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Authorize RFP for IT Services

WHEREAS, Liberty Township contracts for IT services and support and the current contract with Clarity Technology Solutions will expire on March 2, 2018, and

WHEREAS, staff is requesting that the Board of Trustees authorize the Request for Bids be publicly advertised for information technology services for all Liberty Township facilities.

NOW, THEREFORE, BE IT RESOLVED, THAT THE LIBERTY TOWNSHIP BOARD OF TRUSTEES OF DELAWARE COUNTY, OHIO, authorizes the attached Request for Bids for information technology services be advertised and further authorizes staff to accept and open proposals as specified in the RFP.

Motion made by *Leneghan* and seconded by *Gemperline*

Vote: _____ Mrs. Eichhorn _____ Mr. Gemperline _____ Mrs. Leneghan

This Resolution shall be in force and become effective immediately upon its execution.

Jan 16, 2018
Date

Melanie Leneghan, Trustee

CERTIFIED BY:

Mike Gemperline, Trustee

Nancy Denutte, Fiscal Officer

Shyra Eichhorn, Trustee



TOWNSHIP TRUSTEES
Melanie Leneghan *Chair*
Mike Gemperline, *Vice Chair*
Shyra Eichhorn, *Trustee*

Matthew Huffman
Township Administrator

LIBERTY TOWNSHIP, DELAWARE OHIO

REQUEST FOR PROPOSALS:

**Managed Information Technology Services
And
IT and Telephony Plan & Implementation**

PROPOSAL INFORMATION

Submittal Deadline:
3:00 p.m. on Friday, March 9, 2018
Submit Proposals to:
Office of the Township Administrator
Liberty Township
10104 Brewster Lane
Powell, OH 43065

Contact for Questions:
Matt Huffman
Township Administrator
Email: mhuffman@libertytwp.org

REQUEST FOR PROPOSALS:

Managed Information Technology Services and IT and Telephony Plan & Implementation Project

The Township Administrator of LIBERTY TOWNSHIP will accept sealed proposals for Managed Information Technology Services and IT until **3:00 p.m. on Friday, March 9, 2018**, at LIBERTY TOWNSHIP Administrative Offices, 10104 Brewster Lane, Powell, OH 43065.

All proposals shall be in accordance with the Request for Proposal (“RFP”) specifications which are available and can be picked up at LIBERTY TOWNSHIP Administrative Offices, 10104 Brewster Lane, Powell, OH 43065. For a copy of the RFP, please email mhuffman@libertywp.org or call 740-392-2000 between 8:00AM to 5:00PM Monday – Friday.

Sealed envelopes containing the proposals should be identified:

Proposal-RFP Managed Information Technology Services

The envelopes should be delivered via hand-delivery service or overnight mail delivery service to the Office of the Administrator, at the address listed above, so as to arrive by the specified date and time specified above.

LIBERTY TOWNSHIP will require three (3) print copies and one (1) electronic copy of the proposal.

If you have any questions regarding the contents of this RFP, please contact Matt Huffman, Township Administrator, as noted in the Request for Proposal.

Matthew Huffman
Township Administrator

LIBERTY TOWNSHIP

REQUEST FOR PROPOSALS:

Managed Information Technology Services

TABLE OF CONTENTS

I. GENERAL INFORMATION	4
II. PURPOSE	5
A. MANAGED INFORMATION TECHNOLOGY SERVICES	
B. ADDITIONAL IT REQUIREMENTS	
C. CURRENT TOWNSHIP IT ENVIRONMENT	
III. PROPOSAL ELEMENTS	7
A. GENERAL REQUIREMENTS	
B. FORMAT OF TECHNICAL PROPOSAL	
C. FORMAT OF COST PROPOSAL	
IV. SCOPE OF WORK	9
A. REQUIREMENTS	
B. TIMELINE	
C. MILESTONES	
D. DELIVERABLES	
V. SELECTION	12
VI. CONTRACT WORK	13

I. GENERAL INFORMATION

A. BACKGROUND

LIBERTY TOWNSHIP is located in Delaware County, Ohio. The Township was incorporated in 1808 and is a "Home Rule" Township operating under a Township Trustee/Township Administrator form of government. The Township has a population of approximately 16,000 citizens. Administrative services, fire, roads and parks are throughout the township. Two (2) fire houses, our parks and roads offices are located offsite. For more information about the Township, please visit www.libertytwp.org.

