

CITY OF CHATTANOOGA PURCHASING DEPARTMENT
101 EAST 11th STREET, CITY HALL, SUITE G-13
CHATTANOOGA, TENNESSEE 37402

Request for Proposal No.: **179359**

Ordering Dept.: Information Technology

Buyer: Deidre Keylon; e-mail: dmkeylon@chattanooga.gov (NO E-MAILED PROPOSALS ACCEPTED)

Phone No.: 423-643-7231; Fax No.: 423-643-7244

Being Purchased: IT Professional Services

SEALED PROPOSALS MUST BE RECEIVED AS SPECIFIED FOR TIME-STAMPING TO OCCUR

NO LATER THAN 4:00 P.M. E.S.T. ON JANUARY 30, 2019

ALL QUESTIONS MUST BE RECEIVED IN WRITING AND AS OTHERWISE SPECIFIED

NO LATER THAN 4:00 P.M. E.S.T. ON JANUARY 15, 2019

The City of Chattanooga reserves the right to reject any and/or all proposals, waive any informalities in the proposals received, and to accept any proposal which in its opinion may be for the best interest of the City. The City of Chattanooga will be non-discriminatory in the purchase of all goods and services on the basis of race, color or national origin. The City of Chattanooga (COC) Terms and Conditions posted on Website are applicable:

http://www.chattanooga.gov/images/City_of_Chattanooga_-_Standard_Terms_and_Conditions_Revise_d_7.18.2018.pdf

NOTE: ALL PROPOSALS MUST BE SIGNED.

All proposals received are subject to the terms and conditions contained herein and as listed in the above referenced website. The undersigned Offeror acknowledges having received, reviewed, and agrees to be bound to these terms and conditions, unless specific written exceptions are otherwise stated within Offeror's proposal.

PLEASE PROVIDE THE FOLLOWING:

Company Name: _____

Mailing Address: _____

City & Zip Code: _____

Phone/Toll-Free No.: _____

Fax No.: _____

E-Mail Address: _____

Contact Person: _____

Signature: _____

Date: _____

COMPLETED AND SIGNED COVER PAGE TO BE RETURNED WITH PROPOSAL

City of Chattanooga, Tennessee
Department of Information Technology



Request for Proposal

IT Professional Services

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Section I: General Information

Introduction

The purpose of this section is to define the scope of the project and describe this Request for Proposal (RFP).

Purpose of RFP

This request solicits proposals to furnish the municipal government of Chattanooga, hereinafter referred to as “The City”, with an IT contracted professional services provider, hereinafter referred to as “IT Professional Services”. Specifications describing the functional and technical requirements of the provider can be found in Section IV of this document. It is The City’s intent to select the most suitable service provider based on responses to this RFP.

This request solicits proposals covering the following areas. The proposals should provide recommendations and service level agreement details (hereinafter referred to as “SLA”) for each area:

- (1) Procurement of Talent for the following:
 - a. Service Desk
 - b. Infrastructure Support/Configuration
 - c. Application Development
 - d. Business Analysis and Project Management
 - e. IT Support Staff
- (2) Security/Screening Process
- (3) Cost benefits
- (4) Total cost

Section II: Administrative and Contractual Information

Introduction

Package Labelling and Due Date/Time

Sealed Proposals must be in a clearly labelled package (a non-transparent envelope or box) and submitted as otherwise specified to the Purchasing Department, City of Chattanooga, for time-stamping by no later than 4:00 p.m., e.s.t., on JANUARY 30, 2019, to the attention of:

City of Chattanooga Purchasing Department/**RFP**
101 East 11th Street, Suite G13
Chattanooga, TN 37402

Late or misdirected proposals shall be rejected and offered for return at the expense of the supplier without exception. Postmarks are not accepted. E-mailed proposals are not accepted.

