

# **CITY OF MIAMISBURG and MIAMI TOWNSHIP**

## **INFORMATION TECHNOLOGY MANAGEMENT & SUPPORT SERVICES**

### **REQUEST FOR PROPOSAL**

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#### **COVER PAGE**

October 21, 2013

TO: Prospective Vendors:

The City of Miamisburg and Miami Township, Montgomery County, Ohio (hereinafter referred to as the "City/Township"), is planning to select a vendor ("Vendor") to provide enhanced information technology management and support services for their respective operations ("Services").

Carefully review this Request for Proposal, it provides specific technical information necessary to aid participating Vendors in formulating a thorough response.

Should you elect to participate, we encourage you submit your business contact information on or before October 30, 2013 to the following email, for follow up correspondence.

- **TechnologyManager@cityofmiamisburg.com**

Your final proposals will need to be sealed and delivered on or before:

- **Wednesday, November 6, 2013 by 2:00PM (Eastern Standard Time).**

The final proposal will need to include:

**One (1) electronic original, One (1) signed paper original, and Three (3) paper copies** of your signed Proposal in a sealed envelope.

Label your bid information as "**CONFIDENTIAL**", and submit as follows:

#### **TECHNOLOGY MANAGEMENT & SUPPORT SERVICES BID PROPOSAL**

**City of Miamisburg  
Attn: Technology Manager  
10 N. First Street  
Miamisburg, Ohio 45342**

Proposed base pricing for Services may be disclosed at a public meeting to recommend and select a Vendor. Because purchases or contractual agreements of this nature require the expenditure of public funds and/or use of public facilities, the successful Vendor must understand that potentially all of their Proposal (including any final contracts) will become public record after its acceptance by the City/Township.

## **CITY OF MIAMISBURG and MIAMI TOWNSHIP**

### **INFORMATION TECHNOLOGY MANAGEMENT & SUPPORT SERVICES**

#### **REQUEST FOR PROPOSAL (RFP)**

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Proposals will be received by the City of Miamisburg on behalf of itself and Miami Township, Montgomery County, Ohio for Information Technology Management and Support Services.

We encourage interested Vendors to submit business contact information on or before October 30, 2013, 5:00PM to the following email, for follow up correspondence:

- Technology Manager via email to: **[TechnologyManager@cityofmiamisburg.com](mailto:TechnologyManager@cityofmiamisburg.com)**

Final Proposals submissions will need to include:

**One (1) electronic original, One (1) signed paper original, and Three (3) paper copies** of their final signed Proposal in an envelope marked and submitted as follows:

#### **TECHNOLOGY MANAGEMENT & SUPPORT SERVICES BID PROPOSAL**

**City of Miamisburg  
Attn: Technology Manager  
10 N. First Street  
Miamisburg, Ohio 45342**

**Submission Deadline:** November 6, 2013 – 2:00P (Eastern Standard Time)

Vendors are required to provide as much detail as possible in this proposal, regarding scope of Services, approach to protecting and securing the technology used by government users, and their capability and experience. The City/Township evaluating committee will utilize evaluation and selection criteria, based on the City/Township's standard proposal process, to determine the successful Vendor.

The City/Township reserves the right to accept or reject any or all proposals, waive any informalities or irregularities in any proposal or to accept any proposal considered most advantageous and beneficial to the City/Township.

Copies of the Request for Proposal are available electronically at

- **City of Miamisburg Website:** **<http://www.ci.miamisburg.oh.us>**
- **Miami Township Website:** **<http://www.miamitownship.com>**

# **CITY OF MIAMISBURG and MIAMI TOWNSHIP**

## **INFORMATION TECHNOLOGY MANAGEMENT & SUPPORT SERVICES**

### **REQUEST FOR PROPOSAL (RFP)**

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#### **1. INTRODUCTION**

The City of Miamisburg and Miami Township, Montgomery County, Ohio is requesting proposals from qualified, professional technology vendors for Information Technology Management and Support Services. The successful Vendor would provide necessary technical Services, which would enable the City/Township to:

- Protect and secure its current technology equipment and plan for evolving technological opportunities and avoid technological obsolescence.
- Ensure the efficient operation of IT systems through a wide range of IT services and solutions that address specific challenges of the City/Township.
- Enhance the quality of service through specific and identifiable Levels of Service agreed to in advance by the Vendor.
- Minimize spending and maximize the ROI for investment in technology through streamlined processes, converting fixed costs to variable costs and eliminating redundant activities to the extent possible.

The Vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful Vendor will be expected to create a HELP DESK portal or system and establish a system to notify/schedule/rank/communicate service calls efficiently and to ensure that there is **NO** significant computer downtime during normal working hours.

The City/Township operates on a 24/7 schedule. The Vendor is expected to report on status of technology issues and communicate effectively with the respective City/Township representative or their designee on a scheduled basis.

#### **2. BACKGROUND INFORMATION**

The City/Township does not have an IT Department. Both the City of Miamisburg and Miami Township currently use outside vendors to provide maintenance and support on an as needed basis for their IT network, equipment, and environment.

Currently both entities have their own servers within their respective systems, powered by Microsoft Platform Operating Systems, and have various applications functioning as shown on Appendix 3.

The City of Miamisburg has approximately 160+ workstations (laptop and desktop) and approximately 225+ users across the City in the departmental areas to be covered under the service and support agreement with the successful Vendor. These workstations are located throughout 12 networked facilities. The addresses and locations are available upon request. These workstations vary in manufacturer, but mostly comprised of Dell systems. These workstations vary in age, specifications, software, and service pack versions. Windows 7 Professional is the prevalent operating system used on the workstations.

Miami Township has approximately 30+ workstations (laptop and desktops) and approximately 50+ users across the Township in departmental areas to be covered under the service and support agreement with the successful Vendor. These workstations are located throughout 2 different buildings. The addresses and locations are available upon request.

These workstations vary by manufacturer, age, specifications, software, and service pack versions. Windows XP Professional is the prevalent operating system used on the workstations, however, Windows 7 has been established as the next platform. Each of the two entities use different anti-virus software and backup systems/methods – see Appendix 3.

### **3. SERVICES REQUIRED**

This section attempts to summarize the services required to be provided by the Vendor to the City/Township in this RFP, however, the following are not intended to be a complete list and should in no way limit the overall services required under this RFP (collectively, the “Services”).

The City/Township is looking for a maintenance and support program to be designed under two major categories. These categories are:

- Setup/Documentation of existing IT Systems
- IT Managed Services and Support

The City/Township expects the Vendor’s proposal to define, in detail, the approach to be used in the above categories. Distinction of time and material costs for these efforts are important to the City/Township for budget considerations.

#### **A. Setup/Documentation of existing IT Systems**

Review of the inventory, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, and make recommendations for improving the network. The report of this initial assessment shall be submitted as soon as practical, (within the first 180 days of the contract) and shall be conducted annually to allow for necessary budget planning for the upcoming year.

## B. IT Managed Services and Support

1. Desktop Application Support - Performance of basic support functions, including the installation and documentation of PC's, Laptops, Mobile phones, Printers, Peripherals, and Software; diagnosis and correction of desktop application problems, configuring of PC's and laptops for standard applications; identification and correction of hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all related computer hardware, to be made available to the City/Township representative or their designee.
2. Server and Workstation Administrative Services - Management of network and server system, including complex applications, databases, messaging servers and associated hardware, software, and operating systems, necessary for performance, security, reliability, and recoverability of the systems.

Scheduling of cyclical preventive maintenance for equipment and ensuring that coverage is properly and promptly performed; HELP DESK ticket system summarizing on-site visits for systems/equipment support, telephone support, and remote support must be maintained for the entire life of the contract and be available for inspection by the City/Township representative or their designee.

Configuration management, including changes, upgrades, patches, management of user accounts and password security are documented; and support of software products relating to servers and workstations as needed.

Creation of a data backup policy, with procedures in place to handle hourly, daily, weekly, and monthly backup of the servers, data and information, email, and the like; program/procedure to restore systems and data if servers and/or computers go down, is required.

