

Haines Borough
Request for Proposals
IT/Computer Support Services

Proposal Information

The Haines Borough, Alaska (hereafter called "borough") invites interested individuals or businesses (hereafter called "respondent") to submit written proposals to provide IT/Computer Support services to the borough. Successful respondents must have the capability to provide comprehensive technical computer and network support. It is possible for a contractor to provide a significant portion of support services remotely, but periodic onsite visits would be required and such a proposal should address possible onsite solutions such as a subcontractor or oversight of a designated borough staff person. Note: The borough is simultaneously seeking applicants for its System Administrator position and will select the most appropriate solution to fulfill its IT support requirements.

SUBMITTAL GUIDELINES

All submissions should conform to the format guidelines outlined in the Submission Requirements section of this RFP. Two (2) complete copies of each proposal shall be submitted in a sealed envelope bearing the caption: "*Haines Borough – IT/Computer Support Services Proposal*" and addressed to:

Julie Cozzi, MMC, Borough Clerk
Haines Borough
P.O. Box 1209 / 103 Third Ave. S.
Haines, Alaska 99827

Proposals may be filed in person at the Office of the Clerk or by mail, but must in any case be received by the Borough Clerk by **4:00pm, AST, on December 3, 2012**. Late proposals will not be accepted. A postmark does not constitute receipt by the Clerk's Office.

All inquiries regarding this RFP and recent technical services of the borough should be directed to Julie Cozzi, Borough Clerk at the above address, by telephone at 907-766-2231, ext.31, or by email at jcozzi@haines.ak.us. In order to ensure that you receive any addenda on the RFP, please provide your contact information, as soon as possible.

SCOPE OF SERVICES

The successful respondent will provide information technology and computer support primarily to the borough administration building (13 users) but will also provide on-call and maintenance support for all other departments (25 users), excluding the library and museum. The overall network consists of 4 physical servers, 12 virtual servers, and approximately 40 computers.

The borough network includes the following:

- VMware ESX 4.x
- Windows Server 2000/2003/2008
- Active Directory, DHCP, DNS, Print, Exchange, SQL, IIS
- vRanger 5.x and Backup Exec backup software
- Cisco switches, firewalls, and wireless access points
- ESET antivirus software
- Windows XP/7 client computers

While it is the borough's desire to consolidate as much of its IT/computer support services as possible with one individual or business, the borough reserves the right to contract with others for particular areas of expertise and/or projects. The anticipated scope of services which should be addressed in the submittal shall include, but not necessarily be limited to, the following:

1. Support for servers, desktops, laptops, switches, firewalls, wireless devices, and all peripherals, including printers, scanners, and mobile access devices such as iPads and smart phones;
2. Maintain all LAN, WAN, wireless, and VPN connections. Experience with Cisco equipment is preferred;
3. Support for common business software programs such as Microsoft Office suites and Adobe Acrobat;
4. On-demand "Help Desk" support for hardware and software-related issues when requested and/or authorized by the borough manager, borough clerk, or their designee;
5. Work with third-party vendors to resolve hardware and software issues;
6. Overall network administration, including Active Directory management, network printing, documentation, monitoring, backup management, email services, and database administration;
7. Network security, including user access, firewalls, antivirus, and anti-SPAM protection;
8. Provide on-call training of borough employees to make the most productive use of available computer programs/equipment and to simplify/reduce technical assistance;
9. Maintain and update the borough's IT and disaster recovery plans as needed. This includes recommendations for issue resolution, priorities, standardization, and short- and long-term improvements;
10. Provide to the borough, when requested, vendor quotes for IT purchases and participate in the borough's budget process as it relates to IT needs;
11. Work with the borough clerk to establish reasonable response expectations/times and methods. Function as the technology liaison to coordinate all computer system MACs (moves, adds, and changes) to facilitate established standards and plans and operated within budgeted funds; and
12. Consult and/or assist the borough in obtaining specialized expertise, if needed.

SUBMISSION REQUIREMENTS

The respondent shall address the following information within the proposal:

1. Scope of services to be provided to the borough (should be the same as those outlined under the "Scope of Services" section of this RFP). If for any reason the respondent is unable or unwilling to perform any particular duty required under the "Scope of Services" section, please specify the area not being submitted as part of the RFP;
2. Background of the respondent, including areas of specialty relevant to the borough's scope of services, number of years experience, and other relevant information (include a complete professional resume and work-related references, including the name, address, work telephone, and email of each reference). Proposals must provide documentation and references sufficient to demonstrate that the respondent has the experience and knowledge necessary to handle the scope of work;
3. A statement of compensation requirements. A fee schedule must be submitted including travel and other expenses;
4. A sample itemized invoice. Billing shall be prepared and submitted to the borough on a monthly basis; and
5. A statement outlining expected availability and standard time frames for response to borough requests, the systems/mechanisms that would be established to ensure timely response and an outline of the systems/mechanisms that would be established to ensure regular status reporting to the borough.

