



City of Shoreline
Information Technology Division
Request for Proposal #2967
August 16, 2004



**Information Technology Division
Request for Proposal # 2967**

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I. **Proposal Summary**

The purpose of this Request for Proposal (RFP) is to solicit and select a qualified firm or individual to perform hardware & software support for the City of Shoreline. The Network Operations Support position will be contracted for forty hours per week. Services will be provided to all internal customers at the direction of the IT staff. The proposed contract period is twelve months, beginning on January 1, 2005 and ending December 31, 2005. The contract period may be extended for an additional one-year period, in accordance with the best interest and at the sole option of the City.

II. **Proposal Information**

This section of the Request for Proposal (RFP) outlines the proposal submission requirements and provides information on the desired format for proposals.

Proposal Due Date – The deadline for submission of proposals in response to this RFP is 4 P.M. on October 14, 2004.

Number of Copies – To facilitate the proposal review process, please provide one original and four copies of your proposal and two copies of supplementary documentation if applicable. One copy of each should be suitable for making photocopies.

Questions – Bidders shall submit questions no later than three working days prior to the scheduled closing date of the RFP. Where a response or addendum from the City can not be obtained prior to the closing date, it is understood that the Bidder has made provisions for a more costly method before submitting proposal. Bidder shall assume more stringent requirements and verify with the City before beginning work. All questions in regard to this solicitation shall be addressed in writing to Joan Herrick, Computer Network Specialist, either by fax at (206) 546-7870 or email at jherrick@ci.shoreline.wa.us.

Proposal Submission – Please send your proposal to:

City of Shoreline
Attn: City Clerk RFP #2967
17544 Midvale Ave N., Suite 100
Shoreline, WA 98133-4921

Subcontractors – If you propose a multiple individual or subcontracted approach, clearly identify the responsibilities of each party and the assurances of performance you offer. The City of Shoreline prefers to contract with a single or primary individual or vendor.

Clarification of Proposal – The City reserves the right to obtain clarification of any point in a vendor's proposal or to obtain additional information

necessary to properly evaluate a particular proposal. Failure of a vendor to respond to such a request for additional information or clarification may result in rejection of the vendor's proposal.

Contract Terms and Conditions – The appendices contain a sample of the contract which the City intends to use in awarding this RFP. Bidders should familiarize themselves with the terms and conditions contained in the agreement and must note any exceptions, additions, or modifications they would propose. Blanket substitution of the bidder's standard software contract for the City's proposed contract will not be permitted.

Acceptance of Proposal Content – The contents of the proposal of the successful bidder is an offer that shall become a contractual obligation accepted by the City. Failure of the successful bidder to accept this obligation may result in cancellation of the award.

Responsiveness – Proposals should respond to all requirements of this RFP to the maximum extent possible. Vendors are asked to clearly identify any limitations or exceptions to the requirements of this RFP. Alternative approaches will be given consideration if the approach clearly offers increased benefits to the City of Shoreline.

Format of Proposal – Please minimize the bulk of original writing and make maximum use of your standard brochures and materials. To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposals be organized in the manner specified below and contain all specified information. Proposals shall not exceed twenty-five (25) pages in length (excluding title pages, table of contents, or resumes). Information in excess of those allowed will not be evaluated/scored.

Feel free to include any material that will add to the persuasiveness of your recommended approach. However, if the materials do not directly address the stated requirements, please include them in an appendix or separate volume. We will review and consider all material submitted, but want to concentrate our efforts on the material that directly addresses the City's stated needs.

Title Page

Show the Request for Proposal title (Network Operations Support), the RFP number (#2967), the name of your firm (if applicable), address, telephone number(s), name of contact person and date.

Table of Contents

Clearly identify material by section and page number.

Letter of Transmittal

Briefly state your firm's understanding of the services to be performed and make a positive commitment to provide the services as specified.