3. Network Administration Services - Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices as needed and/or in partnership with other technology services vendors. Installation and maintenance of network devices, etc.; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; Maintenance of virus detection, malware, and other security software programs on the City/Township servers and user computers and laptops.

Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; Alert notification to the Vendor, as well

as the City/Township representative or their designee, in case of failure of critical equipment is required.

Performance of periodic security audits, including notification of suspected breaches of security to the City/Township network to the City/Township representative or their designee.

Configuration of the City/Township systems to enable remote access in a secure environment, with provisions for remote access administration, as requested for selected City/Township employees.

4. Email, Security and Backup Efforts - Maintenance of City/Township email accounts using the City/Township domain or other provided Cloud Solution, adding, changing, and/or deleting City/Township employee accounts as requested; Management of Employee Notification System (Currently paging to mobile telephones via email address via Microsoft Outlook). Management of the Email Archiving System (Ohio Sunshine Law) and responding to legal requests for such data.
5. Planning - Engineering, planning, and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary. Installation of new equipment, software, and transfer existing data when acquired, will be needed.
6. Equipment - The contract to be awarded does not obligate the City/Township to purchase computer equipment, hardware devices, cabling, licenses, software, etc. from the successful Vendor. *Replacement parts are not part of this contract.*

#### **4. SUBMISSIONS REQUIREMENTS**

The City/Township is requesting that the proposal submitted address the subjects with specificity. We are looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective informational technology system. Due to the nature of this proposal, it is requested that each proposal be brief and to the.

The Vendor should segment its overall proposal into three (3) components as follows: (i) Main Proposal (see form attached as Appendix 1 hereto), (ii) RFP Pricing Proposal (see form attached as Appendix 2 hereto), (iii) Additional Information. The third component "Additional Information" should be used to provide additional subject matter that may not already be included in the Main Proposal but that the Vendor believes adds additional value to the overall Proposal.

## **Each Proposal Shall Provide The Following Information:**

### **A. Letter of Transmittal:**

The letter of transmittal must contain the following statements and information:

1. Company name, address, telephone number(s), and website.
2. Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the Vendor and to whom correspondence should be directed.
3. Federal and State taxpayer identification numbers of the Vendor.
4. A brief statement of your understanding of the Services to be performed and your commitment to provide Services as specified.
5. The letter must be signed by a corporate officer or person authorized to bind the Vendor to the proposal and cost schedule.
6. A statement indicating that the proposal and cost schedule will be valid and binding for one hundred eighty (180) days following the proposal due date, and will become part of the contract negotiated with the City/Township.

**B. Profile:** Provide a short profile of the Vendor including at a minimum:

1. Length of time in business.
2. Length of time in providing proposed Services.
3. Number of clients.
4. Number of clients in the public sector.
5. Number of full-time employees and area of involvement: Technical Support, Programming, Consulting, Sales Support, Administrative Support
6. Location of office to service the account.
7. Small, Minority-owned, and Woman-owned business, if applicable.

### **C. Proposal:**

1. Description of the approach the Vendor will use in providing the Services requested and the proposed solution to address the stated objectives including, without limitation:
  - a. Vendor processes and methodologies
  - b. Vendor transition plan and implementation process
  - c. Vendor key assumptions and dependencies
  - d. Services for which the Vendor must subcontract, if any
  - e. Vendor proposed account organization
  - f. Vendor change control procedures
  - g. Vendor approach to quality
  - h. Vendor potential value added services
  - i. Vendor billing procedures and terms
2. Name, title, address, and telephone number of five references for clients, whom similar Services have been provided, including information referencing the actual Services performed, number of users, and length of tenure.
3. Naming of staff resources, with identification of principals and key personnel:
  - a. Who are available to provide the Services
  - b. Experience and expertise of staff
  - c. Local availability of staff is an important consideration
  - d. Role and responsibilities that each staff member will have
4. Support Services questions to be addressed:
  - a. Help Desk Description
  - b. Support availability (days of week and time)
  - c. Toll free number
  - d. Structure of charges for support
  - e. Steps for resolving problem escalation
  - f. Final authority regarding conflicts
  - g. Response time and goal for resolving problems
5. Explanation of any contract termination for default or other incident in the past five years. Termination for default is defined as notice to stop Services for non-performance or poor performance, and issue was either litigated or not litigated. If default occurred, list name, address, and telephone number of the party. If NO such termination occurred for default, declare it. The City/Township will evaluate the facts, and may, at its sole discretion, reject the Vendor's proposal.

