

City of Okeechobee
RFQ No: FIN 01-32-03-19
Information Technology Services

The City of Okeechobee, Florida (“City”) is seeking Requests For Qualifications (“RFQ”) from individuals or firms for the services of an Information Technology (“IT”); the service provider is to provide maintenance, 24/7 help-desk support and completion of on-going projects for the City’s software, hardware, and network infrastructure.

Applications submitted in response to this RFQ will be reviewed by a team of City representatives. The team will review all complete, eligible qualification submittals received by the deadline. Upon evaluating the qualifications provided in the applications, the team will identify top vendors who may be invited for finalist interviews. The review team reserves the right to make a final decision without an in-person interview.

Section 1. OVERVIEW

The City was incorporated in 1915 and is governed by an elected five-member city council. The City has a population of approximately 5,500 and encompasses 4 square miles. The City has a City-Manager form of government with five members on the City Council. The City has approximately 65 full-time employees and 8 part-time employees.

The City provides the following services to its residents: public safety police and fire, maintenance of streets and infrastructure, planning and zoning, building and engineering, and general administration.

The City’s Information Technology Resources

The City’s IT function is part of the Administration Department, oversight provided by the Director of Finance. Currently, onsite personnel utilize software vendors as Tech Support, as well as acquired knowledge.

The goal of this RFQ is to identify an individual/firm that will IT support services in an economical manner while providing excellent customer service. Provision of these services would involve a combination of on-site and off-site consultant personnel. The City’s Finance Director would serve as contact and would provide day-to-day activities and direction to consultant staff.

Section 2. SCOPE OF SERVICES

A. Description

The City will utilize an individual/firm for services to respond to help desk tickets, monitor network operations, assist with troubleshooting network/systems issues, and

generally provide all needed assistance that would keep the City's basic IT services functioning; as well as completion of on-going projects.

B. Required Support

1. Routine Maintenance performed on the following equipment: servers, workstations, network equipment, software, etc.
 - Deploying updates and patches
 - Managing anti-virus updates
 - Removing spyware
 - Monitor system health on all workstations, servers and networking equipment
 - Monitoring backups and other important routine activities
 - Review backup logs
 - Test battery backup – self tests, system shutdown tests
 - Monitor internet connectivity
 - Update virus definitions
 - Update virus engine
 - Apply service pack updates
 - Apply security patches
 - Update BIOS as needed
 - Backup of networking configurations
 - Support for all City Departments – Each Department requires onsite service for items related to its specific software, desktops and portable hardware (laptops). Remote diagnosis is available as necessary although onsite repair is required as needed.
2. Help Desk support
 - Over the phone and on sight help desk as needed between the hours of 8:00 a.m. and 5:00 p.m. (EST), Monday through Friday
 - 24/7 phone support for non-maintenance outages and emergencies
 - Emergency support will be provided for issues that affect the City's ability to function and employees are prevented from doing their job
 - Response for emergencies is required within 30 minutes
 - Non-emergency support for issues that interfere with City functions and impact employees, but employees are still able to perform their jobs; response for non-emergencies is required within 3 hours
 - Other requests for support that do not affect City function or impact employee's ability to perform their jobs; response is required within 24 hours
 - Telephonic customer support must be United States based
3. Weekly review and maintenance of systems, computers, software, etc.
 - Backups should be performed on a regular basis with incremental daily backups and monthly full back ups
4. New Hardware Configuration
 - Configuring of new hardware and software as applicable and as needed for maintenance, replacement, etc.
 - Review and advise management regarding optimization of existing hardware,

network, and workstations and integration of sites as well as software

Please note that this description of the scope of services is intended to provide a general overview of the essential information technology issues confronting the City and is not intended to be exhaustive. The City accepts no responsibility for inadvertent errors or omissions regarding industry specific jargon or descriptions. Exhibit "A" is attached for review to provide initial information of the City's existing infrastructure, hardware and software. A **mandatory pre-proposal conference** will be held on Thursday, April 2, 2019 from 1:00-3:00 p.m, located in Council Chambers, Room 200, 55 SE 3rd Avenue, Okeechobee, FL. Proposers may ask questions of City staff to gain a better understanding of the scope of services. Guided tours will be available to the City's server room to examine the existing network infrastructure. All individuals/firms must attend this conference in order to submit for this proposal.