Give the name(s) of the person(s) who are authorized to make representations for your firm, their titles, address, and telephone numbers.

The letter must be signed by a corporate officer or other individual who has the authority to bind the individual or firm.

Experience and References

Please provide a list of **three (3)** references who have utilized your services within the last three (3) years. The list should provide a contact name, telephone number, length of time of the contract, and a description of the services provided.

Information About Your Company

If applicable, please provide information that will enable us to evaluate your company's financial stability, track record, and support capabilities. We require that you include the following: (1) Most recent audited financial statements; (2) Ownership of your company; (3) Number of years in business; (4) Number of employees in Washington State.

Staff Resources

Summarize the experience and qualifications of the individual or staff who will provide services under this proposed contract. If applicable, describe the responsibilities and the role that each of these individuals will have on the project. Full resumes of these individuals should be attached to the proposal. Ideally one individual will provide all services.

Cost

Provide proposed cost for offering the requested services Monday through Friday 40 hours a week. The City offices are open Monday through Friday from 8:00 AM to 5:00 PM. The City offices are closed on the following holidays: New Year's Day, Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving, Day after Thanksgiving and Christmas. Costs are to be expressed as a total amount for the one-year contract period.

Interview – You may be asked to come to City Hall and interview with key members of the IT staff as well as provide a demonstration of the required skills.

Payment/Retainer – All billings and payments will be made on a month-by-month basis. The final contract will be financially binding and will include a non-performance clause.

False or Misleading Statements – If, in the opinion of the City, a proposal contains false or misleading statements or references, it may be rejected.

Evaluation Criteria – In order to receive consideration, responses must address all points regarding the scope of work, qualifications as well as the requested references. The following general criteria will be used to evaluate the responses:

- Possession of skills stated as requirements of the City of Shoreline
- Relevant experience, resources, and qualifications of the individual or firm, particularly the key staff, with performing similar type projects, especially for governmental entities
- Demonstrated competence of the individual or firm and key staff assigned to the project
- Understanding of the needs and requirements of this project as it relates to the City of Shoreline's environment
- Approach to the work as indicated in the written proposal
- Overall quality of the proposal and conformance to the specified format
- Individual or vendor's ability to support the City
- Total cost of providing the services
- Level, quality and type of technical assistance provided

The City reserves the right to award a contract solely on the written proposal. The City also reserves the right to request oral interviews with the highest ranked individuals/firms. The purpose of the interviews with the highest ranked firms is to allow expansion of the written responses. If interviews are conducted, a maximum of three individuals or firms will be invited. The final selection will be based on the total of all evaluator's scores achieved on the second rating. The same categories and point ranges will be used during the second evaluation as for the first. The highest ranked bidder after the second scoring, if performed, may be invited to enter into final negotiations with the City for the purposes of contract award. If an agreement cannot be reached, the second highest bidder may be contacted for negotiations. This process may continue until successful negotiations are achieved. However, the City reserves the right to terminate negotiations with any bidder should it be in the City's best interest. The City of Shoreline reserves the right to reject any and all proposals submitted.

III. Background Information

General

The City of Shoreline, incorporated on August 31, 1995, is a city in King County, Washington between the northern border of the City of Seattle and the southern border of Snohomish County. Key service and other pertinent information about the City is summarized below:

Governance	Elected seven member Council including a Mayor and Deputy-Mayor
Clientele	Residential, municipal, commercial, and industrial developments
Employees	140 full time employees representing 9 departments, in 3 locations including: City Manager's Office Office of Community and Government Relations Office of the City Clerk Parks, Recreation, and Cultural Services Planning and Development Services City Attorney Police (under contract to King County) Finance (Including Information Technology) Human Resources Public Works
FY 2004 Budget	Capital - \$26 million Total Funds - \$49 million

Information Technology Overview

The City's Information Technology Division is intended to be a full service information systems organization and is expected to support all City computer hardware and software applications. Key information regarding the existing information systems function is summarized below:

