

CITY OF ST. JOHNS
REQUEST FOR LETTERS AND STATEMENTS OF QUALIFICATIONS
I.T. CONSULTING SERVICES

The City of St. Johns will receive sealed letters and statements of qualifications for providing the City of St. Johns I.T. consulting services until **11:00 a.m., May 1, 2017** in the office of the City Clerk, City of St. Johns, 100 E. State Street, Suite #1100, P.O. Box 477, St. Johns, Michigan, 48879-0477, at which time and place all proposals will be opened and read aloud.

Three copies of the letters and statements of qualifications shall be submitted. Specifications are on file at the office of the City Clerk. To request the documents or if you have questions regarding the process, contact the City of St. Johns Clerk's Office at (989) 224-8944, ext. 223 or by e-mail mseavey@ci.saint-johns.mi.us.

The City of St. Johns reserves the right to reject any or all proposals and to waive any defects in the proposals in the best interest of the City of St. Johns and to accept the proposal which, in the opinion of the commission, best serves the interest and needs of the City of St. Johns.

If only one proposal is received said proposal will be presented unopened to the city commission at their next regular meeting. The city commission, at said meeting, may or may not open and/or award based on the sole proposal in the city commission's discretion.

The City of St. Johns does not discriminate on the basis of race, color, age, religion, sex, disability, and national origin; nor does it discriminate on the basis of handicap status and activities, as to employment or the provision of services. The City of St. Johns is an equal opportunity employer.

Please mark your envelope: **"I.T. CONSULTING SERVICES"**.

Mindy J. Seavey
City Clerk

REQUIREMENTS FOR LETTERS OF QUALIFICATION

The City of St. Johns is accepting proposals from experienced and knowledgeable agencies for administration of its Information Technology.

Your Letters of Qualification should include the following information:

1. A description of your company, including the number and type of employees or principles/owners along with their licenses, training and years of experience.
2. Related experience and examples of other municipalities for which your firm has performed services during the last two years that are similar in scope to this one, including a contact person.
3. List of services you propose to provide as agency for the City of St. Johns' information technology and if the services are provided by in-house staff or by outside resources. As well as your expected response time for service needs.
4. You are invited to include a maximum of one page of information not included above if you feel it may be useful and applicable to this scope.

SCOPE OF WORK

The City of St. Johns is seeking qualification statements from qualified information technology firms to provide professional information technology services:

- Computer Network Consulting, Installation and Support Services, including, but not limited to:
 - Network Design, Recommendation and Implementation;
 - Install and Maintain Computer Hardware, Software and Peripherals; and
 - On-Site Support Services (Administration, Proactive Maintenance, and Diagnostics).
 - VoIP Environment Support (ShoreTel phone system)
- Consultant must provide on-going support to the city personnel through telephone conferences, site visits and remote access.
- Consultant must have staff available 24 hours/7 days a week to provide this service. Normal office hours for the city are 8 a.m. to 5 p.m.; police department works 24/7.
- Consultant must be available to install new software, updates and work with software providers to ensure proper installations of their systems on the network.
- Consultant must provide recommendations to the city on safety issues, including: anti-virus software, firewalls, upgrades of current software, hardware requirements, efficiency improvements, monitoring software, remote access security and other issues as they come up.
- Consultant must provide hardware assistance when needed, including, trouble shooting hardware problems, hardware installation and recommending purchase of new equipment, etc.
- Consultant must check system back-ups either remotely or on-site and verify that back-ups are working.
- Consultant must be familiar with and have experience with BS&A software.
- Consultant must be familiar with and have experience with Novell GroupWise e-mail.

The city has a mixed operating system environment using Microsoft and MicroFocus operating systems, using eDirectory and Active Directory; using a virtual environment using VMware.

RATES

The consultant is requested to provide its rates for the provision of the various services in a **separately sealed envelope labeled "Rates"**. Please provide all fees associated with the proposed contract. Indicate all hourly rates; annual rates; other fees; or optional fees for these services as well as if there is a different rate for hours after your normal core business hours.

