

**CITY OF LADUE
9345 CLAYTON ROAD
LADUE, MO 63124
REQUEST FOR PROPOSALS**

**INFORMATION TECHNOLOGY
SERVICES**

SUBMITTAL DEADLINE:

Sealed proposals must be delivered to Ladue City Hall by 10:00 a.m. Tuesday, December 8, 2015. Mark the envelope with "Information Technology Services".

Copies of the Request for Proposals are available at Ladue City Hall, 9345 Clayton Road or on the City's website at www.cityofladue-mo.gov. Please direct all inquiries in writing to John Amenn, at jamenn@laduefire.org.

SUBMIT PROPOSAL TO: CITY OF LADUE
9345 CLAYTON ROAD
LADUE, MO 63124

Vendors are required to provide as much detail as possible in this proposal regarding the scope of services, approach to protecting and securing the technology, and their capability and experience. The vendor hereby declares understanding, agreement and certification of compliance to provide the services, at the prices quoted, in accordance with all requirements and specifications contained herein. The vendor further agrees that the language of this Request for Proposals shall govern in the event of a conflict with his/her proposal. **A meeting will be held in advance of the opening of proposals at Ladue City Hall on Tuesday, November 24, 2015 at 9:00 a.m.** A binding contract shall exist between the vendor and the City of Ladue.

Authorized Signature

Date

Printed Name

Title

Company Name

Phone Number

Mailing Address

Email Address

City, State, Zip

REQUEST FOR PROPOSALS
INFORMATION TECHNOLOGY
SERVICES

GENERAL INFORMATION

1. This document constitutes a request for sealed proposals for the procurement of Information Technology Network Services, including repair, upgrade and maintenance of the existing system. The ideal vendor will resolve computer system and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful vendor will be expected to respond to service calls efficiently and ensure that there is NO significant computer downtime during normal working hours.
2. The vendor is required to provide an original copy of the proposal submission. Prices shall be valid for 90 calendar days, commencing on the day following the date of the proposal closing and expiring at midnight of the last day. Proposals received after the date and time of the proposal opening shall not be considered.
3. If the vendor discovers a mistake in the proposal prior to the date and hour of the proposal opening, he or she may correct the mistake by modifying the proposal in a sealed envelope marked "Revised Proposal" or by sending the City Clerk a letter requesting withdrawal of the proposal. In this case, the modification or withdrawal must reach the City Clerk's office prior to the proposal opening.
4. The successful vendor shall be required to comply with all applicable City ordinances and other laws and regulations, Federal, State and any political subdivision thereon. The successful vendor shall also agree as part of any contract for IT Services that it will not divulge to third parties without the written consent of the City any information obtained from or through the City in connection with the performance of this Contract. Nothing herein shall preclude disclosure of information by the City. Due to the sensitive data being stored in the City's networks, vendor may not hire any subcontractors to perform any IT services for the City without the express written approval of the City.
5. It is the intent of the City that the successful vendor shall be and operate as an independent Consultant in the performance of IT Services for the City. The vendor shall have complete charge of the personnel engaged in the performance of the IT Services, and all persons employed by the vendor shall be employees of said vendor and not employees of the City in any respect.
6. No employee or elected or appointed member of the City government shall be admitted to share any part of this proposal, or to any benefit that may arise there from.
7. The proposal shall be exclusive of all taxes.
8. The City reserves the right to reject or accept any or all portions of the proposal deemed to be in its best interest.

9. A meeting will be held in advance of the opening of proposals on **Tuesday, November 24, 2015 at 9:00 a.m. at Ladue City Hall**. At this time, vendors will have the opportunity to view the existing systems.
10. All questions or requests from the vendor for additional information must be made in writing (includes email) **by the close of business on Tuesday, December 1, 2015**. This information provided will be made available to all vendors at the discretion of the City.
11. All sealed proposals must be received at Ladue City Hall, 9345 Clayton Road by **10:00 a.m. Tuesday, December 8, 2015** at which time they will be publicly opened and announced.

BACKGROUND INFORMATION

1. The City of Ladue does NOT have an IT Department and is currently using an outside vendor service to provide maintenance and support on an as needed basis with a block of set hours. The City plans to establish an on-site staff professional to work with the vendor.
2. The City of Ladue currently has the following equipment:
 - 3 Servers
 - 33 PCs/laptops, 5 tablets
 - copiers, printers, scanners and networks
3. The City anticipates installing Office 365 on PC's, various upgrades are pending.
4. The City anticipates the use of proactive monitoring of the network and remote advisory services.