Staffing	There are six employees in the City's Information Technology Division
Hardware Technologies	7 SuperMicro Servers 16 Dell Servers 3 Compaq Servers 3 Sun Enterprise Servers 1 Gateway ALR Server 233Wintel workstations operating Win2k/XP 40 Printers (Predominantly HP 4000s)
	Performing the following functions: Bi-Tech IFAS accounting - Solaris 2.6 Citrix Metaframe - remote access into the network

City Hall file server- Win2k
GIS –Linux ES and Oracle 8.0.5
Intranet – IIS on W2K
UPS with auto shutdown
2 drive LTO tape library
Exchange – Win2k
RAS – WIN2K
GIS Plotting -- HP Designjet 5000PS & Tektronix
Phaser 780

Network:

Ethernet - 100mb to the desktop
Backbone - 2 gig full duplex switch backbone
WAN - Dark Fiber 100 mbps

**Software
Applications**

Bi-Tech IFAS accounting system (General Ledger,
Accounts Payable, Accounts Receivable,
Purchasing, Budget, Payroll)
ArcGIS 8.1 on Windows NT
ArcView 3.1, 3.2 & 8.1
Office Automation (Outlook, Word, Excel,
PowerPoint and Access)
Customer Request Tracking System
Class – Recreation Management Software
Windows 2000 Server
Linux (RedHat)
Solaris 2.6

Database System

Oracle is the adopted standard relational database
management system
MS SQL SERVER

Reporting Engine

Click Drag & Drop (CDD)
Crystal Reports is used for Oracle applications
reporting.

IV. Scope of Work

The scope of this Request for Proposal centers on providing excellent, timely and efficient technical support to all employees within the City of Shoreline.

- Work under the guidance of IT Staff to provide help desk services to City staff
- Provide technical troubleshooting and ongoing support to City staff on telecommunication (voice, data, remote access)
- Provide technical support, including installation and maintenance, on server hardware environment (RAID configuration, SCSI devices and drivers, cabling and switches, storage array and tape library)
- Provide technical support on Windows 2000/Linux server software environment (file/print services, MS Exchange, MS DHCP, Veritas Backup Exec, Active Directory and LDAP, and IIS)
- Create and maintain software distribution scripts, workstation/server configurations (GHOST), including setup and maintain SUS server(s).
- Provide technical consultation and support on MS Office application suite (Office XP, Office 2000 and Office 97) Suite application includes: Word, Excel, PowerPoint, Access, Project and Outlook
- Input and monitor help desk calls by using Track-It software
- Perform hardware and software installation and setup as needed
- Perform research and testing of technical solutions, including but not limited to, the following areas: Computer viruses and worms, desktop securities, and web servers securities.

Qualifications and Work Experience

The firm or individuals bidding on this RFP must provide the service qualifications and work experiences as shown below. At the time of submittal, the individual or vendor must provide a comprehensive resume that includes work experience, to The City of Shoreline for review. The City of Shoreline may then request that the individual be made available for interview as well as pass a variety of tests that will demonstrate their skill set.

- Four years experience providing user support, technical assistance and training on the use of computer systems
- Proven ability to troubleshoot desktop hardware and software problems
- Prior experience working as part of a team that evaluates new technology to improve computer and network system reliability
- Ability to communicate clearly and concisely, both orally and in writing
- Experience working in an office environment
- Demonstrable excellent people skill and is dedicated to provide high level of customer services

V. Appendices

In addition to carefully reading all of the information in the RFP, all bidders must carefully read and review the attached sample contract (Appendix A). The successful bidder shall be required to enter into a contract with the City of Shoreline.

Therefore, the bidder must recommend any proposed changes to the sample contract and include these with their RFP submittal. All changes must be made legibly and conspicuously in red ink on all copies submitted. Page (s) on which the change (s) appear must be tabbed as to be easily identified. The bidder must also provide the rationale for all changes.

