

December 11, 2015
RFP 127922

PURCHASING DEPARTMENT
101 EAST 11th STREET, STE. G-13
CHATTANOOGA, TENNESSEE 37402

Request for Proposals for the City of Chattanooga, TN

Requisition No.: RFP 127922
Ordering Dept.: Information Technology
Buyer: Sharon Lea
Phone No.: 423 643-7235
Fax No.: 423 643-7244
Email: slea@chattanooga.gov

Request for Proposals for PROFESSIONAL SERVICES PROVIDER SLA

****REQUEST FOR PROPOSALS MUST BE RECEIVED****

NO LATER THAN

4:00 PM E.S.T. on January 21, 2016

***ALL QUESTIONS MUST BE SUBMITTED IN WRITING**

NO LATER THAN

4:30 PM E.S.T. on January 6, 2016

ADDENDUM ANSWERING ALL QUESTIONS RECEIVED

WILL BE POSTED NO LATER THAN

4:30 PM E.S.T. on January 12, 2016

The City of Chattanooga reserves the right to reject any and/or all proposals, waive any informalities in the proposals received, and to accept any proposal which in its opinion may be for the best interest of the City.

The City of Chattanooga will be non-discriminatory in the purchase of all goods and services on the basis of race, color or national origin.

The City of Chattanooga (COC) Terms and Conditions posted on Website are applicable:
<http://www.chattanooga.gov/purchasing/standard-terms-and-conditions>

NOTE: ALL PROPOSALS MUST BE SIGNED.

All proposals received are subject to the terms and conditions contained herein and as listed in the above referenced website. The undersigned Offeror acknowledges having received, reviewed, and agrees to be bound to these terms and conditions, unless specific written exceptions are otherwise stated.

PLEASE PROVIDE US WITH THE FOLLOWING:

Company Name: _____
Mailing Address: _____
City & Zip Code: _____
Phone/Toll-Free No.: _____
Fax No.: _____
E-Mail Address: _____
Contact Person: _____
Signature: _____

**City Of Chattanooga, Tennessee
Department of Information Technology**



Request for Proposal 127922

**Responses Due: No Later Than
4:00 pm EST January 21, 2016**

Professional Services Provider SLA

Establish a contractual relationship with a vendor that can provide professional staff and services as needed to expand Department of IT resource pool in order to support workload and project portfolio.

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[Department of Information Technology](#)
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SECTION I - GENERAL INFORMATION

Introduction

The purpose of this section is to define the scope of the project and describe this Request for Proposal (RFP).

Purpose of RFP

This request solicits proposals to furnish the municipal government of Chattanooga, hereinafter referred to as "The City", with a Professional Services solution. Specifications describing the functional and technical requirements can be found in Section IV of this document. It is The City's intent to select the most suitable solution based on responses to this RFP.

This request solicits proposals covering four areas. The proposals should provide recommendations and service level agreement details (herein after referred to as "SLA") for each area:

- (1) Help Desk Personnel
- (2) Infrastructure Design, Support and Implementation
- (3) Project Management & Business Analysis
- (4) Application Development

SECTION II – ADMINISTRATIVE AND CONTRACTUAL INFORMATION

Introduction

The purpose of this section is to identify the administrative requirements related to this RFP.

Inquiries

Questions concerning this RFP may be sent by fax or e-mail to the attention of:

Sharon Lea, Buyer
City of Chattanooga
Purchasing Department
101 E. 11th Street, Ste. G13
Chattanooga, TN 37402
Fax: (423) 643-7244
Email: slea@chattanooga.gov

Exceptions to RFP Specifications

This RFP is intended to describe The City's minimum requirements and response format in sufficient detail to secure comparable proposals. However, vendors are not precluded from submitting proposals that recommend a solution that differs from the provided specifications as long as the required response format is followed. Any exceptions to specifications should be clearly noted and will be considered as they apply to the overall interest of The City.

Implied Requirements

All products and services not specifically mentioned in this RFP, but which are necessary to provide the full recommended solution described by the vendor, must be included in the proposal.

Vendor-Supplied Materials

Any material submitted by a vendor shall become the property of The City unless otherwise requested at the time of submission. Any material considered confidential in nature must be so marked.

Issuing Office

This RFP shall be governed by the laws of the State of Tennessee and is issued by the Purchasing Department for The City.

