

REQUEST FOR PROPOSAL

THE CITY OF FOUNTAIN INN

RFP #2010.002

INFORMATION TECHNOLOGY SERVICES

ISSUE DATE:

July 30, 2010

CLOSING LOCATION:

FOUNTAIN INN CITY HALL

ATTN: EDDIE CASE

200 NORTH MAIN STREET

FOUNTAIN INN, SC 29644

(864) 862-4421 ext. 221

CLOSING DATE AND TIME:

August 30, 2010, 12:00 noon

Six (6) copies of the proposal must be presented by 12:00 Noon ON August 30, 2010.
(Please show RFP # on the lower left corner of package.)

SECTION I

INTRODUCTION AND BACKGROUND PURPOSE OF THE REQUEST FOR PROPOSAL

The City of Fountain Inn is a municipal corporation located in Greenville and Laurens Counties. The City provides vital services to City residents and requires capable and competent Information Technology services.

The City of Fountain Inn will evaluate and select an Information Technology Services vendor to assume the support of its Information Technology (“IT”) needs. The selected IT vendor will have responsibility for all city departments except police and judicial which are served by Greenville County. The selected vendor will provide support services to network management and application support. The city requires a vendor to provide on-site and remote technology support service

The Vendor will be responsible for all of the City’s IT needs, including, but not limited to:

- Server management and maintenance
- Provide and maintain e-mail services to all staff
- Provide secure and reliable data back-up that is capable of being monitored
- Management and maintenance of wireless and network equipment, firewalls, switches, routers, etc.
- Have familiarity with and maintain all relevant operating systems and software
- Gain a better understanding of potential city security and network vulnerabilities that may be visible from the Internet
- Determine if the current wireless network is configured securely
- Evaluate the security associated with public self service web applications that are used by The City of Fountain Inn.

The City of Fountain Inn is seeking to identify and select an outside independent organization to perform the activities listed above. The remainder of this document provides additional information that will allow a service provider to understand the scope of the effort and develop a proposal in the format desired by The City of Fountain Inn.

SECTION II

GUIDELINES FOR PROPOSAL PREPARATION

Award of the contract resulting from this RFP will be based upon the most responsive Vendor whose offer will be the most advantageous to The City of Fountain Inn in terms of cost, functionality, and other factors as specified elsewhere in this RFP.

The City of Fountain Inn reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor,
- Accept other than the lowest priced offer,
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- Award more than one contract.

Vendor's proposal shall be submitted in several parts as set forth below. The Vendor will confine its submission to those matters sufficient to define its proposal and to provide an adequate basis for The City of Fountain Inn's evaluation of the Vendor's proposal.

In order to address the needs of this procurement, The City of Fountain Inn encourages Vendors to work cooperatively in presenting integrated solutions, if necessary or desirable. Vendor team arrangements may be desirable to enable the companies involved to complement each other's unique capabilities, while offering the best combination of performance, cost, and delivery for the Penetration Test being provided under this RFP. The City of Fountain Inn will recognize the integrity and validity of Vendor team arrangements provided that:

- The arrangements are identified and relationships are fully disclosed, **and**
- A prime Vendor is designated that will be fully responsible for all contract performance.

Vendor's proposal in response to this RFP will be incorporated into the final agreement between The City of Fountain Inn and the selected Vendor(s). The submitted proposals are suggested to include each of the following sections:

1. Executive Summary
2. Approach and Methodology
3. Project Deliverables
4. Project Management Approach
5. Detailed and Itemized Pricing
6. Appendix: References
7. Appendix: Project Team Staffing
8. Appendix: Company Overview

The detailed requirements for each of the above-mentioned sections are outlined herein.

SECTION III

INSTRUCTIONS

- 3.1 It is the sole responsibility of the **Vendor** to assure that it has received the entire Request for Proposal.
- 3.2 Vendors will be notified in writing of any change in the specifications contained in this RFP.
- 3.3 No verbal or written information which is obtained other than through this RFP or its agenda shall be binding on the City of Fountain Inn. No employee of the City of Fountain Inn is authorized to interpret any portion of this RFP or give information as to the requirements of the RFP in addition to that contained or amended to this written RFP document.
- 3.4 **Right of Rejection and Clarification:** The City of Fountain Inn reserves the right to reject any and all proposals and to request clarification of information from any Vendor. The City of Fountain Inn is not obligated to enter into a contract on the basis of any proposal submitted in response to this document.
- 3.5 **Request for Additional Information:** Prior to the final selection, Vendors may be required to submit additional information which the City may deem necessary to further evaluate the Vendor's qualifications.
- 3.6 **Denial of Reimbursement:** The City of Fountain Inn will not reimburse Vendors for any costs associated with the preparation and submittal of any proposal, or for any travel and/or diem costs that are incurred.
- 3.7 **Gratuity Prohibition:** Vendors shall not offer any gratuities, favors, or anything of monetary value to any official, employee, or agent of the City of Fountain Inn for the purpose of influencing consideration of this proposal.
- 3.8 **Right of Negotiation:** The City of Fountain Inn reserves the right to negotiate with the selected Vendor the exact terms and conditions of the contract.
- 3.9 **Right of Rejection of Lowest Fee Proposal:** The City of Fountain Inn is under no obligation to award the project to the Vendor offering the lowest fee proposal. Evaluation criteria included in this document shall be used in evaluating proposals.
- 3.10 **Exceptions to the RFP:** Vendors may find instances where they must take exception with certain requirements or specifications of the RFP. All exceptions shall be clearly identified, and written explanations shall include the scope of the exceptions, the ramifications of the exceptions for the City of Fountain Inn, and a

description of the advantage to be gained or disadvantages to be incurred by the City as a result of those exceptions.