The City will evaluate the extent of the proposed changes to determine whether the contract meets the "substantially similar" requirement. Such determination is the sole province of the City.



Contract No. _____
Brief Description: _____

**CITY OF SHORELINE
AGREEMENT FOR SERVICES**

This Agreement is entered into by and between the City of Shoreline, Washington, a municipal corporation hereinafter referred to as the "CITY," and _____, hereinafter referred to as the "CONSULTANT."

WHEREAS, the City desires to retain the services of a consultant to _____ and

WHEREAS, the City has selected _____ to perform the above-mentioned services;

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, it is mutually agreed as follows:

1. Scope of Services to be Performed by the Consultant.

The Consultant shall perform the services outlined in Exhibit A. In performing these services, the Consultant shall at all times comply with all federal, state and local statutes, rules and ordinances applicable to the performance of such services. In addition, these services and all duties incidental or necessary therefore, shall be performed diligently and completely and in accordance with professional standards of conduct and performance.

2. Compensation.

- A. Services will be paid at the rate set forth in Exhibit A, not to exceed a maximum of \$_____, including all fees and reimbursable expenses.
- B. The City shall pay the Consultant for services rendered after receipt of a billing voucher in the form set forth on Exhibit B. **NO PAYMENT WILL BE ISSUED WITHOUT A BILLING VOUCHER.** Payments will be processed within 30 (thirty) days from receipt of billing voucher. The Consultant shall be paid for services rendered but, in no case shall the total amount to be paid exceed the amount(s) noted in the Exhibit(s) and approved by the City. The Consultant shall complete and return Exhibit C, Taxpayer Identification Number, to the City prior to or along with the first billing voucher. No payment will be issued without a Taxpayer Identification Number on file. Mail all billing vouchers to: City of Shoreline, Attention Accounts Payable, 17544 Midvale Avenue North, Shoreline, Washington 98133-4921.

3. Term and Time of Completion.

- A. The term of this Agreement shall commence _____ and ends at midnight on the _____ day of _____, 20____.
- B. The work, as described in Exhibit A, will be scheduled for completion by no later than the _____ day of _____, 20____.

4. Termination.

- A. The City reserves the right to terminate or suspend this Agreement at any time, with or without cause by giving fourteen (14) days notice to Consultant in writing. In the event of such termination or suspension, all finished or unfinished documents, data, studies, worksheets, models and reports, or other material prepared by the Consultant pursuant to this Agreement shall be submitted to the City.

- B. In the event this Agreement is terminated by the City, the Consultant shall be entitled to payment for all hours worked and reimbursable expenses incurred to the effective date of termination, less all payments previously made. This provision shall not prevent the City from seeking any legal remedies it may have for the violation or nonperformance of any of the provisions of this Agreement and any such charges due the City shall be deducted from the final payment due the Consultant. No payment shall be made by the City for any expenses incurred or work done following the effective date of termination unless authorized in advance in writing by the City.
- C. The Consultant reserves the right to terminate this Agreement with not less than sixty (60) days written notice, or in the event outstanding invoices are not paid within 60 days.
- D. If the Consultant is unavailable to perform the scope of services, the City may, at its option, cancel this Agreement immediately.

5. Ownership of Documents.

- A. All documents, data, drawings, specifications, software applications and other products or materials produced by the Consultant in connection with the services rendered under this Agreement shall be the property of the City whether the project for which they are made is executed or not. All such documents, products and materials shall be forwarded to the City at its request and may be used by the City as it sees fit. The City agrees that if the documents, products and materials prepared by the Consultant are used for purposes other than those intended by the Agreement, the City does so at its sole risk and agrees to hold the Consultant harmless for such use. All or portions of materials, products and documents produced under this Agreement may be used by the Consultant upon confirmation from the City that they are subject to disclosure under the Public Disclosure Act.
- B. All services performed under this Agreement will be conducted solely for the benefit of the City and will not be used for any other purpose without written consent of the City. Any information relating to the services will not be released without the written permission of the City.
- C. The Consultant shall preserve the confidentiality of all City documents and data accessed for use in Consultant's work product.

