

REQUEST FOR PROPOSAL
TO PROVIDE INFORMATION TECHNOLOGY SUPPORT SERVICES

VILLAGE OF PINCKNEY
REQUEST FOR PROPOSAL 20-001
ISSUED December 1, 2020
PROPOSALS ARE DUE 5:00 P.M., January 30, 2021

SUBMIT
COMPLETED APPLICATION TO:

Village of Pinckney IT Committee
Attention: Ted Kinczkowski
220 S. Howell St.
Pinckney, MI 48169

Phone: (734) 878-6206
t.kinczkowski@villageofpinckney.org
www.villageofpinckney.org

INSTRUCTIONS AND ADMINISTRATIVE REQUIREMENTS

I. Issuing Agency

This Request for Proposal (RFP) is issued by the Village of Pinckney, Michigan, subsequently referred to as the “Village.”

II. IT Services Request for Proposal (RFP) Specifications

To contract with the Village, applicants must be an established legal entity, which includes possessing a Federal Tax Identification Number, as required by IRS regulations, and a Uniform Business Identification Number, required by the Michigan State Department of Revenue.

III. Procurement Schedule

The following Timetable will be utilized for awarding the contract for the Village’s IT services and support:

Proposal Application Available	<u>December 1, 2020</u>
RFP Applicant’s Inquiries Due	<u>January 13, 2021</u> by 11:00 a.m.
Answers to Applicants’ Inquiries Released	<u>January 20, 2021</u>
Deadline for Submission	<u>January 30, 2021</u> at 5:00 p.m.
Evaluation and Negotiations Completed	<u>February 5, 2021</u>
Contract Award Recommended to Council	<u>February 8, 2021</u>
Contract Services Begin	<u>March 1, 2021</u>

IV. General Instructions

a. Applicants’ Inquiries

All applicants’ inquiries are due on Wednesday, January 13, 2021 by 11:00 a.m. Questions may be sent via email to: t.kinczkowski@villageofpinckney.org. No inquiries, written or oral, will be accepted after this date.

In order for all potential Contractors to be treated equally, all questions raised regarding the Request for Proposal process and the responses made by the Village will be made available to all applicants.

Written responses to questions received through Wednesday, January 13, 2021 will be posted online at www.villageofpinckney.org no later than January 20, 2021. Any follow-up questions will be due by January 22, 2021 with answers posted to the website by 5:00 p.m. January 25, 2021. No further questions will be taken after that time.

b. Deadline for Submittal

All proposal documents must be completed and received no later than 5:00 p.m. Saturday, January 30, 2021 at the following address:

Village of Pinckney
Attn: Ted Kinczkowski
220 S. Howell Street
Pinckney, MI 48169

c. Format

Proposal documents may be submitted in any reasonable format, as long as all information requested is included. See “Submittal Requirements” below.

d. Period of Performance

The period of performance for contracts issued as a result of this RFP process will be for a three-year period (beginning on March 1, 2021 and ending on February 29, 2024). Mutually agreed-upon annual renewals may be made for three (3) one-year periods.

GUIDELINES FOR APPLICANTS

I. Introduction

The Village of Pinckney, Michigan, is soliciting proposals from qualified professional vendors for Information Technology support services. The qualified vendor will maintain and improve information technology (IT) effectiveness, enhance its quality of services, minimize down time and support costs, ensure security of data, and maximize return on investment in IT with a focus on utilizing Cloud as much as possible. The Village does not have a professional IT staff. The vendor will work in conjunction with the Village

IT Committee as the main point of contact for the general Village infrastructure, equipment, and employee needs and the Police Director of Communications for all law enforcement related equipment and requirements.