B. RFP SCHEDULE (subject to change)

This Request for Proposal will accommodate the following tentative schedule:

<u>DATE</u>	<u>EVENT</u>
February 9, 2018	RFP Issued and Advertised
March 9, 2018	Submission Deadline (3:00 p.m.)
March 9, 2018	Proposal Opening (3:30 p.m.)
March 12-16, 2018	Review & Evaluation of RFP
March 19-23, 2018	Oral presentations will be scheduled as required.
March 30, 2018	Proposal Award by Township Trustee

C. QUESTIONS - Any questions regarding this Request for Proposal should be directed to the LIBERTY TOWNSHIP Administrator in writing (preferably email) to:

Matthew Huffman, Administrator
LIBERTY TOWNSHIP
10104 Brewster Lane
Powell, OH 43065
Email: mhuffman@libertytwp.org

All questions must be received by 5:00 p.m. on March 9, 2018. Inquiries received after 5:00 p.m. will not receive responses. No responses will be provided to telephone inquiries.

D. ADDENDA - To ensure consistent interpretation of certain items, answers to questions the Township deems to be in the interest of all will be made available to all other Respondents. Responses to questions will not be issued in the form of an Addendum to the Request for Proposal.

LIBERTY TOWNSHIP may, at our discretion and without explanation to the prospective consultant(s), at any time choose to discontinue this RFP without obligation to such prospective consultant(s).

II. PURPOSE

LIBERTY TOWNSHIP (hereinafter referred to as the “Township”) is issuing a Request for Proposal (“RFP”) from qualified companies to provide managed information technology services.

A. Managed Information Technology Services

The Township does not employ any technical support staff. Managed IT services are required for the Township’s technology infrastructure during hours of operation. General hours of operation are from 8:00 am to 5:00 pm, Monday through Friday. Additionally, hours of operation for fire and public works may normally extend beyond the general hours of operation and therefore 24/7 technical support would be required for these departments. The Township defines technology infrastructure as computer(s) and other equipment used by fire and medic staff, server equipment (domain servers, routers, switches), operating systems, software (includes fire and medic software including various administration software), peripheral and mobile devices.

B. Additional IT Support Requirements

The Township also requires a Consultant(s) that would assess technology systems and capabilities within the context of the business process requirement for the various departments of the Township. This information would be used to design and build the required future (lifecycle) IT infrastructure to support a comprehensive IT plan. The assessment and subsequent plan must take into consideration all current IT systems, hardware, software and support of a records management system.

Any technology investment proposed for the IT plan should address existing deficiencies with the current infrastructure and include a Return on Investment (ROI) or cost analysis of the investment that outlines the time and financial benefits of implementing up to date IT network and client solutions.

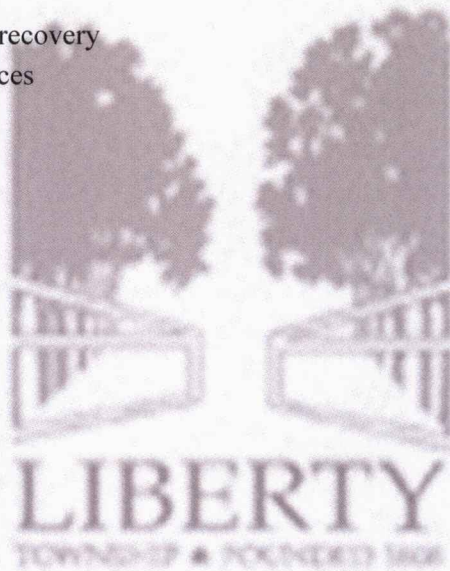
The desired outcome is to maintain an efficient, secure and cost-effective technology infrastructure system to manage critical administration business and fire/safety systems functions of the Township.

It is expected that the selected Proposer(s) would be able to provide a breadth and depth of services from onsite desktop support on all levels including phone, printer and document management and remote IT management to project design and implementation. In addition to demonstrated expertise in all areas addressed by the RFP; the Proposer(s) chosen will have experience with local government information technology requirements for all areas of responsibility (i.e. Finance, Roads, Parks and Fire) within the Township.

C. Current Township IT Environment

The township uses the following products and services:

- Dell server environment
- Windows Server 2012 with Hyper-V for virtualization
- Windows 10 Pro PCs (several WIN 7 Pro)
- Microsoft Office 2016
- Sophos UTM firewall
- Sophos Access points
- Sophos Desktop Security
- Datto BDR for backup and recovery
- Office 365E for email services
- ShoreTel phone system
- FuelMaster



