



City of Springfield, TN
REQUEST FOR QUALIFICATIONS:
Information Technology Services

Issue Date: February 3rd, 2017

Proposals Due: March 10th, 2017

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1. PURPOSE

The City of Springfield TN is soliciting proposals from qualified professional vendors for Information Technology support services. The qualified vendor will enable the City to:

1. Significantly improve information technology (IT) effectiveness in all areas;
2. Enhance its quality of service to all of its employees, and ultimately the citizens;
3. Minimize downtime and technical support costs;
4. Ensure security of data and compliance with State of Tennessee Records Retention requirements.
5. Maximize return on investment in IT hardware and software.

Vendors are encouraged to provide as much detail as possible in this proposal regarding their capability and expertise, scope of services, and approach to protecting and securing the technology used by City users. This RFQ requests specific information and in responding, vendors are encouraged to provide any additional information they believe is relevant.

Preliminary Timeline

Task	Date	Time
Issue RFQ	February 3 rd , 2017	N/A
Deadline for questions	February 17 th , 2017	2:00 P.M.
Questions/addendum issued	February 24 th , 2017	2:00 P.M.
Responses due	March 10 th , 2017	2:00 P.M.
Proposal evaluation	March 17, 2017	N/A
Vendor presentations (if necessary)	Mar. 27 th – Apr. 5 th	TBD
Present to board for award	April 18 th , 2017	6:00 P.M.
Contract effective date	June 1 st , 2017	N/A

The award date is subject to change at the discretion of the City. The effective date of the contract is tentative, and is dependent upon the length of time required for contract negotiation.

2. GENERAL BIDDING REQUIREMENTS

1. This solicitation is for the purchase of information technology goods and services. The contract shall be awarded to the vendor that submits the best overall proposal.
2. Proposals submitted shall not be subject to public inspection until a contract is awarded. Proposals will be received by the City Recorder at the time and place so stated in this document. At that point, the City Recorder will close the receipt of proposals and begin the evaluation process.
3. Respondents are asked to not contact any City staff or elected official in reference to the process. As information becomes available and is relevant for release, that information will be shared with the respondents. Any and all information submitted in conjunction with this RFQ and the evaluation process will not be returned to the respondent.
4. Vendors must specifically identify portions, if any, of their submittals, deemed to contain confidential and proprietary information, or trade secrets. The vendors may be required to justify why the City of Springfield should not, upon request, disclose such materials.
5. All questions concerning this Request for Qualifications are to be submitted in writing to Lisa Crockett, Finance Director/City Recorder, no later than **2:00 P.M. on February 17th 2017**. Responses will be issued in written form no later than 2 P.M. on February 24th, 2017 via email. Questions may be submitted via email to lcrockett@springfield-tn.org
6. The City of Springfield reserves the right to reject any or all proposals and to waive any informalities as may be permitted by law. The City reserves the right to request oral interviews or request additional written information from any or all vendors. The City also reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications during any presentation or discussion.
7. Proposals must be submitted as hardcopies.
 - a. **Hardcopy and digital copy:** Six (6) hardcopies and one (1) digital copy of the full proposal and all supporting documentation as required in this RFQ must be submitted in a sealed opaque envelope with RFQ Number and the title on the outside, addressed to:

City of Springfield TN
Attn: Lisa Crockett, City Recorder/Finance Director
IT Services Response Enclosed
405 N. Main St.
Springfield TN 37172

- b. **Proposals will be opened by City staff and will not be made public until after award.** This RFQ and any contract resulting from shall be governed by and construed according to the laws of the State of Tennessee.
Successful bidder must be prepared to begin providing service on or before June 1st, 2017.