II. Background Information

The Village has approximately 15 employees working at 3 locations within the Village that require support. The Village has approximately 20 user workstations and three Windows Servers. The Village uses a wide variety of systems, including but not limited to:

General Office and Financial:

- Windows SQL,
- Windows Server 2008,
- Windows Server 2012 R2,
- Windows Server 2016 Standard,
- Cisco,
- Spectrum IP phone system,
- WordPress websites hosted by GoDaddy
- Windows-based desktop operating systems
- BS&A for Payroll, AP, AR

Department of Public Works:

- -BS&A for Meter reading and Billing process
- -ESRI mapping and routine maintenance
- -ArcGIS Mapping- related to ESRI
- -SCADA uses a software called 'Factory Talk'
- -DMS - for our sewer asset management.
- -MiWaters (EGLE's method for submitting documents, forms, and permitting process) for Wastewater, Stormwater, and CM
- -MiLogin = RoadSoft / ADARS / TAMC - all part of the ACT 51 funding process for streets

Police Department:

PD IT Systems comply with Michigan State Police LEIN regulations; any contract vendors with access to PPD systems must be Federal CJIS / MSP LEIN Compliant, must have fingerprints submitted to FBI via MSP LEIN; must have or agree to undergo all Security Awareness and LEIN Certification testing. PPD systems interface with State and County law enforcement systems.

III. Scope of Work

The Village desires a fully outsourced IT management provider to provide proactive maintenance, support, and other IT related functions. The following details the minimum services to be provided to the Village in the area of information services:

a. Initial Assessment

With the assistance of Village staff, compile an inventory of all information technology related assets, assess system assets, and make recommendations for improved Village-wide IT system performance.

b. Desktop Applications Support

Perform basic support functions including installation of PC's, laptops, printers, and software; diagnose and correct desktop application problems; configure laptops and desktops for standard applications; and identify and correct hardware problems, performing advanced troubleshooting. Assist designated Village personnel, IT Committee and Clerk with hardware and software purchases as needed. Assist with warranty and other technical support.

c. Server Administration Services

Manage computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Monitor server performance and capacity management services. Ensure scheduled preventive maintenance for equipment is promptly performed; develop back-up plans and procedural documentation for active servers to include the 6-month Michigan State Digital archive backup. Confidentiality of information is vital. The selected vendor and their employees will be required to sign and adhere to a confidentiality clause that information in the system must remain confidential under penalty of law. All vendor employees with access to the Village network will be required to undergo fingerprint background checks at the vendor's expense, training, and be expected to maintain CJIS security standards at all times.

d. Network Administration Services

Scope of activity includes all Village network equipment including switches, firewalls, routers, IP phone system and other security devices. Manage backup and disaster recovery systems. The scope also includes primary installation and maintenance of printers, network copiers/scanners, group policy, software updates, etc. as deemed necessary. Monitor network performance and capacity management services. Maintain Village-wide network diagram.

e. Security

Maintenance of virus/malware detection and spam reduction programs on Village servers, email and all other Village computers and laptops. Perform security audits as requested and notify Village personnel immediately of suspected breaches of security. Assist the Village in complying with best practices as well as ISB, FIPS and CJIS requirements.

f. Strategic Planning

Provide technical leadership for all technology issues. Make recommendations for future purchasing and technology needs. Keep Village up to date on new technology changes and uses that will enable the Village to increase efficiency and reduce costs. Install equipment including new servers, software, and hardware and transfer data when required. Assist with policy formulation and application. Focus on Cloud and Cloud security.

g. Help Desk Support

End user support must be timely, friendly, and professional. Urgent and emergent support must be available 24/7/365. Routine support must be available Monday – Friday from 7:00 a.m. to 5:00 p.m.

h. End User Training

Provide training for various technology as needed. This would normally be for common software or hardware used in a business setting or new equipment installed. This can be at the request of the Village or when a need is identified by the vendor.

i. Onsite Support

Provide regular scheduled and dedicated onsite support two (2) hours each month or as needed to address Village-wide and/or departmental hardware and software issues. Additional onsite support may be needed for major projects.

j. Public Records

Provide assistance in public records key word searches through active and archived e-mail and network files of current and former employees. Preserve original metadata of e-mails and network files while saving contents to electronic files. Vendor must be knowledgeable in State of Michigan Public Record Laws.

k. Computer Inventory and Disposal

Vendor must provide quarterly hardware inventory reporting and proper and legal electronic disposal of surplus electronic equipment.

l. Securing, managing, and backing up Village website hosting; DNS to remain at third party.

