



REQUEST FOR SERVICES (RFS)

For Professional Services
as the Information Services (IS) Provider
for the City of Tillamook
in Tillamook County, Oregon

August 5, 2020

Responses Due: August 19, 2020 at 2:00 p.m.

SUBMIT RESPONSES TO:

City of Tillamook
Ukiah Hawkins, City Recorder/IT Lead
210 Laurel Avenue
Tillamook, OR 97141

CONTACT:

Ukiah Hawkins
503-374-1821

uhawkins@tillamookor.gov

1.0 REQUEST

Sealed responses marked "Request for Services for IS Provider" will be accepted until 2:00 p.m. (Pacific Standard Time) on August 19, 2020. Responses may be sent by mail or hand-delivered to:

City of Tillamook
Attn: Ukiah Hawkins
210 Laurel Avenue
Tillamook, OR 97141

This request is part of a periodic process of review of existing personal service contracts with the City. In order to help select the most appropriate company, the City is interested in your responses to the following questions:

- a. What experience does your company have in providing IT services for the benefit of a municipality or similar organization?
- b. How will your company handle any necessary transition process as new contractor for the City?
- c. How does your company anticipate handling the scheduling of service work during business hours and during emergency situations after hours?
- d. How would your company use its own assets to keep the City operational?
- e. How will your company optimize staffing and responsiveness for the benefit of the City?
- f. The City has staff at each of 5 locations currently assisting with IT needs. How will your company work with City staff at each location to get the most out of the work? What collaboration tools and ticketing system does your company use to keep communication flowing and priorities in order?
- g. How would your company propose to enhance security, standardization and simplicity of learning new technology (both for employees and elected/appointed officials) for a small City with a limited budget?
- h. How familiar is your company with Criminal Justice Information Service (CJIS) requirements? What level of licensing does your company hold for CJIS? Is a lead person for your company willing to take, or have they already taken, an online Criminal Justice Information Systems training class for LEADS (Law Enforcement Data Systems)? Background checking will be required including fingerprinting submitted for state/federal approval of that person to access our LEADS system.
- i. What is your experience with the installation of business phone systems? How can you help provide a seamless transition for the staff from one system to the

next?

- j. Is your company capable of repair/upgrade of SCADA systems?
- k. What additional benefits will your company bring to the City over and above those contemplated by this request?

Creative, workable, and efficient approaches to the above questions will receive significant weight in the rating and ranking process described below.

Anticipated start date is September 8, 2020, with Notice of Award anticipated to be mailed on August 21, 2020 and Contract refinement to be prepared the following week. The successful response will be used as the basis for a subsequent Personal Services contract. The City Recorder will be the local contact for the Company and will facilitate the Company's interaction with the City, as it performs contractual services.

2.0 BACKGROUND

This year, the City is undergoing the RFS process due to an unexpected change in nature of the existent contractual agreement. The City is seeking to manage updates and maintenance, to balance the three major evaluation categories, and to test market competitiveness. The current City IT Technician will be encouraged to respond. All responses will be evaluated according to the process outlined in this RFS.

The City IT needs span multiple city-owned and operated locations throughout the Tillamook area. Security clearance is required to work in some areas. Some of your initial projects will consist of the installation of a new business telephone system, and the transition to a new office software system.

The awarded company will be contracted to support and maintain the City's main computer networks, VPNs, and VOIP network, assist City staff in IT succession planning and ongoing maintenance of City's software and additional program needs. Your interactivity with, and responsiveness to, the IT Lead, Department Heads, and City Staff will be crucial to the development and success of the relationship.

3.0 DESCRIPTION OF SERVICES

The company shall provide a full scope of services offered (and affiliated billing rates) as outlined in this RFS. The responding company may propose alternative components or solutions not identified in this document.

4.0 RFS EVALUATION CONSIDERATIONS

All responses will be judged based on the following criteria, with the evaluation weighted as indicated:

4.1 Category 1 – Qualifications (30%)

The experience of key personnel assigned to the project with regard to their documented ability to successfully provide the proposed services. The company shall submit resumes of the key personnel who would perform the described work. Each resume shall reflect the competency of each staff member for the work, noting past experience and expertise of similar scope and complexity.

4.2 Category 2 – Resources and Capabilities (40%)

The Company's resources and responsiveness, including the description of services provided by the company to successfully support the City.