6. Scope of Services beyond the RFP that the Vendor provides which may be of interest to the City/Township.
7. Proposal summary including why the Vendor is responding to the RFP and how it is uniquely qualified to perform the Services.
8. The proposal must address the two components of Services independently:
  - (i) Setup and Documentation of Existing IT Systems and
  - (ii) IT Managed Services and Support.

It is desired that the Setup and Documentation be a Fixed Fee and Managed Services and Support be an Hourly Rate. If Vendor provides a benefit by providing either of these services by buying hours in bulk please indicate the hourly rate without the bulk package and with the bulk package.

9. The proposal must also address emergency services. The City/Township is a 24 hour operation; we depend on our equipment to be operational around the clock. We would expect notification of the problem would typically be done via any hardware or software solution that monitors network status and/or help desk tickets and that they would be responded to 24 hours a day with resolution within 8 hours or less of an emergency status or an agreed amount of time for a lower status ticket.
10. Vendors must list, specifically, any services which would not be covered in the proposal price. The Vendor shall indicate the impact, if any, of changes in the City/Township's IT infrastructure (number of servers and PC's) on the fixed fee.

#### **D. Reports**

The Vendor shall submit service reports on a monthly and/or quarterly basis, summarizing service and IT issues. The Vendor must be available to meet with the City/Township representative and/or their designee to review quarterly reports and discuss issues.

#### **E. Cost of Services**

The City/Township is requesting that the Vendor submit a service contract for a twelve month period, with an option to renew for a second twelve months. Each twelve month period must be shown separately. Payment schedule should also be included (i.e. monthly, quarterly, and annually).

## 5. EVALUATION CRITERIA

A selection committee, appointed by the City/Township, will review the Vendor's qualifications. From this review, an evaluation and selection process will be completed using the following criteria as a benchmark for making a recommendation. The successful Vendor will be awarded a contract by the respective City/Township. The criteria are shown below:

- A. Management Experience** – Credibility of Vendor to provide Services and to meet or exceed all requirements based on specific past experience with comparable sized clients and systems in the industry together with the financial stability, managerial, technical and physical resources and staffing to deliver the Services.
- B. Value Added Solutions** – Demonstrated ability to develop and support a multi-platform environment and telecommunications network utilizing current and future methods, practices, tools and techniques to exceed the City/Township's overall outsourcing goals and objectives.
- C. Work Approach** – The completeness of the Services proposed, the willingness to satisfy or exceed the requirements, the quality of management and the technical approach to be used to assure consistently high quality Service and Vendor willingness to advance and adhere to proposed solutions in a timely manner in accordance with City/Township schedules.
- D. Technical Competence and Experience** – Vendor's specific experience and demonstrated ability to provide the Services that are appropriate to the dynamic environment in which the City/Township operates while providing the flexibility to manage the Services and fees to accommodate changes in business and system requirements, as well as technology, over the term of the Agreement.
- E. Cost** – The terms and fees proposed for all Services, the degree of growth and inflation protection included in the Vendor's base price, the mechanism for pricing increased or decreased levels of Service, and transition and termination considerations.
- F. Plan of Action** – Vendor's ability to describe the methods, practices, tools and techniques that meet the City/Township's overall outsourcing objections which ensuring a smooth plan of transition.
- G. Service Level Commitment** – Vendor's proposed Service Levels, acceptance of the City/Township's proposed Service Level methodology and commitment to continuous improvement of Service Levels.

A rating system will be used to evaluate the proposals, however, the criteria above are not exclusive and the City/Township may change the criteria or adopt new criteria during the RFP process. The award of the contract will be made to the Vendor, whose proposal receives not only a favorable evaluation rating but also the recommendation of the selection committee and approval of the City/Township.