Rejection of Proposals

The City reserves the right to reject any and all proposals resulting from this RFP.

Incurring Costs

The City is not liable for any cost incurred by vendors prior to the issuance of a purchase agreement for the proposed Data Center solution and will not pay for information solicited or obtained.

Vendor Proposals

Vendors must submit a response to this RFP with a printed original response along with one additional copy and an electronic copy. The electronic format must be Google Docs, MS Word or PDF. The vendor proposal must follow the format as defined in Section II of this document.

Economy of Preparation

Proposals must be prepared simply and economically. They should provide a straightforward and concise description of the Professional Services solution proposed. Colorful bindings, displays, promotional materials, etc. are not desired. Emphasis should be placed on clarity and content. Lengthy proposals may be viewed as attempts to obfuscate issues and may be rejected.

Conditions of Agreement

The successful vendor will be expected to enter into contract negotiations with The City that will result in a formal purchase agreement between the parties.

SECTION III – RFP LIFE CYCLE

Introduction

The purpose of this section is to inform prospective vendors of the process that will take place as a result of this RFP. The information contained herein discloses all details about dates, times, and places as they pertain to this RFP.

Response Date

Sealed proposals to be considered must arrive at the issuing office on or before the time and date referred to on the cover sheet of this document.

Initial Screening

The initial screening of submitted proposals will occur as soon as practical following the opening. The initial screening process will involve evaluating all proposals for completeness, clarity, and conformity to all RFP requirements. Proposals not meeting minimum requirements will not receive further consideration.

Oral Presentation

Vendors submitting a proposal that passes initial screening may be invited to make an oral presentation of their proposal to The City. Invitations will be given solely at the initiative of The City for such purposes as The City deems necessary. Such presentations provide an opportunity for the vendor to clarify their proposal and ensure that a thorough, mutual understanding exists. Oral presentations are not mandatory. These presentations may be conducted in person, by WebEx or teleconference.

Product Demonstration

Vendors may be requested by The City to demonstrate the <product or service> solution they are proposing. Demonstrations will be conducted in the most economical manner possible.

Final Evaluation

After all requested oral presentations and product demonstrations have been completed, the final evaluation will begin. In the final evaluation, the proposals submitted by the vendors will be reviewed and a recommendation will be made by an evaluation committee for the proposal that is considered to best satisfy The City's requirements.

Any recommendation by the evaluation team or staff members is subject to review and concurrence or non-concurrence by the Mayor's Office. The Mayor's Office will then make a recommendation to Chattanooga City Council who will make the final decision based upon whatever factors it considers pertinent.

Proposal Acceptance

After the final evaluation, the chosen vendor(s) will be notified and contract discussion and negotiation between The City and the selected vendor(s) will begin. The content of this RFP and the successful vendor's proposal will become an integral part of the contract, but may be modified by provision of the contract. Vendors are requested to submit current contract forms with their proposal for review by The City.

Section IV – Requirements for the Proposed System

Introduction

The purpose of this section is to describe the required and desired features of a Professional Services solution for The City. The vendor may propose additional features and options to be considered. The sequence in which the following items appear in this document does not represent any priority of importance for this proposal. The City requests that prospective vendors use these specifications to develop proposals within the guidelines set forth in Section II.

General Requirements

The City seeks to augment their IT staff with IT professionals that include (but is not limited to) network analysts and engineers, help desk technicians, IT hardware deployment specialists, IT project managers, Scrum Masters, Business Analysts, and software developers.

Network analysts and engineers should be experts on wired and wireless network design and implementations with Brocade, Aerohive, and Meraki network equipment. The city needs help desk technicians onsite and remotely to assist with Apple and Lenovo deployments and imaging, provide multiple levels of support via phone and on site.

Project professionals should have experience with best practices outlined in the PMBOK and/or a thorough understanding of the Agile development and Scrum.

Applications developers should be proficient in browser-based application development in LAMP (must-have) and MEAN (preferable) stack environments. PHP, Javascript, SQL, and PHPUnit knowledge is required. Experience with the CakePHP development framework is desirable. Knowledge of HTML/CSS, Red Hat Enterprise Linux/CentOS, MySQL, PostgreSQL, MongoDB, Nginx, Pentaho Data Integration, BASH scripting, Selenium, Doctrine, PHPDocumentor, and Composer are all pluses. Scrum Alliance Certification is also a plus.

