



Winston-Salem

Request for Proposals

Computer End Point Support Services

PROPOSALS WILL BE RECEIVED UNTIL

12:00 Noon, Thursday, October 19, 2017

in

**Purchasing Department, City Hall Building
101 North Main Street, Suite 324 Winston-Salem, NC 27101**

ADVERTISEMENT FOR PROPOSALS

Sealed proposals endorsed **Computer End Point Support Services** for the City of Winston-Salem will be received by the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, **until 12:00 Noon, Thursday, October 19, 2017**. Instructions for submitting proposals and/or receiving the complete RFP document specifications may be obtained during regular office hours at the same location, or by contacting Jerry Bates via email jerryjb@cityofws.org (Email is preferred) or phone 336-747-6939. The City reserves the right to reject any or all proposals.

Jerry Bates
Purchasing Director

This document IS NOT the complete proposal. To obtain the completed proposal specifications contact Jerry Bates via email jerryjb@cityofws.org, by phone 336-747-6939, or visit the Purchasing Department, City Hall Building, Suite 324, 101 North Main Street, Winston-Salem, NC during regular office hours.

Bidding Schedule

The succession of events leading to an award of a contract under this Request for Proposals are intended to be as follows however, are subject to change:

Activity	Dates
Request for Proposal to Purchasing	September 25, 2017
Deadline for Submitting Written Questions	12:00 Noon, October 12, 2017
Proposals Due	12:00 Noon, October 19, 2017

Bid Selection Process

This RFP establishes the requirements and specifications needed, and intends to provide the prospective service provider with sufficient information to understand the scope of this request. Bidders are expected to submit a formal proposal that will include service provider’s qualifications, pricing, service descriptions, and performance commitments that meet the minimum requirements of this RFP.

All proposals received within the established due date/time will be evaluated and considered based on the completeness of the responses to the defined specifications. The City of Winston-Salem reserves the right to award this contract to the vendor deemed best suited to achieve the goals and desires outlined in this proposal. In determining which proposal will best serve the interest of the City, particular emphasis will be given, but not limited, to the following factors:

1. Compliance with the RFP specifications.
2. Depth of RFP questionnaire responses including but not limited to vendor experience, industry knowledge, tools and resources, etc.
3. Financial competitiveness.
4. Bidder’s relationship with equipment manufacturers – Dell, HP, Lenovo, Apple, etc.
5. Responses of vendor references.
6. Ability to order manufacturer’s warranty parts and out-of-warranty manufacturer certified repair parts for all brands and models of supported equipment.
7. Technical expertise of Bidder’s staff and use of hardware vendor certified engineers to ensure warranty coverage for the specific brands of endpoint devices used by the City.
8. Bidder’s ability to supplement normal staffing levels on-site to accomplish the deployment of new endpoint devices, (desktops, laptops, tablets, printers, etc.)
9. Availability of off-hour support services.
10. Bidder’s strategy to provide on-site trained backup to primary support staff to ensure no interruption to services in absences for vacation, sickness, etc.
11. Availability of transportation resources to move equipment to City work locations as needed. The City does not consider the employee’s personal vehicle adequate to meet this requirement
12. Although the awarded contract may not be based solely on lowest bid, cost is a factor.

Project Overview

In an effort to ensure high availability of services, the City of Winston Salem is accepting proposals from service providers to deliver warranty certified technicians and engineering services for installation, configuration, maintenance, and servicing of all end point devices. This includes computing, printing, scanning and plotting devices for all departments of the City of Winston-Salem in accordance with the requirements, terms and conditions of this document.

The service provider must be able to provide senior level support and must work directly with hardware manufacturers to guarantee quick turnaround of equipment repair/replacement parts and services when needed (*see Appendix B for a listing of current hardware*). In addition, the selected service provider is required to maintain this relationship with hardware manufacturers throughout the length of this contract. As used in this Request for Proposal (RFP), “the City” refers to the Municipal Government of the City of Winston-Salem and its’ divisions and affiliates, including without limitation on-going relationships with other contracted vendors involved with the City’s Information Systems (I.S.) Department.