## **6. MISCELLANEOUS**

The submission of a proposal constitutes acceptance and acknowledgment of the Conditions to Proposal attached hereto as Appendix 4 and incorporated herein by reference. The City/Township reserve the right to reject any or all proposals for failure to meet the requirements or conditions contained herein, to waive any technicalities, and to select the proposal which, in the City/Township's sole judgment, best meets the requirements of the City/Township.

The RFP creates no obligation on the part of the City/Township to award a contract or to compensate the Vendor for any costs incurred in the preparation of the Proposal, for presentation, interviews and evaluations or as a result of due diligence and contract negotiations by the Vendor, regardless of whether or not the City/Township enters into a contract with the Vendor. The City/Township reserves the right to award a contract based on Proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications during any discussions.

The City/Township also reserves the right to cancel the contract with the successful bidder for any reason upon delivery of a 60 day letter of termination.

## **7. TIMELINE**

October 21, 2013	Release Date
October 30, 2013	RFI's and Questions must be delivered
November 6, 2013	RFP responses due <u>no later than 2:00 PM EST</u>
November 11, 2013	RFP responses distributed to review team
November 18, 2013	Review team meets for review/scoring
November 22, 2013	Review team narrows selection to finalist group
November 25, 2013	Finalists notified of dates/times for final interviews
December 2, 2013	Finalist Follow-Up Interviews
December 9, 2013	Vendor selection by the City/Township
January 1, 2014	Preparation for Commencement of Services

## **8. REQUEST FOR INFORMATION**

All inquiries must be submitted in writing via electronic mail to the City/Township primary contact listed below no later than the date set forth above. City/Township will not accept any other forms of inquiry. All requests for information ("RFI") and corresponding answers shall be made available to all Vendors via electronic mail (provided such Vendors provide email addresses at the time of receiving this RFP).

## APPENDIX 1: MAIN PROPOSAL TEMPLATE

<p><b>Vendor Information</b> - A brief description of your firm, including the name, address, number of employees, how long in business, services provided, etc.</p>	<p>Insert Here</p>
<p><b>Proposed Solution</b> - A description of the proposed solution to address the stated objectives. This should include a list of assumptions and deliverables (when appropriate).</p>	<p>Insert Here</p>
<p><b>Staffing</b> - A list of the personnel that would be assigned to this engagement along with their corresponding qualifications (resume, biography, etc.).</p>	<p>Insert Here</p>
<p><b>Pricing</b> - Estimate of fees for the work provided. This should include the pricing type (fixed, not to exceed, time &amp; materials, etc.) and corresponding expenses (if any).</p>	<p>Insert Here</p>
<p><b>Service Level Agreements (SLA)</b> – A list of the proposed SLAs governing this solution. For example:</p> <p><u>Target service levels for support requests:</u></p> <ul style="list-style-type: none"> <li>- Acknowledge Request - 1 Hour</li> <li>- Begin Working Request (Remote) - 2 Hours</li> <li>- Begin Working Request (Onsite) - 4 Hours</li> <li>- Resolve the Request.- Best Effort</li> </ul>	<p>Insert Here</p>
<p><b>Client References</b> – A list of three client references, including contact names, titles, phone numbers, and email addresses.</p>	<p>Insert Here</p>
<p><b>Vendor Processes and Methodologies</b></p>	<p>Insert Here</p>
<p><b>Vendor Transition Plan and Implementation Process</b></p>	<p>Insert Here</p>
<p><b>Vendor Key Assumptions and Dependencies</b></p>	<p>Insert Here</p>

<b>Service not fully provided by Vendor</b>	Insert Here
<b>Achievement of City/Township Objectives</b>	Insert Here
<b>Vendor Proposed Account Organization</b>	Insert Here
<b>Vendor Change Control Procedures</b>	Insert Here
<b>Vendor Policy and Procedure Manual</b>	Insert Here
<b>Vendor Qualifications</b>	Insert Here
<b>Vendor Employment Practices</b>	Insert Here
<b>Vendor Approach to Quality</b>	Insert Here
<b>Vendor Potential Value Added Services</b>	Insert Here
<b>Billing Procedures and Terms</b> – A description of the billing procedures and terms for the engagement.	Insert Here