Clear labelling includes:

- the business name, address, and phone number **on the exterior**
- the name and number of the RFP **on the exterior**

Number of Copies and Format

Proposer shall submit two (2) complete copies of the proposal as follows: one (1) original - unbound; and one (1) electronic copy in PDF format on a flash drive or jump drive. Discs will not be accepted. E-mailed proposals will not be accepted.

Detailed Technical Proposals

Complete technical submittals shall be submitted with the Proposal. These technical submittals shall describe in detail how the Proposer complies with each specification requirement of the RFP. Any deviations from the specifications shall be noted.

Inquiries

All questions and requests for information or clarification must be submitted in writing, and will be accepted **until 4:00 pm, est, on January 15, 2019**, and shall be submitted as follows:

Preferred method: email to rfp@chattanooga.gov with Subject line reading: QUESTION FOR RFP 179359 IT PROFESSIONAL SERVICES

Alternative method: mail or fax with clear marking on outside of package or cover sheet QUESTION FOR RFP 179359 IT PROFESSIONAL SERVICES

City of Chattanooga Purchasing Division
Attn: Deidre Keylon, Buyer
101 East 11th Street, Suite G13
Chattanooga, TN 37402

Fax: (423) 643-7244

Or, the question/request for information can be faxed with the same identifying information above to:

Fax: (423) 643-7244

All answers will be provided by addendum posted at www.chattanooga.gov, then Bid Solicitations, as soon as possible after the deadline for questions.

RFP Specifications

This RFP is intended to describe The City's minimum requirements and response format in sufficient detail to secure comparable proposals. However, vendors are not precluded from submitting proposals that recommend a solution that differs from the provided specifications as long as the required response format is followed.

Implied Requirements

All products and services not specifically mentioned in this RFP, but which are necessary to provide the full recommended solution described by the vendor, must be included in the proposal.

Vendor-Supplied Materials

Any material submitted by a vendor shall become the property of The City unless otherwise requested at the time of submission. Any material considered confidential in nature must be so marked. **Any firm submitting a proposal should assume the information included in the proposal is subject to the Open Records / Freedom of Information Act.**

Issuing Office

This RFP shall be governed by the laws of the State of Tennessee and is issued by the Purchasing Department for The City.

Rejection of Proposals

The City reserves the right to reject any and all proposals resulting from this RFP.

Incurring Costs

The City is not liable for any cost incurred by vendors prior to the issuance of a contract purchase agreement and will not pay for the information solicited or obtained. Proposer shall not include or integrate any such expense as part of its proposal.

Vendor Proposals

Vendors must submit a response to this RFP with a printed original response along with one additional copy and an electronic copy, such as a flash drive, no disks. The electronic format must be Google Docs, MS Word or PDF. The vendor proposal must follow the format as defined in Section II of this document.

Economy of Preparation

Proposals must be prepared simply and economically, with the maximum number of pages. They should provide a straightforward and concise description of the IT Professional Services proposed. Colorful bindings, displays, promotional materials, etc. are not desired. Emphasis should be placed on clarity and content. Lengthy proposals may be viewed as attempts to obfuscate issues and may be rejected.

Conditions of Agreement

The successful vendor will be expected to enter into contract negotiations with The City that will result in a formal purchase agreement between the parties.

Terms and Conditions of Agreement

Any contract resulting from this Request for Proposal will be subject to the City of Chattanooga's Standard Terms and Conditions which may be read at:

http://www.chattanooga.gov/images/City_of_Chattanooga_-_Standard_Terms_and_Conditions_Revision_7.18.2018.pdf

With the Proposal, Proposers shall state any exceptions to or deviations from the terms of this Request for Proposals and to the Standard Terms and Conditions. Where proposer wishes to propose alternative approaches to meeting the City's technical or contractual requirements, these should be thoroughly explained. The Contractor shall be bound to accept all stated terms not excepted in its proposal.

The City reserves the right to accept or reject any or all exceptions / deviations at its sole discretion. The City reserves the right to reject excepted or conditional proposals at its sole discretion.