8. Vendor warrants that his proposal is genuine and not collusive nor sham and that he has not conspired nor agreed in any manner to fix any bid or any element of such bid price, payment or agreement for commission percentage, brokerage, or any other compensation for the procurement of this contract.
9. Either party may cancel this contract by providing the other party a thirty (30) day written notice of cancellation.
10. All proposals shall be signed by an authorized officer or employee of the submitting organization. The name of the company, contact person, telephone number, fax number, and address shall be included.
11. The City of Springfield shall have the right to reject or accept any Proposal or offer, or any part thereof for any reason whatsoever, at its sole discretion.
12. The RFQ does not commit the City to award, nor does it commit the City to pay any cost incurred in the submission of the Proposal, or in making necessary studies or designs for the preparation thereof, nor procure or contract for services or supplies. Further, no reimbursable cost may be incurred in anticipation of a contract award.
13. The City of Springfield reserves the right to terminate this RFQ at any time prior to contract execution.
14. No prior, current, or post award verbal conversation or agreement(s) with any officer, agent, or employee of the City of Springfield shall affect or modify any terms or obligations of this RFQ, or any contract resulting from this procurement.

3. BACKGROUND INFORMATION

The City of Springfield has one IT technician and is currently using an outside vendor to provide maintenance and support on an as-needed basis for desktop/network issues and project planning and implementation assistance.

Currently the planning and implementation of technology-related projects is diffused, with each department responsible for determining its own needs, the evaluation of potential solutions, and implementation of software or hardware. It is the desire of the City Manager's Office to centralize IT as much as possible, while allowing departments the ability to coordinate department-specific projects and plans with the City's overall plan.

The Springfield Police Department receives additional support from the Robertson County IT Department for law-enforcement specific software and hardware. Going forward, it is the desire of the City of Springfield to manage all IT requirements within one management structure including the Springfield Police and Fire Departments.

An IT assessment exclusive of the Police and Fire Departments was conducted in winter 2016, and the information in this section is primarily from this report. An independent assessment conducted for the Springfield Police Department is also incorporated in this overview.

Total Number of City Employees including PD and Fire

Full-time employees 242
 Part-time employees 10

1. **Domains/Servers:**

The City employs two domain servers. One main domain server is SFDC1, located at City Hall. Updates and fixes are applied by the third party. The Police Department has their own server as noted below for security purposes. The Police Department is in the process of moving their domain from WIN2003 to WIN2012.

There is a common Exchange email server hosted internally with the exception of the Police Department, which utilizes a cloud based Office 365 solution for their email platform. The internal exchange server is also maintained by the third party which also serves as a backup domain server for the city. The City Exchange server hosts approximately 150 mailboxes. The Police Department users maintain a pass-through mailbox on the City exchange along with their cloud based exchange.

Servers

The City currently deploys nine servers:

<u>Location</u>	<u>Name</u>	<u>Platform Mfg.</u>	<u>OS</u>
City Hall	SFDC1	Custom	WIN2008R2
City Hall	Springfield	Custom	Win2008R2
City Hall	LGSERVER	Custom	WIN2012R2
City Hall	SFTEMP	Custom	WIN2008R2
Engineering Department	Engsvr	Dell T620	Win2008R2
Police Department	Southern Software RMS	Dell T110	WIN2012 (Records Management Server)
Police Department	New domain controller	Dell T310	WIN2012 (migrating from Win2003 server)
Police Department	SFPD	Dell PE2900	Win2003R2 (AD) Trying to move to WIN2012
Fire Department	Springfield. Local	Dell T110	Win2008R2

Main Server Functions

<u>Server Name</u>	<u>Brief Function Description</u>
SFDC1	Domain Controller (Springfield-tn.org)
Springfield	Host Local Government NextGen G/L applications
LGSERVER	Host Local Government Zortec ERP applications, Permits, network printer Def.
SFTEMP	Host Exchange email system
Engineering	Host backup and file sharing of Engineering Department
SFPD	Host Police Department domain
RMS	Host Police Department report management database (Southern Software)
Springfield. Local	Local Host only for department. (Fire House Incident Software)

* The Police Department has their own server and domain for security reasons as required by the TBI.

2. Anti-virus protection:

The City of Springfield holds a site license for 100 seats of AVG cloud base anti-virus software. The Police Department utilizes another 50 AVG licenses. This software is currently maintained by the network support company with local monitoring. Many City units are not on the network for various reasons and thus do not utilize the City AVG license.

3. Disaster recovery/backup schema's:

The City of Springfield does not currently have a written disaster recovery plan. It is hoped that with long term IT planning a workable written DR plan could be formulated and tested annually.