- 3.11 **Indemnification:** Vendor, at its own expense and without exception, shall indemnify, defend and pay all damages, costs, expenses, including attorney fees, and otherwise hold harmless the City of Fountain Inn, its employees, and agents, from any liability of any nature or kind in regard to the delivery of these services.
- 3.12 **Certificate of Insurance:** Vendor will be required to provide proof of insurance, including professional liability and workers' compensation evidencing that the contractor has a workers compensation insurance policy in force.
- 3.13 **Rights to Submitted Material:** All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, and other documentation submitted by Vendors shall become the property of the City of Fountain Inn when received.
- 3.14 **Copies:** An original and six copies of the proposal and supporting documents must be submitted in response to the RFP.
- 3.15 **Contacts:** Vendors must submit proposals in accordance with the instructions contained in this RFP. All requested information must be submitted with the proposal. Instructions for preparation and submission of proposals are contained in this package. Questions regarding this request for proposal should be directed to:
- Eddie Case
City Administrator
864-862-4421 ext. 234
E-mail: eddie.case@fountaininn.org
- 3.16 **Contract:** The contract between the City of Fountain Inn and the contractor shall consist of (1) the Request for Proposal (RFP) and any amendments thereto, and (2) the proposal submitted by the contractor in response to the RFP. In the event of a conflict in language between the two documents referenced above, the provisions and requirements set forth and/or referenced in the RFP shall govern. However, the City of Fountain Inn reserves the right to clarify any contractual relationship in writing with the concurrence of the contractor, and such written clarification shall govern in case of conflict with the applicable requirements stated in the RFP or the contractors proposal. In all other matters not affected by the written clarifications, if any, the RFP shall govern.
- 3.17 **Termination of Contract:** The City of Fountain Inn may cancel the contract at any time for breach of contractual obligations by providing the consultant with a written notice of such cancellation. Should the City of Fountain Inn exercise its right to cancel the contract for such reasons, the cancellations shall become

effective on the date as specified in the notice of cancellation sent to the contractor.

- 3.18 **Notice of Award:** Notice of award will be posted on the City's website at www.fountaininn.org.
- 3.19 **Public Viewing:** RFP is posted for public viewing at City Hall, 200 North Main Street, Fountain Inn, SC 29644, and on website at www.fountaininn.org.
- 3.20 **Requests for RFP:** Requests for RFP will be issued by email or download from website at www.fountaininn.org. A hard copy will be supplied upon request

SECTION IV

DETAILED RESPONSE REQUIREMENTS

EXECUTIVE SUMMARY

This section will present a high-level synopsis of the Vendor's responses to the RFP. The Executive Summary should be a brief overview of the engagement, and should identify the main features and benefits of the proposed work.

SCOPE AND APPROACH

Include detailed information and technical expertise by phase. This section should include a description of each major type of work being requested of the Vendor. The proposal should reflect each of the requirements listed in the Scope of Work Section of this RFP.

DELIVERABLES

Include descriptions of the types of reports used to summarize and provide detailed information on security risk, vulnerabilities, and the necessary countermeasures and recommended corrective actions. Include sample reports as attachments to the proposal to provide an example of the types of reports that will be provided for this engagement.

PROJECT MANAGEMENT APPROACH

Include the method and approach used to manage the overall project and client correspondence. Briefly describe how the engagement proceeds from beginning to end.

DETAILED AND ITEMIZED PRICING

Include a fee breakdown by scope of work item and any projected expenses.

APPENDIX: REFERENCES

Provide three current corporate references for which you have performed similar work. Work for municipal corporations should be identified.

APPENDIX: PROJECT TEAM STAFFING

Include biographies and relevant experience of key staff and management personnel. Describe the qualifications and relevant experience of the types of staff that would be assigned to this project by providing biographies for those staff members. Describe bonding process and coverage levels of employees. Affirm that no employees working on the engagement have ever been convicted of a felony.

APPENDIX: COMPANY OVERVIEW

Provide the following for your company:

- Official registered name (Corporate, D.B.A., Partnership, etc.), primary and secondary SIC numbers, address, main telephone number, toll-free numbers, and facsimile numbers.
- Key contact name, title, address (if different from above address), direct telephone and fax numbers.
- Person authorized to contractually bind the organization for any proposal against this RFP.
- Brief history, including year established and number of years your company has been offering Information Security Testing.