Only exceptions that are specified within a solicitation response submission packet will be considered for potential negotiation by the City. Negotiation is not guaranteed.

Format Required: Isolate and reference the specific Section of the City of Chattanooga Standard Terms and Conditions to which an exception is taken, and provide alternative language for that specific section. Do not provide a full replacement Terms and Conditions document.

Failure to include any desired exceptions within a solicitation response submission packet may result in disqualification of a solicitation response.

Failure to include any desired exceptions in the format required may result in disqualification of a solicitation response.

Solicitation preparation costs are not compensable.

Term of Agreement

Any resulting contract will be for a period of one (1) year with two (2) optional one-year renewal terms available.

Section III: RFP Lifecycle

Introduction

The purpose of this section is to inform prospective vendors of the process that will take place as a result of this RFP. The information contained herein discloses all details about dates, times, and places as they pertain to this RFP.

Response Date

Sealed proposals to be considered must arrive at the issuing office on or before the time and date referred to on the cover sheet of this document.

Initial Screening

The initial screening of submitted proposals will occur as soon as practical following the opening. The initial screening process will involve evaluating all proposals for completeness, clarity, and conformity to all RFP requirements. **Proposals not meeting minimum requirements will not receive further consideration.**

For a list of required items, see **Appendix B: CHECKLIST OF REQUIRED SUBMISSION MATERIALS**

Oral Presentation

Vendors submitting a proposal that passes initial screening may be invited to make an oral presentation of their proposal to The City. Invitations will be given solely at the initiative of The City for such purposes as The City deems necessary. Such presentations provide an opportunity for the vendor to clarify their proposal and ensure that a thorough, mutual understanding exists. Oral presentations are not mandatory. These presentations may be conducted in person, by web conference, or by teleconference.

Product Demonstration

Vendors may be requested by The City to demonstrate the IT Professional Services they are proposing. Demonstrations will be conducted in the most economical manner possible.

Final Evaluation

In the final evaluation, the proposals submitted by the vendors will be reviewed and a recommendation will be made by an evaluation committee for the proposal that is considered to best satisfy The City's requirements.

Any recommendation by the evaluation team or staff members is subject to review and concurrence or nonconcurrence by the Department of Information Technology and Administration. The Department of Information Technology will make a recommendation to Chattanooga City Council in the form of a resolution.

Proposal Acceptance

After the final evaluation, the chosen vendor(s) will be notified and contract discussion and negotiation between The City and the selected vendor(s) will begin. The content of this RFP and the successful vendor's proposal will become an integral part of the contract. Vendors are required to submit exceptions to the RFP or to the City of Chattanooga Standard Terms and Conditions as specified under Terms and Conditions with the proposals.

Section IV: Requirements for the Proposed Services

Introduction

The purpose of this section is to describe the required and desired features of a solution for The City. The vendor may propose additional features and options to be considered. The sequence in which the following items appear in this document does not represent any priority of importance for this proposal. The City requests that prospective vendors use these specifications to develop proposals within the guidelines set forth in Section II.

General Requirements

The City seeks to augment their IT staff with IT professionals that include (but is not limited to) network analysts and engineers, service desk technicians, IT hardware and software deployment specialists, Project managers, Scrum Masters, Business Analysts, and Software Developers/Engineers (including mobile application developers), Implementation Analysts, Integration Analysts, Security Analysts, QA/Test Analysts, and DevOps Specialists. For continuity of service, the selected vendor must agree to hire contractors that are currently providing professional technical services in the IT Department. The ideal vendor should have a local presence in Chattanooga and have at least 100 IT providers placed in the local economy.