Currently, servers at City Hall are backed up to an in-house NAS and key folders are backed up to a Carbonite account along with important pcs at City Hall. The Public Works Department and the Planning/Codes Department have their own Carbonite account to which they back up their individual pcs to the cloud and are managed by their office managers respectfully.

The Engineering sever is backed up to an external Buffalo unit within the department but not taken off-site. The Police and Fire Departments execute their own backup schema's.

The remaining departments perform individual pc backups on their own accord to attached external hard drives or USB's. There is not one common process utilized across all departments which complicates any broad DR processes. A unified plan needs to be formulated across all departments and implemented.

4. Communications:

The City is served with six Comcast VPN's, one to each department back to City Hall. These are monitored in-house by the IT Department. Current high-speed network throughput is 75/15MPS. The Police Department has three active VPN's. One is to the City Hall, another to Robertson County 911 for CAD data, and the third is a software VPN to METRO for NCIC.

5. City Web Site:

The City utilizes Civicplus Inc. to host the City website and is not part of this contract however, the domain name and renewal is handled by the network support vendor and should be transferred with this contract.

Hardware Devices Summary

1. Desktop and Laptops:

At the time of the assessment, January 2016, the City had 94 workstations including the Fire Department. The Police Department recorded a total of 32 desktops and 37 laptops/MDTs for a City-wide total of approximately 163. There is no centrally managed process for tracking, updating, or proactively managing workstations except for a City-wide license of TeamViewer which is used by the IT Technician for desktop support. Several laptops, IPADs or Surface tablets in use by departments may not have been part of this count when the assessment was done. Some of these are used in trucks remotely or Board of Mayor and Aldermen and not connected to the network for discovery. Most pcs are running WIN7 or have been upgraded to WIN10. Only one or two units are known to be running Windows XP. Dell has been a standard manufacturer of the desktops and most laptops. A desire to institute a three-year replacement plan has been put into place but at the discretion of the individual departments as to implement or not. Recently some departments have purchased Microsoft Surface units to use as remote units.

2. Printers

The City utilizes a mixture of networked and personal printers. Each department is responsible for securing their departmental/personal printers. There are 39 networked printers controlled by the LGSERVER on the host domain and under the director of the City IT technician. Many of the departments utilize new Canon Image Runner network printers which are under a state maintenance contract and not part of this contract. The utility billing area utilizes 4 Epson T675 receipt printers which are also maintained by the current third party provider. The Zortec software package is over 20 years old and requires network printer definitions be built within the application to control printing rather than within the Windows O/S as normal today. This severely limits the manufacturer and models of printers that can be used to print from Zortec.

3. Switches/Routers/WAP (wireless access point)

There is a total of 12 Netgear 1GB switches and 8 Netgear firewalls along with 2 SonicWALL firewalls across the City per TBI. There is 1 firewall edge device at City Hall. The third-party support maintains and programs all these devices as required.

Most departments also utilize WAP (Wireless Access Points) via either external units supported by the third party or via the high-speed Comcast modems in-house.

Software Usage Summary

There is no uniform policy or standard of software programs installed on individual city computers. It has been at the discretion of the departments as to what programs have been installed on pc's, however, the major applications are outlined below. In many cases, user profiles have been granted administrator authority as a rule so they may download and install desired programs. Since there is no uniform policy, this has not been enforced.

The software applications run/accessed by each department vary significantly, but the most critical/common include:

Microsoft Office 2007,2010,2013,2016

Windows Server 2003R2 (Police Department only), 2008R2, 2012R2

Windows Exchange 2010

Adobe Acrobat

ArcGIS for Desktop

AutoCAD

Zortec Financials ERP (Local Government Columbia TN) (LGSERVER)

NextGen Financials (Local Government Columbia TN) (Springfield Server)

Permits (Local Government Columbia TN) (LGSERVER)

Southern Software (reports management for Police Department)

Omni Court Software for Police Department

MDIS – mobile data information CAD dispatch system with 911 for Police Department

Titan – Tennessee accident reporting system

Fire Department incident database

Special Departmental applications or cloud based solutions such as City Works for the Water Department as an example.