C. Budget

The City's annual operating budget for IT services (including labor, equipment, software, materials, etc. is \$15,000). The City is aware that additional funding may be needed to provide sufficient support of current hardware and software. Although "cost" is only one factor in the selection process, budget constraints are a difficult reality. Firms that can quickly implement affordable, but effective, solutions and support will be given the strongest consideration.

D. Project Schedule

Rapid response is a critical element of Information Technology support. The individuals/firm will be held accountable for the response time outline in section 2.B. The chosen individual/firm will be expected to begin providing support immediately once the contract is awarded and an individual/firm that cannot commit sufficient time and resources to this request need not respond.

Section 3. PROPOSAL AND EVALUATION CRITERIA

A. Instructions to Applicants:

The following are the contents that all proposals must include; all the listed criteria should be addressed completely and should follow, as closely as possible, the order and format in which it is listed below.

These categories and criteria will be major considerations in the evaluation and determination of the most qualified and capable firm. Bids shall be evaluated based on the requirements set forth in the RFQ. Note: The sequence of the listing is not intended to reflect relative weight of each category.

1. Interest and Qualifications:

- a. A brief description of the individual/firm, including its location, years in the

business, history, and philosophy. Include an outline of the firm's officers and executive management.

- b. A statement of interest for the scope of services including a narrative describing the respondent's capabilities and unique qualifications as they pertain to this particular project.

2. Related Experience and References:

- a. Proposal shall include a list and description of at least three customers/projects in the previous two years that demonstrate the respondent's experience in troubleshooting and delivering comprehensive IT solutions for municipalities or similar private sector organizations. List the projects in order of priority, with the most relevant project listed first. Provide for each project, at a minimum:
 - Project client, contact person, location, and description of services.
 - Identify any members of the proposal team who also worked on each project, and include a description of his/her role in the project.
 - Names and contact information for the point(s) of contact for each project.

3. Background Clearance

Must pass a Department of Justice Florida Department of Law Enforcement background investigation for all employees with access to any/all City of Okeechobee hardware, software or remote capabilities

4. Team and Availability

- a. Proposal shall include a description of the proposed consultant team.
- b. Proposal shall identify the lead contact that will have the main contact with the City. This individual is expected to remain the responsible contact throughout the engagement. All key personnel as well as a sub-consultants, if applicable. Proposal shall outline roles, responsibilities and reporting relationships. Proposal shall identify key contact person for communicating with the City on all project-related matters.
- c. Proposal shall include a statement on the availability and commitment of the respondent and assigned professional who will undertake the scope of services.
- d. Proposal shall include resumes for all the key personnel including educational background/training, experience, and detailed descriptions of roles played on past projects.

5. Project Approach

- a. Proposal shall include a narrative indicating an understanding of the scope of the project and the services to be performed. An overview of the intended

- approach to providing the necessary services should be provided.
- b. Describe the individual/firm history and ability to establish and maintain schedules.
 - c. Describe the individual/firm quality assurance process and history of delivering high quality contracted services on time and within budget.

6. Additional requirements

- a. Five (5) identical proposals plus one (1) electronic PDF file version (on a flash drive) must be submitted to the address below in a sealed package clearly marked "Response to Request for Qualifications-Information Technology Services, RFQ #FIN 01-32-03-19" and must be received at the address below before but no later than 3:00 PM (EST) on April 11, 2019.

City of Okeechobee
City Administration
55 SE 3rd Avenue, Room 201
Okeechobee, FL 34974

- b. Any proposals received after the specified date and time will be rejected and discarded. Proposals may not be modified or withdrawn after the submittal deadline.
- c. All proposals should be 8 1/2" x 11" in size (proposals may include fold-outs).
- d. Additional promotional materials/brochures may be included in addition to the proposal but may not substitute for any of the content requirements of the proposal itself. This additional material need not be submitted in an electronic format.
- e. Communication with the City, the selection committee, or the general public relative to this project prior to the announcement of a selection is strictly prohibited. All questions should be voiced at the mandatory pre-proposal conference or emailed to India Riedel, iriedel@cityofokeechobee.com by April 4, 2019.
- f. The City reserves the right to request a change in any proposed sub-consultants, if applicable.
- g. The City reserves the right to waive any irregularity or technical defect in a proposal and to accept or reject, in whole or in part, any or all proposals and to advertise for new proposals, as best serves the interest of the City. The City is under no obligation to award a contract to any firm submitting a proposal. During the evaluation process, the City reserves the right, where it may serve the City's best interest, to request additional information or clarification from proposers, or to allow corrections of errors and/or omissions.