Network analysts and engineers should be experts on wired and wireless network design, routing, security and implementations with Cisco, Aerohive and Meraki network equipment. System Engineers should be experts on system and database design, security, and have experience with VMware, Nimble storage, Microsoft SQL Server, Veeam, with general backup design and disaster recovery experience. Knowledge in C# and Visual Studio for DevOps a plus. The city needs service desk specialists onsite and remotely to assist with Apple and Lenovo deployments and imaging. Service desk specialists will need to provide multiple levels of support via phone and on site. Project professionals should have experience with best practices outlined in the PMBOK and/or a thorough understanding of Agile development and Scrum. Applications developers should be proficient in browser-based application development in LAMP (must-have), and MEAN (preferable) stack environments. PHP, Javascript, SQL, and PHP Unit knowledge is required. Experience with the CakePHP development framework is desirable. In some cases Java or C# knowledge will be required. Knowledge of HTML/CSS, Red Hat Enterprise Linux/CentOS, MySQL, PostgreSQL, MongoDB, NGINX, Pentaho Data Integration, BASH scripting, Selenium, Doctrine, PHPDocumentor, and Composer are all pluses. Scrum Alliance Certification is also a plus.

Vendor Information

Prospective vendors should provide the following information pertaining to their organization and this project:

- Size of the organization
- Public financial records from the past two years
- Client list including those using products recommended by the prospective vendor
- Number of years in business providing similar services
- Number of service and support personnel in the organization
- Frequency of software updates (if applicable)
- A reference list including clients who have used the vendor's services
- A list of all government clients who have used the vendor's services
- A plan on what the average upgrade and implementation would take
- A project start date commitment
- A resource availability date commitment
- Complete references for the prospective vendor's Project Manager for this project
- A required roles list for initial implementation and for future sustainability.
- A sample project plan
- Detailed information on prospective vendor's "discovery" methodology

Prospective vendors, regardless of previous experience, should demonstrate a thorough knowledge of the differences associated with municipal government as opposed to those of the private sector with regard to security, open records, data availability, and public safety considerations.

Prospective vendors should understand that adherence to all vendor-proposed dates and timelines will become part of said vendor's contractual obligation should their proposal be selected by The City to be the IT Professional Services provider.

Cost Summary

Vendor must supply a listing of their products and services in the form of a catalog or a line item detail to support Proposal Cost Summary in Appendix A and future expansion of services.

Functional and Technical Requirements

The following requirements must be addressed in Vendor's proposal:

Help Desk Services

- Service Desk Phone Support
- Desk Side Support
- Mobile Device Management
- Asset Management
- Lifecycle and Deployment Management
- License Management
- Print Management

Infrastructure

- Asset Management
- Lifecycle Management
- License Management
- Vendor Management
- Network Infrastructure Consultation, Configuration, and Deployment
 - Security Appliances
 - Network Switches
 - Network Routers
 - Wireless APs
 - IP Cameras
- Network Infrastructure and System Monitoring
- Security Compliance and Management

Technology Projects and Strategy

- ITIL Best Practices/Business Strategy Alignment
- Training (Key City Personnel not just IT)
- Continual Service Improvement
- Long/Short Term Project Management
- Change Management
- 5-10+ years of experience with IT Infrastructure Upgrades and Application Development Projects
- PMBOK - Project Management Professionals (PMP) and Business Analysts
- Scrum Alliance - Certified Scrum Master (CSM) or Certified Scrum Professional (CSP)
- Agile methodologies
- Business analysis and assist in identifying project requirements
- Create RFPs and vendor selection
- Create project plans
- Schedule Tasks
- Identify risks and risk mitigation
- Manage project team and resources

- Manage budget
- Manage timeline and scope
- Organize and coordinate project meetings
- Prepare and present project, budget and status reports

Application Development

- TDD (test-driven development)
- Continuous Integration/Automated Deployment
- MVC (Model-View-Controller)
- Commonly-used Software Design Patterns
- Agile/Scrum

IT Support Staff

- Budget Analyst
- Technical Trainer
- Administrative support

Section V: Evaluation Criteria and Scoring

In evaluating response to the Request for Proposal, COMMITTEE will take into consideration the project approach, technical quality, qualifications, price proposal, and interview that being proposed by the VENDOR. The total weighted score is 100%. The following Evaluation Criteria will be considered in reviewing submittals.