4. SCOPE OF SERVICES

The successful vendor will provide the City with all of the following services. The vendor shall not subcontract any portion of the services to be performed under the contract without the prior written agreement of the City of Springfield.

Vendor shall perform the Scope of Services as outlined in the RFQ, which will be integrated into the final contract. The Scope of Services shall not be deemed to be all-inclusive and may be changed from time to time to meet the business needs of the City of Springfield.

1. Initial Assessment

Compile/update inventory of all information technology related assets, assess system assets and make recommendations for improving the City-wide IT system performance.

- a. An asset/inventory management system must be provided by the Vendor that will allow the City to quickly capture a view of the primary computer systems on the network along with their configuration, patch and Anti-Virus status.
- b. The vendor must perform an initial assessment of the IT infrastructure and provide the City with a recommendation of hardware, software, and employee training and policy improvements that can be implemented as part of an overall technology roadmap.

2. Help Desk Support

Manage, monitor and track all support related issues in coordination with the City IT technician and provide monthly reports to the City of Springfield noting significant support patterns or issues. Online ticket submission, commenting, and tracking must be provided. Historical support data should be available by user or issue type. Remote support and on-site support must be provided during business hours as requested. Also, 24x7x365 support must be available for significant issues including disaster recovery.

3. Desktop Support

Perform basic support functions including installing PCs, laptops, printers, and software; diagnosing and correcting desktop application problems, configuring laptops, tablets, and desktops (or equivalent) for standard applications and identifying and correcting hardware problems, performing advanced troubleshooting, and when requested by designated City personnel, provide assistance with software and hardware purchases.

4. Support, Management & Monitoring of Servers and Infrastructure

Provide 24 X 7 X 365 virus monitoring and alerting, Windows patching and updates, remote and onsite remediation for all server/infrastructure related issues as necessary. Ensure scheduled preventive maintenance for equipment is promptly performed; develop and test back-up and disaster recovery plans and procedural documentation. Set up new users and edit or remove existing users when requested; thus managing the computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recover-ability, and reliability of the system. Install new servers, software and hardware and transfer data when acquired.

5. Support Services Response

Support personnel need to be available to meet all the needs associated with the parameters outlined in this request. In the event a problem needs to be escalated, a prescribed escalation process must be in place along with a time frame for resolving issues. Any service issue that needs to be escalated to the City must be started promptly and must be completed within a time discussed between the vendor and the City to the satisfaction and approval of the City. Statistical measures and approaches for performance evaluation should be included. The proposal must include a detailed response time for each type of service issue.

6. After Hours and Emergency Services

Provide technical, communication, and IT support services in the event of emergency situations or outside of normal business hours, 24x7x365. The proposal should clearly outline how various levels of support are defined, and how the vendor handles a situation in which multiple customers are affected by the same emergency, whether it be geographic, technical, or something else.

7. Security

The Vendor shall conduct a review of the City Anti-Virus software and make recommendation for improvements as necessary. The Vendor will review and enhance the security of the City's network and wireless devices. The Vendor shall perform security audits as requested and notify City personnel immediately of suspected breaches of security or intrusion detection. The Vendor shall reduce amount of spam received by City employees.

Develop and implement a method to track and identify IT assets by location or user, and the characteristics of each device. Devices should be physically tagged to match their electronic record. This should be updated whenever a new device is added or removed. A complete inventory spreadsheet of assets should be provided yearly to the Springfield Finance Director/City Recorder.

8. Software/Third-Party Applications Services

Includes oversight, management and support of the City's software; oversight, management and supervision of third party desktop, server, and web-based applications and act as the City's representative when dealing with third party application support, as directed. Vendor will review invoices as requested for verification of services upon request of the City.

9. Strategic Planning and Budgeting

Provide technical and organizational consulting for technology issues. Make recommendations for future purchasing and technology needs for the organization and specific departments as needed and during the annual budget preparation process. The City requires assistance in prioritizing and maximizing the use of funds budgeted for technology improvements. The City may or may not purchase any or all hardware or software from the services vendor selected in this RFQ. The vendor may be requested to assist in the bid process for hardware/software and/or the formulations of technical standards at the discretion of the City.