Training

Proposals must include all training plans and costs. Training must be provided for each city role required for implementation and for future sustainability of the proposed Professional Services solution. The vendor is expected to be familiar with any software and services recommended in the proposal.

Technical Support Services

Proposals must provide all costs associated with supporting the proposed solution.

Cost Summary

Vendor must supply a line item detail to support Proposal Cost Summary in Appendix A.

Functional and Technical Requirements

The following requirements must be addressed in Vendor's proposal:

Help Desk Services

- Help Desk Phone Support
- Desk Side Support
- Mobile Device Management
- Asset Management
- Lifecycle and Deployment Management
- License Management
- Print Management

Infrastructure

- Asset Management
- Lifecycle Management
- License Management
- Vendor Management
- Network Infrastructure Consultation, Configuration, and Deployment
 - Security Appliances
 - Network Switches
 - Network Routers
 - Wireless APs
 - IP Cameras
- Network Infrastructure and System Monitoring
- Security Compliance and Management

Technology Projects and Strategy

- ITIL Best Practices/Business Strategy Alignment
- Training (Key City Personnel not just IT)
- Continual Service Improvement
- Long/Short Term Project Management
- Change Management
- 5-10+ years of experience with IT Infrastructure Upgrades and Application Development Projects
- PMBOK - Project Management Professionals (PMP) and Business Analysts
- Scrum Alliance - Certified Scrum Master (CSM) or Certified Scrum Professional (CSP)
- Agile methodologies
- Business analysis and assist in identifying project requirements
- Create RFPs and vendor selection
- Create project plans
- Schedule Tasks
- Identify risks and risk mitigation
- Manage project team and resources

- Manage budget
- Manage timeline and scope
- Organize and coordinate project meetings
- Prepare and present project, budget and status reports

Application Development

- TDD (test-driven development)
- Continuous Integration/Automated Deployment
- MVC (Model-View-Controller)
- Commonly-used Software Design Patterns
- Agile/Scrum (no waterfall!)

Appendix A

Proposal Cost Summary Form

The undersigned, being familiar with the requirements of The City of Chattanooga Request for Proposal for a Professional Services solution, proposes to furnish products and services to The City in accordance with that request.

The summary below reflects projected cost for The City for the Professional Services solution and implementation. Supporting detail must be attached describing hourly rates, projected expenses, software and hardware expenses, annual support and maintenance, discounts along with any other detail that will lead to a clear understanding of the proposal.

Item	Cost
Help Desk Services	
Infrastructure Services	
Project Services	
Application Services	
Training	
Annual Maintenance and Support	
Other Costs (Describe)	
Total	

Appendix B

Affirmative Action Plan

Affirmative Action Plan

The City of Chattanooga is an equal opportunity employer and during the performance of this Contract, the Contractor agrees to abide by the equal opportunity goals of the City of Chattanooga as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or handicap. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, national origin, or handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay, or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin, or handicap.
3. The Contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. In all construction contracts or subcontracts in excess of \$10,000 to be performed for the City of Chattanooga, any contractor and/or subcontractor is further required to file in duplicate within ten (10) days of being notified that it is the lowest responsible bidder, an affirmative action plan with the EEO Director of the City of Chattanooga. This plan shall state the Contractor's goals for minority and women utilization as a percentage of the work force on this project.
5. This Plan or any attachments thereto shall further provide a list of all employees annotated by job function, race, and sex who are expected to be utilized on this project. This plan or attachment thereto shall further describe the methods by which the Contractor or Subcontractor will utilize to make good faith efforts at providing employment opportunities for minorities and women.

During the term of this contract, the Contractor upon request of the City, will make available for inspection by the City of Chattanooga copies of payroll records, personnel documents and similar records or documents that may be used to verify the Contractor's compliance with these Equal Opportunity provisions.

6. The Contractor will include the portion of the sentence immediately preceding paragraph 1 and the provisions of paragraphs 1 through 6 in every subcontract so that such provisions will be requested of each subcontractor. The Contractor agrees to notify the City of Chattanooga of any subcontractor who refuses or fails to comply with these equal opportunity provisions. Any failure or refusal to comply with these provisions the contractor and/or subcontractor shall be a breach of this contract.