The scorecard is to evaluate criteria results of the project approach, technical quality, qualifications, price proposal, and interview of the VENDOR.

1. Vendor will be awarded up to 35% of the total weighted score for Competence/Approach.
2. Vendor will be awarded up to 40% of the total weighted score for Qualifications.
3. Vendor will be awarded up to 20% of the total weighted score for Price Proposal.
4. Vendor will be awarded up to 5% of the total weighted score for Reference projects.

Appendix A: Proposal Cost Summary Form

The undersigned, being familiar with the requirements of The City of Chattanooga Request for Proposal for IT Professional Services proposes to furnish products and services to The City in accordance with that request.

The summary below reflects projected cost for The City for IT Professional Services and implementation. Supporting detail must be attached in the form of a catalog or a line item detail describing hourly rates, projected expenses, software and hardware expenses, annual support and maintenance, discounts along with any other detail that will lead to a clear understanding of the proposal. This proposal cost summary will be used in the establishing of a blanket contract, which will define the continued support and services of the proposed implemented solution.

Item	Cost
Service Desk Services	
Infrastructure Services	
Project Services	
Application Services	
Other Costs (Describe)	
Total	

Appendix B: CHECKLIST OF REQUIRED SUBMISSION MATERIALS

CHECKLIST OF REQUIRED SUBMISSION MATERIALS:

Upon opening, proposals will be examined for the presence of these required materials and will be rejected if all items are not included:

1. Sealed box or envelope labelled on the exterior as instructed, received for time-stamping in Purchasing Department no later than due date/time

TABBED RESPONSE ENCLOSED:

2. COVER LETTER - Signed Organization's cover letter (letter of introduction and interest)
3. TAB 1 - Response to Scope of Work, including response to Requirements on page 11, and to Functional and Technical Requirements on pages 13 and 14
4. TAB 2 - Pricing/Cost/Value Proposal (see Appendix A; vendor may provide additional information)
5. TAB 3 - Exceptions to RFP and/or to Terms & Conditions (See General Terms); ALL EXCEPTIONS MUST BE STATED WITH THE PROPOSAL
6. TAB 4 - Information listed under "VENDOR INFORMATION" on page 12
7. TAB 5 - ALL REQUIRED FORMS LISTED BELOW

Completed and dated and signed if applicable forms required with submission include:

- a. RFP cover page
- b. Proposer Qualification Data Form
- c. W-9
- d. Iran Divestment Act Form
- e. Affirmative Action Plan Form
- f. No Contact/No Advocacy Affidavit (**page must be notarized**)
- g. **Signed addenda cover pages**, if any addenda have been posted to www.chattanooga.gov, then Bid Solicitations, up to 48 hours prior to the RFP Due Date/Time

PROPOSER QUALIFICATION DATA

All questions must be answered clearly and comprehensively. If necessary, separate sheets may be attached.

1. Company Name of proposer (Please list official name and any and all "doing business as" names, if any, associated with the company; also specify name on invoices):

2. Main office street address:

P.O. Box address if preferred for general mail:

Check mailing address:

3. Phone: _____ Fax: _____

a. Email Address: _____

4. Proposer's federal tax identification number: _____ (*Please attach Form W-9*)

5. The proposer is organized as a (specify type of entity, e.g. sole proprietor, partnership, for profit corporation, non-profit corporation, limited liability company, etc.)

6. The date the proposer was organized in its current form:

7. If a corporation or limited liability company, the state where it is formed:

8. Is your company registered with the Tennessee Secretary of State?

- a. YES
- b. NO - Please explain

9. How many years have you be engaged in the business described in this solicitation, under your present firm or trade name:

10. Describe any pending plans to reorganize or merge your organization.

11. Have you, , or any officers and/or directors of your company, ever been debarred or suspended by a government from consideration for the award of contracts?