IV. Submittal Requirements

The following information shall be required in the RFP submittal:

- Letter of Transmittal, to include:
 - Company name, address and telephone number of the firm submitting the proposal.
 - Copy of current W-9.
 - Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
 - Provide a statement which includes the language “proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with the Village.”

- General Vendor Information, to include:
 - Length of time in business.
 - Total number of clients and total number of public sector clients.
 - Number of full-time personnel and number specifically assigned for customer support. Identify names and major certifications of key personnel who will actually provide the information technology services. Summarize the experience and technical expertise of these staff. The local availability of the staff providing these services will be an important consideration.
 - Location of the office that would service our account.

- Describe your approach to providing these services and your methodology for providing ongoing support.

- Provide the name, title, address, and contact information of three (3) references of clients for whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of time you have provided services to this client.

- Support Services – Please answer the following:
 - Is help desk support available?
 - When is support available? (Indicate xx a.m. to xx p.m. and the days of the week.)
 - How are charges for support structures documented and tracked?
 - Describe your problem escalation process, including:
 - Initial problem identification.
 - Determination of priority and severity of problem.
 - Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory.
 - Indicate your response time goals and your statistics regarding meeting that goal.

- As a municipal government, Village departments include those of Police, Water, and Wastewater. Explain your familiarity and experience in the support of the specialized technology requirements of these departments. With the understanding that these departments operate on a 24/7, 365 days per year schedule, what would your availability be in the event of any technology issues requiring immediate attention during any non-routine business hours?
- Beyond the scope of the RFP, what services (related or otherwise) does your organization provide that could benefit and/or may be of interest to the Village?
- Cost of Services:
 - The proposal must include a fee schedule that indicates either hourly rates or a flat monthly rate for the proposed services.
 - Describe how your services are priced, and any specific pricing you are able to provide.
 - Define any additional charges (e.g. travel expenses).
 - Define any tiers of service and costs associated with those tiers.

V. Evaluation and Criteria Process

Staff will make a recommendation to the Village Council for their review and award of the contract. Staff will evaluate and rate each submittal based upon the following criteria:

Evaluation Table	% of Points
Experience & personnel experience	25%
Understanding of the Village’s needs and services to be provided	25%
Compatibility with end users and Village staff needs	10%
Satisfaction of clients/end users	5%
Availability	5%
Cost	30%

VI. Contract

The Village anticipates a three-year contract that will be renewable for an

additional (3) three one-year periods. Renewal of the contract will require Village Council reauthorization. All fees should be set for an annual term and clearly state that in the proposal. The Village expects all submitting firms to consent to the Village Scope of Work and Specifications. Exceptions desired must be noted in the proposal submittal. The Village reserves the right to revise the stated contract terms and conditions prior to contract signature.

VII. Termination of Contract

The contract may be terminated by mutual agreement in writing or it may be terminated at any time by either party by delivery of a sixty (60) day written notice to the other party.

VIII. Inquiries

Inquiries regarding this RFP should be directed to:

Village of Pinckney
RFP-20-001 - IT Services
Attn: Ted Kinczkowski
220 S. Howell Street
Pinckney, MI 48169

Phone: (734) 878-6206
Email: t.kinczkowski@villageofpinckney.org

IX. Submission Instructions

The Village reserves the right to request additional written or oral information to supplement all written statements of qualifications or proposals.

Submit all material no later than (date) at 5:00 p.m. to:

Village of Pinckney
RFP-20-001 - IT Services
Attn: Ted Kinczkowski
220 S. Howell Street
Pinckney, MI 48169

X. RFP Amendments

The Village reserves the right to change the schedule or issue amendments to the RFP at any time. The Village also reserves the right to cancel or reissue the RFP.

XI. Vendor's Cost to Develop Proposal

Costs for developing proposals in response to the RFP are entirely the obligation of the vendor and shall not be chargeable in any manner to the Village.

