INFORMATION TECHNOLOGY SUPPORT SERVICES

CITY OF OAK RIDGE, TENNESSEE
INFORMATION SERVICES DEPARTMENT
SEEKING QUALIFIED FIRMS OR INDIVIDUALS
FOR INFORMATION TECHNOLOGY SUPPORT SERVICES

SUBMISSION DUE DATE
12:00 P.M., LOCAL TIME
Friday, July 17, 2015

at the

Central Services Complex
100 Woodbury Lane
City of Oak Ridge
Post Office Box 1
Oak Ridge, Tennessee 37831-0001

Telephone No. 865/425-1819

lmajeski@oakridgetn.gov

Website: www.oakridgetn.gov

CITY OF OAK RIDGE, TENNESSEE

Response due July 17, 2015

REQUEST FOR QUALIFICATIONS
INFORMATION TECHNOLOGY SUPPORT SERVICES

PURPOSE

The City of Oak Ridge, Tennessee (the City) invites qualified professional information technology consultants to submit responses to this Request for Qualifications (RFQ) for Information Technology Support Services. The City has demonstrated a need for temporary technical support, for ongoing maintenance, and for special projects which require expertise in specific areas such as desktop application support, network engineering, server development and maintenance, software selection and Geographic Information Systems. The City is seeking qualified firms or individuals to provide IT support services including, but not limited to, tools, equipment, materials, personnel and supplies necessary to provide engineering and staff support for development, operation and maintenance of virtual infrastructure, networks, and servers. Consultants must be able to pass a background check, and be on call 24/7 to back-up city staff as needed. ***The City will use the information submitted to qualify one or more consultants that meet the City's needs. Once qualified, the consultant or consultants will be retained on an as-needed basis.***

QUALIFICATIONS DUE DATE

All qualifications shall be in a sealed envelope to the following address:

By mail:
Attn: Lyn Majeski
Accounting Division Manager
City of Oak Ridge
P.O. Box 1
Oak Ridge, Tennessee 37831

By express mail or personal delivery:
Attn: Lyn Majeski
Accounting Division Manager
City of Oak Ridge
100 Woodbury Lane
Oak Ridge, Tennessee 37830

The outside envelope must be clearly marked in the lower left-hand corner "RFQ – Information Technology Support Services" due by Friday, July 17, 2015 at 12:00 p.m. local time.

All respondents must submit the enclosed qualification questionnaire, complete with all requested information. Eight (8) copies of the qualification shall be submitted.

No faxed, emailed, telephoned, or late qualifications will be accepted.

EXCEPTIONS TO DOCUMENTS

The respondent shall clearly state in the submitted qualifications any exceptions to, or deviations from, the minimum qualification requirements, and any exceptions to the terms and conditions of this RFQ.

QUESTIONS

For questions, please contact Lyn Majeski, Accounting Division Manager at lmajeski@oakridgetn.gov. All questions must be submitted no later than July 13, 2015, at 8:00 a.m. Any interpretation or clarification given in accordance with this provision shall be in writing and will be distributed to all known respondents and posted on the City's website. Only questions answered in writing will be binding. Oral and other interpretations or clarifications will be without legal effect.

SCOPE OF SERVICES

Consultants will obtain an understanding of key City business operations, the IT environment, new and ongoing IT initiatives, key data information flows, and IT risk management and security infrastructure (policies, procedures, organization, etc.). Consultant(s) must be able to provide one or more of the following support services:

A. Desktop Application Support
Performance of basic support functions, including the installation of PC's, laptops, PDA's, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PC's and laptops for standard applications; identification and correction of user hardware problems, with advanced troubleshooting, as needed.

B. Server Administrative Services
Management of networks and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, active directory and operating systems, necessary for performance, security, reliability, and recoverability of the COR systems. Scheduling of preventive maintenance for equipment in the areas of coverage; maintenance of records for all HELP Desk tickets for both on- site visits and telephone support; development of operations and quality assurance for backup plans and procedures are being followed. Configuration management, including changes, upgrades, patches; management of user login's and password security; support of software products relating to servers and workstations; and timely response to repair and maintenance work.

C. Network Administration Services
Maintenance and support of network infrastructure and equipment, including switches, firewalls, routers, and other security devices. Assist with support of new utility and general ledger software, anticipated to be initiated during FY16 timeframe. Installation and maintenance of printers, scanners, network devices; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notifications in case of failure of equipment. Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; general troubleshooting. Maintenance of network documentation for daily, weekly, and monthly services.

D. Email, Security and Backup Efforts
Maintenance of COR email accounts using COR domain, adding, changing, and/or deleting COR employee accounts as requested; maintenance of virus detection programs on COR servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the COR designated personnel. Configuration of COR systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by COR Designee. Support for data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email. Support to restore systems and data if servers and/or computers go down.

E. Planning
Engineering, planning, and design services for major system enhancements and/or upgrades to existing systems; recommendations for future network security controls, purchasing and technology needs, when requested or necessary. Installation of new equipment, software, and transfer existing data when acquired, may be needed. Support in the development and

implementation of disaster recovery plans.

GENERAL REQUIREMENTS

Consultants must be able to pass a background check prior to performing work for the City.

GENERAL INFORMATION

Information regarding the City's organizational structure can be obtained online on the City's website at http://www.oakridgetn.gov.