- a. YES - Please list the contract party, and explain

- b. NO

12. Have you, or any officers and/or directors of your company, ever been disqualified, removed, sued, or otherwise prevented from proposing on or completing any contract?

- a. YES - Please list the contract party, and explain

b. NO

13. Have you, or any officers and/or directors of your company, ever been charged with liquidated damages on a contract?

a. YES - Please list the contract party, and explain

b. NO

14. Bonding

a. Limit: \$ _____

b. Bonding Company: _____

c. Address: _____

d. Phone Number: _____

ONE OF THE FOLLOWING MUST BE MARKED:

- | | | |
|---------------------|-----------------------------------|-------|
| VENDOR TYPE: | DV - Disabled Vet | _____ |
| | MN - Minority Owned Vender | _____ |
| | MW - Minority Women | _____ |
| | SB - Small Business Vendor | _____ |
| | VE - Veteran | _____ |
| | WB - Woman Owned Business | _____ |
| | NONE OF THE ABOVE | _____ |

**Chapter No. 817 (HB0261/SB0377). "Iran Divestment Act" enacted.
Vendor Disclosure and Acknowledgement**

By submission of this bid, each proposer and each person signing on behalf of any proposer certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each proposer is not on the list created pursuant to § 12-12-106.

(SIGNED) _____

(PRINTED NAME) _____

(BUSINESS NAME) _____

(DATE) _____

For more information, please contact the State of Tennessee Central Procurement Office,

<https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/library-/public-information-library.html>

Affirmative Action Plan

The City of Chattanooga is an equal opportunity employer and during the performance of this Contract, the Contractor agrees to abide by the equal opportunity goals of the City of Chattanooga as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or handicap. The Contractor will take affirmative action to ensure that applicants are employed, and the employees are treated during employment without regard to their race, color, religion, sex, national origin, or handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay, or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or handicap.
3. The Contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. During the term of this contract the following non-discriminatory hiring practices shall be employed to provide employment opportunities for minorities and women:
 - a. All help wanted ads placed in newspapers or other publications shall contain the phrase "Equal Employment Opportunity Employer."
 - b. Seek and maintain contracts with minority groups and human relations organizations as available.

- c. Encourage present employees to refer qualified minority group and female applicants for employment opportunities
 - d. Use only recruitment sources which state in writing that they practice equal opportunity. Advise all recruitment sources that qualified minority group members and women will be sought for consideration for all positions when vacancies occur.
5. Minority statistics are subject to audit by City of Chattanooga staff or other governmental agency.
 6. The Contractor agrees to notify the City of Chattanooga of any claim or investigation by State or Federal agencies as to discrimination.

(Signature of Contractor)

(Title and Name of Company)

(Date)

No Contact/No Advocacy Affidavit
City of Chattanooga, Purchasing Division

State of _____
County of _____

_____ (agent name), being first duly sworn, deposes and says that:

(1) He/She is the owner, partner, officer, representative, or agent of

_____ (business name), the Submitter of the attached sealed solicitation response to Solicitation # _____;

(2) _____ (agent name) swears or affirms that the Submitter has taken notice, and will abide by the following No Contact and No Advocacy clauses:

NO CONTACT POLICY: After the posting of this solicitation, a potential submitter is prohibited from directly or indirectly contacting any City of Chattanooga representative concerning the subject matter of this solicitation, unless such contact is made with the Purchasing Division.

NO ADVOCATING POLICY: To ensure the integrity of the review and evaluation process, companies and/or individuals submitting sealed solicitation responses, as well as those persons and/or companies formally/informally representing such submitters, may not directly or indirectly lobby or advocate to any City of Chattanooga representative.

Any business entity and/or individual that does not comply with the No Contact and No Advocating policies may be subject to the rejection or disqualification of its solicitation response from consideration.

Submitter Signature: _____ Printed Name: _____

Title: _____

Subscribed and sworn to before me this _____ day of _____, 2_____.

Notary Public: _____

My commission expires: _____