NETWORK SERVICES REQUIRED

1. Review of the inventory, assessment of the system and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations.
2. Performance of basic support functions, including the installation of PCs, laptops, printers, office software; diagnosis and correction of application problems, configuring of PCs and laptops for standard applications; identification and correction of user hardware and software problems, with advanced troubleshooting as needed; maintain an updated inventory of all computer related hardware, to be available to City personnel upon request.
3. Management of networks and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems.

4. Configure management, including changes, upgrades, patches, etc. is maintained; management of user logins and password security is documented; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.
5. Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices. Analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed.
6. Maintenance of network documentation for daily, weekly, and monthly services is required.
7. Maintenance of City email accounts using the City domain, adding, changing, and/or deleting employee accounts as requested, maintenance of virus detection programs on the City servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the City designated person are required.
8. Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email, and the like; program to restore systems and data if servers and/or computers go down, are required.
9. Planning and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs when requested.
10. Installation of anti-virus software on all computers, including removal of viruses discovered in the installation process.

SUBMISSION REQUIREMENTS

1. The City is requesting that the proposal submitted address the subjects with specificity. We are looking for content, organized effort, and solution-oriented procedures.
2. Due to the nature of this proposal, it is requested that each proposal be brief and to the point. Each proposal shall provide the following information and documentation:

General Information

- Company name, address, telephone number and website.
- Name, title, email address, and telephone number of the person to contact and who is authorized to represent the firm and to whom correspondence should be directed.
- Federal and State taxpayer identification numbers of the firm.
- A brief statement of your understanding of the services to be performed and making a positive commitment to provide services as specified.
- The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
- A statement indicating that the proposal and cost schedule will be valid and binding for 90 calendar days, commencing on the day following the date of the proposal closing and expiring at midnight of the last day.
- Pursuant to Section 208.009 R.S. Mo., the Contractor shall provide at the time of submission of any bid affirmative proof that the Authorized Representative for the

Contractor is a citizen or a permanent resident of the United States or is lawfully present in the United States. The Authorized Representative for the Contractor (or "Authorized Representative") shall be the person authorized to prepare, submit and sign bid documents on behalf of the Contractor and shall be eighteen years of age or older. Such affirmative proof shall include documentary evidence recognized by the Missouri Department of Revenue when processing an application for a driver's license, a Missouri driver's license, as well as any document issued by the federal government that confirm an alien's lawful presence in the United States.

- An authorized representative who cannot provide the proof required under Section 208.009 R.S. Mo. at the time of submission of any bid may alternately sign an affidavit under oath, attesting to either United States citizenship or classification by the United States as an alien lawfully admitted for permanent residence as provided under Section 208.009 R.S. Mo.

Contract

- The successful vendor shall be required to execute a City contract.

Cost of Services

- The City is requesting that the vendor submit a FIXED FEE service contract for a twelve month period, with an option to renew for a second twelve months. Each twelve month period must be shown separately. Payment schedule should also be included.
- While it is anticipated that most of the IT Services required by the City shall not require the payment of prevailing wages, if applicable to any work undertaken as part of the IT Services provided to the City, the provisions and requirements of section 209.250 R.S. Mo. shall apply and are incorporated herein and vendor shall not pay less than the prevailing hourly wage to all workers performing any such applicable work.
- Vendors must list, specifically, any services which would not be covered in the proposal price. The vendor shall indicate the impact, if any, of changes in the City's IT infrastructure (number of servers and PCs) on the fixed fee. Identify the following for those services not under the fixed fee:
 1. A fee schedule containing the vendor hourly rates.
 2. A description of how services will be billed.
 3. A description of additional charges, as in out-of-pocket expenses for travel, subsistence, etc.

