREET
WHITE HOUSE, TN 37188
615.672.4350
615.672.2939 FAX
www.cityofwhitehouse.com**

DRUG AND ALCOHOL TESTING PROGRAM

Proposers must have a testing program for employees in place that is at least as stringent as the drug and alcohol-testing program of the City of White House, which is attached. Proposers must provide a copy of their drug and alcohol-testing program at the time the proposal is made.