**APPENDIX 2: PROPOSAL PRICING TEMPLATE**

**CITY OF MIAMISBURG**

**Setup & Documentation**

<b>Component / Assumption</b>	<b>Without Group Discount</b>	<b>With Group Discount</b>
<b>Network</b> – Very good existing documentation. Assume 2 hours per location plus 4 additional hours.		
<b>Servers</b> – Very good existing documentation. Assume 20 hours to automate the inventorying of existing systems and for support agent installation.		
<b>Workstations</b> - Very good existing documentation. Assume 20 hours to automate the inventorying of existing systems and for support agent installation.		
<b>AD/Exchange</b> – Very good existing documentation. Assume 8 hours to document the existing setup and for some cleanup.		
<b>Backup Procedures</b> – Very good existing documentation. Assume 4 hours to validate/document the existing procedures.		
<b>Sub-Total</b>		
Additional Costs (if any)		
<b>Final Total</b>		

**APPENDIX 2: PROPOSAL PRICING TEMPLATE (CONT'D)**

**MIAMI TOWNSHIP**

**Setup & Documentation**

<b>Component / Assumption</b>	<b>Without Group Discount</b>	<b>With Group Discount</b>
<b>Network</b> – Limited existing documentation. Assume 4 hours per location plus 2 additional hours.		
<b>Servers</b> – Limited existing documentation. Assume 2 hours per server plus 2 additional hours.		
<b>Workstations</b> – Limited existing documentation. Assume 2 hours per computer to manually inventory systems, install support agents, and apply some patches.		
<b>AD/Exchange</b> – Limited existing documentation. Assume 8 hours to document the existing setup and for some cleanup.		
<b>Backup Procedures</b> – Limited existing documentation. Assume 8 hours to document the existing procedures.		
<b>Sub-Total</b>		
Additional Costs (if any)		
<b>Final Total</b>		

**APPENDIX 2: PROPOSAL PRICING TEMPLATE (CONT'D)**

**Support Pricing (Standard)**

Component	COST TO CITY		COST TO TOWNSHIP	
	City Only	City w/Township Discount	Township Only	Township w/City Discount
Price per Workstation / Year				
Annual Estimated Total				

**Support Pricing (Supplemental)**

Component	COST TO CITY		COST TO TOWNSHIP	
	City Only	City w/Township Discount	Township Only	Township w/City Discount
Workstation: New System Setup				
Workstation: Repurpose Use				
Workstation: Disposition				
User Accts - Moves/Add/Changes				

**APPENDIX 2: PROPOSAL PRICING TEMPLATE (CONT'D)**

**Project Pricing (Hourly Rates)**

COST TO CITY

COST TO TOWNSHIP

Component	City Only	City w/Township Discount	Township Only	Township w/City Discount
Desktop Engineer				
Server/Network Admin.				
Server Engineer				
Network Engineer				
Project Manager				
Purchasing/Order Management				