Current Technology Environment

The City of Winston-Salem’s I.S. Department supports approximately 1000 end point computing devices i.e. laptops, desktops, tablets manufactured by Hewlett Packard, Lenovo, Dell, Apple and Microsoft. Current end point operating systems include Windows 7, Windows 10, OSX and Citrix desktop. Support of these devices will require travel to locations throughout the City of Winston-Salem and Forsyth County (*see Appendix C*). Additionally, there are approximately 900 iOS mobile devices, iPhones, iPads Mac Books, and Android tablets.

The City also has an enterprise printer fleet that is maintained by Ricoh. Ricoh works directly with City staff to push drivers and updates via the City’s Microsoft Active Directory policies and print services.

Vendor Requirements

- Service Provider must have a process to obtain parts as required by the I.S. Operations Manager.
- Agree to conduct any business with their assigned employee(s) before or after the City’s normal hours of operations which are 8:00AM to 5:00PM Monday through Friday excluding specified holidays.
- Provide and maintain a dedicated company vehicle with sufficient capacity to transport equipment to and from customer sites. Overnight parking for one vehicle is provided by the City. However, if the service provider chooses to store the vehicle at their company site and make it available to their assigned field engineer daily, vehicle pick up and return must occur before 8AM and after 5 PM on all scheduled work days.
- Provide any diagnostic tools and hardware required to perform assigned responsibilities. All maintenance shall be performed by certified engineers. The Bidder will not subcontract work covered under this contract to other firms without prior written consent from the City.
- At some point the Service Provider may be asked to extend services to additional areas that are not outlined in Appendix C.

Service Requirements

The scope of this agreement calls for the contractor to provide a variety of IT support services, including, but not limited to:

- Hardware and software configuration, installation, maintenance and troubleshooting/repair, software and hardware upgrades, technology refresh projects, and enhancement services.
- Reimage endpoint computers, equipment moves, adds, and changes.
- Hardware/software consultation and advisement as requested.

- Maintain BIOS and driver versions for all devices.
- Maintain an accurate inventory of all incoming and outgoing inventory.
- Maintain and update a complete driver library.
- Support, Service, and Maintenance of printing devices to include plotters and scanners.
- Assemble, set-up, test, and deliver personal computers, printer devices, peripherals, and other related equipment for City departments.
- On site services required during official office hours: Monday through Friday, 8 AM to 5 PM, with 1 hour break for lunch, excluding City recognized holidays.
- Throughout the length of the contract a fully trained and qualified backup staff person familiar with the City's needs and requirements shall be available during the absence of the primary support person at no additional cost to the city.
- Maintain an acceptable level of on-site spare/replacement parts in a designated city space.
- Service Provider must have the resources to obtain parts as required by the I.S. Operations Center Manager.
- Management of parts sourcing and depot services as required.
- Provide after hours or emergency response support staff as directed by I.S. Management.
- Assist technical staff with special projects as requested by I.S. Management.
- Provide basic end-user training (*i.e. how to use a new piece of equipment, how to log in, how to map a drive, etc.*)
- Provide support in setting up, configuring, deploying and servicing Mac Books and Mac Pro devices as assigned by the I.S. Operation Center Manager.
- The contractor shall furnish the necessary skilled personnel on-site with the appropriate manufacturer certifications to ensure quick turnaround of warranty/non-warranty repair of supported equipment.
- All support requests will be submitted to the City's I.S. Operations Center for evaluation and assignment through the Ivanti HEAT application.
- Details of all service and maintenance related activities must be entered into Avanti HEAT in a timely manner.
- Incident/problem request may only be considered closed when the requestor confirms the problem to be satisfactorily resolved.
- The selected service provider's representative will comply with the City's reporting requirements, including daily accounting of how time is spent.
- Repairs requiring non-warranty parts will be reported to the City's Information Systems Operation Manager prior to ordering for approval.
- All out of warranty repair parts will be provided to the City at the actual replacement cost.
- Immediate response to critical equipment failures is expected.
- Maintain contact with the customer to keep them informed of service status.
- Make and keep appointments with clients to perform service.
- Be an authorized warranty service provider for the makes, models and brands of equipment supported by the City.
- Maintain certification(s) required by the equipment manufacturer to prevent interruption of the equipment warranties and to permit warranty repairs at no additional cost to the City.
- Periodically visit manufacturers' web sites to stay abreast of service advisories, product recalls, etc., and present that information to the Information Systems Operations Center Manager to determine an appropriate plan of action.