III. PROPOSAL ELEMENTS

A. General Requirements

- 1) Proposal Submission: Three (3) print and one (1) electronic copy of the Proposal shall be received in a sealed envelope and must be prominently marked on the outside **“PROPOSAL - RFP MANAGED IT SERVICES”**
 - Sealed proposals must be submitted no later than 3:00 pm on March 9, 2018 to:
Office of the Township Administrator
LIBERTY TOWNSHIP
10104 Brewster Lane
Powell, OH 43065
 - Proposals must be mailed or hand delivered. No faxed or emailed proposals will be accepted. **Late proposals will not be accepted.**
- 2) Preparation costs: The Township will not be responsible for any costs associated with the preparation, submission or presentation of any proposal.
- 3) Minority Proposer: The LIBERTY TOWNSHIP encourages all qualified businesses including minority-owned and women-owned business to respond to all Invitations to Requests for Proposals.
- 4) All submitted proposals will be the property of the Township of Liberty.
- 5) Open Records Law/Public Information: Under the Ohio Public Records Law (the “Law”), R.C. 149.43(B)(2), eq. seq., as amended, and other applicable laws, a record in the possession of the Township is presumed to be a public record subject to disclosure to any legal resident of the United States upon request, unless protected by a statutory exception.
- 6) This RFP shall not, without the Township’s prior written consent, be disclosed to any Proposer, in any manner whatsoever, in whole or in part, or used for any purpose other than the submission of Proposals to the Township.

B. Format of Technical Proposal

- 1) Title Page showing the RFP subject; the firm’s name, the name, address, telephone number and email address of the contact person; and the date of the proposal.
 - 1) Table of Contents identifying matters submitted by section and page number.
 - 2) A statement that the Proposer has no relationship with any elected official of the Township, appointed official or any member of Municipal staff that would create a conflict of interest.
 - 3) Detailed proposal organized in the order set forth below:
 - Executive Summary: This section will present a high-level synopsis of the Proposer’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 work proposed.

- Approach and Methodology: Proposer must respond to each task/deliverable in the Scope of Work Section and include the following:
 - Overall support strategy/philosophy
 - Method to perform the work objectives
 - Assumptions regarding requirements, risks and expectations used to develop the proposal response
 - Explanation of the problem reporting and resolution process that describes the Proposer's support plan, including tiers, service levels, call escalation, the person(s) authorized to close problem reports, trouble tickets etc.
- Management Deliverables and Reports: Include descriptions of any reports used to summarize or provide detailed information for managed service customers. Include sample reports as attachments to the proposal to provide an example of the types of reports that will be provided for this engagement. For example: A monthly summary of network performance, drive and memory utilizations and all desktop health and reliability details.
- Appendix-References: Provide three (3) current client references for which you perform similar work. At least one (1) of the three should be a local government agency with a responsibility for public safety, if you have any such clients. If possible, the local government should be located within the State of Ohio.
- Appendix-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.
 - As a local governmental agency with public safety information systems, we will require background checks on any individuals who will routinely be assigned work on these systems. We will collect information on whoever is assigned to our site, including all necessary information, which may include finger-printing. This information will be forwarded to various state and federal agencies for all clearances required. The consultant(s) that submits the successful proposal response will not incur any costs other their own staff time for this vetting process.
 - Please describe bonding process and coverage levels for employees. Affirm that no employees working on the engagement have ever been convicted of a felony.
- Appendix-Company Overview: Provide the following for your organization:

- Official registered name (Corporate, D.B.A, Partnership, etc.) Dunn and Bradstreet number, address, main telephone number, toll free number, facsimile number and website address.
- Key contact name, title, address (if different from above) direct phone number and email address.
- 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 managed services, application support and project management.
- Disclosures of any actual or potential conflicts of interest and pending lawsuits.

NOTE: NO PRICING OF THE RFP SHOULD BE INCLUDED IN THE TECHICAL PROPOSAL.

C. Format of Cost Proposal

The sealed cost proposal shall contain detailed pricing information relative to the work as described for each section of the RFP. The sealed cost proposal shall contain an all-inclusive price with direct and indirect costs, out of pocket expenses and remote support.

IV. SCOPE OF WORK

The consultant's awarded this RFP will work with the Township Administrator to provide a seamlessly integrated system of support for all IT services.

A. Requirements

- 1) Include a detailed description of each major type of work being requested of the consultant(s). The proposal should address each of the following:

OVERALL

- Evidence that you understand LIBERTY TOWNSHIP, including a working understanding of working within budget restraints.
- Evidence of an ability to deliver on time and on budget.

MANAGED SERVICES

- Describe your Service Level Agreements (SLA)
- Hours of operation are primarily 8:00 a.m. to 5:00 p.m. Monday through Friday. However, police, fire and public works provide services before and after normal hours of operation and some are on duty 24/7. Describe a support model for all hours of operation.
- Emergency support options.