CURRENT COMPUTING ENVIRONMENT

The Information Services Department (IS) has oversight of all the City's computer systems, including networking, security, websites, databases, applications, billing production, email services, virtual and physical servers, telecommunications, server and desktop support. City buildings are networked together by a combination of City-owned fiber optic and AT&T T1 circuits. Currently the City uses mostly Cisco switches with Cisco firewalls. The City will be phasing most of the T1 circuits out over the next year. The phone systems are half VOIP, using NEC systems.

The City has deployed mostly Dell Optiplex desktops and HP server products. We have standardized on the Microsoft operating system and desktop applications, including Office versions 2010-2013 (32 Bit) and Windows 7 Professional, with a handful of Windows 8.1 computers. In addition, the City owns an IBM AS400 iSeries mid-range server, which hosts several core applications. IS supports approximately 350 full-time employees, 100 part-time employees and volunteers, approximately 400 PCs, a virtual server environment with about 80 virtual servers using VMware, approximately 20 physical servers, one Exchange server, one Active Directory forest with one primary domain and one child domain. The IS Department supports the City at over 20 remote sites.

In addition to Microsoft products, IS also provides support for several other departmental and enterprise-wide applications, including J.D. Edwards (World version) ERP, Inventory, Work Order system, Human Resources, Utility Billing, all of which are hosted on the iSeries platform.

Other applications being used in the City include Activenet recreation registration software (hosted), Websense Filtering, Shelter Buddy for the Animal Shelter Database system/pet management (hosted), Adobe Acrobat, ArcGIS, Spillman Police applications, Firehouse, Granite XP, and SirsiDynix (hosted).

QUALIFICATIONS QUESTIONNAIRE

(1) Provide a complete work history, including total number of customers and years in business.

(2) List the types of systems/software the respondent has supported.

(3) List any technology certifications the respondent holds. For example, identify whether the respondents are a Microsoft® Certified Solutions Partner, Cisco or VMware certified.

(4) How many municipalities are currently using the respondent's services?

(5) Has the respondent sever been party to a buy-out, merger, or company acquisition? If so, explain.

(6) Has the respondent, respondent's company or any company employee ever been named in a litigation or arbitration related to the company's products or services? If so, explain.

(7) List local/regional locations.

(8) Fee schedule for Consultants Services.

RESPONDENTS REFERENCES

Provide at least three (3) references of firms currently using the respondent's services. At least two (2) of these must be customers who have used services for two (2) years or more. References from local or state government will receive special consideration.

Include the following information:

- Reference name
- Address, city, state, zip
- Contact information
- Years of service
- Hardware/software in use

SELECTION PROCESS

Qualifications will be evaluated by a selection committee comprised of City Staff. Interviews with qualified respondents may be requested at the City's discretion. The respondents' qualifications will be evaluated on the following:

(1) Experience of the firm (or individual) in performing consulting services for a municipality.

(2) Qualifications of personnel assigned. The firm shall provide as much information as possible regarding the number, qualifications, and training of the specific staff.

(3) Size and structure of the firm.

(4) Availability of personnel.

(5) Fee schedule.

CONDITIONS FOR RESPONDING

1. Scope: The following terms and conditions shall prevail unless otherwise modified by the City within this document.

2. Reservation of Rights: The City reserves the right to accept or reject any or all of the submittals, waive informalities and technicalities, and negotiate any or all elements of any terms deemed to be in the best interests of the City. The City reserves the right to request clarification of information submitted, and to request additional information from any respondent. Upon further analysis of need and analysis of costs resulting from responses to this RFQ, the City reserves the right to award or reject any submittal.

3. Completing response: All information must be legible. Any and all corrections and/or erasures must be initialed. A neatly typed document of reasonable length is preferred. Responses shall be prepared simply and economically providing a straightforward, concise description of the respondent's capabilities and experience to satisfy the requirements of the RFQ. Emphasis should be placed on completeness and clarity of content and ease of location responses to

requested information. Expenses incurred in developing and submitting a response is borne entirely by the respondent.

4. Confidentiality of information: Each response and supporting documents must be submitted in a sealed envelope. All documents become public information after the opening and are available for inspection by the general public.

5. Accuracy of response: It is necessary that any and all information presented is accurate.

6. Addenda: All changes in connection with this RFQ will be issued in the form of a written addendum and sent to known respondents. Oral instructions, clarifications, and additional information supplied by the City representatives are not binding.

7. Late responses and modification or withdrawals: Responses received after the designated deadline shall not be considered and shall be returned unopened. Responses may be withdrawn or modified prior to the deadline. All such transactions must be submitted in writing and received prior to the deadline.

8. Responses binding: All quotes submitted in accordance with the terms and conditions of this RFQ shall be binding upon the respondent for ninety (90) calendar days after the opening.

9. Disclaimer of liability: The City will not hold harmless or indemnify any respondent for any liability whatsoever.

10. Law governing: All contractual agreements shall be subject to, governed by, and construed according to the laws of the State of Tennessee and applicable U.S. laws.

11. Anti-discrimination clause: No respondent to this request shall in any way, directly or indirectly, discriminate against any person because of race, creed, color, national origin, religion, age, sex, sexual orientation, disability or other legally protected status.

12. Conditional responses: Conditional responses are subject to rejection in whole or in part.

13. Responsible companies: Nothing herein is intended to exclude any responsible company or in any way restrain or restrict competition. On the contrary, all responsible companies are encouraged to submit responses.

14. City Officers and Employees Not to have Conflict of Interest: No contract shall be made with any officer or employee of the City or any firm or corporation in which any officer or employee of the City has a conflict of interest.