City of Winston-Salem Requirements

- Provide a secure workspace and minimal storage for spare parts.

- Provide one city designated parking space.
- Provide one desktop PC and one desktop phone.
- Access to I.S. Operation Center's incident and problem management tracking system- Ivanti HEAT application.
- Assignments to Service Provider staff will be made by the I.S. Operation Center through the Avanti HEAT application.
- City staff shall submit requests for support services through the I.S. Department's Operations Center staff.
- The city contracting officer shall approve any change order.
- The City keeps an inventory of endpoint devices on hand in an effort to minimize service interruption for our clients.

Proactive/Preventive Maintenance Requirements

The selected service provider will perform all required preventive maintenance service to equipment in accordance with the manufacturers' specifications. Maintenance service includes scheduled preventive maintenance (PM) as determined by the manufacturer or City of Winston Salem personnel, and required unscheduled on-demand remedial maintenance. The selected service provider's representative will:

- Follow the equipment manufacturers' specified maintenance schedule for all equipment covered under the support contract that requires regular maintenance servicing.
- Perform periodic scheduled health assessments on supported equipment to determine if preventive action is required or if remedial actions are necessary to restore performance levels. This includes all printing devices, scanners, and any other PC peripheral equipment whose manufacturers specify regular maintenance for proper operation.
- Provide a quarterly report on proactive and preventive maintenance to the Information Systems Operations Manager.

Ongoing Management of the Agreement

Contract Duration

The City intends to enter into a one (1) year service agreement, with the option of renewing annually for up to two (2) additional years, with **one** prime contractor for all work outlined in this RFP. **The City reserves the right to withdraw this RFP at any time, or not to award a contract.** All copies of submitted proposals shall become the property of the City of Winston-Salem. Bid proposals will be irrevocable for at least 180 days from the bid due date.

Contract period is January 1, 2018 to December 31, 2018 renewable each of the (2) remaining years.

Note: At some point the successful vendor may be asked to extend services to additional areas that are not outlined in Appendix C.

Termination Policy

The City also reserves the right to cancel the awarded contract with a 30- day written notice to the selected service provider for ANY performance related problems identified by the City. The City recognizes that as part of its delivery of these services the selected service provider will collect and retain significant volumes of data relating to the City's infrastructure that would be beneficial to the City of Winston-Salem if we decide to switch providers. The ownership of all such materials and data remains the property of the City of Winston-Salem and the I.S. Department, and will be returned immediately to the City's designated storage and equipment preparation facility.

Repair Parts Management

The selected service provider will be required to become knowledgeable and adhere to the City's policies and procedures for documenting, maintaining, recording and notifying designated staff immediately when changes are made to the status of all asset tagged equipment including but not limited to:

- Installation of software image on spare systems.
- Maintaining the naming of spare units in accordance with established I.S. procedures.
- Updating inventory forms for equipment installations, adds, and replacements.
- Asset tagging and completing inventory forms for the receipt of new equipment.

The selected service provider will be responsible for acquiring all warranty repair parts from the manufacturer and, where applicable, will be responsible for the return of the defective parts back to the manufacturer in accordance with the manufacturer's policies. The City will not incur any expenses associated with the acquisition, shipping, and return of any repair parts.

All computer equipment, devices, and spare parts, as well as all documentation, diagnostics tools, and other material required to fulfill the conditions of this contractual agreement are considered to be the property of the City and will be kept on-site at the City and will not be used by the contractor for any purpose other than the support of the equipment associated with this contract.