XII. Withdrawal of Proposals

Proposals may be withdrawn at any time prior to the submission time specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for receipt.

XIII. Rejection of Proposals – Waiver of Informalities or Irregularities

The Village reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the Village.

XIV. Single Response

A single response to the RFP may be deemed a failure of competition, and in the best interest of the Village, this RFP may be terminated, re-advertised, or may choose to negotiate with submitting vendor.

XV. Proposal Validity Period

Submission of the proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the Village and the successful vendor.

XVI. Public Records

Under Michigan state law, the documents (including but not limited to written, printed, graphic, electronic, photographic or voice mail materials

and/or transcriptions, recordings or reproductions thereof) submitted in response to this request for proposals (the “documents”) become a public record upon submission to the Village, subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law. If the Village receives a request for inspection or copying of any such documents provided by a vendor in response to this RFP, it will promptly notify the vendor at the address given in response to this RFP that it has received such a request. Such notice will inform the vendor of the date the Village intends to disclose the documents requested and affording the vendor a reasonable opportunity to obtain a court order prohibiting or conditioning the release of the documents. The Village assumes no contractual obligation to enforce any exemption.

XVII. Acquisition Authority

This RFP and acquisition are authorized pursuant to Village of Pinckney Purchasing Policy and any applicable laws.

XVIII. Contract Award and Execution

The Village reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the vendors can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to the Village.

The Village reserves the right to request clarification of information submitted and to request additional information from any proposer.

Any proposal may be withdrawn up until the date and time set above for opening of the proposals. Any proposal not so timely withdrawn shall constitute an irrevocable offer, for a period of ninety (90) days to sell the Village the services described in the attached specifications, or until one or more of the proposals have been approved by the Village administration, whichever occurs first.

The general conditions and specifications of the RFP and as proposed by the Village and the successful vendor’s response, as amended by agreements between the Village and the vendor, will become part of the contract documents. Additionally, the Village will verify vendor representations that

appear in the proposal. Failure of the vendor's products to meet the mandatory specifications may result in elimination of the vendor from competition or in contract cancellation or termination.

The vendor selected as the apparently successful vendor will be expected to enter into a contract with the Village. The Village reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP, and which is not approved by the Village Attorney.

If the selected vendor fails to sign the contract within five (5) business days of delivery of the final contract, the Village may elect to cancel the award and award the contract to the next highest-ranked vendor.

XIX. Defense, Indemnification, Hold Harmless and Insurance Requirements

In addition to other standard contractual terms the Village will need, the Village will require the selected vendor to comply with the defense, indemnification, hold harmless and insurance requirements as outlined below.

Proposer shall defend, indemnify and hold the Village, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or resulting from the acts, errors or omissions of the Consultant in performance of this Agreement, except for injuries and damages caused by the sole negligence of the Village.

The vendor shall procure and maintain, for the duration of this Agreement, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors. The cost of such insurance shall be paid by the Contractor.

XX. Equal Opportunity Compliance

The Village is an equal opportunity employer and requires all Proposers to comply with policies and regulations concerning equal opportunity.

The Proposer, in the performance of this Agreement, agrees not to discriminate in its employment because of the employee's or applicant's

race, religion, national origin, ancestry, sex, sexual preference, age, or physical handicap.

XXI. Other Compliance Requirements

In addition to nondiscrimination and affirmative action compliance requirements previously listed, the Proposer awarded a contract shall comply with federal, state, and local laws, statutes, and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health, environmental protection, waste reduction and recycling, the protection of natural resources, permits, fees, taxes, and similar subjects.

XXII. Ownership of Documents

Any reports, studies, conclusions, and summaries prepared by the Proposer shall become the property of the Village.

XXIII. Confidentiality of Information

All information and data furnished to the Proposer by the Village, and all other documents to which the Proposer's employees have access during the term of the contract, shall be treated as confidential to the Village. Any oral or written disclosure to unauthorized individuals is prohibited.