The City reserves the right to withdraw this RFQ at any time without prior notice and to reject any or all bids or proposals for good cause and in the best interests of the City.

- h. The City shall not be responsible for any costs incurred in the preparation, submittal, and presentation of proposals.
- i. The City reserves the right to negotiate the final Agreement with any Proposer(s) as necessary to serve the best interest of the City.
- j. The City reserves the right to award its total requirement to one Proposer or to apportion those requirements among two or more Proposers as the City may deem to be in its best interest.

Section 4. OTHER GENERAL PROVISIONS

Selected individual/firm must comply will all requirements of the City Code. Additionally, the selected individual/firm will be subject to statutory requirements to maintain all records that may be subject to the public record laws, including production of such records as requested by any firm or person, in the time and manner as required by law. In compliance with the Florida Sunshine Law and Code of Ethics, the City strictly enforces open and fair competition in its RFQs.

A. Application of Americans Disabilities Act

The City does not discriminate upon the basis of any individual's disability status. This policy involves every aspect of the City's function including access to participation, employment, or treatment in its programs or activities. Anyone requiring reasonable accommodation as provided for in the Americans with Disabilities Act should make the request to the contact person set forth herein.

B. Prohibition Against Discrimination

The City recognizes fair and open competition as a basic tenet of public procurement. Respondents doing business with the City are prohibited from discriminating based on race, color, creed, national origin, handicap, age, marital status, or sex.

C. Promotion of Local Vendors

The City is desirous of allowing as many vendors as possible the opportunity to participate, including local vendors. The City reserves the right to award the contract under a local vendor ordinance, or under F.S. 255.0991 for vendors located in the State of Florida, and the right to request clarification of any information submitted by proposers. If the Respondent is not a local vendor, efforts to contract with vendors who do fall into these categories are appreciated.

D. Public Entity Crime

Section 287.133(2)(a), Florida Statutes, states “A person or affiliate who has been placed on the convicted vendor list, following a conviction for a public entity crime, may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount, provided in F.S. 287.017 for CATEGORY TWO, for a period of 36 months following the date of being placed on the convicted vendor list.”

E. Public Records Clause

1. The legislature has amended Chapter 119 Florida Statutes, Section .0701 thereof, to expand the obligation of local government to include into all contracts certain language that relates to public records, which is made a part of this contract.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR’S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS FOR THE CITY OF OKEECHOBEE AT:

**CITY CLERK’S OFFICE
55 S.E. 3RD Avenue Okeechobee, FL 34972
(863) 763-3372 ext. 9814
Igamiotea@cityofokeechobee.com**

2. The contractor shall adhere to Florida public records laws, including the following:
 - a. Keep and maintain public records required by the City to perform the services, and upon request of the custodian of records for the City, provide the City with a copy of the requested records or allow the records to be copied or inspected within a reasonable time at a cost that does not exceed the cost allowed in Chapter 119 or as otherwise provided by law.
 - b. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of this contract term and following completion of the contract if the contractor does not transfer the records to the City.

- c. Upon completion of the contract, transfer, at no cost to the City, all public records in possession of the contractor or thereafter keep and maintain public records required by the City to perform the service. If the contractor transfers all public records to the City upon completion of the contract, the contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the contractor keeps and maintains public records upon completion of the contract, the contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the City, upon request of the City Clerk, in a format that is compatible with the information technology systems of the City.

3. Noncompliance

- a. A request to inspect or copy public records relating to the City's contract for services must be made directly to the City. If the City does not possess the requested records, the City shall immediately notify the contractor of the request, and the contractor must provide the records to the City or allow the records to be inspected or copied within a reasonable time. A reasonable time is defined as within eight (8) business days.
- b. If the contractor does not comply with the request of the City for the records, the City shall enforce the contract provisions in accordance with the contract.
- c. If the contractor fails to provide the public records to the City within a reasonable time, the contractor may be subject to the penalties under Chapter 119.10.