SELECTION CRITERIA

A selection committee will evaluate responses and decide which respondent(s), if any, they will interview. During the interview process, the selected respondent(s) will have the opportunity to discuss the details of their qualifications, their experience, costs, and other elements of their proposal.

The city reserves the right to reject the low cost proposal, if evaluation determines that to be in its best interest. Proposals whose costs do not accurately represent a reasonable cost for the services being contracted may be automatically disqualified and rejected.

Proposals will be evaluated based on the following:

1. Quality of proposal/responsiveness to needs.
2. Demonstrated ability to provide the services based on references.
3. Professional credentials.
4. City's opinion regarding the firm which will best serve the needs of the city.
5. Cost – proposal will be considered valid for 60 days after the proposal closing date unless otherwise stated.

Experience will be a key consideration for proposal evaluation.

CONTRACT TERM

The contract will be a three-year (3) agreement. Termination prior to the scheduled termination date by either party can be given with 90 days written notice.

The proposal schedule is as follows:

March 29, 2017:	Request is sent out to identified firms as well as published in the local newspaper (April 2, 2017) and on the city's website.
April 17, 2017:	Questions due via email only, by 1:00 p.m. to: mseavey@ci.saint-johns.mi.us . Questions will be answered to the best of staff's ability.
April 24, 2017:	Answers transmitted to all interested firms by 2:00 p.m.
May 1, 2017:	Proposals due by 11:00 a.m., City of St. Johns Offices, 100 E. State Street, Suite #1100, St. Johns, MI 48879
May 8-17, 2017:	Interviews with selected respondent(s)
June 12, 2017:	Take recommendation to city commission for approval.
July 1, 2017:	Contract commences.

APPENDIX A

SWITCHES

CITY ADMINISTRATIVE OFFICES

100 E. State Street, Suite #1100

Switch: HP Procurve 3500YL switch
HP Procurve 2810 switch

PUBLIC SAFETY BUILDING

109 E. State Street

Switch: HP Procurve 6108

DEPARTMENT OF PUBLIC WORKS

1000 North US127

Switch: HP Procurve 6108

WASTEWATER TREATMENT FACILITY

950 North US127

Switch: HP Procurve 6108

WATER TREATMENT FACILITY

815 North Ottawa Street

Switch: HP Procurve 6108

APPENDIX B

WORKSTATIONS

CITY ADMINISTRATIVE OFFICES

100 E. State Street, Suite #1100

Workstations: 16

PUBLIC SAFETY BUILDING

109 E. State Street

Workstations: 6

**There are also two additional workstations at the police department that are not connected to the city network.*

DEPARTMENT OF PUBLIC WORKS

1000 North US127

Workstations: 2

WASTEWATER TREATMENT FACILITY

950 North US127

Workstations: 2

WATER TREATMENT FACILITY

815 North Ottawa Street

Workstations: 2

Most workstations consist of HP Compaq 6000 Pro SFF PC

APPENDIX C

SERVERS

HP Proliant ML350e Gen8 v2 Server, Intel Xeon EE5-2438 v2 processor, 64 GB RAM

HP Proliant ML350 G6

APPENDIX D

BACK UP SYSTEMS

HP StorageWorks 1/8 G2 Tape Autoloader: tapes are changed weekly and rotated.

Cloud Back Up: 1 TB

APPENDIX E

NETWORK PRINTERS/SCANNERS

HP 8150N

KYC4550ci (will be replaced in late May)

HP LaserJet 400 color

HP LI5550

Ricoh MPC4504 (will receive in May and will replace the Kyocera)

Canon IPF785 MFP/M40 36" multifunctional system Plotter/Scanner

APPENDIX F

ANTI-VIRUS

Sophos Endpoint Intercept X

Sophos UTM320 Total Protect

APPENDIX G

SHORETEL PHONE SYSTEM (VoIP)

Approximately 37 ShoreTel phones throughout the city departments.

Phones: IP110, IP420, IP565

Switches: (1) HP 2930 24 Port PoE+ switch
(4) HP 2930 8 Port PoE+ switches

ShoreTel Communicator