**APPENDIX 3: KEY SYSTEM INFORMATION**

**CRITICAL SUPPORT INFORMATION**

<b>Component</b>	<b>City</b>	<b>Township</b>	<b>Combined City &amp; Twp.</b>
<b>Networked Campuses Supported</b>	<b>12</b>	<b>2</b>	<b>14</b>
<b>Servers: Physical</b>	<b>15</b>	<b>10</b>	<b>25</b>
<b>Servers: Virtual Servers</b>	<b>8</b>	<b>8</b>	<b>16</b>
<b>Shared Storage Devices (SAN, etc.)</b>	<b>Dell PE MD1200</b>	<b>Dell Optiplex 755</b>	
<b>Workstations: Desktops (Domain)</b>	<b>130</b>	<b>30</b>	<b>160</b>
<b>                  Desktops (Non-Domain)</b>	<b>8</b>	<b>0</b>	<b>8</b>
<b>Workstations: Laptops (Domain)</b>	<b>14</b>	<b>4</b>	<b>18</b>
<b>                  Laptops (Non-Domain)</b>	<b>2</b>	<b>0</b>	<b>2</b>
<b>Workstations: Thin Clients</b>	<b>4</b>	<b>N/A</b>	<b>N/A</b>
<b>Users Supported</b>	<b>240</b>	<b>50</b>	<b>290</b>
<b>Average Age: Servers</b>	<b>4 Years</b>	<b>6 Years</b>	<b>5 Years</b>
<b>Average Age: Desktops</b>	<b>4 Years</b>	<b>5 Years</b>	<b>4.5 Years</b>
<b>Average Age: Laptops</b>	<b>3 Years</b>	<b>3 Years</b>	<b>3 Years</b>
<b>Average Age: Thin Clients</b>	<b>4 Years</b>	<b>N/A</b>	<b>N/A</b>
<b>Critical O/S &amp; Enterprise Applications:</b>			
<b>MS Exchange</b>	<b>Exchange 2010</b>	<b>Exchange 2010</b>	<b>Same</b>
<b>MS Active Directory</b>	<b>Win Serv 2008R2</b>	<b>Win Serv 2008R2</b>	<b>Same</b>
<b>Server Backup</b>	<b>Acronis</b>	<b>Backup Exec</b>	<b>Different</b>
<b>Server/Network Monitoring</b>	<b>IP Monitor</b>	<b>N/A</b>	<b>Different</b>
<b>Other</b>	<b>Desktop Central</b>	<b>N/A</b>	<b>Different</b>

## APPENDIX 3: KEY SYSTEM INFORMATION

### CITY OF MIAMISBURG – Critical Services/Applications

#### Administration:

- CMI (Finance, Budget, Payroll, Tax, Utility Billing, Fixed Assets, Web Connect – Utility/Tax)

#### Municipal Court:

- CMI (Traffic/Criminal, Civil, Probation, Doc-U-Scan, Jury, E-Certified Mailing)

#### Police:

- CISCO, Cogent (Finger Print and, Web-Check, GPS Tracking, License Plate Reader, In-Car Camera, Crash Retrieval, Interview Cameras, Digi-Prop, Cats40 (K-9 Tracking))
- Partners with Montgomery County Sheriff's Office IT Staff for specialty Police applications involving Records Management Systems/Services, In-Car Cameras/Services, Interview Cameras/Services, and Mobile Data Terminals

#### Parks & Recreation:

- Class Registration Programs, Fore Reservations, TPP (Tournament Prepare Program)

#### CCTV (Cameras):

- Milestone Camera Viewing/Monitoring

#### Engineering/Development:

- Franklin Information Systems (Building Permits), ArcGIS (Mapping)

#### Public Works:

- Telemetry/SCADA – Proficy HMI/iFix, Win-911, PCL Win, XL Reporter, Radio Shop, RS Linx, RS Logix
- Distribution – Dixonware, Win Can 8
- Service Garage - RTA Fleet Maintenance, K800 Phoenix, JPro Diagnostics, Diamond Logic Builder
- Storm Water/Mapping - ESRI ArcView, ESRI ArcReader, ESRI ArcPad, ESRI ArcPad Applicatio Builder, Trimble Access, Trimble Business Center
- Security – DLS Downloading

#### Workstations/Laptops:

- MS Office (2007, 2010, 2013), Win 7 (few XP), Spice Works (Email Based Help Desk), IE 8, 9, or 10

#### Servers:

- MS Windows Server 2008/R2, MS Windows Server 2008/R2 – Enterprise, Hyper V, MS SharePoint, MS Server 2003 - Standard, Terminal Services, MS Server 2008/R2 – Standard and Enterprise, MS SQL 2005/2008, MS Exchange 2010 Standard, Symantec Antivirus – Cloud, Acronis Imaging Backup and Recovery 11.5, MS Desktop Central

**Note:** The above list is an attempt to depict most critical applications in use across the City. This list may not be inclusive of every application, or miscellaneous software tool/resource.