4. Civil Action

- a. If a civil action is filed against a contractor to compel production of public records relating to the City's contract for professional services, the court shall assess and award against the contractor the reasonable costs of enforcement, including reasonable attorney fees, if:
 - The court determines that the contractor unlawfully refused to comply with the public records request within a reasonable time; and
 - At least eight (8) business days before filing the action, the plaintiff provided written notice of the public records request, including a statement that the contractor has not complied with the request, to the City and to the contractor.
- b. A notice complies with the above if it is sent to the custodian of public records for the City and to the contractor at the contractor's address listed

on its contract with the City, or to the contractor's registered agent. Such notices must be sent by common carrier delivery service or by registered, Global Express Guaranteed, or certified mail, with postage or shipping paid by the sender and with evidence of delivery, which may be in an electronic format.

- c. A contractor who complies with a public records request within eight (8) business days after the notice is sent is not liable for the reasonable costs of enforcement.

F. Cost of Submittals

The City of Okeechobee will not reimburse for any costs associated with the preparation and submittal of any proposal, for any travel and/or per diem costs.

G. Ownership of Submittals

All materials submitted regarding this proposal becomes the property of the City. Responses may be reviewed by any person after the public opening. Proposers should take special note of this as it relates to any proprietary information that might be included in their offer. Any resulting contract may be reviewed by any person after the contract has been executed by the City. The City has the right to use any or all information or material submitted in response to this RFQ and/or any resulting contract from same. Disqualification of a proposer does not eliminate this right.

H. Rejection of Responses

The City of Okeechobee reserves the right to reject any and all proposals submitted in response to this RFQ, and the right to waive any technical irregularities or immaterial defects in bid proposal that do not affect the fairness of the bid competition. Any intentional omissions, alterations, or false representations will be grounds for rejection of any proposal.

I. Amendments to the RFQ

The City reserves the right to make such changes in the RFQ as it may deem appropriate. Any changes in the RFQ shall be made by a written addendum, which shall be issued by the City to all prospective firms who have been issued a copy of the RFQ or who have notified the City that a copy of the RFQ has been obtained.

J. Insurance

Provide a certificate of insurance showing the firm's current limits of liability for commercial, general, and professional liability, workers compensation, and business automobile liability, minimum limits are \$1,000,000 with the City listed as additional insured. List all current and unresolved litigations, arbitrations, or mediations of the firm.

K. Business Tax (formerly Business License)

The selected consultant must possess or obtain a City business tax license while providing any services for the City. In addition, provide a copy of county or city business license where the business is located.

L. Cost Proposals

- a. Initial Scope of Services: Routine maintenance and unlimited Help Desk support
Note: Cost proposals should be all-inclusive. Hardware, software, labor, materials, etc. should be included and itemized.
- b. Extra Work: Include an hourly rate schedule for all team personnel and any sub-consultants for any unanticipated work performed to complete the negotiated scope of services for the original project. Include any irregular rate tiers such as weekend or after hours.
- c. Ongoing Maintenance: Include an hourly rate schedule or other fee proposal for routine, ongoing IT and network support services. Include any irregular rate tiers such as weekend or after hours.

M. Terms

It is proposed the final negotiated contract would be a term agreement for an initial one (1) year period with the option of three (3) additional one (1) year renewals, upon the mutual agreement of the parties.