10. Microsoft Server/User license.

Selected vendor shall provide management of all Microsoft server and users licenses and provide upgrade services as required.

11. City's IT Liaison/Representative

The vendor should provide a primary point of contact within the company, recognizing that other vendor employees may work on specific issues or projects. The primary point of contact will act as the City's liaison/representative for all IT related matters with other vendors and City departments under the scope of the Agreement. The vendor will be available for any meetings as directed by the City Manager.

5. PROPOSAL FORMAT

The proposal shall be organized as outlined below. Responses should be complete and unequivocal. In instances where a response is not required, or is not applicable or material to the Proposal, a response such as "no response is required" or "not applicable" is acceptable.

1. Letter of Intent

The Letter of Intent is to be signed by an officer of the company authorized to bind the vendor to the proposal. It should also contain the following information:

- a. Company name, address, telephone number(s), and website.
- b. Name, title, email address, and telephone number of proposal contact person(s) who are authorized to represent the firm and to whom correspondence should be directed.
- c. Federal and State taxpayer identification numbers of the firm.
- d. A brief statement of your understanding of the services to be performed, and an understanding that the terms of this RFQ will be incorporated in the final contract.
- e. The Letter of Intent is to contain a statement indicating the period during which the Proposal will remain valid. A period of not less than ninety (90) calendar days from the bid date is required.

2. Proposer's Statement of Organization and Experience

A vendor must demonstrate considerable relevant experience (minimum of 7 years) with this type of work, and should emphasize their experience, technical qualifications, working knowledge of Information Technology Services, and capability of the particular principal and personnel who will actually be assigned to the City.

A proposer must include a brief profile of the firm, including, at a minimum:

- a. Length of time in business.
- b. Length of time in providing proposed services.
- c. Number of clients.
- d. Number and List of local government and public sector clients, and scope of services provided to those clients.
- e. Number of full-time employees and area of involvement: Technical Support, Consulting, Sales Support, Administrative Support
- f. Location of office to serve the City
- g. Relevant technical certifications and/or partnerships
- h. Resumes for all individuals employed in a full-time or part-time capacity who shall provide services sought in this RFQ. If resumes are not available, the Proposer shall provide information indicating the name, job title, education and years employed with the firm.
- i. A vendor shall demonstrate that it has at least three (3) local government clients that have contracted with it for the same or similar services within the last three years, preferably with at least one client represented within Tennessee and shall provide the City with contact information for those clients to allow the City to obtain their recommendations as to the services rendered by the vendor.
- j. A vendor must be certified for National Crime Information Center and Tennessean Crime Information Center.

3. Description of Services

Proposer shall include a description and synopsis, including sample deliverables where appropriate, detailing its methodology and approach to providing the Scope of Services as described in Section 4 of this RFQ. (The scope of work indicates "what" the vendor is supposed to do; the description of services should show "how" the vendor intends to perform the services).

The description of services should also be accompanied by:

- a. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.
- b. Proposal must include a description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.
- c. The proposal must include a detailed response time for each type of service issue.
- d. A draft contract and vendor's terms and conditions. Payment schedule should also be included (i.e. monthly, quarterly – *not proposed cost*). The vendor must describe the method of obtaining the fee for service (i.e. fixed fee, per device, per location) and describe any cost increases throughout the contractual term.

4. Litigation History

Proposers shall provide a summary of any litigation or arbitration that the Proposer, its parent company or its subsidiaries have been engaged in during the past three (3) years against or involving (1) any public entity for any amount, or (2) any private entity for an amount greater than One Hundred Thousand Dollars (\$100,000.00). The summary shall state the nature of the litigation or arbitration, a brief description of the case, the outcome or projected outcome, and the monetary amounts involved.

5. Insurance Requirements

Workers' Compensation: Coverage to apply for all employees for statutory limits in compliance with the applicable state and federal laws. The policy must include employer's liability with a limit of \$100,000 for each accident, \$100,000 bodily injury by disease each employee and \$500,000 bodily injury by disease policy limit.

Comprehensive General Liability: Shall have minimum limits of \$1,000,000 per occurrence combined single limit for bodily injury liability and property damage liability. This shall include premises and/or operations, independent contractors, products and/or completed operations, broad form property damage and explosion, collapse and underground damage coverage, sudden and accidental pollution losses, and a contractual liability endorsement.