SECTION V

SCOPE OF WORK

Consideration for Support Agreement and Scope of Services

- 1) Services - Support for the following services includes (but is not limited to):
 - a. E-mail services to all staff
 - b. Data back-up
 - c. Server environment
 - d. Wireless and network equipment, as applicable for the city and/or buildings within the city "campus"
 - i. Network Equipment
 - ii. Switches/Routers
 - iii. Firewall
 - e. All relevant operating systems and software
- 2) Minimum Requirements - The vendor should have the following partnerships, certifications, and staff:
 - a. Microsoft Gold Certified
 - b. Cisco Premier partner with specialization in wireless, security and unified communications
 - c. Field engineers who reside in South Carolina
 - d. Previous experience working with municipalities
 - e. Upgrades to existing environment

- i. The vendor should have a firm understanding of all previously mentioned services, and an understanding of how they related and operate together in a production network environment. Vendor should have a team of employees including a project manager, with adequate knowledge of the respective systems in order to provide a complete solution for new installations in a timely manner.
 - f. Configuration/maintenance of current environment
 - i. Vendor should be able to recognize misconfigured or poorly configured software, hardware, and network equipment, and be prepared to provide directions to the city's staff on how to correct these issues and/or perform the correction.
 - g. System Outages and Escalated Problems
 - i. City will escalate issues to the vendor when the issues exceed their technical competency.
 - ii. Vendor should have a service desk or on-call system 24/7 with a 2 hour on-site response for these issues.
- 3) Escalation
 - a. If the city is unable to successfully solve a problem, network support will be escalated to the vendor.
 - b. Vendor must be able to provide Level 2 and 3 escalation levels for all areas.
 - c. Level 2 technical support is considered to be all services provided solely by the vendor through in-hour consulting.
 - d. Level 3 technical support is considered to be all services escalated beyond the vendor to the subject matter experts, such as Microsoft, IBM/NetApp, and Cisco.
- 4) Initial Assessment
 - a. Vendor should provide an estimate of the cost and time required to become familiar enough with the city's IT environment relating to these stipulations.
- 5) Availability Times
 - a. Vendor must be available from 8:00 a.m. until 5:00 p.m. during weekdays to provide on-site services if required. Additionally, vendor must be available nights and weekends for emergencies.

SECTION VI

EVALUATION FACTORS FOR AWARD

CRITERIA

Any award to be made pursuant to this RFP will be based upon the proposal with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the Vendor's responsiveness to the RFP and the total price quoted for all items covered by the RFP.

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Vendor or Vendors:

1. Completion of all required responses in the correct format.
2. The extent to which Vendor's proposed solution fulfills the City of Fountain Inn's stated requirements as set out in this RFP.
3. An assessment of the Vendor's ability to deliver the indicated service in accordance with the specifications set out in this RFP.
4. The Vendor's stability, experiences, and record of past performance in delivering such services.
5. Availability of sufficient high quality Vendor personnel with the required skills and experience for the specific approach proposed.
6. Overall cost of Vendor's proposal.

The City of Fountain Inn may at any time, at its discretion and without explanation to the prospective Vendors, choose to discontinue this RFP without obligation to such prospective Vendors.

SECTION VII

NON-DISCRIMINATION STATEMENT

The Vendor certifies that:

- (1) No person shall be excluded from participation in, denied the benefit of, or otherwise discriminated against on the basis of race, color, national origin, or gender in connection with any bid submitted to the City of Fountain Inn or the performance of any contract resulting there from;
- (2) That it is and shall be the policy of this Company to provide equal opportunity to all business persons seeking to contract or otherwise interested in contracting with this Company, including those companies owned and controlled by racial minorities, cultural minorities, and women;
- (3) In connection herewith, We acknowledge and warrant that this Company has been made aware of, understands and agrees to take affirmative action to provide such companies with the maximum practicable opportunities to do business with this Company;
- (4) That this promise of non-discrimination as made and set forth herein shall be continuing in nature and shall remain in full force and effect without interruption;
- (5) That the promises of non-discrimination as made and set forth herein shall be and are hereby deemed to be made as part of and incorporated by reference into any contract or portion thereof which this Company may hereafter obtain and;
- (6) That the failure of the Company to satisfactorily discharge any of the promises of non-discrimination as made and set forth herein shall constitute a material breach of contract entitling the City of Fountain Inn to declare the contract in default and to exercise any and all applicable rights and remedies including but not limited to cancellation of the contract, termination of the contract, suspension and debarment from future contracting opportunities, and withholding and or forfeiture of compensation due and owing on a contract.

Signature

Title

SECTION VIII

INFORMATION TECHNOLOGY/CONSULTANT SERVICES PROPOSAL

I have read and understood the requirements set forth in this **RFP #2010.002** and agree to therewith.

SUBMITTED BY: _____

VENDOR: _____

SIGNED: _____

NAME (PRINT): _____

ADDRESS: _____

CITY/STATE: _____ **ZIP** _____

TELEPHONE: (_____) _____
Area Code

FAX: (_____) _____
Area Code