Affidavits

- A sworn affidavit and provision of documentation affirming the bidder's enrollment and participation in a federal work authorization program with respect to the employees working in connection with the contracted services pursuant to 285.530 RSMo. (substantially in the form as the attached)
- A sworn affidavit and provision of documentation affirming bidder does not and will not knowingly employ a person who is an unauthorized alien in connection with the contracted services for the duration of the contract pursuant to 575.040 RSMo. (substantially in the form as the attached)

Certificates of Insurance

Selected Firms must maintain the following basic insurance under any agreement resulting from this Request for Proposals. A valid Certificate of Insurance utilizing the current ACCORD 25 form must be provided to the City before any goods or services can be provided. The City reserves the right to reject any insurance proposed by the Selected Firm. Preference will be given to insurance written on an "occurrence" basis; however, if any Selected Firm or subcontractor can obtain liability insurance only on a "claims made" basis, that entity must provide the City with evidence that the current claims made policy is renewed on expiration with the same carrier or provide the City with evidence of purchase of an extended discovery period (tail) of at least one year or a new policy with a different carrier with a retroactive date concurrent with the retroactive date of the present policy. Depending on the nature of the work to be performed or services provided, the City may require an extended discovery period of up to five years.

Commercial General Liability

The Selected Firm and all subcontractors must maintain a minimum combined single limit of liability for bodily injury and property damage of \$1,000,000 per occurrence, with coverage for premises/operations, products/completed operations, personal injury, and contractual liability, and an aggregate liability limit of \$2,000,000. This coverage must be primary and non-contributory. Liability policies must use standard industry ISO forms. Copies of any endorsements that restrict or exclude coverage must be provided with the Request for Proposal.

Automobile Liability Insurance

The Selected Firm and all subcontractors must maintain a minimum combined single limit of liability for bodily injury and property damage of \$1,000,000 per occurrence, including coverage for all owned, hired, and non-owned vehicles.

Worker's Compensation

The Selected Firm and all subcontractors must maintain worker's compensation coverage in accordance with the Missouri Worker's Compensation Act and Employers Liability with limits not less than \$1,000,000/\$1,000,000/\$1,000,000.

Commercial Umbrella/Excess Liability

The Selected Firm and all subcontractors must maintain coverage with a limit of at least \$1,000,000.

Professional Liability

All professional service providers (e.g. attorneys, architects, accountants, engineers, physicians, consultants, etc.) must maintain a minimum combined single limit of liability of \$1,000,000 per occurrence and an aggregate liability limit of \$2,000,000.

The above coverages must be underwritten by insurance companies that have at least an A-Financial Strength Rating and a class VII Financial Size Category with A.M. Best Company, Inc. The following must be added as an additional insured on all liability insurance: **City of Ladue, its officers, employees and agents**. A copy of this endorsement must be provided to the City.

All contracts awarded by the City will include an indemnification provision in favor of the City. All insurance policies issued hereunder shall include a “waiver of subrogation” clause in favor of the City, to the greatest extent allowed by law.

All policies must provide 30 days’ written notice of cancellation or non-renewal to the City Clerk. The Selected Firm must notify the City Clerk of any change, non-renewal or termination of any coverage. Certificates are to be provided to the City Clerk.

Any changes in the above-noted coverages will be noted in the Request for Proposal. The City of Ladue reserves the right to increase, reduce or waive these insurance requirements depending upon the nature of the work to be performed, the service rendered, or the product provided.

EVALUATION CRITERIA

1. The City Council will award the contract. The criteria are shown as follows:

- Approach and Methodology
- Experience of the Firm
- Project Staffing and Experience
- Satisfaction of Clients/End Users
- Pricing

MISCELLANEOUS

1. The City reserves the right to reject any or all proposals for failure to meet the requirements contained herein, to waive any technicalities, negotiate with the vendors and to select the proposal which, in the City’s sole judgment, best meet the requirements of the program.
2. The Request for Proposals creates no obligation on the part of the City to award a contract or to compensate the Vendor for any costs incurred doing proposal presentation, response, submission, presentation, or oral interviews. The City 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 discussions.
3. The City further reserves the right to make such investigation as it deems necessary, to determine the capability of the vendors to furnish required services, and vendors shall furnish all such information for this purpose as the City may request.
4. Vendors must specifically identify any portions of their submittals, deemed to contain confidential and proprietary information, or trade secrets. The vendors may be required to justify why the City should not, upon written request, disclose such materials.
5. All questions or requests from the vendor for additional information must be made in writing (includes email) **by the close of business on Tuesday, November 24, 2015**. This information provided will be made available to all vendors at the discretion of the City.