The selected provider will be responsible for all troubleshooting and component level repair of the City's out-of-warranty hardware. The selected vendor's assigned field engineer/technician will be responsible for troubleshooting to determine the defective part/parts, locate supply chains for acquiring the needed part, make the purchase on the City's behalf and invoice the City for the repair parts at the bidder's actual cost. The City requires the vendor's assigned personnel to get prior approval from the Information Systems Operations Manager before ordering any repair part that will be billed back to the City.

Repair parts for all out of warranty equipment must be OEM, if available, and if not available, must be OEM equivalent or better. Parts must be new. The City recognizes that occasionally, new parts for older equipment that is out of warranty may not be available and that the only part available may be a refurbished part. The vendor will make every effort to acquire new parts for all out of warranty repairs. If a refurbished part is all that is available, the vendor must notify the City that the part is used or refurbished before acquiring the part.

For any out of warranty parts purchased to be invoiced back to the City, the vendor will provide detailed documentation to the City including:

- Part Purchased
- Supplier part was purchased from
- Vendor's purchase cost with separate line items showing the actual part cost, tax and shipping costs
- Device it was purchased for including make, model, SN and/or work station number
- Tracking call number associated with the repair

The successful vendor will be responsible for tracking all warranty information on all parts purchased on behalf of the City and acquiring warranty replacements when needed. All out-of-warranty repair parts will carry a warranty of not less than 90 days.

Customer References

All bid respondents must provide **three (3)** customer references to which you are providing consolidated maintenance services that you consider relevant to our situation. References should be chosen for the similarity of their business requirements and needs, and for the similarity of their platform requirements and services provided. For each reference, please indicate your reasoning for selecting them and how you believe their circumstances are comparable to our own.

*Note: Appendix A of this RFP contains the forms to be used for response to this proposal. Bidders must review and respond to **all** sections included and refer to the previous sections of this document for clarification.*

INSTRUCTIONS TO PROPOSERS

INTRODUCTION:

This entire set of documents constitutes the RFP. The proposer must return the RFP with all information necessary to properly analyze the proposer's response as stated within the RFP document. **All proposals shall be returned in a sealed container/envelope marked “Computer End Point Support Services”** and submitted to the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC, no later than **12:00 Noon, Thursday, October 19, 2017. Late proposals will not be considered.**

Proposer Questions and Inquiries

Proposer Questions and Inquiries relative to this RFP must be submitted **in writing only** by **12:00 Noon, Thursday, October 12, 2017**, to Jerry Bates, City/County Purchasing Director, 101 North Main Street, Winston-Salem, NC 27101 or e-mail: jerryjb@cityofws.org (**Email is preferred**), Fax: (336) 727-2443. The City will provide written responses to all inquiries received by this date, and responses will be made available to all recipients of this RFP. Any oral responses made by any representative of the City may not be relied upon. Any supplements or amendments to this RFP will be in writing and furnished to potential bidders.

RFP Response Submission

Proposals must be submitted in a **sealed container/envelope** containing **one original (please mark document as original)** proposal showing original signatures and seals, **and two (2) copies** of the complete proposal. Submittals **will not be accepted by fax or electronic mail.**

The City will not be obligated for the expenses of any provider arising out of preparation and/or submittal of responses to this RFP. Any and all proposals to this RFP are to be prepared at the cost and expense of the respondents, with the express understanding that there may be no claims whatsoever for the reimbursement of any costs, damages, or expenses relating to this procurement from the City or any other party for any reason (including the cancellation of this RFP).

Proposals must be made in the official name of the individual, firm, or corporation under which the business is conducted (showing official business address) and must be signed in ink by a person duly authorized to legally bind the business entity submitting the proposal.

All proposals should be complete and carefully worded and must convey all of the information requested by the City. If errors or exceptions are found in the proposal, or if the proposal fails to conform to the requirements of the RFP, the City will be the sole judge as to whether that variance is significant enough to reject the proposal.

Proposals should be prepared simply and economically. All data, materials, and documentation shall be available in a clear, concise form. The City reserves the right to reproduce proposals for internal use in the evaluation process.

Proposers are expressly forbidden from contacting any other city employee or city of Winston-Salem elected official regarding this Request for Proposals. Any such outside contact may result in disqualification from the request for proposal process.

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