6. Independent Contractor Relationship.

- A. The consultant is retained by the City only for the purposes and to the extent set forth in this Agreement. The nature of the relationship between the Consultant and the City during the period of the services shall be that of an independent contractor, not employee. The Consultant, not the City, shall have the power to control and direct the details, manner or means of services. Specifically, but not by means of limitation, the Consultant shall have no obligation to work any particular hours or particular schedule and shall retain the right to designate the means of performing the services covered by this Agreement, and the Consultant shall be entitled to employ other workers at such compensation and on such other conditions as it may deem proper, provided, however, that any contract so made by the Consultant is to be paid by it alone, and that employing such workers, it is acting individually and not as an agent for the City.
- B. The City shall not be responsible for withholding or otherwise deducting federal income tax or Social Security or contributing to the State Industrial Insurance Program, or otherwise assuming the duties of an employer with respect to Consultant or any employee of the Consultant.

7. Hold Harmless.

The Consultant shall defend, indemnify, and hold the City and its officers, agents, employees and volunteers harmless from all costs, claims or liabilities of any nature including attorneys' fees, costs and expenses for or on account of injuries or damages sustained by any persons or property resulting from the acts, errors, or omissions of the Consultant, its agents or employees in the performance of this Agreement, except for injuries and damages caused by the sole negligence of the City.

8. Insurance.

Consultant shall obtain insurance of the types described below during the term of this agreement and extensions or renewals. These policies are to contain, or be endorsed to contain, provisions that 1) City shall be an additional insured and Consultant's insurance coverage shall be primary insurance with insurance or insurance pool coverage maintained by the City as excess of the Consultant's insurance (except for professional liability insurance); and 2) Consultant's insurance coverage shall not be cancelled, except after thirty (30) days prior written notice to the City.

- A. Professional Liability insurance appropriate to Consultant's profession with limits of liability not less than \$1,000,000 per claim and \$1,000,000 policy aggregate limit.

If initialed, above insurance requirement is waived.

_____ City Attorney

- B. Commercial General Liability insurance covering premises, operations, independent contractors liability and damages for personal injury and property damage with combined single limits not less than \$1,000,000. The City shall be named as an additional insured on this policy. The Agency shall submit to the City a copy of the insurance policy declaration page as evidence of insurance coverage acceptable to the City.

If initialed, above insurance requirement is waived.

_____ City Attorney

- C. Automobile Liability insurance with combined single limits of liability not less than \$1,000,000 for bodily injury, including personal injury or death and property damage.

If initialed, above insurance requirement is waived.

_____ City Attorney

9. Delays.

Consultant is not responsible for delays caused by factors beyond the Consultant's reasonable control. When such delays beyond the Consultant's reasonable control occur, the City agrees the Consultant is not responsible for damages, nor shall the Consultant be deemed to be in default of the Agreement.

10. Successors and Assigns.

Neither the City nor the Consultant shall assign, transfer or encumber any rights, duties or interests accruing from this Agreement without the written consent of the other.

11. Nondiscrimination.

In hiring or employment made possible or resulting from this Agreement, there shall be no unlawful discrimination against any employee or applicant for employment because of sex, age, race, color, creed, national origin, marital status or the presence of any sensory, mental, or physical handicap, unless based upon a bona fide occupational qualification. This requirement shall apply to but not be limited to the following: employment, advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. No person shall be denied or subjected to discrimination in receipt or the benefit of any services or activities made possible by or resulting from this Agreement on the grounds of sex, race, color, creed, national origin, age except minimum age and retirement provisions, marital status, or in the presence of any sensory, mental or physical handicap.

