



**Request for Proposals**  
To Provide  
**Information Technology Services**  
For  
**City of Ishpeming, Michigan**

The City of Ishpeming is seeking proposals from qualified firms for information technology services. The City intends to enter into a service agreement with a firm for a period of up to three (3) years to provide IT services for all departments in the operation of the City. Services are required on an ongoing basis by the City.

A copy of the RFP may be obtained by email from the City Manager's Office by contacting Carol Holmgren, City Manager Secretary, at [cmsecretary@ishpemingcity.org](mailto:cmsecretary@ishpemingcity.org) or by calling (906) 485-1091 x203. Respondents shall submit two (2) bound hard copies and a PDF version of their proposal to the City Manager Secretary. Hard copy proposals shall be submitted to Ishpeming City Hall, 100 E. Division Street, Ishpeming, Michigan 49849 to the attention of Jered Ottenwess, City Manager, in a sealed envelope marked **"City of Ishpeming IT Services Proposal."** Proposals must be submitted no later than **1 p.m., Friday, July 29, 2011.** Proposals received after the deadline will be returned unopened.

All proposals shall be valid for a minimum of ninety (90) days from the date the proposals are due.

Please direct inquiries directly to the City Manager's Office at the above email address or by phone at (906) 485-1091 x203.

**RESERVATION OF RIGHTS**

The City of Ishpeming reserves the right to: (1) reject any and all proposals; (2) waive any errors or irregularities in the proposal process or in any proposal; (3) re-advertise all or part of the RFP; (4) negotiate with any firm for a reduced price, or for an increased price to include any alternatives that the firm may propose; (5) reduce the scope of the RFP, and re-advertise or renegotiate with any firm regarding the revised RFP; and (6) defer or abandon the RFP. The City also reserves the right to request supplemental information if deemed necessary.

**DISCLOSURE**

Proposals, including any attachments or exhibits, may be subject to disclosure under the Michigan Freedom of Information Act.

The City prepares its RFP to afford all firms the equal opportunity to compete.

**BACKGROUND**

The City of Ishpeming uses a client-server network with approximately 21 workstations in four (4) separate buildings, five (5) user network printers, and two (2) servers responsible for database services, user authentication, file-sharing and print-sharing tasks, and backup services. The City utilizes Bluehost as their email provider and web-site host. Software programs include:

- Microsoft Office
- Incode – Accounting and Utility Billing
- E-Justice – Police Records
- BS&A – Tax Bill Management
- SAMS - Property Assessment Records

The above description is not intended to be exhaustive. The City encourages firms to inspect the system, which is available Monday-Friday, 8:00 a.m. – 3:00 p.m. Please call or email to make arrangements.

**SCOPE OF SERVICES**

The City of Ishpeming intends to enter into an agreement with a qualified firm to provide the following services:

- Network support services
- Hardware/ software installation and maintenance
- Network maintenance
- Preventative maintenance
- Operating System Upgrades
- Operations analysis
- Evaluate current practices and provide recommendations
  - Capacity Planning
  - Recovery Planning
  - Backup Planning
  - Performance Tuning
- Develop hardware inventory and replacement program
- Remote management services
- Website support and design
- WiMAX Support
- Urgent response and emergency response services

**PROPOSALS MUST INCLUDE THE FOLLOWING:**

***Qualifications***

A statement of professional qualifications including the specialized experience of the firm and its principals and staff for satisfactory performance of services similar to those listed in the Scope of Services.

*City of Ishpeming - IT Services RFP*

- The name, address, telephone number, website URL, fax number, etc. of the firm and locations of all offices, specifically indicating the principal place of business.
- The age of the firm and its average number of employees over the last five (5) years.
- Organizational chart of the firm.
- List of employees and any other consultants/subcontractors who could be involved in completing any of the work under this Proposal. Include individual background information and qualifications of employees and consultants/subcontractors.
- List of representative municipal clients with a description of services provided.
- Briefly describe all of the firm's collective and individual experience related to the Scope of Services. Include at least three references with the following information: organization, name, phone number of contact person(s), description of services provided. If you provide services for any other municipality, those references would be preferred.
- Statement of the firm's ability to sustain the loss of personnel without adversely affecting the services rendered to the City of Ishpeming.
- You are invited to include a maximum of one page of information, not included above, if you feel it may be useful and applicable to this scope.

Proposals must also demonstrate and/or provide the following:

- Computer hardware and software capabilities.
- Other services provided by the firm if applicable.
- Identify if any or part of this support will be subcontracted.

***Compensation***

Provide the following costs and indicate hourly fees by staff classification, if applicable. Provide an itemized cost breakdown per service:

- **Annual Fee** for all items listed in the Scope of Services
- **Hourly Fee for Emergency Services;** evenings, weekends and during regular business hours

***Service Agreement***

Submit a sample service agreement document acceptable to the firm.

**DOCUMENT OWNERSHIP**

The City of Ishpeming will retain ownership of all documents (including digital) that are prepared, secured and developed on behalf of the City as part of the provision of services related to this RFP.

**PREPARATION COST**

Firms bear all costs of proposal preparation. The City of Ishpeming will not reimburse for costs incurred responding to this RFP.

**CONTACT INFORMATION**

Questions concerning this RFP should be directed to the City Manager's Office at (906) 485-1091, x203 or [cmsecretary@ishpemingcity.org](mailto:cmsecretary@ishpemingcity.org).

**INSURANCE REQUIREMENTS**

The City requires that the firm carry a professional liability policy. The City may require that the policy name the City of Ishpeming, all elected and appointed officials, all employees and volunteers, all boards, commissions, and/or authorities and board members, including employees and volunteers, as additional insured under the liability insurance policy.

The City also requires that the firm carry a general liability policy and workers' compensation insurance for all employees.

**SELECTION**

***Criteria***

Recommendation for award will be based on the following criteria:

1. Cost
2. Firm reputation and qualifications
3. Service quality
4. Extent to which the services meet the needs of the City of Ishpeming

***Process***

Proposals will be evaluated by the City Manager, who will make a recommendation to the City Council for approval. The top three (3) firms will be ranked and the City will negotiate a service agreement with the top ranked firm. If negotiations fail with the top ranked firm, the City will negotiate with the second ranked firm, and so on. All firms will receive notification if/when the City enters into an agreement.