PROPOSAL FORMAT AND ORDER

Two (2) complete copies of the proposal must be submitted. All proposals shall be firm offers subject to acceptance by the borough and must remain valid for a period of 100 calendar days following the proposal deadline. Proposals may not be amended unless at the direction of the borough. The proposal shall include, but not necessarily be limited to:

1. **Cover Letter/Introduction:** All proposals shall begin with a cover letter and introduction that includes the name and address of the respondent and the name, address and telephone number of the person who will be authorized to represent the respondent. The cover letter shall be signed by the company officer authorized to bind the firm to all commitments made in the proposal. The cover letter shall not exceed one side of one 8.5 x 11 piece of paper.
2. **Proposal Description:** Proposals shall be responsive to all that is covered by this RFP. The expected format shall include:
 - a. Not more than ten 8.5x11 sheets of paper that address the respondent's abilities to be responsive to the Scope of Services. Respondents should focus their responses to the specific points of interest indicated in the "Submission Requirements" section;
 - b. A resume of not more than two sides of an 8.5x11 sheet of paper for the principal individual. If the respondent is a business planning to utilize more than one individual, resumes for each person should be provided. Single-sheet resumes should be included for any critical or supporting personnel, up to a maximum of five.
3. **References:** One side of an 8.5x11 sheet of paper listing individuals, companies, and agencies (current or within the past three years) that have been provided IT/computer services by the respondent, and the name, title, telephone number, and email of individual contact references.
4. **Fee schedule and sample itemized invoice.**
5. **Statement of availability, response times, and status reporting.**

GENERAL PROVISIONS

1. The borough will provide a work area within the borough administration building including a workstation (desk, chair, phone, computer, office supplies) and materials including system hardware, software, peripherals, and accessories subject to procurement policies. Contractors will utilize their own tools and diagnostic equipment;
2. The borough will provide the successful respondent reasonable access to any and all hardware and software utilized by the borough;
3. The borough will work with the successful respondent to establish reasonable technical and service response expectations, times, and methods;
4. All documents, media, and hardware prepared by the contractor (upon current payment) shall become the borough's property;
5. All proposals received will be considered public record and will be retained by the borough. Any information within a proposal that is considered confidential must be clearly marked as *confidential*, *proprietary*, and *not for disclosure without written permission*. Pages not marked as such may be subject to public records requests;
6. A proposal is not a guarantee of contract award. The borough reserves the right to reject all proposals, to request additional information concerning any proposals for purposes of clarification; to accept or negotiate any modification to any proposal; select only parts of a given proposal; select multiple proposals, following the deadline for receipt of all proposals, and to waive any irregularities; if such would serve the best interest of the borough, as determined by the borough manager or assembly;

7. Insurance: The professional services provider to whom a contract is awarded may be required to furnish to the borough evidence of insurance coverage(s) including general liability, professional liability, and workers compensation insurance, as appropriate
8. Indemnification: As appropriate, indemnification provisions will be incorporated in professional services agreements which will be executed between a contracted provider and the borough;
9. Business Licenses. Any successful contractor, and any sub-consultant(s), shall obtain necessary borough and state business licenses on or before the commencement of work;
10. Confidentiality: The successful respondent may be required to sign a confidentiality statement to safeguard data, records, and technology;
11. Disclosure – Conflicts of Interest: The professional services provider selected may be required to disclose potential conflicts of interest pursuant to the provisions of the borough’s conflict of interest code. A determination regarding disclosure will be made by the borough manager following selection; and
12. Term of Service: The successful respondent will be either an independent contractor or an employee.
 - a. An employee will be governed by the current collective bargaining agreement and Title 2 of the borough code.
 - b. A contractor will be provided an initial agreement period expiring December 31, 2013, but the contract may be automatically renewed upon satisfactory contractor performance and funding availability. Either party may cancel the written contract by providing a minimum 30-day notice, in writing, with or without cause.

SELECTION CRITERIA

Selection of an individual or business to provide these services will be based on:

- Qualifications and experience;
- Responsiveness to the proposal format and submission requirements;
- Approach to providing the outlined scope of work;
- Availability and responsiveness to the borough’s needs; and
- Cost of the service.

TENTATIVE TIMELINE

The following dates are tentative with the goal of retaining an IT/Computer Support Services employee or contractor, as soon as possible.

- November 12, 2012 - RFP Advertised
- December 3, 2012 - Proposal Deadline
- December 4-20, 2012 - Review and Possible Interviews
- January 8, 2013 - Assembly award of contract
- January 15, 2013 - Start date

For information about the Haines Borough please visit the following websites:

www.hainesalaska.gov and www.haines.ak.us.