12. Notices.

Any notice required under this Agreement will be in writing, addressed to the appropriate party at the address which appears below (as modified in writing from time to time by such party), and given personally, by registered or certified mail, return receipt requested, by facsimile or by a nationally recognized overnight courier service. All notices shall be effective upon the date of receipt.

City Manager
City of Shoreline
17544 Midvale Avenue N.
Shoreline, WA 98133-4921
(206) 546-1700

Consultant Name: _____
Name of Firm: _____
Address: _____
Address: _____
Phone Number: _____

13. Governing Law and Venue.

This Agreement shall be construed and enforced in accordance with the laws of the State of Washington. Venue of any suit between the parties arising out of this Agreement shall be King County Superior Court.

14. General Administration and Management.

The City's contract manager shall be (name and title): _____.

15. Severability.

Any provision or part of the Agreement held to be void or unenforceable under any law or regulation shall be deemed stricken and all remaining provisions shall continue to be valid and binding upon the City and the Consultant, who agree that the Agreement shall be reformed to replace such stricken provision or part thereof with a valid and enforceable provision that comes as close as possible to expressing the intention of the stricken provision.

16. Entire Agreement.

This agreement contains the entire Agreement between the parties hereto and no other agreements, oral or otherwise, regarding the subject matter of this agreement, shall be deemed to exist or bind any of the parties hereto. Either party may request changes in the agreement. Proposed changes which are mutually agreed upon shall be incorporated by written amendment to this agreement.

This agreement is executed by

CITY OF SHORELINE

CONSULTANT

By: _____
Name: _____
Title: _____
Date: _____

By: _____
Name: _____
Title: _____
Date: _____

Approved as to form:

By: _____
Flannary P. Collins
Assistant City Attorney

Attachments: Exhibits A, B, C

**EXHIBIT B
CITY OF SHORELINE
BILLING VOUCHER**

17544 Midvale Ave., N. Shoreline, WA 98133 ♦ (206) 546-1700 ♦ Fax (206) 546-2200

Contract No. _____

Firm Name: _____

Mailing Address: _____

Invoice No.: _____	Invoice Date: _____
Amount of Invoice \$ _____	

Contract Expiration Date: _____ Current Invoice Period: _____

Description of services performed this period, attach a separate sheet if necessary (if applicable, submit a separate voucher for each program which is funded by your City of Shoreline contract):

BUDGET SUMMARY:

Total Contract Amount, <i>(including amendments)</i>	\$ _____	
Previously Billed		\$ _____
Current Invoice Request		\$ _____
Total Payments Requested to date	\$ _____	
Contract Balance Remaining	\$ _____	

Payments will be processed within thirty (30) days from receipt of approved billing voucher.

Consultant Signature

<i>For Department Use Only</i>	
Approved for Payment:	
 _____	Date: _____
City of Shoreline	

**EXHIBIT C
CITY OF SHORELINE**

17544 Midvale Ave., N., Shoreline, WA 98133
(206) 546-1700 ♦ Fax (206) 546-7870

TAX IDENTIFICATION NUMBER

In order for you to receive reimbursement from the City of Shoreline, we must have either a Tax Identification Number or a Social Security Number. The Internal Revenue Code requires a Form 1099 for payments to every person or organization other than a corporation for services performed in the course of trade or business. Further, the law requires us to withhold 20% on reportable amounts paid to unincorporated persons who have not supplied us with their correct Tax Identification Number or Social Security Number.

Please complete the following information request form and return it to the City of Shoreline before or along with the submittal of the first billing voucher.

Please check the appropriate category:

_____ Corporation _____ Partnership _____ Government Agency

_____ Individual/Proprietor _____ Other (please explain)

TIN # ___ - _____

SS # ___ - ___ - _____

Print Name: _____

Print Title: _____

Business Name: _____

Business Address: _____

Business Phone: _____

_____ Date

_____ Authorized Signature (required)