- Is support all-inclusive? If not, what is not included?
- Does the in-person response, review, and other contact rotate among staff support?
- Your proposal should address all of the following:
 - Support of network, infrastructure, email, hardware management and support (servers, desktops, laptops, and printers), application management and support, remote communications support (Tablets and Smart Phones) and license and warranty tracking

Help desk support:

- Is it limited to a quota of calls?
 - What are the help desk hours? If they do not cover all of our hours of operation, describe what coverage will be provided for those hours outside of your help desk hours?
 - Who can call the help desk? Is the help desk staff local?
If not, where are they located?
 - What is your average response time and problem resolution time?
 - Are help desk staff employees of the support company or subcontracted?
 - Are help desk staff full-time?
 - What is the skill/certification level of first-level help desk staff?
 - What happens if the help desk cannot resolve the problem?
- Security of equipment and data
- Security plan for remote processing Support for IT operational recovery plan
- Reporting to the LIBERTY TOWNSHIP
- Who is responsible for managing, monitoring and responding to system issues?
- Is training provided? Is that part of the “package” or costed separately? If separately, provide cost information and provide information about what kind of training you provide.
- In what instances would we incur extra costs?
- What kind of insurance coverage does the company have? Are you willing to name LIBERTY TOWNSHIP as an additional insured? Please include a copy of your current insurance certificate.
- Your plan for ensuring compliance with the information security standards? Describe your experience working with information security standards compliance environments.
- Explain your process for handling special requests or projects from your clients.
- Describe your experience with government agencies?
- What is your company’s onboarding plan?
- What are your key differentiators?
- What is your process to update key staff on a recurring basis
- What type of reporting is available to track technology assets
- Does your organization utilize a ticket systems to track work activity?
- Does this ticket system provide ticket status updates as work is completed?
- Describe how your organization would coordinate with 3rd party technology vendors who provide services to the township (examples include ComDoc, Perry ProTech, Parallel Technologies). Does your company charge for interaction with external parties?
- How would your organization assess the network security status of our environment on a recurring basis?
- How does your company stay current with technologies and best practices that would benefit the township?

B. Timeline

The proposer selected to provide the Managed Services component of this RFP will need to provide a transition plan that will be completed within 30 days of the commencement of the contract.

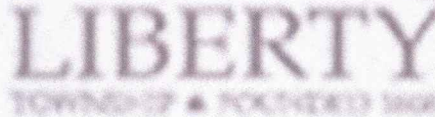
The proposer selected to provide the needs assessment, plan development and implantation will need to complete the planning and development component of the project within 180 days of the commencement of the contract. The proposed plan will be structured to be executed during the next fiscal year with the approval of Municipal Council as a component of the municipal budget.

C. Milestone Reports

Monthly milestone reports, including percentage of completion of each component of the project are required on the last business day of each month.

D. Deliverables

Upon the completion of each component of the project, consultant shall deliver a written proposal setting forth findings, methodology/analysis, alternative data generation and evaluation and recommendations thereunder. The consultant shall also provide the relevant technical analysis and summaries of any discussions or meetings with stakeholders. A short, descriptive executive summary should be included. The deliverables must be provided to the Township in the following formats: (1) one (1) original; three (3) copies and one (1) pdf.



V. SELECTION PROCESS

A. Selection Date

Selection of the firm(s) to provide Managed service and conduct the Project will be based on timely written proposals. Oral interviews may be conducted by telephone and in person to assist the Township in the selection process. It is anticipated that the selection will be made on or before the end of March 30, 2018.

B. Evaluation Criteria

- 1) 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 Proposer responsiveness to the RFP, ability of the Proposer to meet the needs of the LIBERTY TOWNSHIP and the total price quoted for the items covered in the RFP.
- 2) The following elements will be the primary consideration in evaluating all submitted proposals in the selection of a consultant(s):
 - Completeness of the proposal and the apparent understanding of the work to be performed;
 - General qualifications, experience and expertise of the Proposer;
 - Soundness of the methods and approach to the work;
 - Information derived from reference checks and review of other documents completed by the Proposer; and
 - Overall cost of the Firm's proposal.

C. Site Tours

Once the proposals have been evaluated, Proposers selected to proceed will receive invitation for in-person interviews with their key staff that would be responsible for supporting the Township. A site tour of the Township may be requested.

D. Reservations Regarding Selection

The Township reserves the right to do any or all of the following:

- 1) Conduct interviews with some or all of the Respondents.
- 2) Reject any or all Proposals.
- 3) Waive any informality or irregularity in a Proposal.
- 4) Hold all Proposals for a period of thirty (30) days after the date fixed for the opening thereof.
- 5) Enter into good faith negotiations with the Respondents to modify service or project descriptions to a greater or lesser magnitude than described in this RFP or any Proposal.
- 6) Accept the Proposal that the Township deems at its sole discretion, to be the most favorable in the best interest of the Township.

- 7) Enter into good faith negotiations with the selected Respondents regarding the pricing set forth in the Proposal prior to entering into an agreement. If the agreement's negotiations cannot be concluded successfully with the first selected Respondent, the Township may negotiate an Agreement with the second selected Respondent.
- 8) Re-advertise this RFP for new Proposals as may be deemed necessary at the sole discretion of the Township.

VI. CONTRACT TERM

The contract shall be effective two (2) years from the date of the execution of the agreement. Upon mutual agreement, by both parties, the contract may be extended for two (2) additional one (1) year terms.

--END OF PROPOSAL--