## APPENDIX 3: KEY SYSTEM INFORMATION

### MIAMI TOWNSHIP – Critical Services/Applications

#### Finance:

- Creative Microsystems, Inc (CMI) – Finance, Budget, Payroll, Tax
- Software Solutions, Inc (SSI) – Finance

#### Planning/Zoning:

- ArcGIS/ArcServer
- ZoneProp
- Filemaker Pro

#### CCTV (Cameras):

- Milestone Camera Viewing/Monitoring

#### Public Works:

- Collective Fleet
- Big Foot
- Asset Manage

**Note:** The above list is an attempt to depict most critical applications in use across the Township. This list may not be inclusive of every application, or miscellaneous software tool/resource.

## APPENDIX 4

### CONDITIONS TO PROPOSAL

In submitting a Proposal pursuant to this Request for Proposal, Vendor hereby agrees to and acknowledges the following:

1. Vendor and its consultants, engineers, and contractors, must comply with all applicable Federal, State and City laws pertaining to contracts entered into by governmental agencies, including non-discriminating employment. Contracts entered into on the basis of submitted proposals are revocable if contrary to law.
2. Proposals (including pricing) may not be withdrawn for a period of 120 days following the opening of the Proposals. Prices MUST also be free of federal, state, and local taxes unless otherwise imposed by a governmental body, and applicable to the material on the Proposal.
3. Vendor shall hold and save the City/Township and its officers, agents, servants/employees harmless from liability of any patented, or unpatented invention, process, article, or appliance manufactured, or used in the performance of the contract, including its use by the City/Township.
4. Vendor may not assign or subcontract any Services required hereunder or any other responsibilities set forth in the contract without the prior written consent of the City/Township.
5. Vendor must maintain insurance coverage covering general commercial liability, workers compensation and professional liability, if applicable, and shall provide evidence of such coverage in amounts reasonably acceptable to the City/Township upon execution of the contract.
6. Vendor hereby certifies that it has carefully examined all of the information set forth in the proposal or is otherwise satisfied with responses pursuant to a Request for Information, if applicable, has carefully and thoroughly reviewed this Request for Proposal and understands the nature and scope of the Services to be provided.
7. All products/Services and related equipment proposed and/or affected by acquisitions or purchases made as a result of the Proposal shall be compliant with existing City/Township hardware, software, and applications where applicable.
8. The City/Township will not be responsible for any expenses incurred by any Vendor in the development of a Proposal, including any onsite (or otherwise) interviews and/or presentations, and/or supplemental information provided, submitted, or given to the City/Township and/or its representatives. Further, the City/Township shall reserve the right to cancel the Services described herein prior to issuance and acceptance of any contractual agreement by the recommended Vendor even if the City/Township has formally accepted a recommendation.
9. By submission of a Proposal, the Vendor agrees that at the time of submittal, it: (1) has no interest (including financial benefit, commissioners, or any other remuneration) and shall not acquire any interest, either direct or indirect, that would conflict in any manner or degree with the performance of Vendor's Services, or (2) benefit from an award resulting in a "Conflict of Interest". A "Conflict of Interest" shall include holding or retaining membership, or employment, on a board, elected office, department, division or bureau, or committee sanctioned by and/or governed by the City/Township. Vendor shall identify any interests, and the individuals involved, as an attachment to the Proposal.

## SELECTION CRITERIA MATRIX

The following matrix will be used as part of the grading, scoring, and selection process.

<b>EVALUATION CRITERIA</b>				
Management Experience/Commitment (Maximum 10 Points)				
Flexibility of Business Arrangements (Maximum 10 Points)				
Work Approach (Maximum 10 Points)				
Vendor Viability (Maximum 10 Points)				
Technical Competence/ Comparable Services (Maximum 10 Points)				
Proposal Cost (Maximum 10 Points)				
Value Added Solutions (Maximum 10 Points)				
Service Level Commitment (Maximum 10 Points)				
Plan of Action/Transition (Maximum 10 Points)				
Agreement Terms/ Termination Assistance (Maximum 10 Points)				
TOTAL RATING (100 points max.)				