N. Proposed Process and Timeline

| | |
|----------------|--|
| March 19, 2019 | RFQ issued and posted on the City of Okeechobee website; www.cityofokeechobee.com |
| April 2, 2019 | Mandatory Pre-Proposal Conference will be held at 1:00 p.m. for a review of equipment and sites and the RFQ. (Location – City of Okeechobee, Council Chambers, Room 200, 55 SE 3rd Avenue, Okeechobee, FL 34974 |
| April 4, 2019 | Questions due from attendees of Pre-Proposal conference |
| April 8, 2019 | Responses to Questions provided by City staff |
| April 11, 2019 | Receipt of proposals due by 3:00 PM (EST) |
| April 12, 2019 | A city representatives and officials will evaluate the proposals and select a preferred firm. If multiple firms have exceptional qualifications, the selection committee will conduct interviews with a short-listed group of finalists. |
| April 15, 2019 | Short-listed firms are interviewed (optional) |
| April 17, 2019 | Preferred firm is notified of selection and draft professional services agreement is prepared. |

May 7, 2019

Recommendation to City Council

Please note that this timeline is aggressive and will require prompt responses from short-listed firms. By submitting a proposal in response to this RFQ, the respondent expresses its intent to comply with the established timeline. In addition, the respondent accepts the evaluation process and methodology, as well as acknowledges and accepts that the determination of “the most qualified and capable” firm(s) will require subjective judgments by the selection committee and the City. Thank you in advance for your interest in the City of Okeechobee.

The contract shall be awarded with reasonable promptness by appropriate written notice to the lowest responsible and responsive proposed whose proposal meets the requirements and specifications set forth in the request for qualifications.

END OF REQUEST FOR QUALIFICATIONS

Initial listing of Software used

| | Connected a Network | Software Used | Edition - Version | Vendor |
|-------------------|---------------------|--|-------------------|--------------------------|
| Clerks Office | City Hall Network | Microsoft Office | 2010 | Microsoft/Liftoff LLC |
| | | Adobe X Pro | 10 | Unknown |
| | | WordPerfect Office | 11 | Unknown |
| | | Digital Court Player | 7.4 | BIS Digital |
| | | Digital Court Recorder | 7.2 | BIS Digital |
| | | Laserfiche Records Management Server | 10.2 | MCCi |
| | | Laserfiche WebLink | 9 | MCCi |
| | | Microsoft SQL Server | 2014 | |
| | | Panasonic KV-S1057C (local scanner) | N/A | |
| | | Laserfiche Records Access | 10.2 | MCCi |
| | | Windows & and 10 operating systems | | |
| | | Office 365 Email (Outlook) | latest | |
| Finance Office | City Hall Network | Financial software | 4.512 | IMS |
| | | Business Tax Receipt Software | 4.553 | IMS |
| | | Building Permitting Software | 4.484 | IMS |
| | | Code Enforcement Software | 2.355 | IMS |
| | | Office 365 ProPlus Word, excel, PPT, Outlook | 2016 | Microsoft/Liftoff LLC |
| | | Microsoft Office 2010 | | |
| | | Adobe X Pro | 10 | |
| | | Windows Storage Server | 2012 | |
| | | Office 365 Email (Outlook) | latest | |
| | | ACS Assessment Link | | Okeechobee Property App. |
| Fire Dept. | City Hall Network | Windows 7, 8 Pro and 10 | | |
| | | Microsoft Office | | Web based |
| | | Lotus - budget | | |
| | | Nuance-PDF | | |
| | | Adobe | | |
| | | FD specific software web based | | Web based |
| Public Works | n | Office 365 ProPlus Word, excel, PPT, Outlook | 2016 | Microsoft/Liftoff LLC |
| | | Windows 10 operating | | Microsoft |
| | | Adobe Acrobat Pro | XI | Adobe |
| | | ArcGIS | 10.4.1 | ESRI |
| | | Office 365 Email (Outlook) | latest | |
| | | RTC Connect-Traffic light software | 2.29.1.0 | RTC Corporation |
| Police Department | PD Network | Spillman Cad and Reporting System-Server | 2012R2 | |
| | | TRACS-Crash Reporting & Traffic Citations | | |
| | | RLEX interface w/Spillman (FDLE) | | |
| | | ELVIS software for TRACS (FDLE) | | |
| | | Window Server for Domain | 2008R2 | |
| | | Cisco Router -Interface w/FDLE | | |
| | | DVR Camera system interfaces w/Network | | |
| | | Citywide - Phone System software | | CenturyLink |
| | | Pro Watch -Key FOB Security System | 2018 | |
| | | Pro Watch Advanced-KeyFOB Security System | 2018 | |
| | | Office 365 Email (Outlook) | latest | |
| | | Code Enforcement Software | 2.355 | IMS |