The Company shall have the capability to provide quality and responsive services with respect to the following:

- a. Ability to meet the City of Tillamook's IT needs, including the ability and willingness to work cooperatively with City staff and the staff IT liaison;
- b. Use of current technology and industry standards;
- c. Clear, creative, workable, and efficient approaches to the questions in Section 1; and
- d. Demonstrated ability to deliver the proposed services for the optimal benefit of the City.

4.3 Category 3 – Service pricing (30%)

The proposed service rate pricing and the company's approach to minimizing service costs will be evaluated under this category.

5.0 INSTRUCTIONS TO SERVICE PROVIDERS

5.1 Contact Person

For questions or clarifications regarding any element of this RFS, the following individual can be contacted:

Ukiah Hawkins, City Recorder/IT Lead
503-374-1821
uhawkins@tillamookor.gov

5.2 Addenda to RFS

In the event that it is necessary to revise any part of the RFS, addenda will be provided to all vendors who received the initial RFS or subsequently requested a copy. This includes any amendment of dates in the Schedule for Selection Process. Any addenda so issued are to be considered part of the specifications of the RFS. The City is not responsible for any explanation, clarification, interpretation or approval made or given in any manner except by written addenda issued by the City of Tillamook.

If RFS holders obtain the RFS from a third party, they must notify Ukiah Hawkins of the City of Tillamook in writing or by email to be on the RFS holders list.

5.3 Company's Responsibility for response Costs

The Company shall be fully responsible for all response development and submittal costs. The City of Tillamook assumes no contractual or financial obligation as a result of the issuance of this RFS, the preparation and submission of a response by a Company, product demonstration by a Company, the evaluation of an accepted/rejected response, or the selection of the finalist(s).

5.4 Ownership of responses

All responses and associated materials received shall become the property of the City of Tillamook.

5.5 Response Acceptance or Rejection

The City of Tillamook reserves the right to reject any or all responses, to accept or reject any or all the items in the response, to waive any informality in the responses received, and to award a contract in whole or in part, if it is deemed to be in the best interest of the City of Tillamook. The City of Tillamook reserves the right to negotiate with any company after responses are opened and the winning response is awarded, if such action is deemed to be in the best interest of the City of Tillamook.

In addition to the factors mentioned above, providers are cautioned to review carefully all terms, conditions and specifications of the RFS prior to submittal of responses. The Personal Services contract may be awarded strictly on the basis of the Company's response including the Company's qualifications as received and without further discussion. Therefore, each response should be submitted to the City of Tillamook in the most favorable terms from both a cost and qualification standpoint.

5.6 All responses shall be valid through August 28, 2020.

5.7 Withdrawals and Modifications

Any responses can be withdrawn or modified in writing by contacting Ukiah Hawkins, City of Tillamook, prior to the August 19, 2020 closing period.

5.8 Contract

The successful respondent will be expected to enter into a contract with the City of Tillamook. The respondent will be required to maintain appropriate liability insurance for the duration of the agreement.

5.9 Proposed RFS and Contract Schedule

The City of Tillamook reserves the right to change the schedule or terminate the selection process at any time at the City of Tillamook's sole discretion. Notice thereof will promptly be provided to parties on the City of Tillamook's RFS holders list.

6.0 COMPANY REQUIRED INFORMATION

The response must include:

- a. The Company name, address, email address, fax phone number, voice phone number of the Company and contact person for the response.
- b. A description of the Company;
- c. A list of the names, positions, and responsibilities of each of the Company's personnel that will be assigned to provide services for the contract;
- d. A copy of brief resumes for the lead persons to be assigned to the City;
- e. The identity of the Company's manager with corporate responsibility for performance of the services provided; and
- f. The Company's related experience to perform the range of services requested by this RFS, including clientele reference contacts.

7.0 COMPLAINTS

Any respondent who has submitted a response to the City of Tillamook and who is adversely affected by the City of Tillamook's contract award to another respondent has 5 days to submit a written protest of award to the City of Tillamook, after issuance of the Notice of Intent. Such right to protest shall conform to the requirements of Oregon Administrative Rule 137.046.0470 and specify the grounds upon which the protest is based.

An adversely affected respondent must exhaust all avenues of administrative review and relief before seeking judicial review of the City of Tillamook's contract selection. Written concerns must be mailed to:

City of Tillamook
c/o Ukiah Hawkins
210 Laurel Avenue
Tillamook, OR 97141