(Signature of Contractor)

(Title and Name of Company)

(Date)

Requirements for Insurance Coverage

REQUIREMENTS FOR INSURANCE COVERAGE

The Contractor shall not commence work under these Contract Documents until he has obtained all insurance required herein nor shall the Contractor allow any Subcontractor to commence work on his subcontract until similar insurance required of the Subcontractor has been obtained by the Subcontractor. Insurance shall be placed by the Contractor with one or more insurance carriers licensed to do business in the State of Tennessee. Each insurance policy shall be renewed ten (10) days before the expiration date of the policy.

Certificates of insurance shall be filed with the City prior to commencement of the work. These certificates shall contain a provision that coverage's afforded under the policies will not be changed or canceled unless at least fifteen (15) days' written notice has been given to the city. The Contract shall not be binding upon the city until the insurance coverage required herein has been obtained and certificates have been filed with the City.

Adequate insurance coverage shall be maintained by the Contractor at all times. Failure to maintain adequate coverage shall not relieve the Contractor of any responsibilities or obligations under these Contract Documents. In the event any insurance coverage is canceled or allowed to lapse, the Contractor will not be permitted to prosecute the work until adequate and satisfactory insurance has been obtained and certificates of insurance furnished to the City. Failure to keep insurance policies in effect will not be cause for any claims for extension of time under these Contract Documents.

All such policies shall be subject to approval by the City Attorney. Should the City Attorney at any time in his sole discretion determine that the insurance policies and certificate provided may not be sufficient to protect the interests of the City because of the insolvency of the insurance company or otherwise, the Contractor shall replace such policies with policies meeting his approval.

The Contractor shall procure and maintain at his own expense, during the Contract Time, insurance as hereinafter specified:

Workmen's Compensation Insurance that shall protect the Contractor against all claims under applicable state workmen's compensation laws shall be maintained. The Contractor shall also be protected against claims for injury, disease or death of employees which, for any reason, may not fall within the provisions of a workmen's compensation law. This policy shall also include an endorsement providing coverage in all states in which work is performed. The Contractor shall require all the Subcontractors to provide similar Workmen's Compensation Insurance for all the Subcontractors' employees on the work unless such employees are covered by the protection afforded by the Contractor. The liability limits shall not be less than that required by statute.

General Public Liability and Property Damage Insurance that shall be written in comprehensive form and shall protect the Contractor against all claims arising from injuries including death, to members of the public or damage to property of others arising out of any act or omission of the Contractor or his agents, employees, or Subcontractors. In addition, this policy shall specifically insure the contractual liability assumed by the successful bidder to defend and indemnify the City of Chattanooga against such claims or suits.

To the extent that the work may require blasting, explosive conditions or underground operation, the comprehensive general public liability and property damage coverage shall contain no exclusion relative to blasting, explosion, collapse of buildings, or damage to underground property.

The comprehensive general public liability and property damage coverage shall also protect the Contractor against all claims resulting from damage to:

1. Private driveways, walks, shrubbery and plantings;
2. Public utility facilities; and
3. U.S. Government monuments.

The liability limits shall not be less than:

Bodily Injury	\$ 500,000 each person \$1,000,000 each occurrence
Property Damage	\$ 250,000 each occurrence \$ 500,000 aggregate

The general public liability and property damage insurance shall carry an endorsement in form satisfactory to the City to the effect that the Contractor shall save harmless the City from any claims and damage whatsoever, including patent infringement. General public liability and property damage insurance shall be kept in force at all times during the course of the work until such time as the work covered by these Contract Documents has been completed and accepted by the City.

Comprehensive Motor Vehicle Liability and Property Damage Insurance that shall be written in comprehensive form and shall protect the Contractor against all claims for injuries to members of the public and damage to property of others arising from the use of motor vehicles, and shall cover operation on or off the site of all motor vehicles licensed for highway use, whether they are owned, non-owned, or hired.

The liability limits shall not be less than:

Bodily Injury	\$ 250,000 each person \$ 500,000 each occurrence
Property Damage	\$ 100,000 each occurrence

Affirmation and Signature

In submitting this proposal, I understand that The City reserves the right to reject any and all proposals.

The undersigned further agrees that this proposal is made in good faith and is not founded on, or in consequence of, any collusion, agreement or understanding between his or herself or any other interested party.

Business Name

Mailing Address

Business Phone Number

Fax/other Number

Printed name of first signatory

Title

Signature

Date

Printed name of second signatory

Title

Signature

Date