IRAN DIVESTMENT ACT

NOTICE

Tenn. Code Ann. § 12-12-106 requires the chief procurement officer to publish, using credible information freely available to the public, a list of persons it determines engage in investment activities in Iran, as described in § 12-12-105.

For these purposes, the State intends to use the attached list of “Entities Ineligible to Contract with the State of South Carolina or any Political Subdivision of the State per the Iran Divestment Act of 2014, S.C. Code Ann §§ 11-57-10, et. Seq.”

While in conclusion on the list would make a person ineligible to contract with the state of Tennessee, if a person ceases its engagement in investment activities in Iran, it may be removed from the list.

If you feel as though you have been erroneously included on this list, please contact the Central Procurement Office at CPO.Website@tn.gov.

NIKKI R. HALEY, CHAIR
GOVERNOR

CURTIS M. LOFTIS, JR.
STATE TREASURER

RICHARD ECKSTROM, CPA
COMPTROLLER GENERAL



OFFICE OF THE EXECUTIVE DIRECTOR

HUGH K. LEATHERMAN, SR.
CHAIRMAN, SENATE FINANCE COMMITTEE

W. BRIAN WHITE
CHAIRMAN, HOUSE WAY AND MEANS
COMMITTEE

List Date: July 1, 2016

**Entities Ineligible to Contract with the State of South Carolina or any
Political Subdivision of the State per the Iran Divestment Act of 2014, S.C.
Code Ann. §§ 11-57-10, et seq.**

- | | |
|--|---|
| 1. Abadan Petrochemical Co. | 36. Petro China Co. Ltd. |
| 2. Aban Offshore Ltd. | 37. Polskie Gornictwo Naftowe i Gazonictwo SA |
| 3. Arak Petrochemical Co. | 38. Royal Dutch Shell Plc |
| 4. Arvandan Oil & Gas | 39. Sepehr Energy |
| 5. Behran Oil Co. | 40. Shiraz Petrochemical Co. |
| 6. Bharat Petroleum Corporation Ltd. | 41. Showa Shell Sekiyu K K |
| 7. China National Petroleum Corp. (CNPC) | 42. Tabriz Oil Refining Co. |
| 8. China Petroleum & Chemical Corp | 43. Total S.A. |
| 9. Cosmo Energy Holdings Company Limited | 44. Toyota Tsusho Corporation |
| 10. Dragon Oil Plc | 45. Tupras Turkiye Petrol Rafinerileri AS |
| 11. Eni Spa | |
| 12. Esfahan Oil Refining Co. | |
| 13. Essar Oil Ltd. | |
| 14. Fanavaran Petrochemical Co. | |
| 15. Farabi Petrochemical Co. | |
| 16. Gail (India) Ltd. | |
| 17. Gazprom OAO | |
| 18. Gubre Fabrikalari T.A.S. | |
| 19. Hindustan Petroleum Corporation Ltd. | |
| 20. Hyundai Heavy Industries | |
| 21. Idemitsu Kosan Co. Ltd. | |
| 22. Indian Oil Corporation Ltd. | |
| 23. JX Holdings, Inc. | |
| 24. Koc Holding A.S. | |
| 25. Lukoil Oil Co. | |
| 26. Maire Tecnimont S.P.A. | |
| 27. Mangalore Refinery & Petrochemicals Ltd. | |
| 28. Mitsubishi Corporation | |
| 29. Mitsui & Co. Ltd. | |
| 30. National Iranian Oil Co. | |
| 31. National Iranian South Oil Co. | |
| 32. Oil & Natural Gas Corporation Ltd. | |
| 33. Pardis Petrochemical Co. | |
| 34. Pars Oil Co. | |
| 35. Parslan Oil and Gas Development Co. | |

Contact irandivestment@mmsc.sc.gov with questions regarding this list.

IRAN DIVESTMENT ACT

“By the submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each of a joint bid each party thereto 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 bidder is not a person included within the list created pursuant to § 12-12-106.”

Signature: _____

Date: _____

Title: _____